

# CorCare Link Agreement Explainer

This document provides a high-level overview of the CorCare Link Agreement. It should be read alongside the agreement itself, which remains the complete and authoritative source of information. See our FAQ for more detailed discussion: [2026.06.08-CorCare-Link-Agreement-FAQs.pdf](#)

Clause	Summary	Explanation
<b>Preamble</b>	Identifies who signs the agreement.	<a href="https://www.gov.nl.ca/hcs/phia/">https://www.gov.nl.ca/hcs/phia/</a> Physicians who are custodians under the <i>Personal Health Information Act</i> (PHIA) – those practicing in private settings outside NLHS facilities – sign.
<b>1. Background</b>	Introduces Epic and CorCare Link.	
<b>2. PHIA Compliance</b>	Confirms that you must comply with PHIA.	The Agreement does not create new privacy obligations. You must continue to meet your existing PHIA responsibilities when using CorCare Link, as you do in your current practice. For more information about a custodian’s obligations under PHIA, see <a href="#">The Personal Health Information Act - Health and Community Services</a> .
<b>3. Who Controls the Records</b>	Explains who the custodian of patients’ personal health information is at different points when using CorCare Link.	NLHS is the custodian of patient data retained in CorCare Link – the information you can view in the system. This is referred to as “patient data” in the agreement. You are the custodian of information that you enter before it is submitted, and any copies you keep outside CorCare (e.g., in your EMR or paper files). Once submitted, NLHS becomes the custodian.
<b>4. Access and Users</b>	Sets requirements for site administrators, user lists, and training.	You must designate a site administrator, keep user information up to date, and notify NLHS of changes. Professional licenses must be in good standing (where applicable), and users must complete required training. NLHS may require training and it must be “reasonable” in scope and frequency. Reasonableness is a legal standard that requires NLHS to act in a way that is fair and realistic for physicians, taking into account clinical workload and the realities of practice. It does not allow unlimited or overly burdensome training requirements.

<b>5. Login Credentials</b>	Each user must have their own login, and you are responsible for all activity under your users' logins.	You are responsible for all activity carried out under your users' accounts, consistent with your PHIA obligations as a custodian for the activities of your staff and others who work on your behalf, including locums.
<b>6. Accuracy</b>	NLHS does not guarantee that all information in CorCare Link is clinically complete or correct.	NLHS cannot guarantee accuracy of information in CorCare Link, as information comes from multiple external sources which NLHS does not have control over.
<b>7. Authorized Use and Disclosure</b>	Limits how CorCare Link patient data can be used and shared.	You may use CorCare Link patient data for care and other purposes permitted under PHIA. Sharing outside your team is permitted only as authorized by PHIA or with NLHS approval.
<b>8. Copies of Information</b>	Limits when CorCare Link patient data can be stored outside CorCare.	You may keep one clinically necessary copy for patient care, and you can give a copy to a patient at their request. If you store CorCare Link patient data in your own EMR, you are the custodian of that information.
<b>9. Confidentiality Obligations</b>	Sets additional restrictions on handling CorCare Link patient data.	CorCare Link patient data must not be stored outside Canada without approval, for example physicians should ensure if they are using an AI Scribe, the recordings of patient encounters are not stored outside Canada and that this information is not used for further training its AI Scribe. You must notify NLHS immediately if you become aware of a breach of these requirements.
<b>10. Breach Notification</b>	Requires reporting of suspected or actual breaches.	Under PHIA, a "breach" generally includes unauthorized access, use, or disclosure of patient information. If you suspect a breach, you must notify NLHS within 24 hours of your discovery of the situation ( <a href="mailto:securityalerts@nlhealthservices.ca">securityalerts@nlhealthservices.ca</a> ), take steps to contain it, and cooperate with any investigation, by NLHS or any regulatory body. PHIA may also require notification to patients and the privacy commissioner.

<b>11. Audits</b>	NLHS may audit CorCare Link system access.	Your CorCare Link system access logs and access activity may be reviewed. These audits do <b>not</b> assess clinical practices. NLHS has posted information about user access auditing at <a href="#">CorCare for community physicians - NLHealthServices</a> .
<b>12. Limitations on Access</b>	NLHS may temporarily limit access in certain situations.	NLHS may temporarily limit access if it reasonably believes there is a breach or security risk. This is a short-term measure, not a permanent loss of access. Any restriction should only last as long as needed to address the issue, and alternate processes will support continuity of care during the review period. More information about suspensions can be found on the NLHS website at <a href="#">CorCare for community physicians - NLHealthServices</a> .
<b>13. Removal of Users</b>	Requires timely removal of user access.	You must notify NLHS within 3 business days if a user leaves your clinic or no longer needs access.
<b>14. System Availability</b>	CorCare Link may be unavailable at times.	Short interruptions may occur, and NLHS will work to minimize disruption. This is consistent with the system availability of HEALTHeNL and Med Access.
<b>15. Term and Termination</b>	Sets the duration and termination rights.	The agreement lasts 10 years, unless ended earlier by you or NLHS. Either you or NLHS can end the agreement with 30 days' notice. Access must stop immediately upon termination.
<b>16. General</b>	Includes standard legal terms.	Changes require written agreement by both parties. Disputes are resolved through negotiation, then arbitration if needed.