



## Community Physician Support Plan

Newfoundland and Labrador (NL) Health Services has developed a support plan for community physicians who are transitioning to use CorCare Link in their clinics. We value your input and will continue to collaborate so that the plans are effective and you feel comfortable and confident to work in the new system starting on April 25, 2026.

### Pre CorCare Go-Live Strategy (April 1 – April 25, 2026)

#### 1. CorCare Link playground access is now available!

If you'd like to explore CorCare Link on your own, we have a "playground" environment to enable you to explore and get a feel for the CorCare Link platform. To request access, please contact [CorCareLink@nlhealthservices.ca](mailto:CorCareLink@nlhealthservices.ca), and provide the following information:

- a. Your name
- b. Your role
- c. Practice name
- d. Practice address
- e. Practice phone number
- f. Practice email
- g. List of staff and providers who require access

Please note that all access requests will be reviewed, and a response will be provided within 48 business hours.

#### 2. Pre-live in-clinic onboarding support

A team has been established to support community providers who sign on to use CorCare Link prior to go-live. This team will support onboarding, increase understanding of new workflows, and assist with site user access to support CorCare Link readiness.

Please complete the following survey regarding your preferred approach to pre-live onboarding support: [CorCare Link Support Request Form](#).

#### 3. CorCare Link registration clinics

We are hosting registration clinics to help you onboard to CorCare Link and provide an opportunity for you to ask any questions you may have. These virtual support sessions are hosted via a Teams link and are available online from the CorCare Link website: [CorCare Link - NLHealthServices](#).

#### 4. CorCare Link education and engagement sessions

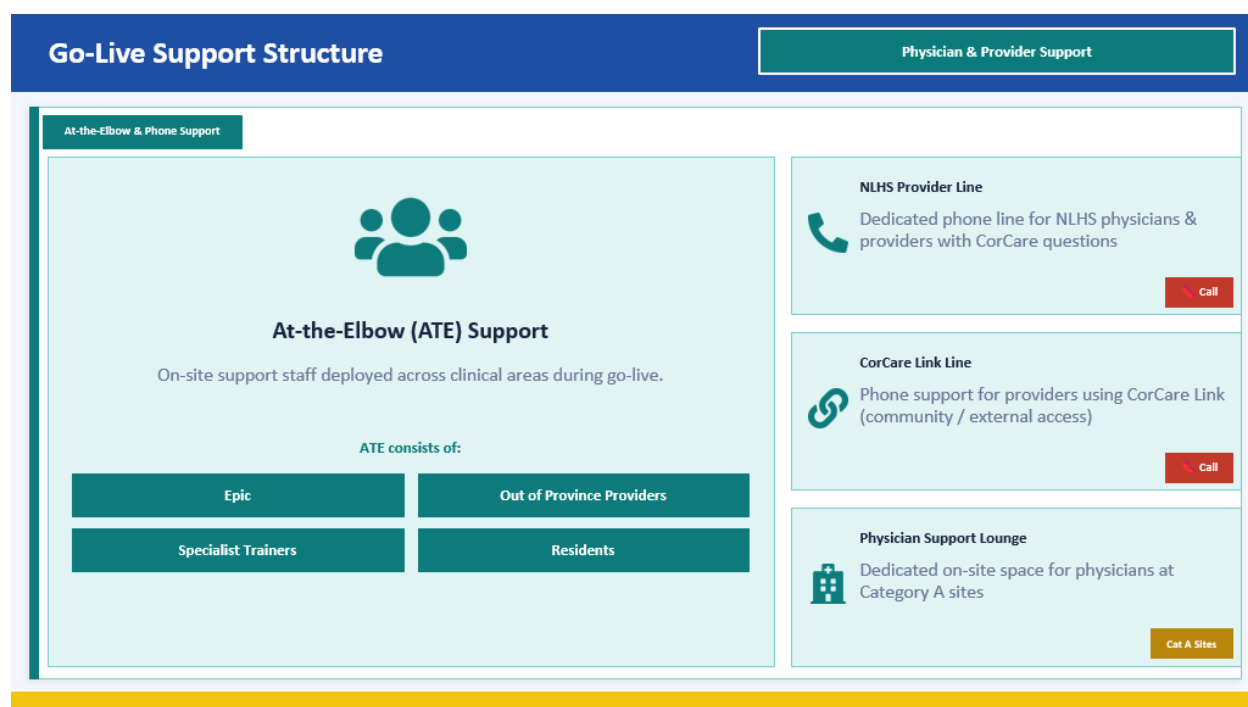
We are also hosting engagement and education sessions each week. The dates and times are posted on the CorCare Link website: [CorCare Link - NLHealthServices](#).

