



**NL Health
Services**

CorCare

An invitation to participate in CorCare

November 3, 2025



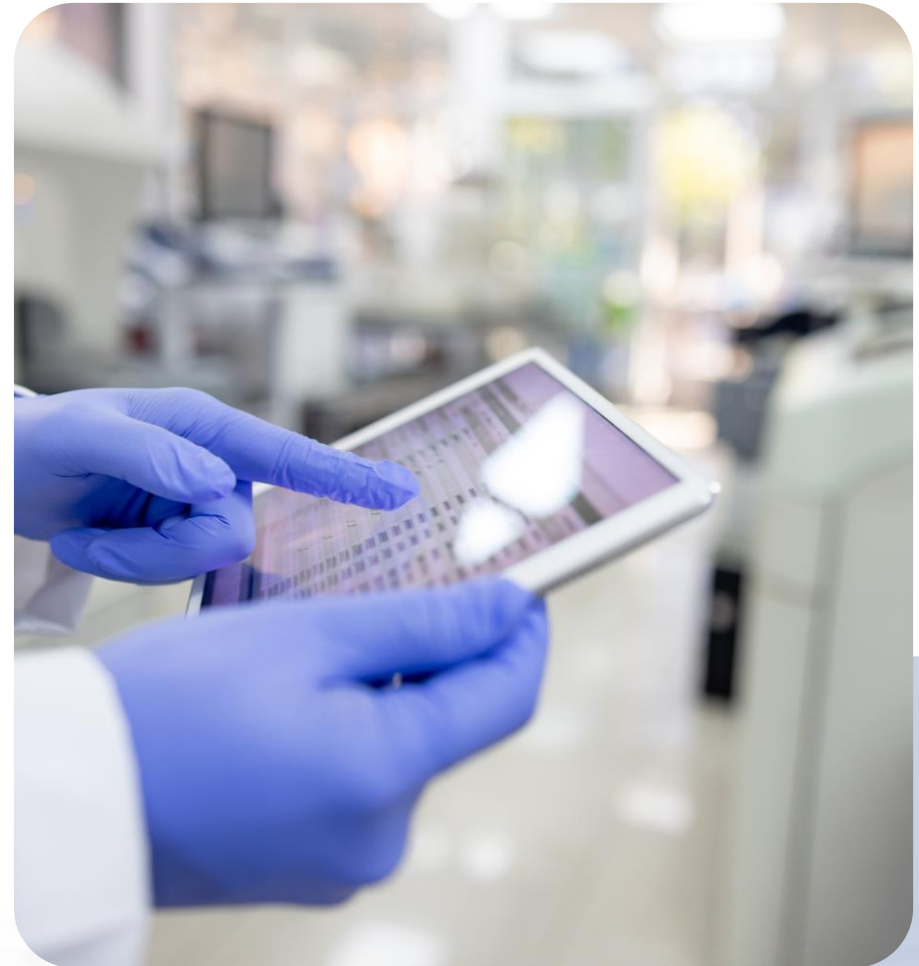
Why are you receiving this?

NL Health Services is implementing CorCare, a new health information system, into all sites and programs in late April 2026.

You have been identified as working both inside and outside of NL Health Services. We would like to make CorCare available to you in your clinic settings *outside* of NL Health Services.

We believe providing you with one health information system across your practices will improve patient safety and your clinical experience providing care.

This presentation outlines the path forward to transition to CorCare in all of your care settings.





Benefits of transitioning to CorCare



Improved efficiency and care coordination

- ▶ Seamless flow of comprehensive patient information enables consistent and coordinated care within and between care settings, improving patient safety and quality of care.



Enhanced access to information

- ▶ Centralized patient information provides a more complete picture to make clinical decisions.
- ▶ Use your own data for practice management and quality improvement.



A stronger technology foundation

- ▶ Embedded clinical decision support and advanced AI tools to provide enhanced provider experience.
- ▶ Added security around information management and continuous updates and ongoing support.



Addressing administrative burden



Reducing systems

- ▶ All your data and workflows are in one place.
- ▶ Fewer systems to log into and maintain.
- ▶ More comprehensive results and clinical decision support



Retiring legacy processes

- ▶ Less paper and fewer faxing processes
- ▶ Reducing information gaps decreases the risk of something getting lost or missed.



Time saving technology

- AI features, including AI scribe, reduce the amount of time on administrative tasks.
- Electronic ordering reduces the time spent completing and tracking requisitions.



Considerations if you choose not to participate

- CorCare will not be fully integrated with existing EMRs.
 - This means you will continue with disconnected systems in your clinical settings.
 - Patients who cross both settings may require duplicative data entry.
 - Some of the current interoperability issues will persist.
- Referrals and requisitions for lab and medical imaging to NL Health Services will all be managed in CorCare.
 - This means you will need to use a system outside of your EMR for ordering.
- Results processed in CorCare will continue to be sent to HealtheNL.



