



Memorandum

To: Community Physicians
From: Steven Lockyer, Vice President, Digital Health, Chief Information Officer, NL Health Services
Date: May 22, 2026
Re: Results routing for community physicians

Thank you for your continued engagement on CorCare.

NL Health Services has heard from community physicians regarding the delivery and consistency of clinical results across different systems and modalities. The specific issues raised include:

- Fewer results notifications appearing than expected;
- Duplicate results notifications being received or same results notifications received in multiple systems or multiple methods (CorCare, EMR or fax);
- Results notifications formatted differently depending on delivery method;
- Results notifications being sent to the CorCare Hyperspace In-basket without being a Hyperspace user;
- Communication of critical and urgent results;
- Results notification routing to incorrect clinicians and/or systems.

Please find below some information on ongoing activities and some mitigations to address these issues.

Please note that NL Health Services will ensure that results are provided to physicians while any outstanding routing issues are resolved. This may result in some duplicate or older results appearing in your EMR or being provided to you by fax.

Information, Mitigations and Actions

Results delivery preferences:

- For Physician operating in CorCare Link, NL Health Services highlights the ability of physicians to define results routing preferences in CorCare Link. This will help avoid duplication across multiple platforms. Training materials to support physicians are available in the resources section in CorCare Link.
- Please be advised that NL Health Services redirects results for non-Hyperspace users through the most appropriate method identified.

Results formatting:

- NL Health Services has developed [this document](#) to highlight changes in appearance of results as they originate in CorCare.

Notification workflows for laboratory and medical imaging:

- NL Health Services confirms that critical result notification workflows have not changed and critical results are followed up by phone.

Other Actions and Mitigations taken:

- NL Health Services continues verifying that clinician identifiers are correctly configured in all systems.
- NL Health Services continues working towards full and accurate Primary Care Physician (PCP) designations in CorCare.
- NL Health Services continues working towards accurate and up to date clinic contact and routing preferences.
- NL Health Services is developing a broad approach to ensure the continued delivery of results to physicians in a manner consistent with their requirements (CorCare, EMR or fax).
- NL Health Services will continue to actively engage and communicate with physicians while issues are being resolved.

Please contact us at info@edocsnl.ca if you:

- receive aberrant or illegible results;
- do not receive critical results; or
- receive notification of delivery of results to CorCare but you do not have access to CorCare.

We appreciate your patience and collaboration as we continue to improve the electronic delivery of clinical results. We continue to engage with the NLMA and FPNs on solutions and we assure you that timely and accurate access to patient information remains our highest priority.

Sincerely,

Steven Lockyer

Vice President, Digital Health, Chief Information Officer, NL Health Services