



**NL Health
Services**

CorCare

Provider Frequently Asked Questions

CorCare Training

General CorCare Information

What is CorCare?

Launching in April 2026, the new CorCare health information system (HIS) will modernize the health-care in this province.

In the largest health-care system evolution ever launched in Newfoundland and Labrador, CorCare will replace outdated digital health systems with one province-wide health information system, that will enable the collection, management, storage and transmission of electronic medical records.

CorCare will transform health-care delivery.

What is a Health Information System?

A health information system (HIS) is a digital framework meant to store, collect, manage, and communicate health data. This system is managed by both healthcare providers and patients, acting as a central hub to communicate information to both parties.

What are the benefits of CorCare?

Once live, CorCare will:

- Optimize patient care delivery
- Standardize clinical workflows
- Improve interdisciplinary coordination
- Strengthen security
- Increase access to information
- Reduce error rates

Having an updated solution to healthcare tracking, data, and accessibility will mean overall ease of use for healthcare providers and patients alike.



More information on what CorCare is, and how you will be impacted is available on our internal website found [here](#).

CorCare Training

What is CorCare training?

With the implementation of the new CorCare health information system at Newfoundland and Labrador Health Services (NLHS), the way in which staff and patients log, access, and manage information will change.

All staff that need access to CorCare will need to complete their training in full and pass a brief after-class assessment with 80% to gain access to the CorCare system.

CorCare training is meant to equip staff with the skills and knowledge necessary to perform their job duties within the CorCare system. Once completed, staff will be aware of the fields, buttons, and processes for their current day-to-day workflows within CorCare.

When will training take place?

CorCare training will take place from February 2nd, 2026, up to and past Go Live on April 25th.

While training will occur over the above months, classroom training length and content will vary depending on the individual staff member's role.

How do I register for CorCare training?

Managers and providers (physicians and nurse practitioners) will receive training in October 2025 on how to register for CorCare classes in the LEARN-Learning Management system:

- Managers will register on behalf of their staff
- Providers (physicians and nurse practitioners) will self-register

Please note that you will need an NLHS username and password to log into LEARN. Please reach out to CorCareTraining@nlhealthservices.ca if you do not know your NLHS login information.

How can I check on my learning progress?

In the LEARN Learning Management System, click 'Me' tab to view your progress related to CorCare training completion.

Is CorCare training online or in-person?

The length and content of your training is determined by your current role. Training will be delivered through several methods, including:

- eLearning Videos (viewed in LEARN prior to classroom training)
- Instructor-Led Classes (staff in-person at classroom, instructor virtual or in-person)



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- Customization Labs (in-person)
- Exercise Booklets with relevant workflows (documents in LEARN)

You will attend the classroom portion of your training in a CorCare classroom located at a Newfoundland and Labrador Health Services (NLHS) facility close to you. **No remote access is provisioned to attend instructor-led classes** from home or from a workstation outside of a CorCare classroom.

Will I receive notifications about their CorCare training?

Yes. You will primarily receive notifications about training through your NLHS email account.

Please reach out to CorCareTraining@nlhealthservices.ca if you do not know your NLHS login information or do not currently know how to access your NLHS email account.

Will CorCare training impact duties of my role?

All providers will be required to attend instructor-led classroom training. There will be classes during the day, weekends and evenings. Providers will be responsible for finding a time where training can be accommodated in their schedule.

What do I need to bring for training?

We will supply all materials required for training. Monitors, computers, keyboards, and mouse will all be set up in the training area ready to go.

What if I will require accommodations to train?

If you require an accommodation to participate in the training sessions, please follow the current process for accommodation requests and ensure that corcaretraining@nlhealthservices.ca is aware of the request.

If a new/incoming provider has previous Epic experience from working in another jurisdiction, do they need to complete CorCare training?

To request an exemption from training, end users must have Epic experience within the last twelve months, at another healthcare organization in a similar role with a related patient population and/or duties to the one performed at NLHS. If the provider meets these criteria, please reach out to corcaretraining@nlhealthservices.ca to request a CorCare Training Exemption Attestation Form.

**If you have additional questions, please reach out to
CorCareTraining@nlhealthservices.ca for more information!**