

# HealthlinkNY Web Portal User Role Guide

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## User Roles available for Physicians

HealthlinkNY defines “Physician” as a user with the capability to prescribe or place orders, typically individuals with the following credentials: MD, DO, DDS, DMD, DPM, DC, OD, PA, NP, CNM.

User Role	Description	Examples
Physician Non-Clinical	Any Physician that works in a non-emergency setting and will require access to a patient’s demographic information only, no clinical data.	Physician acting in an administrative-only role
Physician	Any Physician that works in a non-emergency setting and will require access to all clinical data for their patients.	Physician (see above credentials) practicing in a clinical setting
ER Physician*	Any Physician that works in an emergency or urgent care setting and will require access to all clinical data for their patients.	Physician in an ER setting with BTG needs

*\* This role allows for special “Break the Glass” abilities and is intended for use only by Physicians treating patients in a setting where life-threatening emergency situations occur under circumstances where consent would not be possible to collect prior to accessing potentially life-saving HIE data for the patient. All instances of “Break the Glass” accesses to patient records are audited by HealthlinkNY.*

## User Roles available for Non-Physician Staff members

The following roles are available to all other clinical and non-clinical staff members who do not fit the above definition of a physician.

User Role	Description	Examples
Clinician Non-Clinical	Any non-Physician staff member that works in a non-emergency setting and will require access to a patient’s demographic information only, no clinical data.	Front Desk Staff Office Manager Receptionist
Clinician	Any non-Physician staff member that works in a non-emergency setting and will require access to all clinical data for their patients.	Nurses MOAs Chart Prep Staff
ER Clinician*	Any non-Physician staff member that works in an emergency or urgent care setting and will require access to all clinical data for their patients.	ER Nurses ER Scribes ER MOAs

- \* *This role allows for special “Break the Glass” abilities and is intended for use only by staff directly involved in the treatment of patients in a setting where life-threatening emergency situations occur under circumstances where consent would not be possible to collect prior to accessing potentially life-saving HIE data for the patient. All instances of “Break the Glass” accesses to patient records are audited by HealthlinkNY.*