Quick Reference Guide
Masked Profiles
Overriding Consent in eOrdering

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 'Overide' window will appear when you try to enter a masked patient profile or open an eOrder Referral applicable to the patient.

Patients who have this privacy feature setup on their HEALTHe NL account hold a 'keyword' that allows healthcare professionals to gain access to their HEALTHeNL profile.

Scenarios
If you are trying to create an eOrder Referral 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 gain entry into the patient's personal health information and submit an eOrder Referral.

- **Scenario 2:** you are **not able** to retrieve the patient's 'keyword' and will be required to 'break the glass.' This will allow you to gain entry into the patient's personal health information and submit the eOrder Referral.

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,' the patient's personal health information will be available. As the healthcare provider, you will be able to manage and manipulate eOrder referrals.

For eOrdering, it is anticipated that you may need to break the glass to provide care 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.

Masked Profile Icon

Break the Glass Prompt

NL Health Services

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