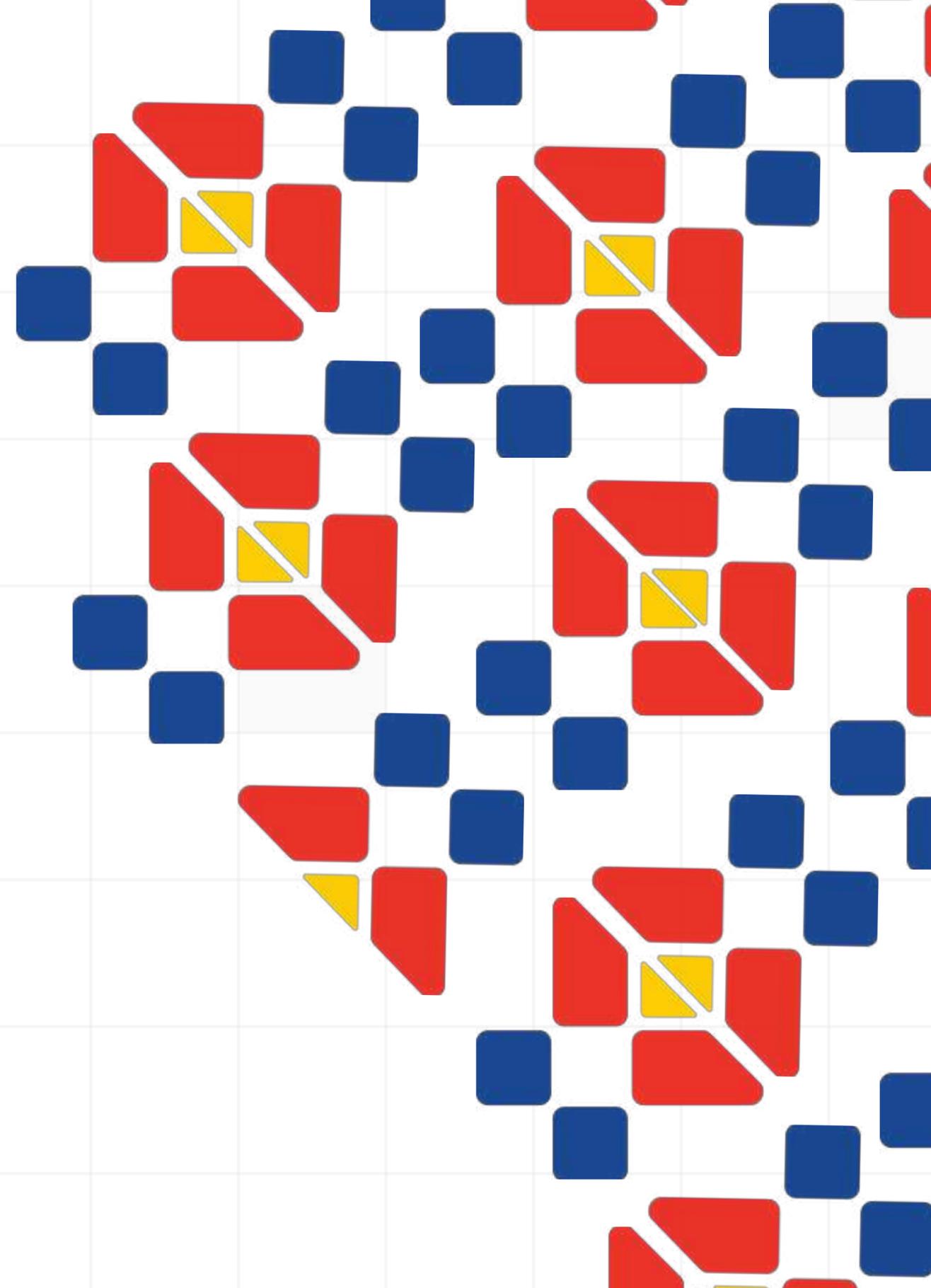


# NL Health Services

Design system

November 20, 2025





# What is a design system

A design system is a comprehensive collection of reusable components, guidelines, and standards that help teams create consistent, cohesive, and efficient user interfaces and experiences across a product or multiple products.

In practical terms, a design system provides coherence across all digital tools and platforms – such as websites, mobile apps, staff portals and patient-facing systems – look, feel and function consistently. It provides the visual language (typography, colours, icons) and functional components (buttons, forms, alerts, navigation elements) that teams use to build user-friendly digital experiences.

## Example in action:

If a patient books an appointment through an online portal, reads information on the NL Health Services website, and later uses a self-check-in kiosk at a hospital, the design system enables those digital experiences look familiar and work in similar ways. This consistency builds trust, reduces confusion, and supports a unified health system experience.

## Scope and alignment

This design system applies specifically to digital products, services, and experiences created by or for NL Health Services. It provides standards and reusable components for digital interfaces, including applications, websites, dashboards, and other online tools.

While the design system focuses on digital environments, it complements and aligns with the NL Health Services brand framework and visual identity guidelines.



- The brand framework defines our overall organizational identity, and the visual identity guidelines define how our brand is expressed visually across all materials, both print and digital.
- The design system applies these principles within digital platforms, ensuring accessibility, consistency, and user-centred design across all NL Health Services digital products.

## Why use a design system?

- Maintains consistency across products or platforms.
- Saves time and effort by reusing components instead of designing from scratch.
- Improves collaboration between designers, developers, content experts and product teams.
- Makes scaling easier as the product grows.
- Helps maintain accessibility and usability standards.

## How to use a design system

- Start by getting familiar with the design components and style guidelines provided.
- Apply the recommended typography, colour palette, and layout rules to ensure visual and functional consistency.
- As the product or team evolves, contribute by adding new components or refining existing ones to meet emerging needs in collaboration with Communications.
- Regularly update the system's documentation so team members can easily reference and apply the system correctly.

# Typography

A set of harmonious typography scales with font weight variations. These text styles align with a 4px grid and complement each other effectively.



NL Health  
Services

## Headings

### Display large

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
56px	0px
Line height	Weight
67	Regular, SemiBold, Bold, ExtraBold

Display  
large

**Display  
large**

**Display  
large**

**Display  
large**

## Display small

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
48px	0px
Line height	Weight
100%	Regular, SemiBold, Bold, ExtraBold

Display  
small

Display  
small

**Display  
small**

**Display  
small**

## Heading 1

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
40px	0px
Line height	Weight
120%	Regular, SemiBold, Bold, ExtraBold

Heading  
H1

Heading  
H1

**Heading  
H1**

**Heading  
H1**

## Heading 2

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
36px	0px
Line height	Weight
120%	Regular, SemiBold, Bold, ExtraBold

Heading  
H2

Heading  
H2

**Heading  
H2**

**Heading  
H2**

## Heading 3

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
32px	0px
Line height	Weight
120%	Regular, SemiBold, Bold, ExtraBold

Heading  
H3

Heading  
H3

**Heading  
H3**

**Heading  
H3**

## Heading 4

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
28px	0px
Line height	Weight
120%	Regular, SemiBold, Bold, ExtraBold

Heading  
H4

Heading  
H4

Heading  
H4

Heading  
H4

## Heading 5

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
24px	0px
Line height	Weight
120%	Regular, SemiBold, Bold, ExtraBold

Heading  
H5

Heading  
H5

Heading  
H5

Heading  
H5

## Heading 6

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
20px	0px
Line height	Weight
120%	Regular, SemiBold, Bold, ExtraBold

Heading  
H6

Heading  
H6

Heading  
H6

Heading  
H6

# Paragraphs

## Paragraph large

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
18px	0px
Line height	Weight
145%	Regular, SemiBold, Bold

Create a design playbook that outlines the department's expectations, best practices.

**Create a design playbook that outlines the department's expectations, best practices.**

**Create a design playbook that outlines the department's expectations, best practices.**

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

## Paragraph medium

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
16px	0px
Line height	Weight
145%	Regular, Medium, SemiBold, Bold

Create a design playbook that outlines the department's expectations, best practices.

**Create a design playbook that outlines the department's expectations, best practices.**

**Create a design playbook that outlines the department's expectations, best practices.**

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

## Paragraph small

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
14px	0px
Line height	Weight
145%	Regular, Medium, SemiBold, Bold

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

~~Create a design playbook that outlines the department's expectations, best practices.~~

## Paragraph extra small

Font name	Letter spacing
Assistant	0%
Size	Paragraph spacing
12px	0px
Line height	Weight
145%	Regular, Medium, SemiBold, Bold

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

Create a design playbook that outlines the department's expectations, best practices.

