



SCCE Process for Special Chart, Sensitive Note, and Hidden Note

In certain situations, it is possible to flag a note or chart within PnC as special, sensitive, or hidden to avoid unauthorized access or to accommodate client or provider preference. Please refer to the following details and instructions on how to properly utilize these features.

1. Special Chart Flag

What it does: Flags the entire chart

Purpose:

- Alerts workforce that the patient has unique circumstances requiring special handling.
- Reduces the risk of inappropriate access or disclosure of sensitive information.

Common Use Cases:

- High-profile clients – a well-known athlete, the child of a celebrity, a prominent community member, family member, etc.

PnC users who believe a chart should be marked as ‘Special’ for any of the reasons listed above or for any other reason should contact [Laura Crofts](#) in the Compliance Office. Please be aware that notes flagged in this way are still available on the patient portal.

Users who need to access a ‘Special’ chart for work-related reasons can "Break the Glass" and gain access to the chart for 24 hours. The user will re-enter their credentials and indicate a reason for accessing the records. See [Breaking the Glass Instructions](#) on the SCCE website for more information if needed.

2. Sensitive Record Flag

What it does: Flags specific patient/client notes and/or scanned docs as ‘Sensitive’.

Purpose:

- Allows for controlled access by limiting visibility
- Helps protect extra sensitive information

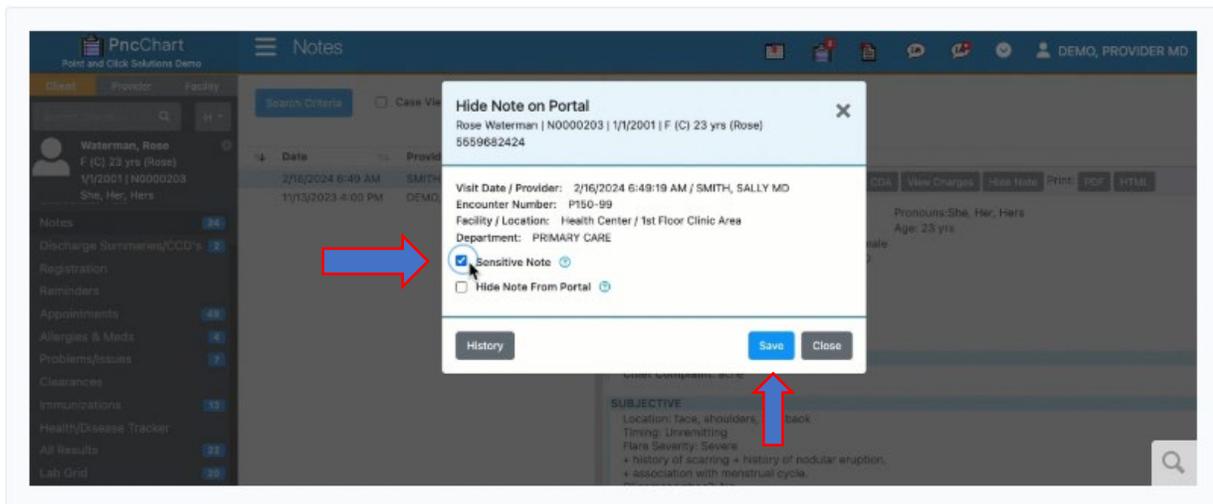
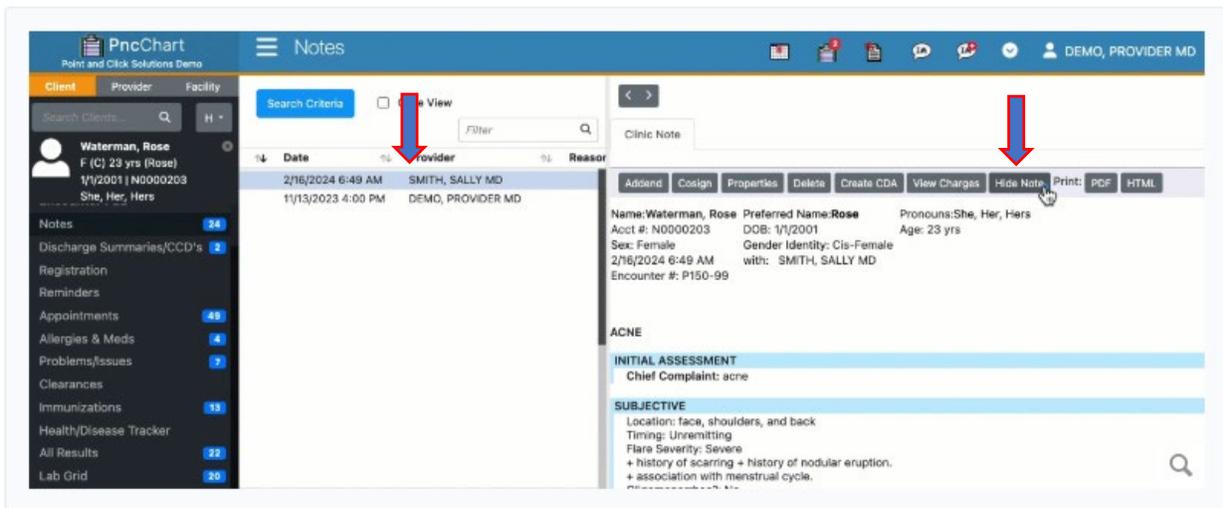
Common Use Cases:

