

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

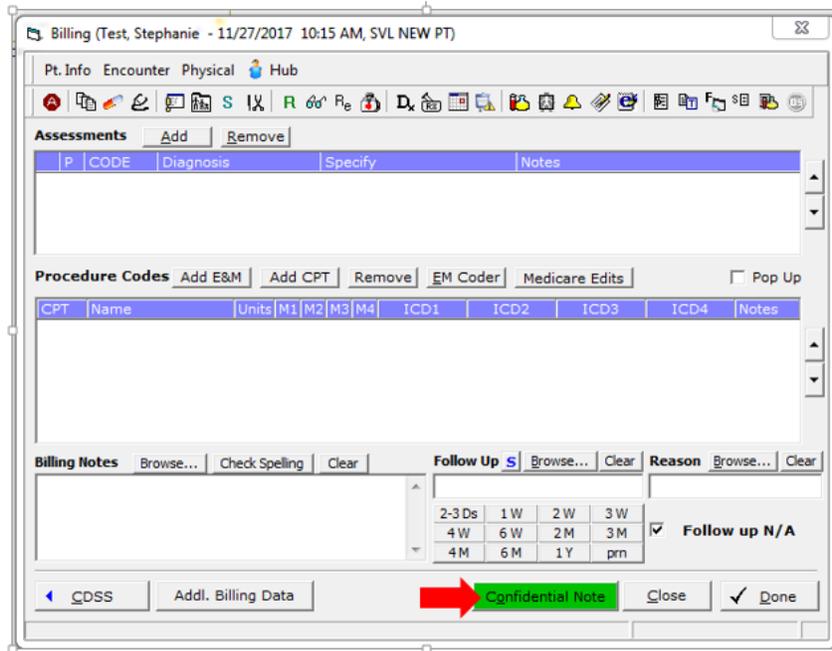
The P.S.A.C. (Patient Access Security Codes) setting in eClinicalWorks allows for Progress Notes to be marked as “confidential” with access granted to specific users, typically only the provider by default. Other providers and staff who attempt to view the confidential note will be prompted to “break 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:

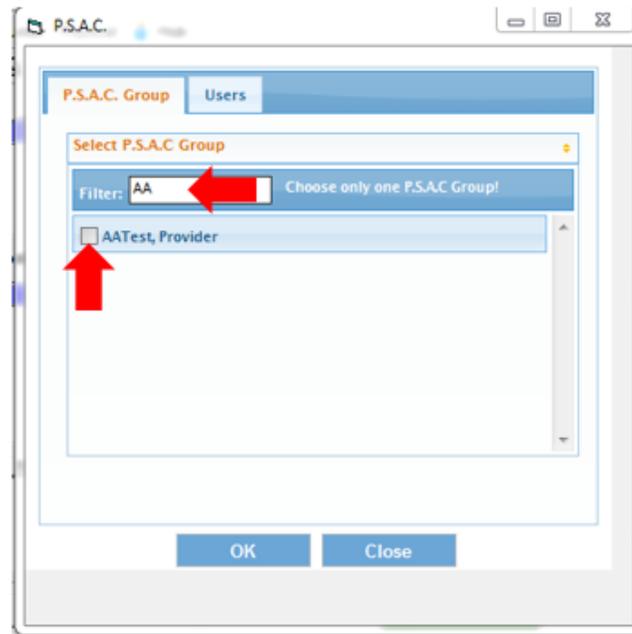
Please note that only providers will have access to marking specific Progress Notes as confidential. From the Progress Note, click on Visit code or Procedure Codes.

The screenshot displays the eClinicalWorks interface for a patient named Stephanie Test. The top navigation bar includes 'Progress Notes' and various tabs like 'Allergies' and 'Billing Alert'. The patient's information is shown, including address, phone numbers, and insurance details. Below this, there are sections for 'Patient Reports' (None, Psychiatric (SVL), Anxiety, Difficulty Sleeping), 'Objective' (Vitals, Past Results, Examination), 'Assessment' (Assessment), and 'Plan' (Treatment, Procedures, Immunizations, Therapeutic Injections, Diagnostic Imaging, Lab Reports, Procedure Orders, Preventive Medicine, Next Appointment). The 'Billing Information' section at the bottom includes 'Visit Code' and 'Procedure Codes', with a red arrow pointing to the 'Visit Code' dropdown menu.

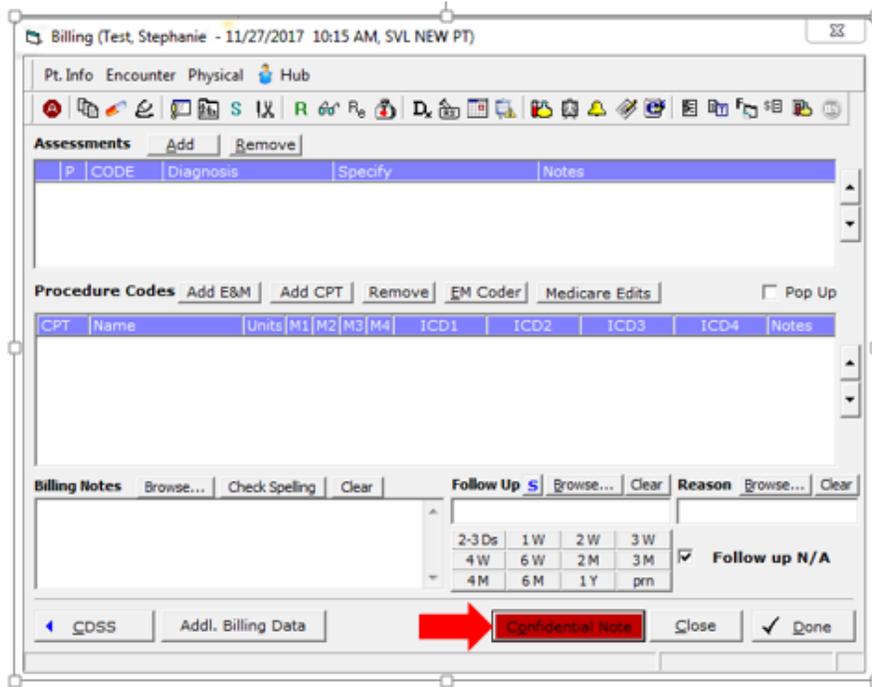
In the window that appears, click the green “Confidential Note” button.



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



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.



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 softwaresupport@phydata.com.



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.