~~Create a design playbook that outlines the department's expectations, best practices.~~

## Caption large

Font name	Letter spacing
Inter	12%
Size	Paragraph spacing
14 px	0px
Line height	Weight
120%	SemiBold

CREATE A DESIGN PLAYBOOK THAT OUTLINES

## Caption Small

Font name	Letter spacing
Assistant	12%
Size	Paragraph spacing
12 px	0px
Line height	Weight
120%	SemiBold

CREATE A DESIGN PLAYBOOK THAT OUTLINES

## Captions XSmall

Font name	Letter spacing
Assistant	16%
Size	Paragraph spacing
10px	0px
Line height	Weight
120%	SemiBold

CREATE A DESIGN PLAYBOOK THAT OUTLINES



## Why this matters:

Typography influences readability and accessibility. Consistent use of type sizes, weights, and spacing helps users quickly understand information and reduces visual strain.

## Example in action:

A patient reading a care instruction page on their phone should find the text legible and well-spaced, just as it appears on a desktop screen.

### Do

- Use a clear hierarchy (heading, subheading, body).
- Limit typefaces to one or two font families.
- Maintain consistent line height and spacing.

### Don't

- Use too many font weights or sizes.
- Don't use decorative fonts for body text.
- Ignore responsive typography.

# Colours

Colours are foundational tokens that define the brand’s personality and ensure visual consistency across all digital touch points. A well-structured colour system provides clarity, accessibility, and hierarchy, helping users interact effectively with the product.



## Why this matters:

Colour guides users’ attention and supports accessibility. Proper contrast ensures everyone, including users with visual impairments, can read and interact with content effectively.

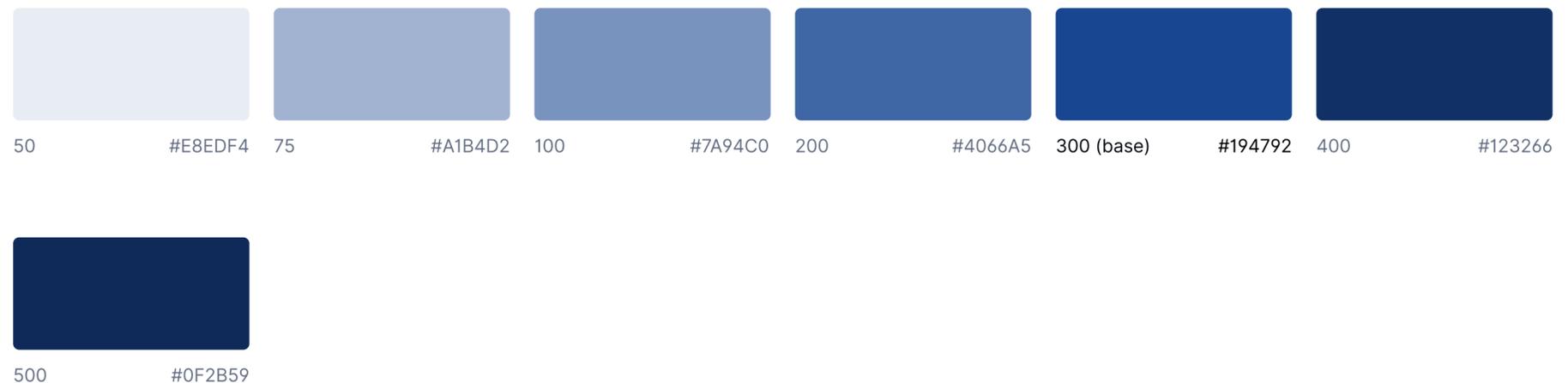
## Example in action:

Green consistently represents “success” (for example, “Appointment confirmed”), while red indicates “error” or “alert,” making the experience intuitive across platforms.

## Primary colours

### Primary/Blue

Represents trust, stability, and professionalism. Used across core actions and navigation to reflect calmness and reliability.





# Secondary colours

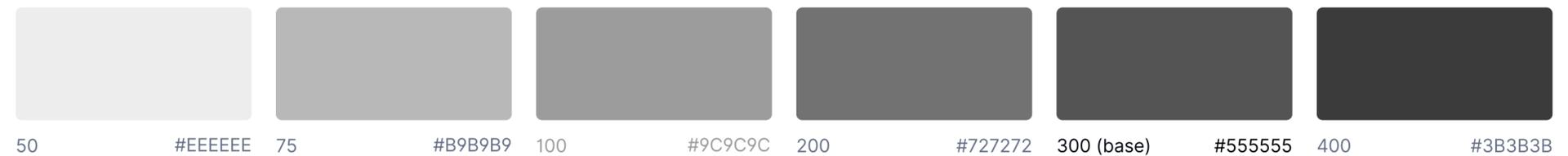
## Secondary/Green

Symbolizes health, success and positivity. Used for success messages, confirmations, or supportive visual elements.



## Secondary/Grey

A neutral tone for balance and subtlety. Commonly used in backgrounds, borders, placeholders, and disabled states.



## Secondary/Black

Represents strength, clarity, and authority. Used sparingly for high-emphasis text or visual anchors.



# Accent colours

## Accent/Red

Adds depth and variety to the interface, drawing attention to specific details while maintaining visual balance.



## Accent/Orange

Adds depth and variety to the interface, helping draw attention to specific details while maintaining visual balance.



## Accent/Yellow

Adds depth and variety to the interface, helping draw attention to specific details while maintaining visual balance.



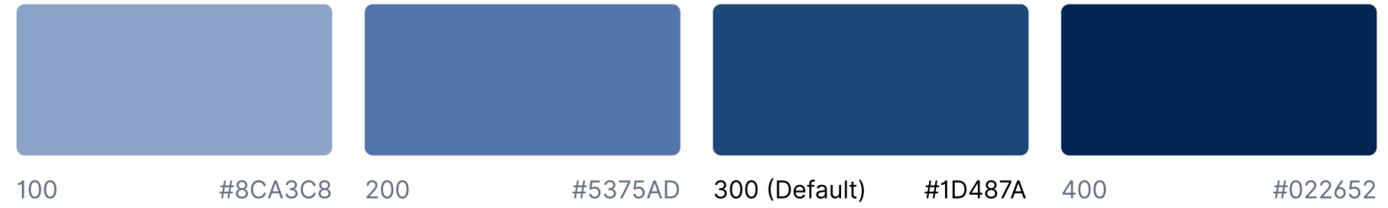
### Accent/Grey

Adds depth and variety to the interface, helping draw attention to specific details while maintaining visual balance.



### Accent/Blue

Adds depth and variety to the interface, helping draw attention to specific details while maintaining visual balance.



### Accent/Blue2

Adds depth and variety to the interface, helping draw attention to specific details while maintaining visual balance.



### Accent/Green

Adds depth and variety to the interface, helping draw attention to specific details while maintaining visual balance.



## Accent/Black

Adds depth and variety to the interface, helping draw attention to specific details while maintaining visual balance.



## Do

- Use brand colours consistently across products.
- Maintain proper contrast for readability and accessibility.
- Use colour to convey meaning (e.g. red for error, green for success).

## Don't

- Rely solely on colour to convey information.
- Overuse too many colours; stick to a defined palette.
- Use low-contrast combinations (e.g. light gray text on white)

# Elevation and shadow

Shadows add depth, hierarchy, and focus to user interfaces, enhancing the overall user experience.



## Why this matters:

Elevation helps users understand what's interactive and what's not. Subtle shadows create a sense of layering, improving clarity without visual clutter.

## Example in action:

A dropdown or pop-up box appears above the main content with a soft shadow to draw attention. It signals that the user needs to review or respond before returning to the main screen.

