The ‘Break-Glass’ feature is an instant way to access patient images and reports when you were not the original requesting practitioner. This is available on Sound Radiology’s InteleViewer and InteleConnect portals.

**InteleViewer:**

1. Open the InteleViewer program on your computer and login to the Sound Radiology bookmark
2. Search for the patient as you normally would
   
   This can be the patient’s name or Sound Radiology patient ID number if this is known.
3. A message will appear prompting you to “Break-Glass” if you do not already have access
4. On the right, click “Break-Glass access”
5. Read and accept the terms of confidentiality
6. Complete any further patient details requested and click “search”
   
   If the patient exists on the Sound Radiology database, they will appear below.
7. Click “Access Patient Studies”
   
   This may take a few moments, then the examinations for the patient should appear.

**InteleConnect:**

2. Click on the padlock icon to the right of the search bar
3. Read and accept the terms of confidentiality
4. Enter the patient’s name and date of birth, or Sound Radiology patient ID number if this is known
5. Click “Check Patient”
   
   If the patient exists on the Sound Radiology database, they will appear below.
6. Click “Access Patient Studies”
   
   This may take a few moments, then the examinations for the patient should appear.