- Behavioral Health – Notes about mental health or psychological assessments that providers believe are particularly sensitive (e.g., notes about drug use, abuse, suicidal ideation). It is not expected that providers will flag all behavioral health notes.
- Confidential Consultations – When they are related to conditions or tests that the client or provider believes are more sensitive in nature and that access should be restricted to anyone other than the client’s regular provider.
- Scanned Docs – Anything in scanned docs such as outside records or final reports that need to have strict access due to sensitive nature of material contained in these documents.

Marking a note as ‘Sensitive’ is not the same as hiding it from the portal. The patient/client can still see the ‘sensitive’ note in the portal; it is only blocked from other PnC users.

Users who need to access 'sensitive' records in case of a work-related reason can "Break the Glass" and gain access to the record for 24 hours. This would apply to anyone other than the clinician(s) who provided the services. Supervisors of clinicians under supervision would also be able to access the note without breaking the glass. The user will re-enter their credentials and indicate a reason for accessing the records. See [Breaking the Glass Instructions](#) on the SCCE website for more information if needed.

To **flag a note or series of notes as 'sensitive'**, go to PncChart > Patient/Client chart > Notes > Highlight the note > Hide Note > Check the 'Sensitive Note' checkbox > Save. Please be aware that each note must be flagged individually.



To **flag a scanned document as 'sensitive'**, go to PncChart > Patient chart > Scanned Documents > Highlight the document > Properties > Check the 'Sensitive Record' checkbox > Ok.

PncChart Point and Click Solutions Demo

Scanned Docs

Client: Waterman, Rose
F (C) 23 yrs (Rose)
1/1/2001 | N0000203
She, Her, Hers

Procedures: 4
Referrals: 2
Orders
Flowsheets: 2
Plan
Compliance Forms: 18
Surveys/Questionnaires: 19
All Documents: 136
Scanned Documents: 22
Photos: 1
Outside Care
Messages: 7
Letters: 3
Consent Forms: 6
Incidents

Scan Document | File Load | Add PDF Form

Filters
From: | To: | Category: Select Category... | Show Deleted

Search | Clear All

Scanned	Document Date	Category	Alerts	Scan #	Comment
10/27/2023 8:49 AM	10/27/2023	Lab Result		194	
10/26/2023 4:36 PM		Lab Result		193	
10/26/2023 4:35 PM	10/26/2023	Lab Result		192	
10/26/2023 3:06 PM		Lab Result		191	
7/31/2023 9:16 AM	5/16/2023	Photos		154	
7/20/2023 1:51 PM		TB Spot Test		152	Meningococcal Waiver.pdf
5/3/2023 7:40 PM		Consent Form		135	IUD Consent
5/3/2023 7:34 PM		Consent Form		133	Informed Consent for Dislocated Shoulder Reduction
5/3/2023 7:34 PM		Consent Form		132	Informed Consent For Depo Provera