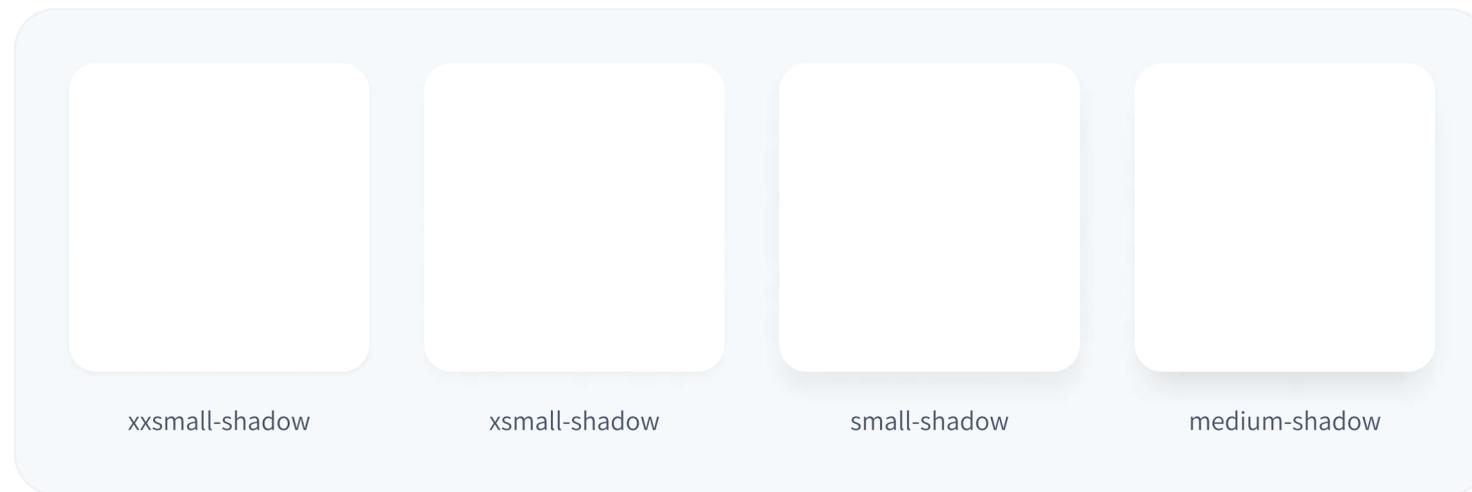
### Do

- Use elevation to show hierarchy.
- Apply shadows subtly for depth.
- Keep elevation consistent across similar components.

### Don't

- Use heavy shadows unnecessarily.
- Flatten all elements, depth improves clarity.
- Use elevation to fake interactivity.

## Shadow Soft



## Shadow Hard



# Alerts and notifications banner

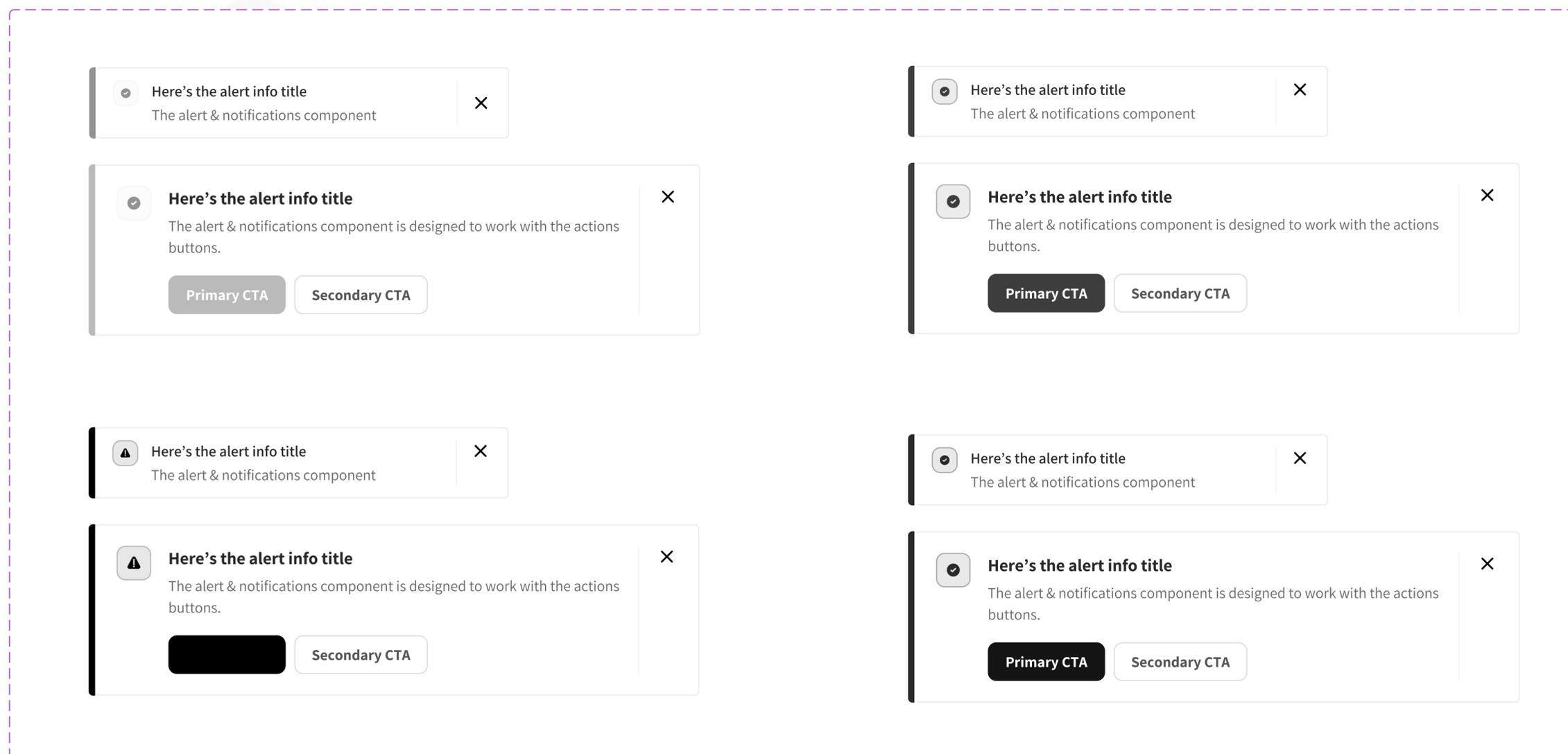
Alert and notification banners display prominent messages, announcements, or calls to action (CTAs). They capture attention and help communicate important information or prompt user actions.

## Why this matters:

Alerts ensure users notice critical information, such as policy changes, maintenance updates, or safety notices, without overwhelming them.

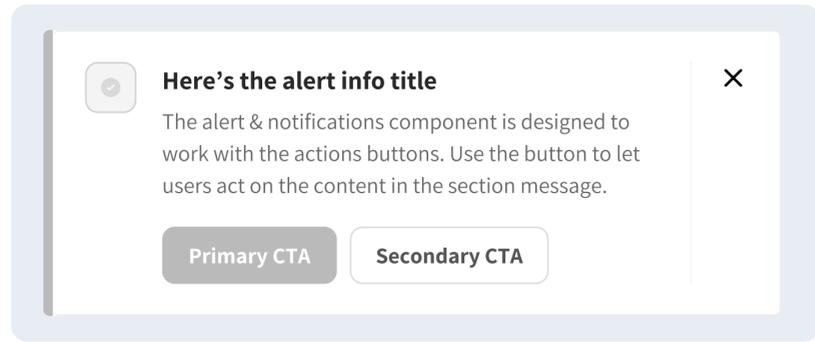
## Example in action:

When scheduled maintenance is planned, a banner on the staff login page notifies users clearly but disappears after the event ends.



## Alerts banners

Alert banners are user interface components used to display prominent messages, announcements, or calls to action. They are attention-grabbing elements that can convey important information or prompt users to take specific actions.



### Anatomy

The banner component includes the following elements:

- **Banner container:** the overall structure that holds the content.
- **Title:** the main heading or summary of the message.
- **Message content:** supporting text that explains the purpose or details.
- **Icon:** a small image or symbol that helps communicate the message type (for example, information, warning or success).
- **Buttons:** optional actions users can take in response to the banner (such as “Learn more” or “Dismiss”).
- **Close button:** allows users to manually dismiss or hide the banner.

### When to use:

Banners are used to highlight important announcements that users need to see right away. These may include site-wide updates, system maintenance notifications, or policy changes.

They can also be used to draw attention to time-sensitive information, such as upcoming events, new digital features, or public health messages that encourage user engagement or action.

## Do

- Use appropriate colours (e.g. red for error, blue for info).
- Place alerts where users will notice them quickly.
- Make alerts dismissible when appropriate.

## Toasts

Toasts, also known as snackbars, are non-intrusive alerts that appear on the screen to provide users with brief, contextual information or feedback.

