

CARE LINK SITE AGREEMENT AND TERMS & CONDITIONS EXPLAINER FOR PROVIDERS AND USERS ACCESSING CORCARE LINK

What Is CorCare Link and Why Does This Agreement Matter?

CorCare Link is a secure web portal provided by Epic Systems Corporation that gives authorized individuals outside Newfoundland and Labrador Health Services (NLHS) direct access to patient medical information held in NLHS's health information system and the ability to submit requests for consultations, laboratory tests, and diagnostic imaging, all in one place. By using CorCare Link, you enter into a legal agreement with NLHS, and your acceptance of the Site Agreement and/or Terms confirms that you understand and embrace your fundamental duties around the privacy and protection of patient information.

As someone who is already a Custodian under PHIA, the obligations described below will feel familiar. They reflect the same commitment to privacy and security that you already uphold every day, and CorCare Link is designed to make your work easier, not harder.

Your Account – Keep It Secure and Personal

You will be assigned a User ID and a one-time activation code. You must immediately choose a new password that only you know. When registering your account, you must provide accurate, complete, and up-to-date information. Always remember to log out at the end of every session

Your account is personal to you. You must treat your username and password as strictly confidential, must never share them with anyone, and never allow another person to access Care Link using your credentials. If you ever suspect unauthorized access to your account, notify NLHS immediately by emailing securityalerts@nlhealthservices.ca.

Your User ID and password are the equivalent of your professional signature – you are responsible for everything done in CorCare Link using your credentials, including all data entered, viewed, printed, disclosed, or otherwise handled. If you believe your password has been compromised, you must report it to NLHS immediately after discovering the problem and change your password without delay.

You Remain a Custodian of Information You Submit, Until NLHS Receives It

If you can and choose to enter patient information relating to problems, allergies, medications, or immunizations (PAMI Information), or if you upload any documents to a patient's record in CorCare Link, you are considered a Custodian of that information for as long as it remains within your custody and control, no different than you are under your existing obligations. The same applies if you print or retain copies of any patient information from CorCare Link. As a Custodian, you have authority over that information and must handle it in full compliance with PHIA.

Once you submit that information to CorCare Link, NLHS assumes the role of Custodian. In the meantime, take the reasonable step of ensuring information is accurate and up to date before submitting it, something that ultimately benefits your patients and your practice alike.

Complying With Privacy Laws

By entering into the Site Agreement and/or accepting the Terms, you commit to complying with all applicable privacy legislation, including PHIA, ATIPPA, and, where relevant, the EU General Data Protection Regulation (GDPR), as well as any other provincial or federal privacy laws that apply to your use of Care Link. At all times you have access to CorCare Link, you must remain

fully compliant with these laws. This is not a new burden, it is a continuation of the standards you are already required to meet under PHIA, now applied to a tool built to support your work.

Protecting Privacy and Security – Your Day-to-Day Obligations

Before accessing CorCare Link, you must have signed an oath or affirmation of confidentiality.

You are responsible for protecting the privacy and security of all patient information you access through CorCare Link using administrative, technological, and physical safeguards that are reasonable in the circumstances and at least meet the minimum standards required by your professional regulators. You may only access patient information to the minimum extent reasonably necessary for the purpose for which it was collected or disclosed to you and in line with your assigned duties. You may only share that information with people who are authorized to receive it under applicable law.

If NLHS asks you to describe how you handle confidential and patient information from CorCare Link, you must provide a written summary of your practices, policies, and procedures.

Information From Multiple Sources – No Guarantee of Completeness

CorCare Link draws information from numerous sources, including third parties outside NLHS's control. As a result, NLHS cannot guarantee that all clinical information is accurate, correct, or complete. As a skilled professional, you should always apply your own judgement when acting on information from the system.

Epic's Terms Also Apply

In addition to the CorCare Link Terms and applicable privacy laws, you must also comply with any terms and conditions established by Epic Systems Corporation for your use of CorCare Link. These Epic Terms will be available to you for review when you first access CorCare Link.

What Happens If You Do Not Comply?

The consequences of misusing CorCare Link or failing to meet your obligations are serious. NLHS may disable, suspend, or, in extreme circumstances, terminate your access if you fail to comply with the Site Agreement, Terms, or related policies. Inappropriate access or unauthorized release of patient information could result in legal action, referral to your professional regulator, monetary fines, and/or criminal prosecution under applicable privacy laws, consequences enforced not only by NLHS, but by your employer and your governing body as well.

CorCare Link is a powerful and privileged tool, one that comes with real responsibilities but, when used correctly, meaningfully streamlines how you deliver care. The obligations in this Agreement are consistent with the duties you already carry as a Custodian under PHIA. Meeting them is not an added layer of compliance, it is simply good professional practice, now extended to a system designed to work for you and to improve healthcare for all of Newfoundland and Labrador.