



Memorandum

26-02

From: Ron Johnson, CEO (Acting) – NL Health Services
Dr. Gena Bugden, Vice-President Medical Services and Academic Affairs,
and Chief of Staff

Date: March 27, 2026

Re: Response to Physician concerns to CorCare Link

Newfoundland and Labrador Health Services (NLHS) appreciate physicians taking the time to share their perspectives. We continue to work closely with the Newfoundland and Labrador Medical Association (NLMA) and physicians to help inform the successful roll-out of CorCare.

The following actions are being taken in response to the feedback received.

- NLHS is working with the NLMA to address the detailed and specific concerns identified for the site agreement. A revised site agreement has been provided to the NLMA. Anyone who has signed the previous agreement will have the agreement nullified.

To date, we have removed certain liability-related provisions; removed references to physicians bearing NLHS costs associated with breach investigations; removed the requirement to maintain insurance; clarified amendments to the agreement must be made in writing and signed by both parties; and removed both the NLHS Privacy Policy and the Oath and Affirmation of Confidentiality from the agreement. This is not an exhaustive summary. More information will be provided following the completion of the agreement review by the NLMA.

- The Government of Newfoundland and Labrador has agreed to provide compensation for training for Fee for Service Physicians (FFS) using both Hyperspace and Link. Remuneration will be provided for 12 hours of training for those FFS physicians completing Hyperspace training and 2 hours of training for those FFS community physicians completing the Link training. This will be remunerated at the NLHS stipend rate of \$125 per hour.

- CorCare Link will be phased in over time and will no longer be mandatory on April 25, 2026. NLHS has developed a plan to ensure physicians have access to support personnel during this transition, including in-person support, if required.
- To further enhance physicians' familiarity with the system, anyone that has requested access to the CorCare Link playground will receive access today. Individuals can request access by writing CorCareLink@nlhealthservices.ca.

The CorCare health information system is an important step toward a more connected health system that increases the focus on patient safety and delivery of care. We know that changes of this scale can bring questions and challenges. Our goal is to ensure physicians and health-care teams feel supported and confident as the system is introduced for the benefit of patients, physicians, and health-care teams.

We value the engagement we have had with physicians to date in shaping the approach and design of CorCare and remain committed to further collaboration as we move forward together. Implementation remains on track to begin April 25.