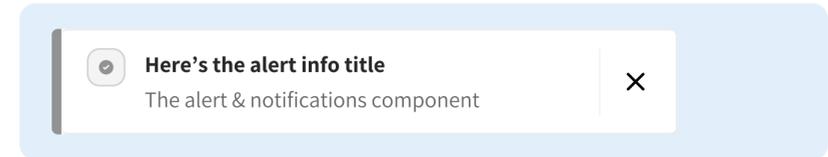
They are usually located at the bottom or top corners of the screen and disappear after a certain duration or when users manually interact with them.

### Why this matters:

Toasts are lightweight ways to give immediate feedback — like confirming an action — without interrupting the user’s workflow.

### Example in action:

After submitting a form, a small toast appears: “Your submission was received.” It fades away automatically after a few seconds.



### Anatomy

The toast component includes the following elements:

- **Toast container:** the overall frame that holds the content and ensures consistent placement on screen.
- **Title:** a short heading that summarizes the message.
- **Message content:** supporting text that provides details or context for the alert.
- **Icon:** a small image or symbol that visually represents the message type (for example, success, warning, or information).
- **Close button:** allows users to manually dismiss the toast before it disappears automatically.

### When to use:

Toasts are used to provide users with short, timely information or feedback. They can inform users about new messages, status changes, or errors that need attention.

They can also confirm that an action was successful, e.g. when a user submits a form, updates their profile, or saves a record.

### Best practices

- **Keep it relevant and concise:** Focus on the most important information so users can quickly understand the message.
- **Avoid being intrusive:** Position toasts where they don’t block key content, usually in a top or bottom corner of the screen.
- **Include a dismissal option:** Use a short, automatic timeout so the toast disappears after a few seconds, and provide a close button for users who prefer to dismiss it manually.

## Don't

- Overuse alerts for non-critical information.
- Make alerts too intrusive or disruptive.
- Forget to include context or next steps so users know what to expect.

# Buttons

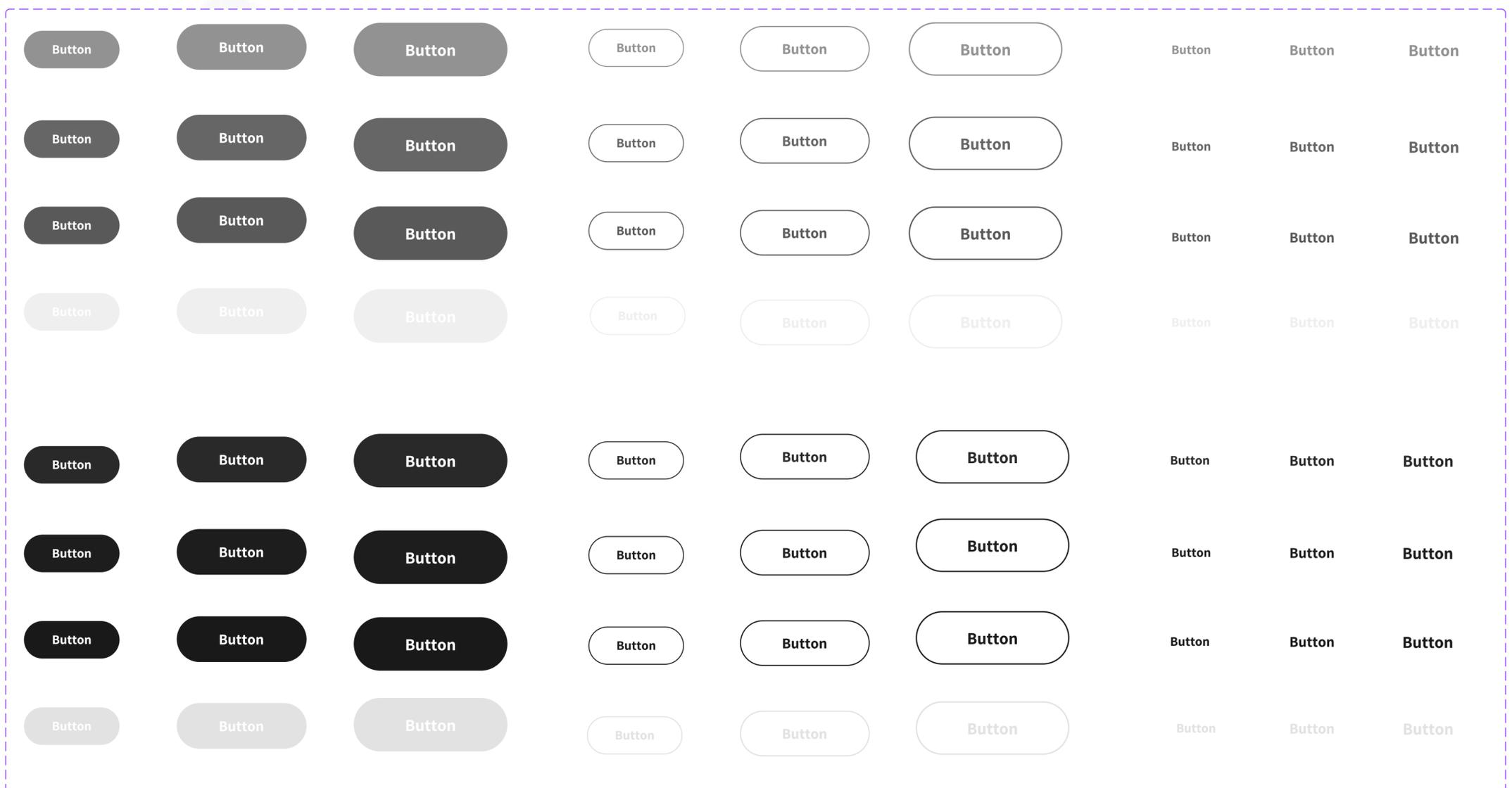
Buttons are responsive, versatile elements used for actions such as navigation, form submissions, and call to actions (CTAs). Buttons can adapt to different states and styles, making interactions smooth and accessible.

## Why this matters:

Consistent button design improves usability and accessibility. It helps users understand what actions are possible and how to interact with the system confidently.

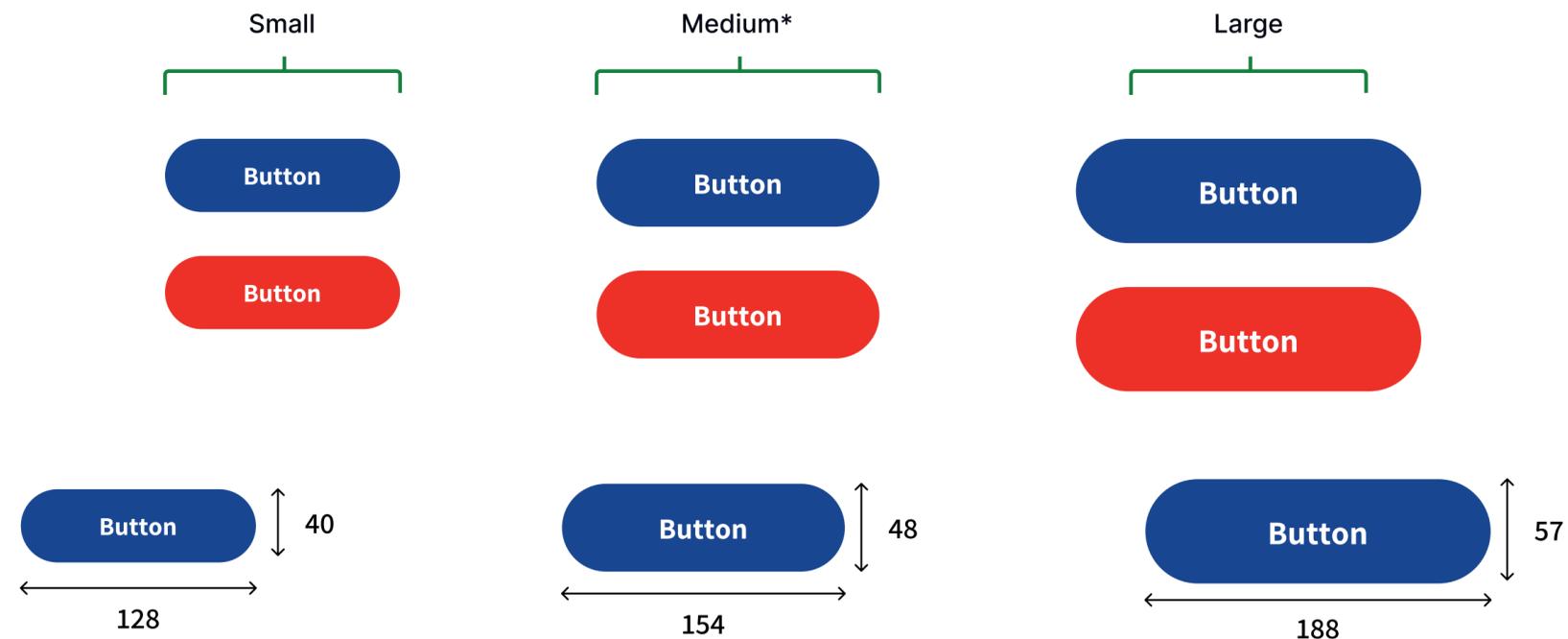
## Example in action:

A “Submit” button should look and behave the same whether a user is filling out a digital form on a mobile phone or desktop computer. This consistency builds trust and prevents confusion.



