



NL Health Services

CorCare

Frequently Asked Questions

Better Care Starts with Getting to Know You

When you visit your health-care provider or MyHealthNL, you will be asked optional questions about your housing, access to food, language and more. Answering these questions helps us learn more about you and provide better care.

1. What are social determinants of health?

Our health can be influenced by many factors beyond medical care. These include housing, access to food, income, transportation, race and ethnicity, gender, and language. The conditions in which we are born, grow, live, work and age are called the social determinants of health. They drive health outcomes and inequities that we may experience.

2. Why is NL Health Services collecting social determinants of health data?

When we understand more about your life experiences and circumstances, we can provide better, more supportive care. Answering questions about social determinants of health helps us understand and support your specific health-care needs. The information you share will also help us improve our services for everyone receiving care from NL Health Services.

3. What are you going to do with my information?

Your answers will be used by your health-care team to better understand your needs, optimize your care and connect you with more supports. Some questions may feel personal, but you can choose what you are comfortable sharing. NL Health Services may also use your information, combined with information from all other patients, to better understand the people in our communities, plan for services, and work to provide the best care for all. Your information will never be used to track you as an individual and, when planning for service and program improvements, will be anonymized and combined with other patients.

MyHealthNL uses secure systems and follows the highest privacy standards to protect your personal health information.



4. Who can see my information?

Your information is visible only to your health-care team and protected like all your other health information. The information you share is private and will be securely stored within your health record. Answering social determinants of health questions is optional; you get to choose what information you are comfortable sharing.

5. I'm only here for a quick appointment. How is this relevant to my care?

It is important for us to know and understand the life circumstances of the patients we serve. These questions allow us to learn about your specific needs and what types of supports or services might be helpful. By collecting this information from everyone who walks through our doors, we can provide more optimal care and improve the quality and accessibility of services.

6. What if there are questions that I don't want to answer?

Answering these questions is voluntary. Your answers will not affect your care.

7. When will I be asked to share this information?

You may be asked questions about your social determinants of health at multiple points in your care journey. This will enable you to share information when it feels most relevant and comfortable to you through MyHealthNL, clinical conversations with health-care providers, and social determinants of health assessments completed within specific programs.

8. Don't you have this information already?

Your personal information is confidential and cannot be accessed from other sources. In asking these questions, we're able to better support your care. We also know that the answers to these questions may change over time and it's important for us to have up to date information about you and your life circumstances.

9. What do I do if I have questions?

If you have further questions, need support signing up for MyHealthNL or help with an existing account, please email the MyHealthNL help desk at myhealthnlsupport@nlhealthservices.ca or call 1(833) 961-3750. Hours of Operation: Monday-Friday, 8:30 a.m. to 4:30 p.m. NT.

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