



Update on CorCare Clinical Results Delivery

We are writing to update you on an issue affecting the delivery of some clinical results from CorCare to physicians' EMRs. We have heard the concerns from the physician community about this, acknowledge the potential impacts, and are treating it as a high-priority item with a dedicated team.

Since CorCare's go-live, we have identified some technical issues with the results delivery service. These issues may have resulted in delays in delivery or individual results being misdelivered. Our team has been working through these methodically, applying targeted fixes as underlying issues were identified. This approach has substantially reduced the scope of the problem.

We are now down to a small number of impacted results and providers. These cases are being addressed individually, and we are validating accuracy and completeness directly within physicians' EMRs as issues are reported or as additional clinical or technical details are provided.

Results affected by these issues have been identified and replayed as they are discovered, and this will continue.

If you believe a result is missing or delayed, we encourage you to provide specific examples so we can investigate and validate them directly in your EMR environment. This is a short-term approach while we continue with targeted fixes. We would encourage you to check in HealtheNL for results you ordered but did not receive and are particularly concerned about. The CorCare link also receives results and is another effective way to view these and other messages. If you would like to register for CorCare Link, please email CorCareLink@nlhealthservices.ca.

We appreciate your patience and collaboration as we complete this final stage of remediation and ensure reliable, timely delivery of results. Please send any specific examples of results you were expecting that did not arrive or details of any results that are not appearing as expected in your EMR to info@edocsnl.ca. Please do not send PHI to this email. We would recommend you include the patient's Med Access ID, the date the test was ordered, and the specific tests ordered; or, in the case of odd-looking results, the Med Access ID, the date the result was delivered, and the type of result. If you are a paper-based physician who has not been receiving results by fax, please let us know by calling the provider support line at 1-833-777-4104 or locally at 709-777-4104.

If you have additional concerns or questions related to CorCare, please call the Provider Support Center at 1-833-777-4104 or locally at 709-777-4104. Your support staff are also welcome to call this number on your behalf. If you work out of Hyperspace, remember you can send a support ticket directly from Hyperspace. We also have a dedicated team that can do

virtual and/or on-site support for CorCare Link, which you can book by emailing CorCareLink@nlhealthservices.ca.