

BRIGHAM HEALTH



BRIGHAM AND
WOMEN'S HOSPITAL
Department of Dermatology

How to attach a photo in Patient Gateway | Patient Guide

YR & AH 4/17/2020



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

A FOUNDING MEMBER OF **PARTNERS**
HEALTHCARE



Table of Content

Slides 3- 7 | Desktop/Computer Guide

Slides 8-12 | App through phone Guide

Desktop Guide

Log into and select Messaging

PARTNERS HEALTHCARE | PATIENT GATEWAY

Health Visits **Messaging** Billing Resources Profile

Ashlyn S Hogan
Log Out

Ver en Español

What's New

Have you or your family received care elsewhere? Link with other organizations to see all your information in one place.

[LINK MY ACCOUNTS](#)

Schedule your Depression Screening.

Save time while you save paper! Sign up for paperless billing.

Interested In?

Coronavirus Disease 2019 (COVID-19)
Find out more about what COVID-19 is, what patients should do, and what actions Partners HealthCare is taking to ensure safety for patients, employees, and the community. [Learn more](#)

Quick Links

- View test results
- Ask a question
- Schedule an appointment
- Refill medications
- Review health summary
- Learn about Research
- View/Pay Bills
- Get an estimate
- Share your record



Desktop Guide

Select Ask a Question

The screenshot displays the 'PARTNERS HEALTHCARE PATIENT GATEWAY' interface. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Profile. The 'ASK A QUESTION' button is highlighted with a red box. Below the navigation bar, the 'Message Center' is visible, including an 'Inbox' tab, a search bar for the message list, a 'Sort by: Received Date' dropdown menu, and a 'RESTORE DELETED MESSAGES (0)' button.



Desktop Guide

Ask a Question

Please select the option that most closely matches your question.

Please call 911 if you have an emergency or urgent medical question.

Select Non Urgent Question

A red arrow originates from the text 'Select Non Urgent Question' and points to the 'Non Urgent Question' option box.

Non Urgent Question

You have a simple medical question that doesn't require an immediate response.

Request a Medication Refill

You would like to request a refill or renewal of a current medication.



Desktop Guide

Select the Recipient, Subject and free text your message.

Ask a Medical Question ?

All pieces of information are required to request medical advice.
Expect a response within 2 business days.

