Welcome to The Mid Coast Hospital Patient Portal

The Mid Coast Hospital Patient Portal is a secure electronic service that allows you to view a summary of care related to your hospital visit. This information comes directly from your electronic medical record. It is not the complete medical record, but a brief overview or summary of care for each visit. Not all hospital visits will be immediately available in the portal.

After you have completed your hospital visit, you will receive an email inviting you to the Mid Coast Hospital Patient Portal. The following instructions will help you register and access your summary of care. If you do not have an email address on file, our staff can assist you with viewing the portal before you leave.

Instructions for use

1. Click on the link in your email. Fill in the fields shown in the above screen shot.
2. Check the box that states you verify that the information you provided is your own personal information.
3. Click “Register”. You will be taken to a screen to answer three security questions.
4. Click “Submit”. You will be taken to a screen that verifies that you have updated your security questions.
5. Select "Main Menu".
6. From the Patient List, click on the name of the patient you are authorized to view.
7. Next to each visit there is a number and the title "Summary of Care". Click on the Summary of Care to view the document.
8. After you have successfully registered, you can view the portal at any time for this and future hospital services by visiting: https://www.thrivepatientportal.com/

If you have any questions about accessing the Mid Coast Hospital Patient Portal, please call (207) 373-6430. Questions about your care or the content of the information on the Mid Coast Hospital Patient Portal should be discussed with your Primary Care Provider.
Frequently Asked Questions about Mid Coast Hospital Patient Portal

What is the Mid Coast Hospital Patient Portal?
The Mid Coast Hospital Patient Portal is a secure electronic service that allows patients to view a summary of care related to their hospital visit. This information comes directly from the electronic medical record. It is not the complete medical record, but a summary of care for each visit. This Patient Portal is different than the Mid Coast Medical Group Patient Portal that allows you to communicate with your primary or specialty care provider.

What are my responsibilities with using the Mid Coast Hospital Patient Portal?
Viewing your patient portal is optional. You decide when or if you want to look at it. When you register for the Mid Coast Hospital Patient Portal you create your own login and passwords to gain access. These should be handled just like passwords for credit card or banking information.

How will I gain access to the Mid Coast Hospital Patient Portal?
Access is provided by email or with assistance from Mid Coast Hospital staff. If an email is provided at registration, you will receive an electronic invitation to the portal. Mid Coast Hospital will send out a second invitation upon request. Email is not required to access the portal; ask a staff member for further information.

How will I know how to register for the Mid Coast Hospital Patient Portal?
Instructions for accessing the portal will be sent to you by email. Instructions can also be found on the reverse side of this document. If you have any questions about accessing the Mid Coast Hospital Patient Portal, please call (207) 373-6430. Questions about the patient portal should be answered within two business days.

Is my personal information secure?
All email addresses are kept confidential; Mid Coast Hospital does not share them with anyone. You may ask us to remove email addresses from our registration system at any time. Mid Coast Hospital maintains active security measures to protect patient medical information. Information downloaded from the portal onto a personal computer is no longer protected by Mid Coast Hospital security procedures.

Can I use the portal to make appointments or ask questions of my providers?
No. The information provided on Mid Coast Hospital's Patient Portal is for viewing only. You cannot send an email back to the provider and it is not a way to get emergency care or medical advice. If you are a patient of a Mid Coast Medical Group primary or specialty care provider, you can use the Mid Coast Medical Group Patient Portal to access information about your care and communicate with your provider team. Call your provider for more information.

How do I get a copy of my medical record?
Requests for copies of your hospital medical record may be made in writing at the Health Information Management Department (Medical Records Department).

What if I have questions about what I am reading on my Mid Coast Hospital Patient Portal?
If you have questions about the medical information on the Mid Coast Hospital Patient Portal or the your care your received at Mid Coast Hospital, please contact your Primary Care Provider.

How can I see the summary report for my child or someone I legally represent?
During the registration process, the patient or legal representative identifies who is authorized to view the patient's portal. If you are the legal representative and have an email on file, you will receive the electronic invitation to view the patient's Mid Coast Hospital Patient Portal.