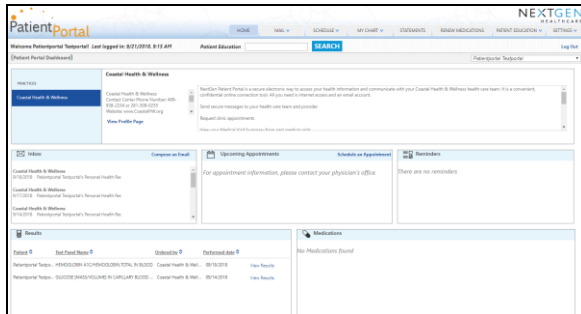
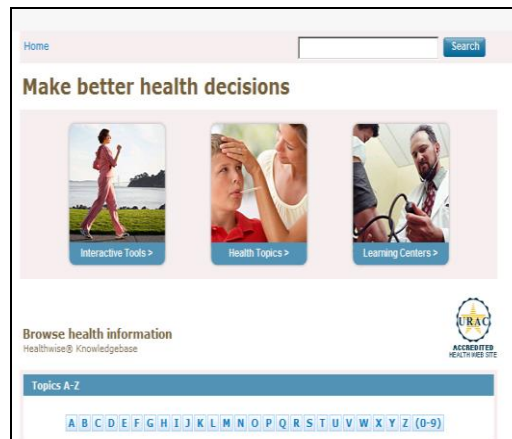


WHAT IS THE PATIENT PORTAL?



WHY SHOULD I USE THE PATIENT PORTAL?

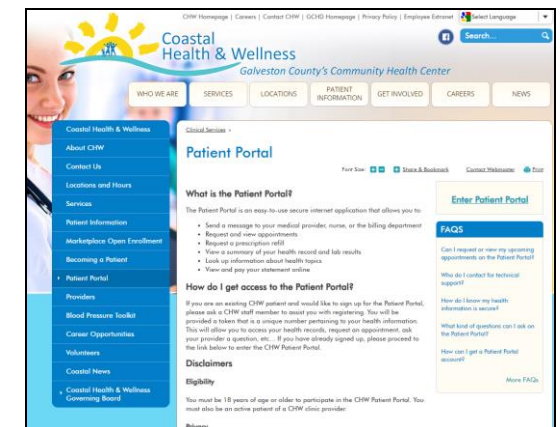
Sometimes it isn't convenient to call your Coastal Health & Wellness Team. Other times, you may have a non-urgent question and think an appointment isn't needed. With the Patient Portal, you can send a message to your medical provider any time that is good for you.



The Patient Education section is full of information that can be very helpful to you. You can check your symptoms and learn about different health topics in both English and Spanish.

HOW DO I GET TO THE PATIENT PORTAL?

A Coastal Health & Wellness staff member will get you started. Then you can log in at www.CoastalHW.org



Click on the "Patient Portal" button and get started!

The Patient Portal is an easy way to get in touch with your Coastal Health & Wellness team. It is a secure, internet application that allows you to:

- Send a message to your medical provider, nurse, or billing department
- Request and view appointments
- Request a prescription refill
- View a summary of your health record and lab results
- Look up information about health topics
- View and pay your statement online

FAQs

How can I get a Patient Portal account? All you need is an email address. At your next appointment, ask a Check-Out staff member to enroll you in the Patient Portal. We will give you the information you need to log in.

What kind of questions can I ask on the Patient Portal? You can ask your medical provider or nurse any non-urgent medical questions about lab results, your medicines, or questions about your health. You can ask billing questions as well.

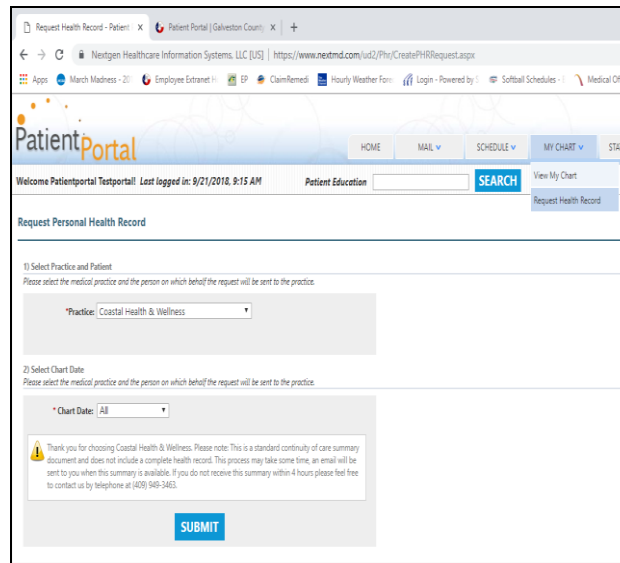
How do I know my health information is safe? Coastal Health & Wellness has made significant investments to insure your information is secure. We meet all regulatory requirements for security.

Can I request or see upcoming appointments on the Patient Portal? Yes, patients can see and request appointments!

Who do I contact for technical questions? You can call our IT Help Desk at 409-938-2210 or email us at coastalportal@gchd.org.

Why are my recent labs not in the Patient Portal? Please allow at least one week to be able to request your labs. Your provider must review and sign off on your labs for your labs to become available.

You must request your record through the My Chart tab in order to receive information for your most recent visit. An email will be sent to you letting you know when your records are updated.



The screenshot shows a web browser window with the URL <https://www.nextmd.com/ud2/Phr/CreatePHRRequest.aspx>. The page title is "Request Health Record - Patient". The browser's address bar shows "Patient Portal | Galveston County". The page features a navigation menu with "HOME", "MAIL", "SCHEDULE", "MY CHART", and "STATEMENT". Below the navigation is a search bar and a "Request Health Record" button. The main content area is titled "Request Personal Health Record" and contains two sections: "1) Select Practice and Patient" and "2) Select Chart Date". Both sections have a dropdown menu for "Practice" set to "Coastal Health & Wellness" and a dropdown menu for "Chart Date" set to "All". A "SUBMIT" button is located at the bottom of the form. A warning message at the bottom of the form states: "Thank you for choosing Coastal Health & Wellness. Please note: This is a standard continuity of care summary document and does not include a complete health record. This process may take some time, an email will be sent to you when this summary is available. If you do not receive this summary within 4 hours please feel free to contact us by telephone at (409) 949-3463."

Texas City Site:

9850 Emmett F Lowry Expwy, Suite C-103
Texas City, Texas 77591

Galveston Site:

4700 Broadway, Suite F-100
Galveston, Texas 77551

P: 409-938-2234
P: 281-309-0255
www.Coastalhw.org

Introducing the Coastal Health & Wellness Patient Portal



We have a new way to help you connect with your Coastal Health & Wellness care team. Look inside to find out more!