## eClinicalWorks Training: Marking Notes as Confidential (P.S.A.C.)

The P.S.A.C. (Patient Access Security Codes) setting in eClinicalWorks allows for Progress Notes to be marked as "confidential" with access granted to specific users, typically only the provider by default. Other providers and staff who attempt to view the confidential note will be prompted to "break the glass" or enter a reason for accessing the confidential note before proceeding. Progress Notes for company employees, celebrity patients, and behavior health issues should be marked confidential to maintain a higher level of privacy.

## Marking a Progress Note as Confidential:

Please note that only providers will have access to marking specific Progress Notes as confidential. From the Progress Note, click on Visit code or Procedure Codes.

Progress Notes
Test, Stephanie, 59 Y, F Sel Indo Hub Pa Allergies     Palling Alert       S045 Old Hickory     Wt 09/27/17: 150 lbs.       Heinistage, Th. 37076     Apel(1,12/07/17/LL)       PCP:     Test.       D08::07/07/1528     Ball       david.brinkley@shyd     Test.       Ren:     AATest.
Medical Summary   CDSS   Alerts   Labs   DT   Procedures   Growth Chart   Imm/T.Inj   Encounters   Patient Docs   Flowsheets ×   Notes
Progress Notes Scribe III Orders Q. Quick Search
Patient Reports None (Blood in Urine Difficulty Urinating Frequently Urinating). Psychiatric (SVL) Patient Reports Anxiety. Endocrine (SVL) Patient Reports Difficulty Sleeping.
Objective: <u>Vitals:</u> <u>Past Results:</u> <u>Examination:</u> ▼
Assessment: Assessment: ♥
Plan:         Treatment;         Procedures;       ▼         Immunizations;         Therapeutic Injections:         Diagnostic Imaging:         Lab Reports:         Procedure Orders;         Preventive Medicine: ▼         Next Appointment:         ▼
Visit Code:  Procedure Codes:

In the window that appears, click the green "Confidential Note" button.

Pt. Info Enco	ounter Phys	sical 鑜 Hub								
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CPT Name		Units M1 M	2 M3 M4	ICD	1	ICD2	1	CD3		14 Notes
CPT Name		Units M1 M	2 M3 M4	ICD	01	ICD2		CD3		14 Notes
CPT Name		Units M1 M	2 M3 M4	ICD	01	ICD2	1	CD3		14 Notes
CPT Name		Units M1 M	2  M3  M4	ICD	1	ICD2	1	CD3		14 Notes
CPT Name		Units M1 M	12   M3   M4	ICD	1	ICD2	1	CD3		14 Notes
CPT Name		Units M1 M	2 M3 M4	ICD		ICD2				14 Notes
CPT Name Billing Notes	Browse	Units M1 M	2 M3 M4		Follow U	ICD2	growse	CD3	Reason	n <u>Browse</u> Clea
CPT Name	Browse	Units M1 M	2 M3 M4		Follow U	ICD2	growse	CD3	Reason	n <u>B</u> rowse ) Clea
CPT Name	Browse	Units M1 M	2 M3 M4		Follow U	1CD2	growse	Clear 3 W	Reason	n <u>B</u> rowse Clea
ICPT Name	Browse	Units   M1   M	2 M3 M4		Follow U 2-3 Ds 4 W	1CD2	2 W 2 M	Clear 3 W 3 M	Reason	n <u>Browse   Clea</u>
CPT Name	Browse	Units M1 M	2 M3 M4	ICD	Follow U 2-3 Ds 4 W 4 M	1CD2	2 W 2 M 1 Y	Clear 3 W 3 M prn	Reason	a <u>B</u> rowse ] Clea
ICPT Name	Browse	Units M1 M	2 M3 M4	ICD	Follow U 2-3 Ds 4 W 4 M	1CD2 1W 6W 6M	2 W 2 M 1 Y	Clear 3 W 3 M prn	Reason	n <u>B</u> rowse Clea

The Select P.S.A.C. Group tab will then open. Search and select your provider name in the list.

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P.S.A.C. Group	Users						
Select P.S.A.C	Group					٠	
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The Confidential Note tab will now turn red. Any other users will be prompted to enter a reason for accessing this particular note prior to accessing the information.

Billing (Test, Stephanie - 11/27/2017 10:15 AM, St.	VL NEW PT)	23
Pt. Info Encounter Physical 🍟 Hub		
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	4W 6W 2M 3M	Follow up N/A
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<ul> <li>▲ <u>C</u>DSS Addl. Billing Data</li> </ul>	+ W 6W 2M 3M     + M 6M 1Y pm     Confidential Note     Confidential Note     Close	Follow up N/A

## **Removing the Confidential Setting:**

Please note that the confidential setting can only be removed by an administrator or the provider who added the confidential status. Anyone else who attempts to remove the setting will receive the message below. For removing confidential statuses that were added in error, providers can contact the Software Support team at <u>softwaresupport@phydata.com</u>.



## Using the Break the Glass Feature:

The Break the Glass feature of P.S.A.C. is used to not only track access to confidential notes but also verify access is needed. All users other than the rendering provider who attempt to view this record will receive the "break the glass" message below. The user will then either enter "selected in error" and select "No" if they do not require access to this particular note, or enter a short reason for accessing the note before selecting "Yes" to proceed to the note.

**NOTE:** For security purposes, the Software Support team regularly reviews Break the Glass access logs for monitoring access to confidential notes.

1	🕄 PSAC Confidential Note 📃 🔲 🔜	٢
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	PSAC Progress Note	
	The Patient information is confidential and you do not have the permission to access its details.	
	To access, provide a reason below and click Yes. To exit without access, click No.	
	Yes No	~