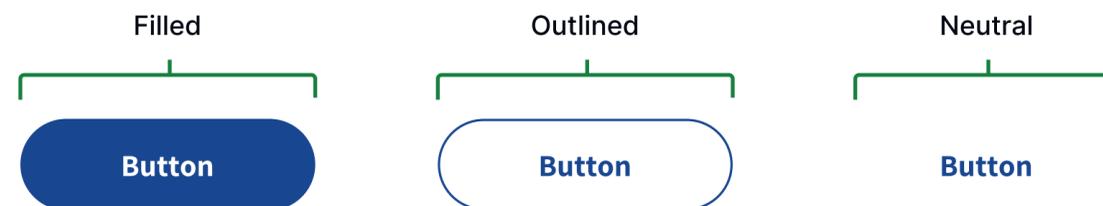
## Size

The button component supports different sizes — small, medium, and large — to fit a variety of design needs and contexts.



## Style

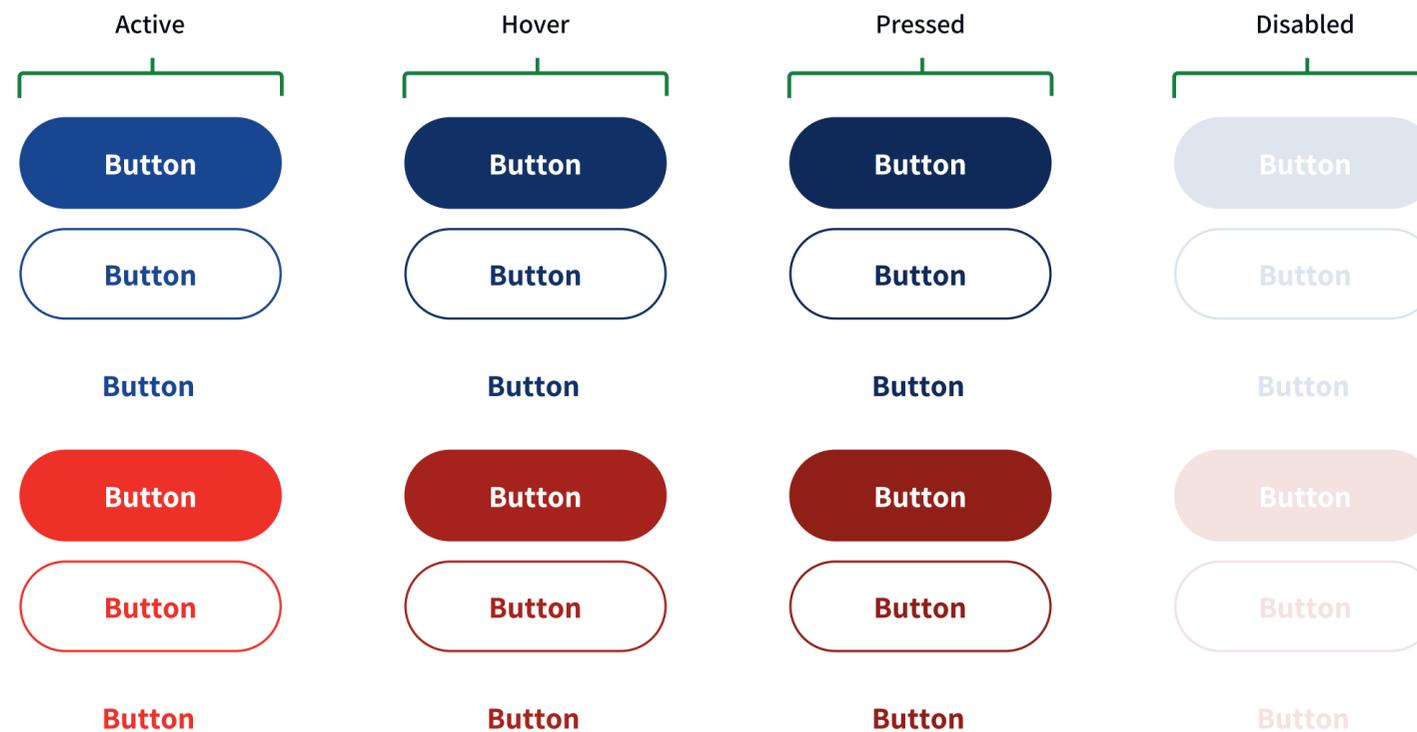
- **Filled buttons** represent primary action. They guide users toward the main task with a bold, clear visual cue.
- **Outlined buttons** are used for secondary actions, often placed beside filled buttons to provide an alternative.
- **Neutral buttons** are low emphasis and work best for subtle actions, such as inline links or secondary prompts that should not draw attention away from the main content.



## States

Buttons have different states to indicate interactivity and provide feedback to users:

- **Active:** shows the button is available for interaction.
- **Hovered:** appears when a cursor moves over the button, signaling it can be clicked..
- **Pressed:** appears when the button is clicked or tapped, confirming the action has been triggered.
- **Disabled:** indicates the button is inactive and cannot be used, usually when an action is unavailable.



## Do

- Use buttons to represent clear, specific actions.
- Maintain consistent padding, shape and alignment across screens.
- Label buttons clearly and concisely.

## Don't

- Overload screens with too many buttons.
- Use vague labels like “Click here.”
- Change button styles drastically within the same interface.





# Breadcrumbs

Breadcrumbs are a type of secondary navigation that helps users understand where they are within a website or digital application. They show the path a user has taken and allow quick navigation back to previous pages.

## Why this matters:

Breadcrumbs improve usability in large or complex systems by reducing confusion and helping users find their way. They also make digital tools feel predictable and organized — especially when users need to explore multiple layers of information.

## Example in action:

A user viewing staff policy documents might see a breadcrumb trail like:

‘Home › Departments › Human Resources › Policies › Attendance’

This shows where the user is and provides shortcuts back to each section.

Level 1

Level 1 / Level 2 / Level 3 / Level 4

Level 1 / Level 2

Level 1 / Level 2 / Level 3 / Level 4 / Level 5

Level 1 / Level 2 / Level 3

Level 1 / Level 2 / Level 3 / Level 4 / Level 5 / Level 6

### Do

- Use breadcrumbs for deep or multi-level navigation paths.
- Keep labels short, clear, and descriptive.
- Start breadcrumb trail from the homepage or main dashboard.

### Don't

- Use breadcrumbs if the user journey is shallow (e.g. single-page views)
- Make breadcrumb text clickable if it doesn't link to an active page.
- Add unnecessary levels that cluster in the navigation path.

# Tooltip

Tooltips are small pop-up text boxes that appear when a user hovers over or focuses on an element, such as an icon or button. They provide brief explanations or labels that help users understand what something means or does and can display the alt text of an image.

