

Quick Reference Guide

Masked Profiles

eConsult Receivers Overriding Consent in eConsult

Certain patients have an advanced privacy feature associated with their personal health information. In HEALTHe NL, this feature is referred to as a **Masked Patient Profile**.

Override Window

An 'Override' window will appear when you try to open an eConsult assigned to you for a patient with a masked patient profile.

Patients with this privacy feature set up on their HEALTHe NL account hold a 'keyword' that allows healthcare professionals to gain access to their HEALTHe NL profile.

Scenarios

If you are trying to open an eConsult for a patient who has a masked profile, you may encounter two scenarios:

- **Scenario 1:** the patient (or patient representative) **is able** to provide you with their 'keyword.' The keyword will allow you to view the eConsult and the patient's personal health information. However, as an eConsult Receiver, the patient (or patient representative) will likely not be in your presence to provide the keyword. In this case, Scenario 2 would be applicable.
- **Scenario 2:** you are **not able** to retrieve the patient's 'keyword' and will be required to 'break the glass' in order to provide advice for the eConsult. This will allow you to view the eConsult and the patient's personal health information.

Breaking the Glass

From the dropdown menu, select the rationale for breaking the glass. Select 'Emergency' or 'Professional Judgement.' Next, click the 'Override' button to open the patient profile. Once you 'Break the Glass,' you will be able to view the eConsult along with the patient's personal health information as required to provide the appropriate advice to the eConsult.

For eConsult Receivers, it is anticipated that you may need to break the glass to respond to eConsults for patients with a masked profile. Note that if the glass is broken, an audit will be triggered with the HEALTHe NL privacy and security team. Privacy and security will investigate and determine if the access was appropriate.

Break the Glass Prompt

You can override information privacy for this patient by choosing one of the following options:

Patient Consent

Consent Given By

Consent Mechanism

Keyword

Break the Glass

Reason

This action will be recorded and audited.

Note: When a patient presents to a primary care provider, and it is determined that eConsult will be used as a clinical tool, consent is implied. For more information on this, please review eConsult Considerations for Consent [here](#).