



# NL Health Services

CorCare

## CorCare for physicians and providers

### Go-live

The CorCare health information system (HIS) will go live on April 25, 2026.

CorCare will replace outdated digital health systems with one province-wide health information system that will enable the collection, management, storage and transmission of electronic medical records.

To learn more, [visit the website](#).

### Project scope

CorCare Hyperspace will be used in **all NL Health Services facilities**.

### NL Health Services is going digital: No faxes after go-live

- **We are moving to a paperless system.**
- At go-live, **faxed** referrals, lab requisitions, and DI requisitions will **not** be accepted.
- All orders must be sent through **CorCare or CorCare link**.

#### This enables:

- faster referral processing;
- reduced risk of lost referrals;
- province-wide transparency; and
- Closed-loop communication.

Those in **private practice** and/or who use a different electronic health record (EHR) or paper system, will use **CorCare link** to send:

- referrals;
- lab requisitions; and
- diagnostic imaging (DI) requisitions.

### Physician in private practice?

Don't work in an NL Health Services site? You need **CorCare link**. Training is self-serve and optional. You can learn about it [here](#).



CorCare Link

## Physician order entry

- Electronic orders will be submitted via **CorCare (Hyperspace in NL Health Services sites and CorCare link at external sites)**.
- Verbal orders remain possible but are the **exception, not the rule**.
- Policies and medical directives have been updated to reflect this expectation.

### Ordering can be done efficiently:

- on mobile devices;
- with personalization of common orders;
- with Order Sets and Order Panels; and
- via secure chat.

### Workflow – learn more in these short videos

- [EpicCare Inpatient: Managing Orders - weLearning](#)
- [Here's How... Mobile - Orders on the Go - weLearning](#)
- [Here's How... Share Orders Through Secure Chat - weLearning](#)

## Referrals and wait lists

Each specialty has developed **standardized referral forms**, with direct input from specialists and primary care providers. These forms will be available in CorCare Hyperspace and CorCare link. Use of standardized, electronic referrals will reduce manual transcription efforts, streamline referral and wait list management, and allow for closed loop communication on referrals.

### Key changes

- Referral forms in CorCare and CorCare link **are identical**.
- Referrals and waiting lists will be **managed more centrally**.
- Referrals will **no longer default to individual physicians**.

### Operational shift toward pooled triage and booking

- Details on referral triage pools and ownership will become available closer to Go-Live.
- Each specialty group will need to engage in a review of the workflow to ensure that you are prepared operationally to adjust referral management workflows to align with these changes.

## Access to legacy data

- **Read-only access** to legacy systems will be available for at least one year.
- Some key clinical information will be **manually abstracted** into CorCare before Go-Live. This work will require support from **operational users** (MOAs, medical assistants, nurses, residents, etc.)

## Patient access to information

Patients will have access to their health information through the MyHealthNL, enhanced by the MyChart application. This aligns with legislation and supports timely, patient-centered care.

### Patients will have real-time access to:

- ILab results;
- DI results; and
- Clinical notes documented in CorCare Hyperspace (not applicable to notes documented outside of CorCare).

A MyHealthNL Providers Handbook is available to help you prepare, available on the CorCare [website](#).

## Clinical documentation options- Including AI scribe

### Full dictation with transcription is being phased out.

Users can choose the workflow - or combination of tools - that best fits their practice including:

- AI Scribe workflows via Dragon Copilot; as an opt-in;
- newest generation Dragon Medical One speech-to-text; and
- user-generated notes with efficiency tools native to Epic.

## Physician billing

Fee-for-service physicians may choose to search and enter MCP fee codes in CorCare, and a condensed pick list will be made available per specialty. **Bills will still be submitted via current processes as CorCare cannot submit directly to MCP at go-live.**

**If billing is entered in CorCare Hyperspace:**

- Your staff will use a CorCare billing report;
- Physicians and their support staff will be provided with access to view and download or print the reports;
- The information in the reports can be used to create bills following individual physicians' existing processes and/or billing software; and
- The reports will also support the creation of ABS bills in your current billing solution by capturing your clinical activity.

## On-call management

**On-call schedules for providers will be managed in CorCare.** This will allow clinicians to easily identify the on-call provider from the patient chart and contact them via **secure chat or Voice over Internet Protocol (VoIP).**

Division heads and program leads will continue to create schedules, and a centralized team will enter schedules into CorCare. **Instructions will be provided closer to Go-Live.**

## Training and access

**All users who practice in NL Health Services sites must complete training before go-live** to have access to CorCare Hyperspace at go-live.

Managers and providers can enroll via [NL Health Services LEARN system](#).

### Resources

- [NL Health Services managers and providers](#)
- [Physicians and nurse practitioners](#)

### Questions?

- See the [CorCare-Training: Provider-FAQ](#) for common questions. Or email [CorCareTraining@nlhealthservices.ca](mailto:CorCareTraining@nlhealthservices.ca).