## 5. CorCare Link roadshows

Roadshows and local engagement sessions have occurred across the province. Additional CorCare roadshows are scheduled across the province between March 31 - April 17. The dates and times of these sessions are posted with their Teams links [CorCare Link - NLHealthServices](#) and we encourage you to attend.

## CorCare Command Centre Period (April 25 – May 17, 2026)

During the CorCare Command Centre period we will have a 24/7 Provincial Command Centre, with zone-based Operational Command Centres, to ensure direct connections to the help centre team to resolve any issues. A description of the services and support teams during this Command Centre phase are listed below:



### 1. Community Physician Phone Line

A physician support phone line will be available 24/7 starting with the CorCare go-live on April 25, 2026 for assistance at 709 – 777 – 1950. This will be accessible to all physicians across the province and will facilitate access to experts who will be able to assist you as you work on CorCare Link.

### 2. Epic Physician Support (In person and virtual)

Physicians from Epic and their Emeritus program will provide in person support across the zones starting with the CorCare go-live on April 25, 2026, and will also staff a virtual support line to support community physicians using CorCare Link. These physicians will be available through May 17th.

### **3. On-site support teams**

All zones will have a team of experts on the ground to provide support, visiting clinics as you use CorCare Link for the first time. Two teams will be assigned per zone for the first two weeks of the CorCare go-live. These support teams will be dispatched from the Zone Operations Command Centre, starting April 25, 2026. More information on the Zone Operations Command Centres will be available at CorCare Link - NLHealthServices.

## **Immediate Post CorCare Command Centre Strategy (May 18 – June 1, 2026)**

### **1. Community Physician Phone Line**

The physician phone line will continue to be available 24/7 for users to request help at 709 – 777 - 1950. This will be accessible to all physicians across the province and will have options to be directed to CorCare Link specific experts.

### **2. On-site support teams**

Onsite and virtual teams will be available across the zones based on requested support.

## **Ongoing Support Strategy (June 2 – onward)**

Through the coming months, the various support options will continue as needed based on the needs of the community physicians. We will partner with you to ensure proper support channels are available to address ongoing needs. Support will continue to be provided as below:

### **1. Community Physician Phone Line**

The physician phone line will continue to be available 24/7 at 709 – 777 – 1950.

### **2. CorCare central support teams**

The CorCare team will continue to support ongoing enhancements to the systems, including CorCare Link, to complete upgrades and deliver new features through the quarterly Epic-upgrade process, and to support issue resolution for users. These staff will provide virtual support and are available to visit in the clinical spaces to support users and see the tools in use.

## Key points for incoming referrals for community physicians

1. **Preferred pathway for referral entry:** CorCare Link is the preferred method for submitting referrals to NL Health Services.
2. **Visibility & Closed Loop:** Through Link, community providers gain real-time visibility into referral status — from receipt through triage to scheduling — replacing the current black box of fax-and-wait. Providers can also receive results and reports back through the same channel, creating a closed loop that supports continuity of care and reduces follow-up calls. Patient referral tracking, follow-up, and results will have improved visibility and tracking to ensure medically important results are available to patients in a timely manner.
3. **Support & Transition:** NL Health Services is committed to supporting community practices through the transition to Link over the coming months, with on-site support and training tailored to each clinic's readiness and workflow.
4. **Interim workflow plans:** Paper faxed referrals will continue to be accepted during the CorCare rollout. Referral requirements have been updated with CorCare, and faxed forms that are missing key information, will require follow up with the provider, or delegate, to collect missing information, meaning paper referrals may take longer to process. While this interim process may create inefficiencies in workflow, we would like to provide reassurance that the eventual transition to Link will create a seamless path forward for both the provider and the patient.