Showing 1 to 22 of 22 entries | Show 100 entries | Previous 1 Next

PncChart Point and Click Solutions Demo

Scanned Docs

Client: Waterman, Rose
F (C) 23 yrs (Rose)
1/1/2001 | N0000203
She, Her, Hers

Lab Result
Rose Waterman | N0000203 | 1/1/2001 | F (C) 23 yrs (Rose) 5559682424

Acknowledge | **Properties** | Reassign | Delete | Print

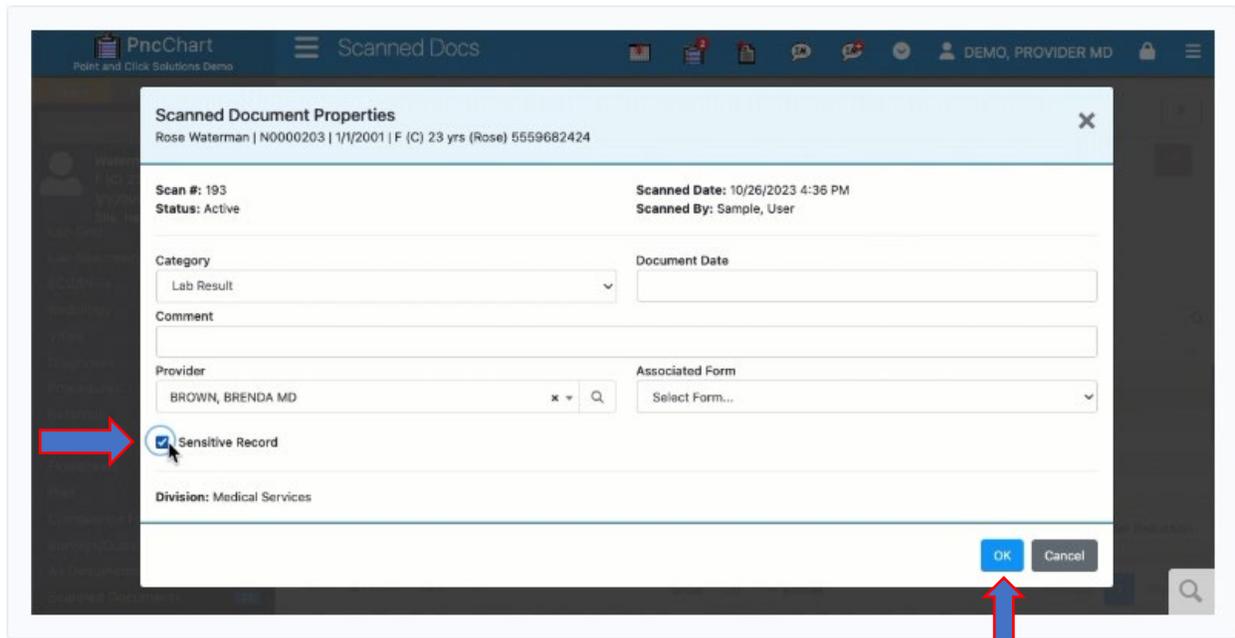
193 | 1 / 1 | 93% | Download | Print

TEST REPORT

Patient	:		Reg. No.	:	
Age / Gender	:		Reg. Date	:	
Ref. By	:		Report Date	:	
Associate	:		Laboratory	:	

COMPLETE BLOOD COUNT (CBC)

Parameter	Observed Value	Unit	Biological Reference Interval
Hemoglobin	10.0	g/dL	13.0 - 17.0
RBC Count	3.66	million/cmm	4.6 - 6.2



3. PncChart "Hide Note" Options for Providers

What it does: Blocks the note from being accessible in the patient portal.

Purpose:

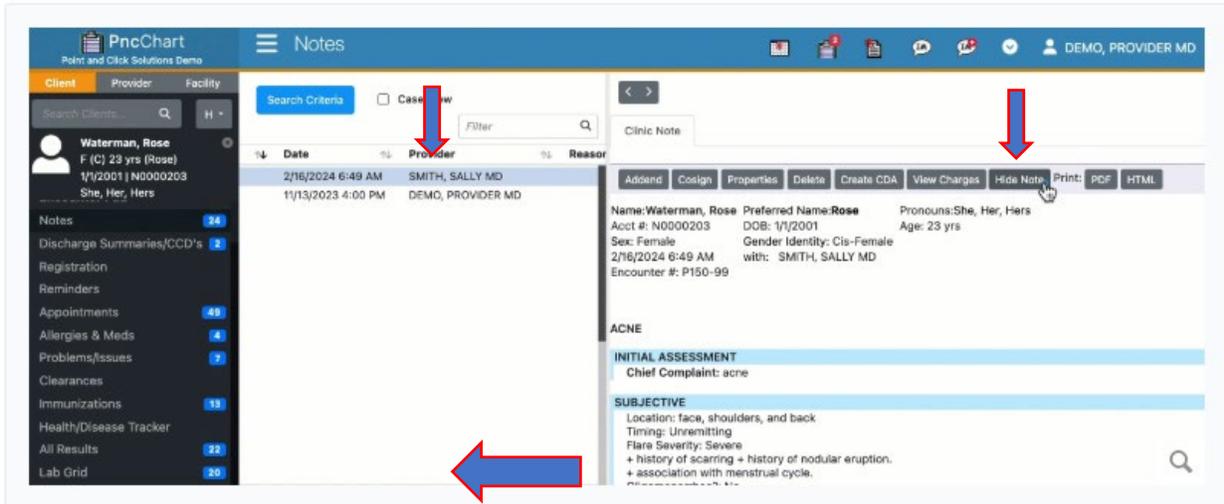
- Allows clinicians to document sensitive notes that should not be visible to the patient.

Common Use Cases:

- Suspected Abuse or Neglect – documenting concerns that require mandated reporting.
- Privacy Protection – The note contains medical information about other individuals (for example, a minor patient whose parents are divorced. The father requests a complete copy of the chart notes, but there are records that include some of the mother's medical information.)

Hiding a note can only be done using one of the exceptions allowed by the Information Blocking Rule of the 21st Century Cures Act. For more information, see the [21st Century Cures Act/Information Blocking Resource Guide for Clinicians](#).

To **'Hide'** a note from the patient portal, go to PncChart > Patient/Client chart > Notes > Highlight the note > Hide Note > Check the Hide Note on Portal > Select an Exception Reason > Provide the Exception Details > Save



Hide Note on Portal

Visit Date / Provider: 3/22/2021 1:46:30 PM / GOOD, PHIL MD
Encounter Number: P38433-31
Facility / Location: Facility for Agency 1 / COVID-19 Smith Gym
Department: PRIMARY CARE

Sensitive Note ?

Hide Note on Portal ?

Exception Reason

Preventing harm

Exception Details

Patient might react badly to the content of this note.

History Save Close