



**Coastal Medical**  
*Lifespan. Delivering health with care.®*

## Important information about Coastal's switch to the MyLifespan portal

### To all Coastal Medical patients:

On February 5, 2024, Coastal Medical will switch to Lifespan's electronic health record (EHR) and patient portal, MyLifespan. Your health records will be automatically migrated to the new EHR at that time.

However, there are some important changes we'd like you to be aware of relating to your current and future patient portal with Coastal due to this transition. Please read below for key dates of when these changes will take place.

### Important Dates to Know

#### Starting February 1, 2024

#### **You will have read-only functionality on the current portal (eCW/Healow).**

Messaging and all other functions will be permanently turned OFF in Coastal's current patient portal to allow for the transition to the new MyLifespan portal. From 2/1 through 2/6, please call your Coastal care team with any questions or concerns. If you need a prescription refill during this time, please contact your pharmacy directly. We appreciate your understanding during this process, as there may be a delay with requests such as prescription refills.

#### February 5, 2024

#### **Our new MyLifespan portal goes live for Coastal patients with active accounts – with temporarily limited access.**

*Online Messaging:* Messaging your Coastal care team on the new MyLifespan portal will be unavailable on 2/5 and 2/6 to prevent potential errors while we make the transition to the new EHR. Please call your Coastal care team with any questions or concerns during this time. Note that unavailable messaging in this timeframe only applies to Coastal care teams – you will continue to be able to use MyLifespan's online messaging feature to contact other Lifespan entities, such as hospitals and specialists.

*Records:* On your MyLifespan portal, you will be able to view any new Coastal health records or notes along with past and current Lifespan lab records. Coastal health records prior to 2/5 will still be available on the former portal, but you will not be able to view them through your MyLifespan portal account. You will be able to access historical health records through the former patient portal until May 2024, when login capabilities for that portal will be permanently disabled. You may also request copies of your health record documents directly from your Coastal practice.

*eCheck-in:* Coastal patients with appointments on 2/5 or later will start to receive text messages to their cellphones in advance of their visit to start the check-in process online. This may include online health screenings or questionnaires to allow for a speedier check-in on the day of your appointment. [Learn more about eCheck-in](#) here (note: MyLifespan and MyChart are the same thing).

#### February 7, 2024

#### **Online messaging to Coastal care teams is turned ON in the new MyLifespan portal.**

Starting 2/7, patients with an active MyLifespan account will be able to message their Coastal care team through their MyLifespan portal.

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### We Appreciate Your Patience

Due to the complexity of this transition and the many features the new EHR offers, over the next several months our Coastal teams will be continuing to learn all the different ways they can best serve you using this new platform. We appreciate your patience and understanding as our staff becomes more familiar with the new EHR.

We are excited for our patients to experience the many benefits of the new MyLifespan portal! We are confident that, once fully implemented, you'll be pleased with the improved patient experience.

[Learn about the MyLifespan portal](#) (also referred to as MyChart) or [view Frequently Asked Questions](#).

Thank you for trusting us with your healthcare.