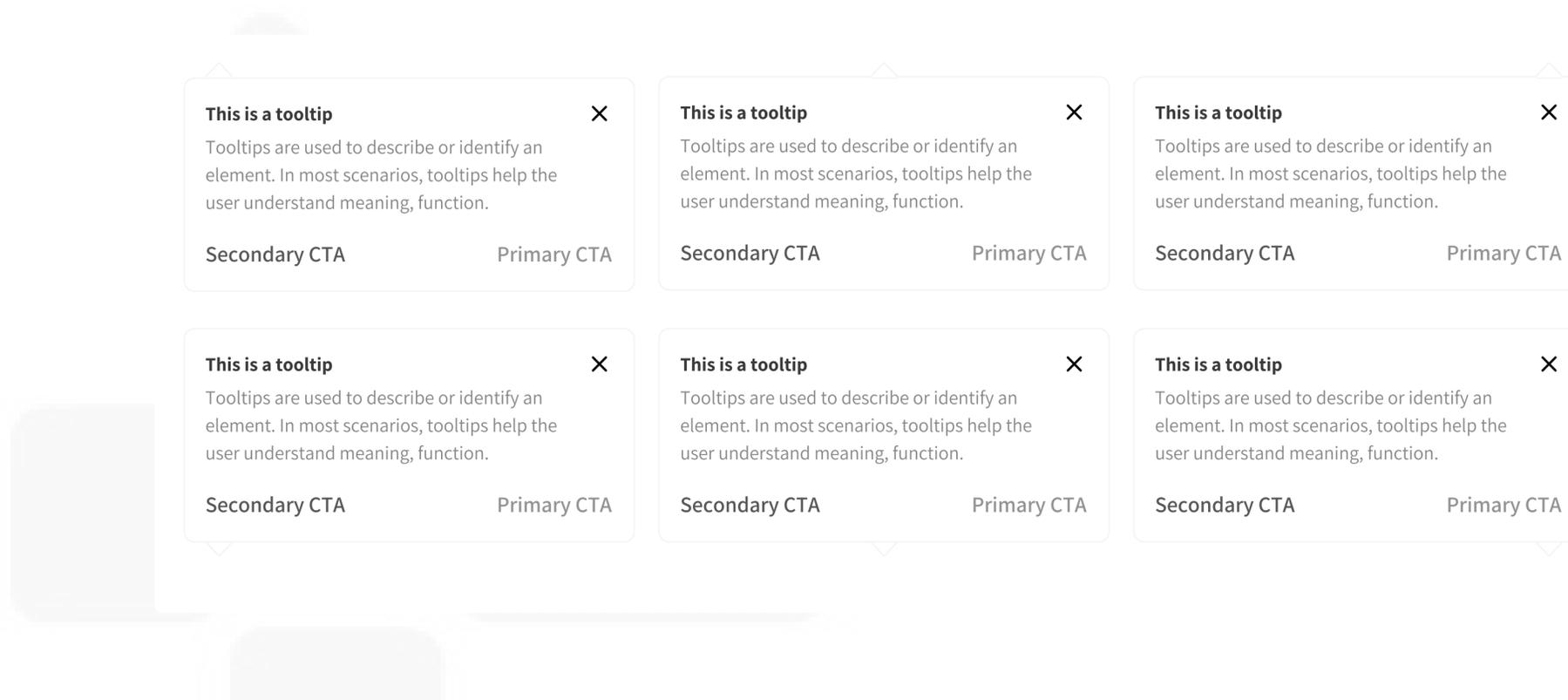


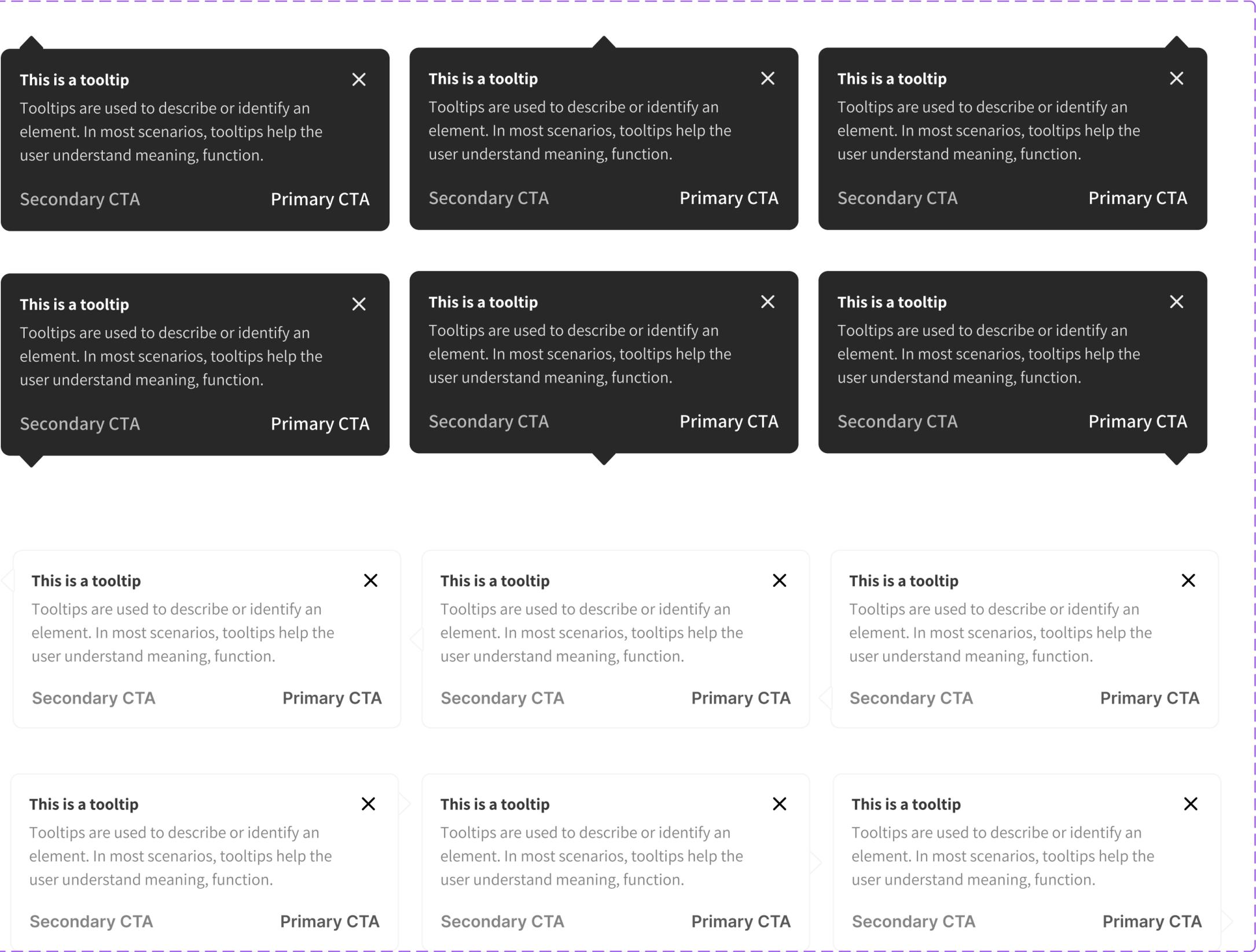
## Why this matters:

Tooltips make interfaces more intuitive and accessible by offering quick clarification without adding clutter to the screen. They're especially helpful for users who are new to a system or when space is limited.

## Example in action:

When a user hovers over a question mark icon beside "Preferred contact method," a tooltip appears with the message: "Select how you'd like NL Health Services to reach you."





**This is a tooltip** ✕

Tooltips are used to describe or identify an element. In most scenarios, tooltips help the user understand meaning, function.

Secondary CTA Primary CTA

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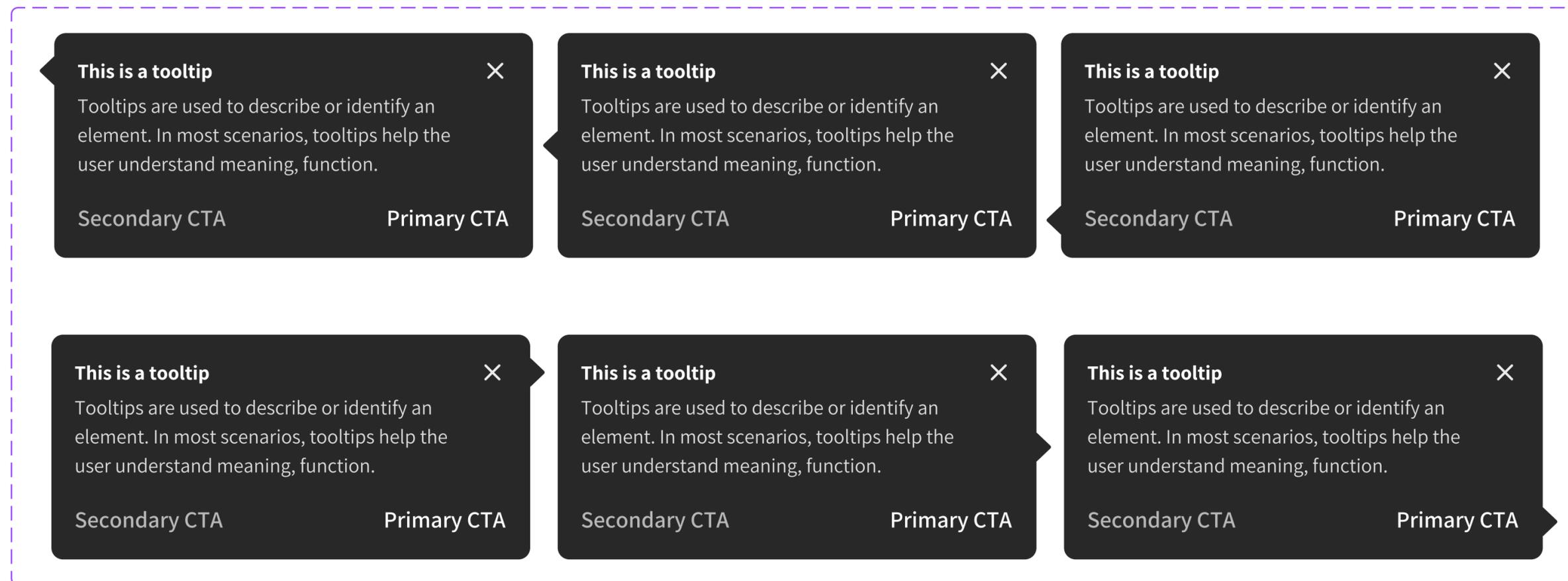
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Secondary CTA Primary CTA

