



The Best Ways to Contact Us: *including When & How*



Coastal provides many options to receive care when, where and how you want it. Using Coastal's secure patient portal and online chat means you no longer need to call, wait on hold or play phone tag to have your needs met. In fact, **using our patient portal and online chat is the BEST way** to receive answers to your questions fast and ensure your message directly gets to who you want it to in your own words.

Learn about the best ways to contact Coastal and when to use each method:

TYPES OF PATIENT NEEDS	 PATIENT PORTAL	 ONLINE CHAT
Send medical questions to your clinician	✓	
Receive answers from your clinician	✓	
Review your immunizations, lab & imaging results, etc.	✓	
Request, reschedule & confirm appointments	✓	✓
Request a referral	✓*	✓
Request prescription refills	✓*	✓
Ask for office hours, address, telephone & fax		✓
Portal registration, password reset, & technical issues		✓
Pay bills, request refunds, & update credit cards		✓


ACCESS THE PORTAL & ONLINE CHAT AT:
www.CoastalMedical.com

*Preferred method of communication

On our website homepage, click **Patient Portal** tab.



OR use the **Healow app** on a smartphone or tablet. Code: **DCIBAA**
Access 24 hours, 7 days

On our website homepage, click  icon.

OR access Coastal Medical's online chat through this [direct link](#).
Access Mon-Fri, 8am-4:30pm

Telephone calls remain the best option for all urgent medical needs & appointments.