



Coastal Medical
Lifespan. Delivering health with care.®

Coastal is now on Lifespan's electronic health record! Here are some important things to know.

Note: The information below does not apply patients of the following former LPG primary care practices because they have already been using Lifespan's EHR: LPG Primary Care Metacom, LPG Cranston, LPG Primary Care Warwick, LPG Primary Care Tiverton, LPG Jamestown Family Practice, LPG Primary Care Newport

Dear Patient,

It's official! As of today (2/5), Coastal Medical, a Lifespan entity, has switched to Lifespan's electronic health record (EHR).

This means your Coastal health records have been automatically migrated to the new EHR platform, and you are now able to sign up for a MyLifespan portal account through Coastal Medical. The MyLifespan portal is where you will now view your Coastal records and message your Coastal care team online (see important details below).

At your next Coastal visit, your care team will likely ask you to create a MyLifespan portal account – we strongly encourage this to allow for the best patient experience. Please note you will not need to create a new MyLifespan portal account for Coastal Medical if you already have an active MyLifespan account through another Lifespan entity.

Benefits of using Coastal's new MyLifespan portal:

- ability to view your health records for Lifespan primary care, hospitals, specialists, laboratories, and imaging in one patient portal (MyLifespan)
- streamlined portal alerts for Lifespan test results, such as lab and imaging
- added functionality such as online scheduling, appointment waitlists, and video visits for certain appointment types
- speedier check-in process that allows you to update information prior to your visit
- ...and more!

Important Details & Dates

Access to Portal Messaging & Health Records

As of February 1:

- Online messaging and all other functions were permanently turned OFF in Coastal's former patient portal (eCW/Healow).

As of February 4:

- You can only view your historical patient health records (from 2/4 or earlier) in the former patient portal, which will be disabled in May 2024.

On February 5 and 6:

- Patients with active MyLifespan accounts can message other Lifespan entities, such as hospitals and specialists, but not Coastal Medical. Please continue to call your Coastal practice directly on 2/5 and 2/6 for primary care needs.

On February 7:

- Online messaging in our new MyLifespan portal will be turned ON to enable patients with active MyLifespan accounts to message their Coastal care team. Learn about MyLifespan (also known as MyChart) messaging on desktop and mobile devices here: [messaging on your mobile device](#) | [messaging on your desktop computer](#).

New eCheck-in Process

Effective immediately: Coastal patients with upcoming appointments will receive text messages on their cellphones in advance of their visit to start the check-in process online. This may include online health screenings or questionnaires. Please complete the online check-in process beforehand for efficiency on the day of your appointment. [Watch a video about eCheck-in here](#) (note that MyLifespan is the same as MyChart).

We appreciate your patience over the next several months, as our Coastal teams will be continuing to learn all the different ways they can best serve you using our new EHR and MyLifespan portal. Please note that during this time there may be a delay in response for requests such as prescription refills and referral requests.

We look forward to providing you with an enhanced patient experience through the many benefits of our new platform! [Learn about the MyLifespan portal](#) (also referred to as MyChart) or [view Frequently Asked Questions](#).

Thank you for trusting us with your healthcare.