**This is a tooltip** ✕

Tooltips are used to describe or identify an element. In most scenarios, tooltips help the user understand meaning, function.

Secondary CTA Primary CTA



## Do

- Use tooltips for supplementary or non-critical information.
- Display them on hover or focus.
- Position them close to the element they describe.

## Don't

- Hide essential information inside tooltips.
- Make tooltips interactive or clickable.
- Delay the tooltips for too long before showing them.

# Toggle

Toggles, also known as switches, are user interface controls with two mutually exclusive states, typically “on” and “off.” The function like physical switches, allowing users to enable or disable a setting instantly.

## Why this matters:

Toggles provide a clear and intuitive way for users to control settings without extra steps. Immediate visual feedback helps users understand the current state of a feature and builds confidence in the system’s responsiveness.

## Example in action:

In a staff dashboard, a toggle might control whether email notifications are turned on or off. When switched off, the change happens right away, confirming the user’s preference.



### Do

- Use toggles for on/off states.
- Show immediate state changes when toggle.
- Label both states clearly (e.g. “On” and “Off”)

### Don't

- Use toggles for one-time actions, use buttons instead).
- Use unclear or ambiguous labels.
- Group too many toggles together in one place.

# Badges and tags

Badges and tags are small visual elements used to display status, highlight key information or categorize content.

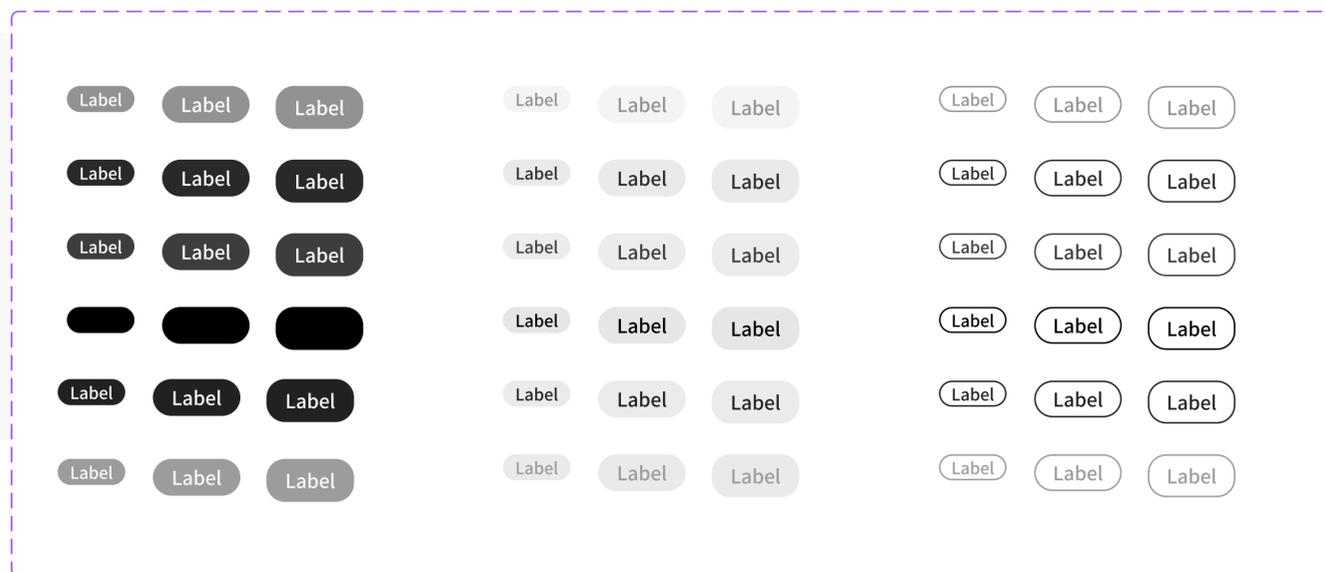
- **Badges** often show counts or activity, such as the number of notifications or unread messages.
- **Tags** are used to label or group related items, such as topics, categories or filters.

## Why this matters:

Badges and tags help users scan and organize information quickly. They draw attention to important details without overwhelming the interface, supporting clarity and focus in both staff and public-facing tools.

## Example in action:

A “New” badge can appear beside an updated policy document, while tags such as “HR,” “Benefits,” or “Safety” can help staff filter information in a resource library.



### Do

- Use badges to highlight status or new content (e.g. "New" or "Pending").
- Choose subtle or attention-grabbing colours depending on the purpose.
- Keep labels short and clear (one or two words).

### Don't

- Use badges where they don't add value.
- Use too many badge types or colours within the same interface.
- Make badges interactive unless that behavior is intentional and consistent.

# Cards

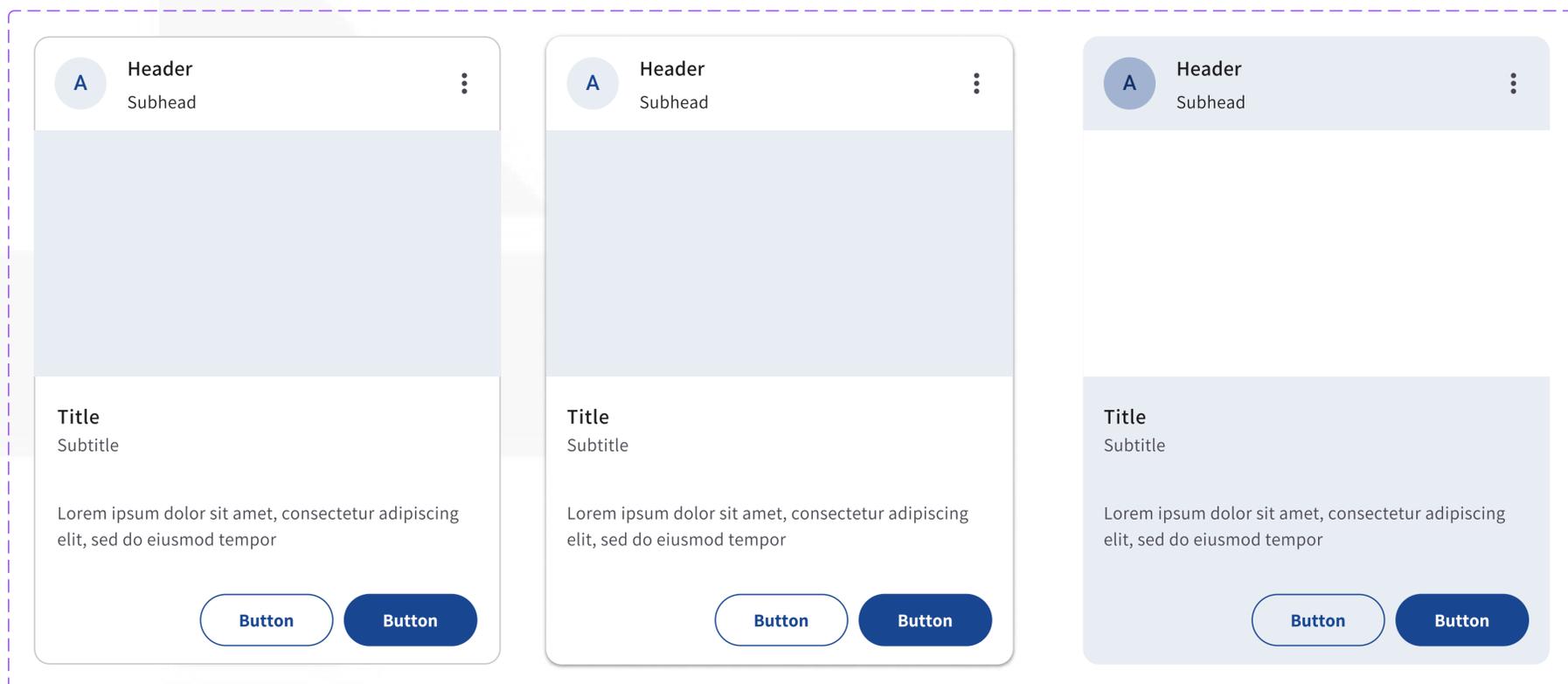
Cards are versatile containers, used to group related content into organized sections. They can include images, headlines, supporting text, buttons, lists, and other components.

