HEALTHe NL HELP PAGES

Patient Privacy and Consent

Newfoundland and Labrador Centre for Health Information

Help Files

Click on any of the items listed below for information on that topic.

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)*.

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).*
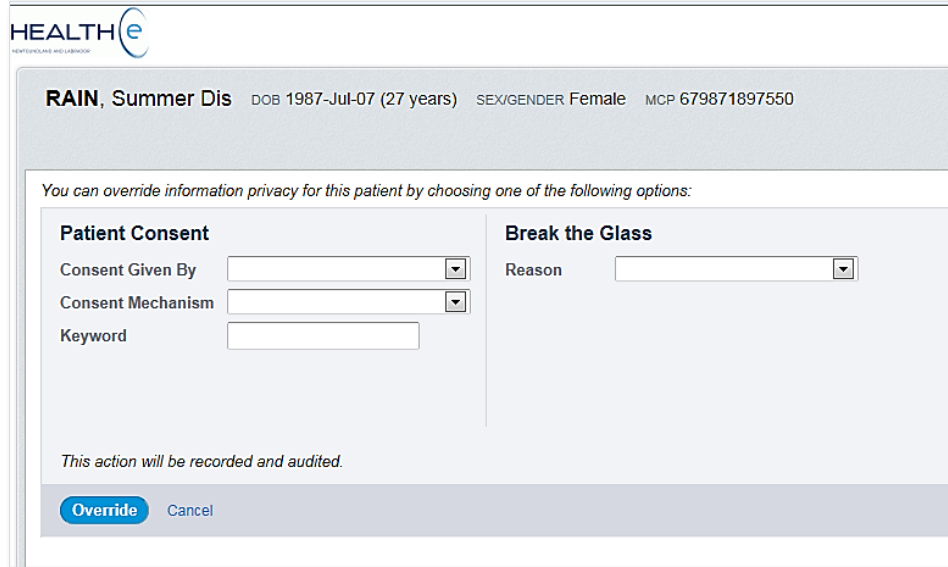
Figure 2: Lock icon indicator

o   **Patient Privacy and Consent: Privacy Override**

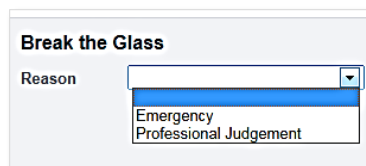When the user encounters masked data due to information privacy, if it is needed (i.e. emergency, unconscious patient, etc.) the user can override this restriction by clicking on the patient's row. When clicking on the patient's row, the privacy override page is opened *(Figure 3).*

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 Judgment" *(Figure 4)*.


Figure 4: Break the Glass options

o   **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:
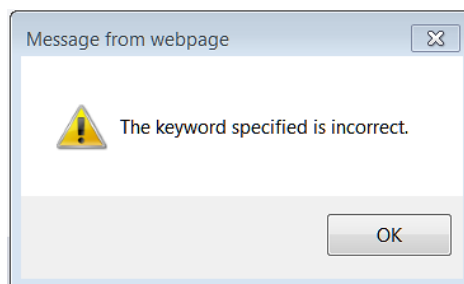
If the "Cancel" link is clicked instead of "Override", no validation is performed, and the user is redirected to the Clinician Homepage.