



## Memorandum

**To:** Community physicians in Newfoundland and Labrador  
**From:** Ron Johnson, CEO (interim), NL Health Services  
**Date:** May 14, 2026  
**Re:** Commitment to Improved Communication with Community Physicians

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As we move beyond CorCare go-live and into early stabilization, I want to take this opportunity to share some information directly with community physicians across the province about our commitment to ongoing, meaningful communication and engagement.

CorCare represents a fundamental change in how care is documented, coordinated, and accessed. We recognize that this transition has required significant time, effort, and adaptation - particularly for community physicians balancing clinical workloads with new workflows.

In April, we heard your feedback on the CorCare Link agreement and responded with a phased adoption approach, continuing to accept referrals through current pathways. That is the kind of partnership we are committed to - listening, responding, and working with you through this transition.

### Our commitment to engagement

NL Health Services is committed improving communication with community physicians — not only sharing timely information, but ensuring your questions, concerns, and feedback are received, addressed, and followed up on. To make this commitment concrete, we have assigned a dedicated team led by Fred Melindy, Director of eDocsNL. This team will receive and triage community physician input, escalate issues through appropriate channels, and ensure you hear back on the outcome.

We continue working closely with the Family Practice Networks (FPN) and the Newfoundland and Labrador Medical Association (NLMA) to ensure that our communications and other relevant information reach you. These relationships are essential to ensuring information is shared consistently and that your perspective informs ongoing improvements.

### Sharing Information with you Directly

To further support our collective efforts, we are directly providing you a series of materials developed and shared for your information with FPN and NLMA since CorCare went live.

Please find these documents attached:

- Memo - NLHS CorCare Laboratory Results Issue

- Legacy Referral Intake Process;
- Memo - NLHS CorCare Results Distribution;
- Incomplete Referral Letter template;
- Support placemat;
- Required Computer Specifications
- CorCare Patient Experience (also found [here](#)).

## Developing a CorCare Physician Bulletin

Moving forward, we are also actively developing a regular CorCare physician bulletin, a dedicated source of information for physicians working in community, outside NL Health Services.

You will be able to opt-in to receive this bulletin directly, ensuring important information reaches you in a timely and reliable way.

This bulletin will include:

- Updates on system stabilization and improvements;
- Clarifications on workflows affecting community practice;
- Summaries of resolved and emerging issues; and
- Links to practical tools and resources.

## How to Connect with Us

What would you like to see from NL Health Services? As we develop this bulletin, we welcome your input on the information and resources that would be most valuable to you.

Currently, community physicians can:

- Submit questions or concerns through established CorCare support channels (shared in the attachment titled “Support placemat”);
- Raise issues through FPN or NLMA pathways as usual;
- Use information provided in the upcoming bulletin to identify the most appropriate point of contact.

Your feedback helps shape how CorCare continues to evolve.

Thank you for your continued dedication to patient care and for your engagement during this important transformation. CorCare is a foundational system for the future of health care in Newfoundland and Labrador, and your partnership is essential to its success.

**Ron Johnson**  
CEO (Interim)