



Memorandum

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

Newfoundland and Labrador (NL) Health receives and will continue to receive faxes from community and primary care clinicians, MedAccess EMR, and via office fax machines. These incoming documents are collated in CorCare, for review and action by staff.

We understand that community physicians have made note of inconsistencies in fax receipt by NL Health Services' services and/or programs. We have listened to your feedback and identified a number of areas where fax queue monitoring required additional support and we have provided that additional support.

We would like to reassure you that programs at NL Health Services will continue to receive inbound faxes from community and primary care clinicians and these are held in an electronic queue. These programs are continuously monitoring their faxing queue for inbound faxes to ensure referrals are transcribed in a timely manner (as described in the referral memo shared on May 14, 2026). We have arranged for staff to have dedicated support to maintain this process.

NL Health Services actions all faxes and other referrals as "first in, first out" and then these are appropriately prioritized for service (e.g. a clinical referral is prioritized for action higher than a copy of school immunization records).

We are pleased to confirm that our teams are addressing any backlog of faxed documents. We anticipate that the backlog should be completed in short order.

NL Health Services is committed to 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 to receive and triage community physician input. To reach the team, contact corcare@nlhealthservices.ca.

Sincerely,

Steven Lockyer

Vice President, Digital Health, Chief Information Officer