## Why this matters:

Cards make complex information easier to scan and interact with. They help create structure and balance on a page while keeping related content visually connected. Consistent card design also supports responsive layouts that work across different screen sizes.

## Example in action:

On the NL Health Services website, cards can be used to organize content such as health programs, regional services or patient resources. For example, each card might include a title, a short description, and a link to learn more — helping users quickly find the information or service they need without scrolling through long pages.



### Do

- Use cards to group related content or actions.
- Keep spacing, alignment and layout consistent.
- Include clear call to action (CTA) when needed (e.g. “Learn more” or “View details”).

### Don't

- Overload cards with too much information.
- Use inconsistent card sizes unless there's a clear purpose.
- Include multiple call to actions (CTAs) that could confuse users.

# Hyperlinks

Links connect users to other pages, documents or external websites. They should be clear, consistent and instantly recognisable within the interface.

## Why this matters:

Clear and consistent links help user understand where they can go next without confusion. This improve visual identity build trust through predictable behaviour, and ensure users can navigate content effortlessly across different parts of the site.

## Example in action:

On NL Health Services website, hyperlinks appear in blue and connect users to related pages or external resources. External links show a small arrow icon, while hover effects or underlines make them easy to identify across the site.

<u>Link</u>	_____	Default
<u>Link</u>	_____	Hovered
<u>Link</u>	_____	Visited

### Do

- Use hyperlinks to guide users to related content or resources
- Ensure links are clearly visible with colour, underline or hover effects.
- Add an arrow icon for external links to show they open outside the site

### Don't

- Make links hard to see or blend into the background or text.
- Overuse underline where there are lots of links together
- Use inconsistent link colours or styles across the site.

# Pagination

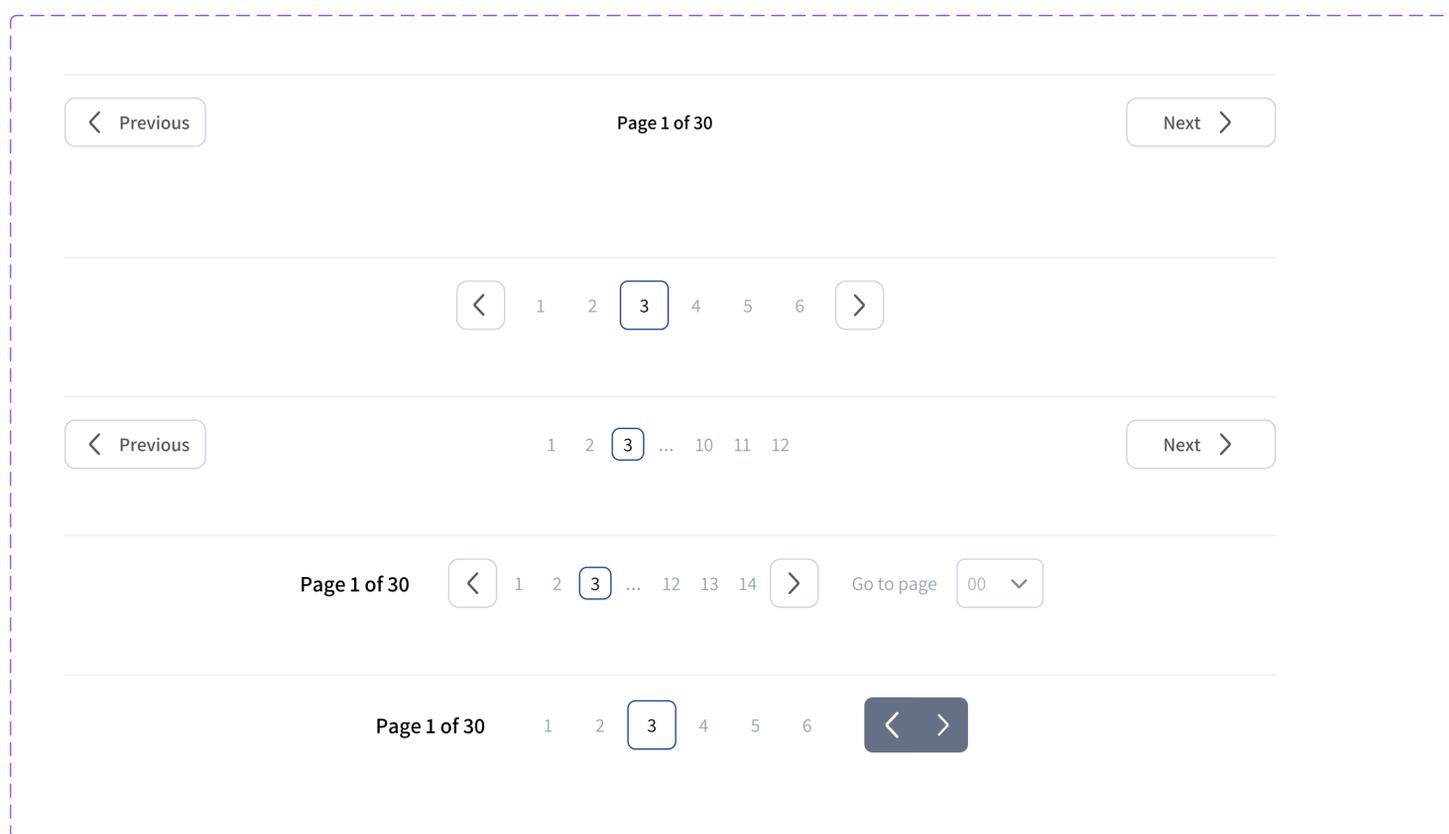
Pagination divides large sets of data or content into smaller, more manageable sections called pages. It helps users navigate through long lists or collections without being overwhelmed by too much information on one screen.

## Why this matters:

Pagination improves readability and performance by loading only a portion of the content at a time. It gives users a clear sense of progress and control when browsing information-heavy tools, such as directories or data tables.

## Example in action:

On the NL Health Services website, pagination can be used to organize news updates or job listings. Instead of displaying all items at once, the page shows 10 results at a time with navigation links to move forward or backward through the list.



### Do

- Use pagination when displaying long lists or large amounts of content.
- Clearly label navigation buttons (for example, “Next,” “Previous,” or numbered pages).
- Maintain consistent placement, usually at the bottom of a list or table.

### Don't

- Overload a single page with too much data or scrolling content.
- Use unclear icons or unlabeled navigation controls.
- Change the number of items per page without a clear reason.

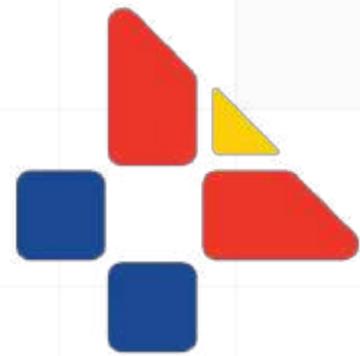
# Support and questions



The NL Health Services Design System is a living resource that will continue to evolve as our digital tools and user needs change. Teams are encouraged to use it as a shared foundation for creating clear, accessible, and consistent digital experiences across all platforms.

For questions, feedback, or requests for new components, please contact the NL Health Services'

Communications team at: [communications@nlhealthservices.ca](mailto:communications@nlhealthservices.ca).



# NL Health Services

▶ [NLHealthServices.ca](https://NLHealthServices.ca)