



Memorandum

To: Gertie Mai Muise, Executive Director, NLMA
From: Steven Lockyer, Vice President, Digital Health, Chief Information, NL Health Services; Dr. Samuel Borassa- Blanchette, Chief Medical Information Officer
Date: May 5, 2026
Re: Update on Laboratory Results Transmission Issue

Thank you for your feedback and continued collaboration.

We are aware that some community providers experienced delays in receiving results. Over the weekend, technical and clinical teams investigated this issue, identified the root cause, and conducted testing to confirm it has been resolved. We would like to share what was identified and the steps taken.

The issue was isolated to laboratory results that are transmitted exclusively by fax. In some cases, inaccurate fax number data in the NL Health Services system prevented successful fax delivery. Importantly, these results were not lost. All results continued to be securely captured within CorCare and were available through HEALTHeNL and CorCare Link. Only providers who receive results solely by fax, and whose fax numbers were incorrect or missing in the system, would have experienced the delay. All critical results were communicated by telephone as per normal practice

If any fax transmission failed, CorCare's safeguard functionality was triggered, alerting laboratory teams that delivery had not been completed. Teams are continuously reviewing alerts, and all laboratory results that had a faxing error were re-transmitted successfully over the weekend.

If you are not receiving faxes on any matter, including results, but expected to, please reach out to the CorCare support lines to ensure we have your fax number appropriately captured in the system: A 24/7 Community Physician Phone Line is available for assistance with CorCare Link and CorCare Hyperspace: **709-777-1950** or CorCareLink@nlhealthservices.ca

Please continue to reach out with questions or concerns—your feedback is essential to this work.

Steven Lockyer
Vice President, Digital Health, Chief Information Officer

Dr. Samuel Bourassa-Blanchette
Chief Medical Information Officer