

# Privacy Constraints (Visibility Settings)

Last Modified on 03/23/2023 8:42 am EDT



OP sets **all defaults to share all information**. Any individual decisions by Practice-users to restrict information sharing (access, use, or exchange) are the responsibility of the Practice in the implementation of its 21st Century Cures Act Information Blocking policies and procedures for its Practice and patients.

Version 20.18

## About

OP contains privacy constraints in various sections of the patient's medical record. Who can see the record is determined by the setting made at the user level in the Staff/Provider Directory. The higher the level of visibility, the less people there are that can view the information. The lower the visibility level, the more people that can view the information. When the visibility level of the entire medical record is changed to any level higher than Any Staff Member, the Restricted chart displays in the Window Navigation panel of the Patient Chart.

## Visibility Levels

There are five levels of visibility:

- **Any staff member.** A record set with this level is visible to all staff members. The record could be printed by any staff member and provided upon request. It can be accessed by the patient or parent when they are logged into their Patient Portal if this section of the chart is on the portal.
- **Clinical staff only.** A record set with this level is not immediately visible to your staff members. Only staff members who have at least the Clinical Staff Only Standard Visibility Level are able to see this part of the chart upon request. Staff members who are able to see this record are able to print it out and provide it to internal or external persons upon request. This type of record is not visible on the Patient Portal.
- **Providers only.** This level of visibility has the same functionality as Clinical Staff Only, but from Providers Only standard medical records visibility level and higher. This type of record is not visible on the Patient Portal.
- **Physicians only.** This level of visibility has the same functionality as Clinical Staff Only, but from Physicians only standard medical records visibility level and higher. This type of record is not visible on the Patient Portal.
- **Author only.** This is the highest level of visibility and is the most restrictive. If a record is marked as Author Only, only the staff member that created the record is able to retrieve it. This staff member is the only one able to print this record. This type of record is not visible on the Patient Portal.



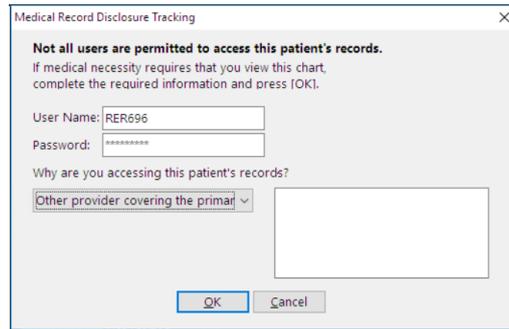
**Note:** It is possible for a staff member with the Any Staff Member visibility level to set a record as Author Only (ie. Phone Message, Scan). If this is done, only that staff member can find that record and retrieve it using Standard Visibility Levels.

## Emergency Privileges

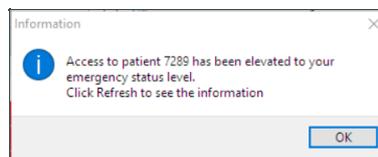
To determine who falls into each visibility level, you need to set a Standard and Emergency Visibility Level in the **Staff Directory** for each staff member. It is important to set Emergency Visibility Levels for some staff members so a record could be retrieved in the case of an emergency (no staff can be contacted that is able to view this record). In this instance, a staff member that has a higher Emergency Visibility Level than Standard Visibility Level needs to activate those privileges.

1. Search for and select a patient whose record you need to access.
2. Click the **drop-down** to the right of Logout in the Ribbon.

3. Select **Emergency Override**.
4. Enter the data in the **Fields** within Medical Record Disclosure Tracking window.



5. Click the **OK** button.
6. The Information dialog box display, click **OK** to continue.





**Note:** If you still cannot find the correct record, it is possible that the record was set to a level that is higher than your Emergency Visibility Level. You need to find a staff member who has higher access and complete the same steps to gain access to this record in an emergency situation.

Version 20.17

## About

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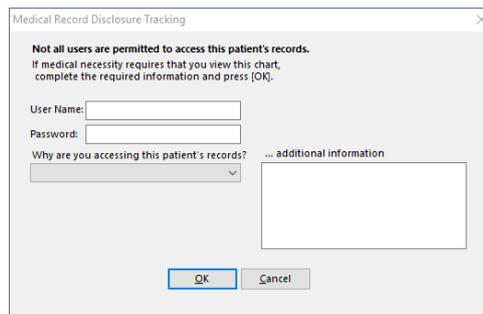


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To determine who falls into each visibility level, you need to set a Standard and Emergency Visibility Level in the **Staff Directory** for each staff member. It is important to set Emergency Visibility Levels for some staff members so a record could be retrieved in the case of an emergency (no staff can be contacted that is able to view this record). In this instance, a staff member that has a higher Emergency Visibility Level than Standard Visibility Level needs to activate those privileges.

1. Find the **patient** whose records cannot be located.
2. Click the **drop-down menu** to the right of Logout in the Ribbon.
3. Select **Emergency Override**.
4. Enter the data in the **Fields** within Medical Record Disclosure Tracking window.



5. Click the **OK** button.

If you still cannot find the correct record, it is possible that the record was set to a level that is higher than your Emergency Visibility Level. You need to find a staff member who has higher access and complete the same steps to gain access to this record in an emergency situation.