Break-Glass Functionality Update / Client Blocking

SUMMARY:

[CUSTOMER] is in need of Break Glass Functionality.

1. [CUSTOMER] would like to be able to block staff from opening a record but instead of it not coming up in the client search. The staff can request for the access of that record along with the reason why they want to access the record
2. [CUSTOMER] would also like to change the front-end screen to have a “Block All Staff Except” functionality as this is primary way [CUSTOMER] blocks clients.
3. [CUSTOMER] needs a true Break glass option where a pop up asks the user why they are accessing the chart, the user would have to mention the reason in a text box. Later the staff responsible for granting the access will decides. Then an audit report would show who accessed the chart.

PURPOSE:

[CUSTOMER] reports that the current blocking feature hides the client entirely from search. This means if the client comes in thru crisis, detox, etc. then another chart is going to be created as staff have no way to know that a chart exists but is blocked to them. This is not good for continuity of care for the client.
Also, at [CUSTOMER], many of their blocks are due to court related interacts, high profile media events etc. where they need to block all staff except a few.

USE CASE/WORKFLOW:

The purpose AND use case for this requirement is that [CUSTOMER] reports that the current blocking feature hides the client entirely from search. This means if the client comes in thru crisis, detox, etc. then another chart is going to be created as staff have no way to know that a chart exists but is blocked to them. This is not good for continuity of care for the client.
[CUSTOMER] feels this functionality at a core level would benefit all customers as it always an additional layer of privacy for high profile clients and/or limits the risk of HIPPA violations.

CURRENT WORKAROUND (If any):

[CUSTOMER] can do the all-staff blocking from the back end but that puts another item on their IT resources and they are trying to limit that.

PROPOSED/SUGGESTED SOLUTION (If any):

1. When a restricted client details are entered into the system for the first time, the system administrator will be in charge of the list of Staff names as well as the staff roles in the "Client Access Details Page" to determine who can access this client, along with the comments on why the client has been made as a restricted client.

2. The roles in the "StaffGrantAccessToRestrictedClient" recode will be responsible for determining which Staff roles can receive the Client Access request messages.

3. There is a list page where the restricted client details, the list of staff names that were selected, and the list of staff roles that were selected will be displayed. The client can also see these name in the client details page under the Access Information section.

4. When a new staff has joined the institute and needs to be added to the restricted client access, we are not considering the new staff's role against the existing Client Access details page 'Role' selections. Instead, the admin must add the new staff name for the client in the "Client Access Details" page.

5. This is pertaining to staff users and not non-staff users.

6. The disruptions in the UI Data displayed between the "Staff Details-> Client Access Override" and the "Client Access details" Page due to the absence of direct communication between them will be handled as part of another feature which will be delivered in the next release.

Scenarios

1. If the client is an inpatient/Residential, Staff whose role is added in the "Client Access details Page" and who have access to the program will be able to access the client records.

2. If the client is an outpatient, the staff whose role or the staff name is added in the "Client Access Details Page" will have access to the client records.

3. If the staff have access to the program but neither their staff role not their name will not have access to the restricted client records.

4. In the Case of an emergency like if the client comes through Detox/Crisis units, the staff should be granted permission to the client or have ‘All Client Search’ capability turned on.