If you choose to participate . . .

- Clinics will be required to meet hardware standards at their cost. These can be accessed [here](#).
- You will continue to use your current system for claims until CorCare is fully integrated with MCP. Planning for this is underway.
- There will be limited data available from MedAccess in CorCare at go-live in April 2026. You will still access HealtheNL and your legacy system for a period.
- Specialty-specific content developed with clinicians is built into CorCare. While personalization of content is possible, the clinical content will not be adapted for individual clinics.
- Your clinical documentation will be available to all clinicians through role-based access. There are privacy features which allow you to flag clinical information as sensitive.
- All physicians and staff at the clinic will be required to take training and participate in readiness. Clinics will have to accommodate time for training.
- Patients will access their personal health information in MyHealthNL, via an app called MyChart. Patients will have more access to information than they have had previously.
- Your relationship with NL Health Services will not change. You will be required to adhere to NL Health Services policies, as applicable.

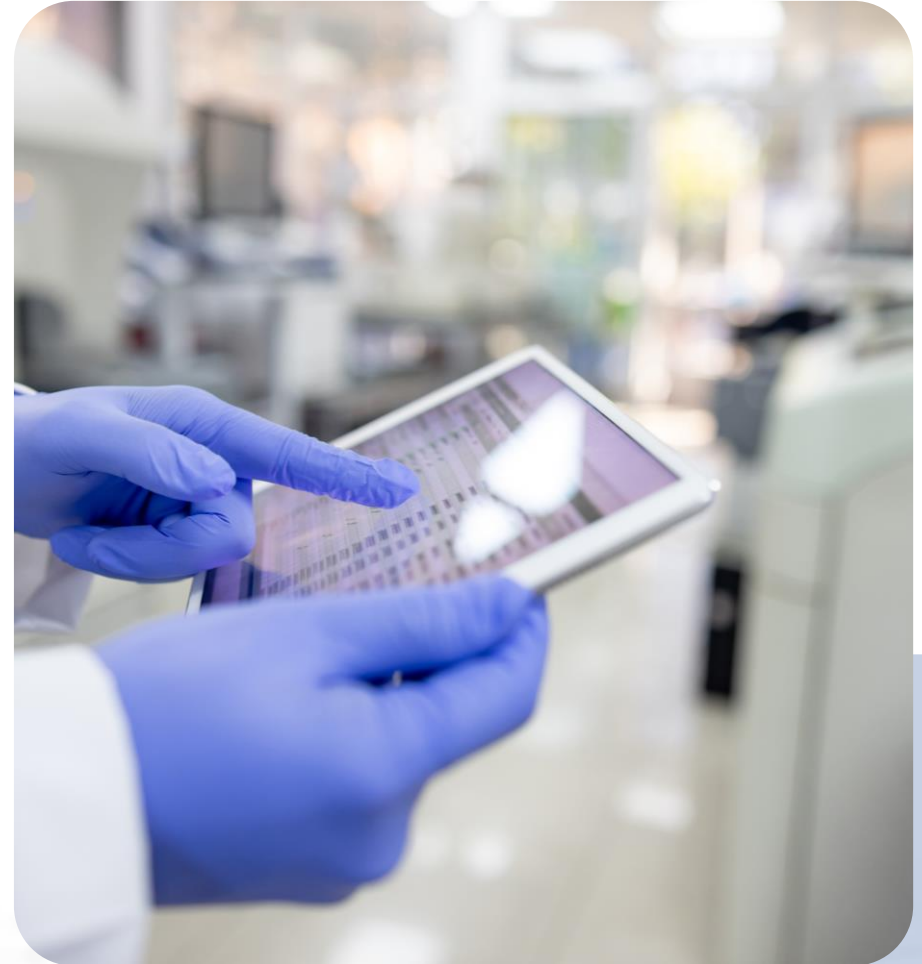
Please note . . .

- There will be no fees for the use of CorCare.
- If you decide to leave CorCare, you will be provided with a copy of patient records for which you are considered a custodian. NL Health Services will also retain a copy of these records.
- NL Health Services will provide go live support, but clinics will be encouraged to nominate a "super user" to take additional training and provide ongoing assistance to their peers.



Next steps

- If you choose to join, you will be contacted by **November 14, 2025** to provide information about your clinic. This is required to ensure the system is prepared to accommodate your needs and provide access to your staff. Responses are due by **November 30, 2025**
- Timelines for training and readiness activities can be found [here](#)
- If you need more information, a series of virtual "Office Hours" information sessions have been scheduled to answer any questions. Details are in your invitation email.





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Welcome to CorCare!

NL Health Services values the work you do for the people of Newfoundland and Labrador.

We look forward to advancing patient care and improving our health care system together.