

Office of Compliance & Privacy Affairs
San Francisco
 Department of Public Health



PRIVACY PULSE

BREAK – THE – GLASS



ENCOUNTER BREAK THE GLASS, WHAT SHOULD I DO?

- You must select the appropriate reason and provide further explanation.
- To avoid being contacted and investigated by the Privacy officer, you must provide detailed information in the **“Further Explanation”**. Please designate your reason for access the patient’s record.

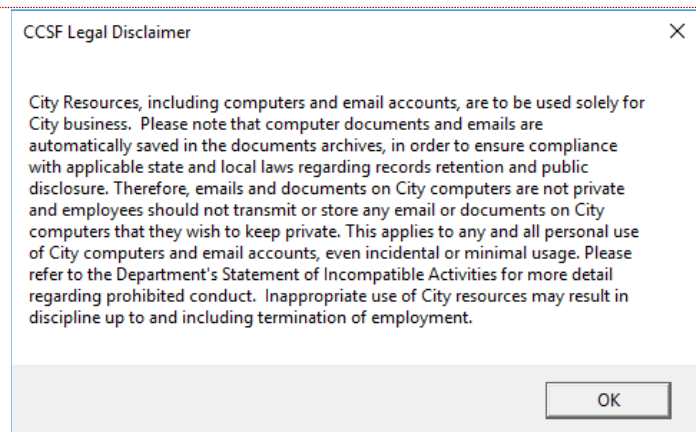
“BREAK-THE-GLASS” ALERTS THAT MAY TRIGGER A PRIVACY INVESTIGATION:

- Accessing the record of a patient such as a co-worker, person of interest (in the news media, celebrity, etc.) out of curiosity, concern, or non-work related reason.
- Looking up identification information about a patient.
- Checking if an employee has an appointment to verify their sick time-off hours.
- Looking up your own medical information.
 - All request for medical record must go through Health Information Services or use the EPIC Patient portal only.

All instances of breaking the glass for a ZSFG patient are reported automatically to the privacy office. **THINK BEFORE YOU CLICK!**

The reason for the **Pop-Up Screens** (below) when logging on your computer systems is to inform you that:

- DPH computer systems are solely for city business
 - Using the computer system for personal reasons is a misuse of city resources



THINGS YOU NEED TO KNOW....

If you access records for non-business purposes, corrective and disciplinary actions may include loss of privileges, impact to your professional license and can lead to **Termination!**

Failure to comply with HIPAA requirements can result in civil and criminal penalties. These penalties can apply to both covered entities and individuals.

Report a Privacy Breach:



Report every potential **Breach** of Protected Health Information (PHI):

- ZSFG Privacy Officer (628) 206-4104
- Privacy Hotline: (855) 729-6040
- Email: compliance.privacy@sfdph.org
- Refer to [Policy# 8.27 Breach Notification Policy](#)

The Privacy Office also provides consultation on all privacy related questions. Please feel free to contact us