



Coastal Medical

Lifespan. Delivering health with care.®

Coastal's previous Patient Portal has been permanently disabled

Note: *The following information applies only to those who were Coastal patients prior to Coastal's migration to Lifespan's electronic health record (EHR) and had an active account in Coastal's previous patient portal.*

In February, Coastal switched to Lifespan's electronic health record (EHR). At that time, patient health information was moved to the new EHR platform. Coastal patients could still view their historical records on the previous portal, for a limited time.

However, **on May 6, 2024, Coastal's previous patient portal (eCW/Healow) was permanently disabled.** As a result, you are no longer able to log into your previous portal account or access historical health information from Coastal prior to 2/5/2024 – this applies to both your previous portal and the new MyLifespan portal.

This information is not lost. Coastal clinicians and care teams have access to it. You may submit a request for copies of your health record documents by contacting your practice, or you can [use this secure online Release of Health Information form](#) at any time.

Sign up for the new MyLifespan portal

The MyLifespan portal is where you will view your newest Coastal records and message your Coastal care team online going forward, so it's very important to sign up if you haven't already.

You may have received an email recently with an activation code from Lifespan to sign up for the new portal – if so, please sign up! ([see sample email here](#))

If you didn't receive that email, no worries! You can sign up for the MyLifespan portal at your Coastal Medical practice (bring your driver's license or photo ID) or [contact the MyLifespan Patient Support team](#) to sign up (provide your name, gender, date of birth, phone number, address and health insurance as it appears in the electronic health record).

IMPORTANT:

After signing up for the MyLifespan portal, direct messaging to your primary care provider is available immediately, including requesting referrals. However, some functionality (such as medication refill requests or online scheduling) may not be available until you are seen in your practice and your health information is updated within the new electronic health record.

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!

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.

Your Coastal Medical Care Team