



# HEALTHe NL HELP PAGES

## Patient Privacy and Consent

Newfoundland and Labrador Health Services

## Help Files


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### Patient Privacy and Consent

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## Patient Privacy and Consent

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The patient's profile may be restricted or limited due to consent or directives present on the patient's electronic health record. When a patient's profile is protected by a consent directive, it is said to be **masked**. Patients with masked profiles appear in patient lists including worklists, recent patients, and patient search results with a lock  icon (**Figure 1**).

**Patient Demographic Search** Select a favorite search ▾

HCN: 679871897550 Name: First Name(s) Last Name  
 HCN Type: MCP Date of Birth: [ ] ✓ Sex/Gender: All ▾

Please enter EITHER HCN OR demographic search criteria. Searching by HCN will ignore demographic search criteria.

<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Sex/Gender	Address
<input type="checkbox"/>	679871897550 (MCP)	RAIN, Summer Dis	1987-Jul-07 ( 27 years )	Female	123 Kroll Avenue, Mount Pearl, NL, CA, A1P 2P6

Results 1-1

**Recent Patients**

**Today**

<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Sex/Gender	
<input type="checkbox"/>	139611131679 (MCP)	BARRY_R2TEST, Preston Ehr_r2_us	1961-Apr-22 ( 53 years )	Male	-
<input type="checkbox"/>	679871897550 (MCP)	RAIN, Summer Dis	1987-Jul-07 ( 27 years )	Female	-

None selected

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**Last 7 Days**

<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Sex/Gender	
<input type="checkbox"/>	111111111111 (MCP)	HOLIDAY, Boy	1998-Jun-06 ( 16 years 10 months )	Male	-

**My Worklist**

**Diabetic**

<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Sex/Gender	
<input type="checkbox"/>	329652898738 (MCP)	FLAKE, Snow Dis	1965-Oct-15 ( 49 years )	Female	-

None selected



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**High Blood Pressure**

<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Sex/Gender	
<input type="checkbox"/>	679871897550 (MCP)	RAIN, Summer Dis	1987-Jul-07 ( 27 years )	Female	-

None selected

**Figure 1: Search Results, Recent Patients, Diabetic, and High Blood Pressure worklists showing patient with Masked Profile**

Note that the merged patient indicator, see section [“Merged Patient”](#) for details about Merged Patients, takes precedence over the privacy indicator described in this section. If a patient has been merged, the user will see the merged patient indicator . When the merged indicator is cleared, then the user may see the lock icon  if the patient has a privacy/consent directive on their profile (**Figure 2**).

<input type="checkbox"/>		329652898738 (MCP)	FLAKE, Snow Dis	1965-Oct-15 ( 49 years )	Female	-
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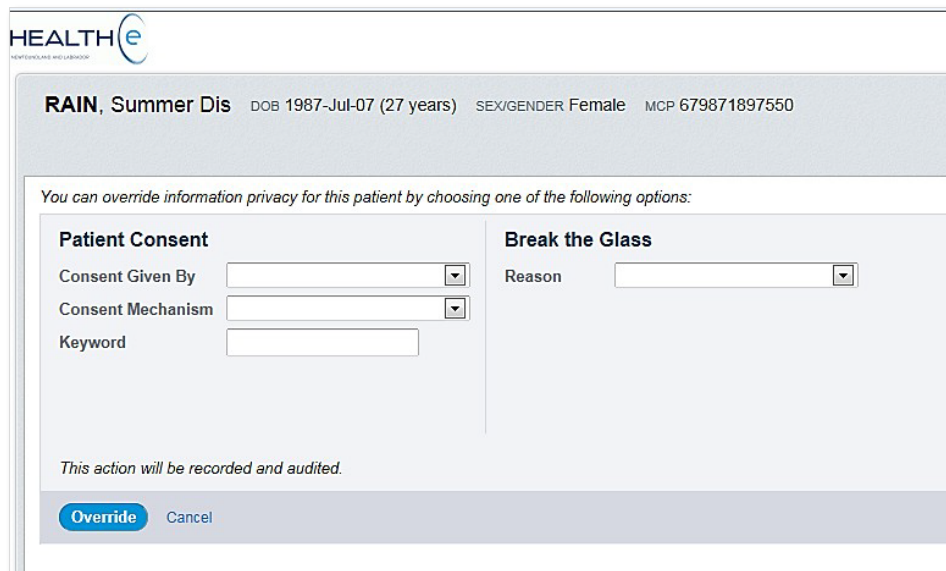
**Figure 2: Lock icon indicator**

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### ○ Patient Privacy and Consent: Privacy Override

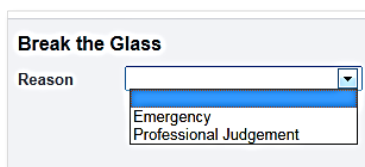
When the user encounters masked data due to information privacy, if it is needed (i.e. emergency, unconscious patient, etc.) the user can override this restriction by clicking on the patient's row. When clicking on the patient's row, the privacy override page is opened (**Figure 3**).



**Figure 3: Privacy Override Page**

In this page you can choose from **either** open the file with “**Patient Consent**” or to “**Break the Glass**” (**Figure 3**). Please note that “**Break the Glass**” will generate an audit process.

- **Patient Consent:** Consent Given By (Patient or Patient Representative) information, Consent Mechanism (Physical Presence or Verbal) and the Keyword needs to be entered. Patients who have masked their profiles have a keyword available that they will share with the HEALTHe NL user if they decide to allow the user to see his/ her information.
- **Break the Glass:** this functionality is to be used in emergency or urgent situations where your clinical judgement determines the need to look at patient files immediately. You can either break the glass due to an “Emergency” or “Professional Judgement” (**Figure 4**).



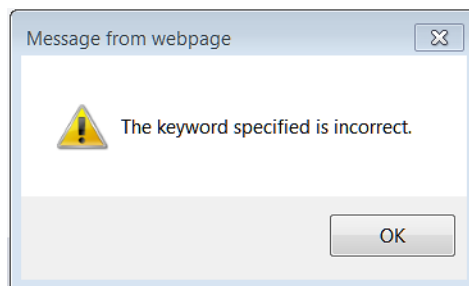
**Figure 4: Break the Glass options**

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- **Patient Privacy and Consent: Privacy Override Submission**

Upon clicking the “Override” button on the Privacy Override page, the privacy override information is validated. If the override is successful, the user is redirected to the Patient’s Summary Tab, see [Patient Summary tab and CDV Tree](#) training module for details about Patient Summary Tab. If the privacy override fails due to the wrong keyword being entered, the user will see the following keyword error:



If the “Cancel” link is clicked instead of “Override”, no validation is performed, and the user is redirected to the Clinician Homepage.

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