* Family Medicine, Physician, MD -PCP-

* Non-Urgent Medical Question

* Testing for -

ATTACH AN IMAGE i



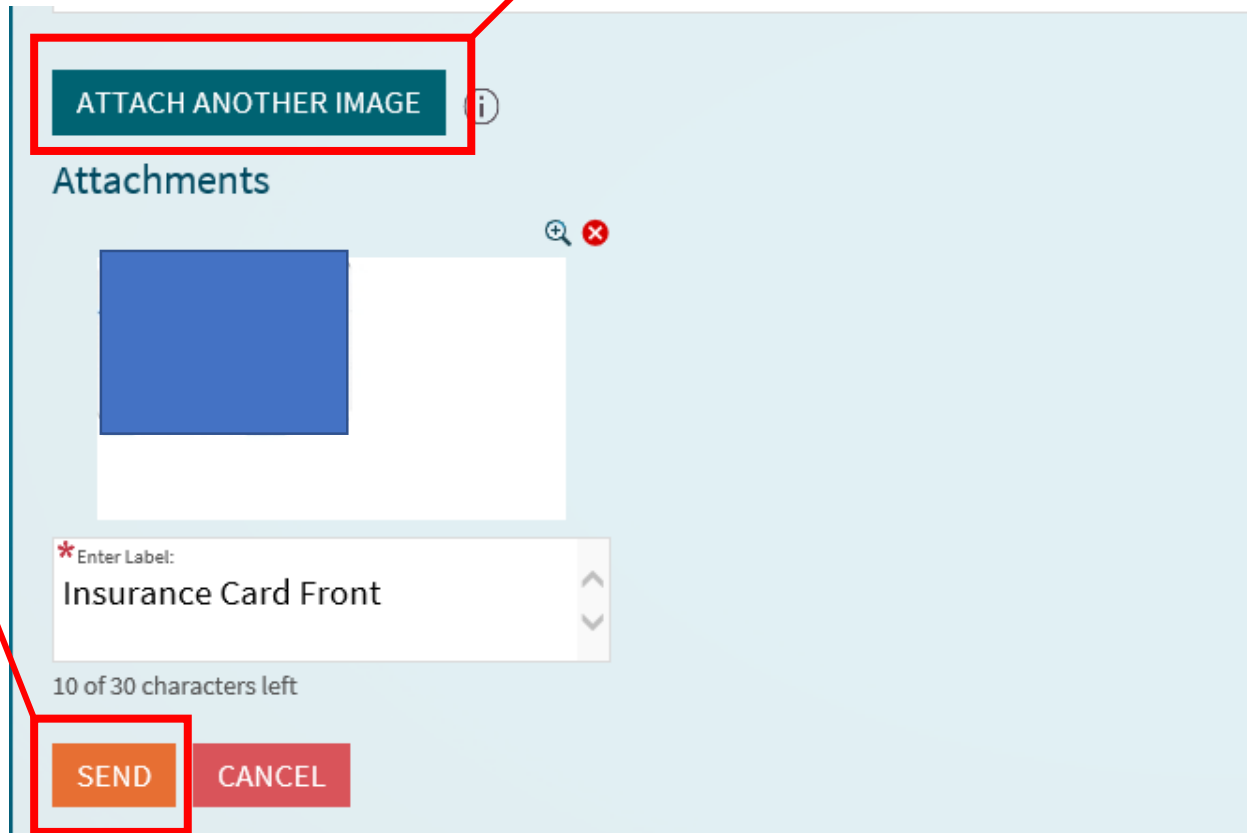
Desktop Guide

At the bottom of the Message is a button called "Attach an Image".

Find the image you want to attach.

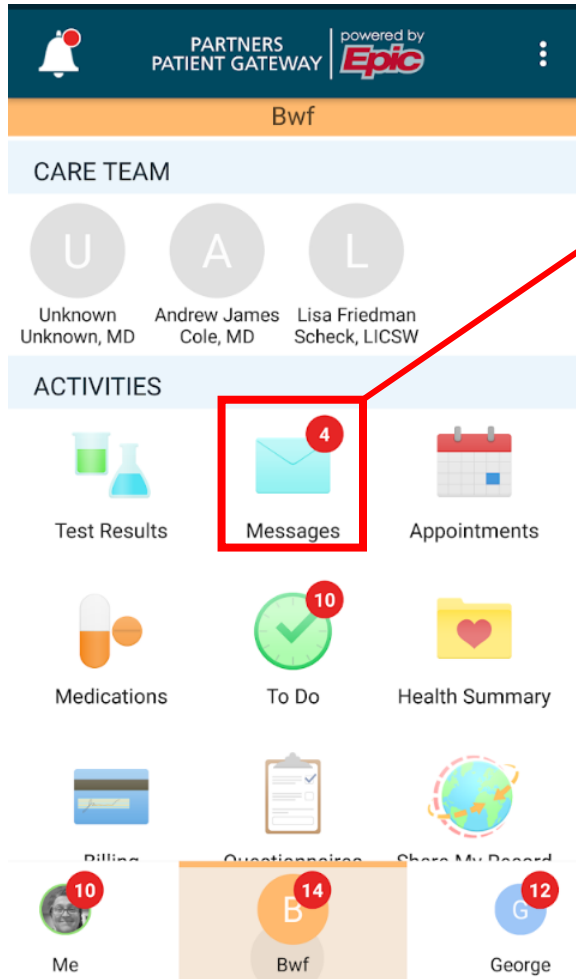
Document what the image relation

Hit Send





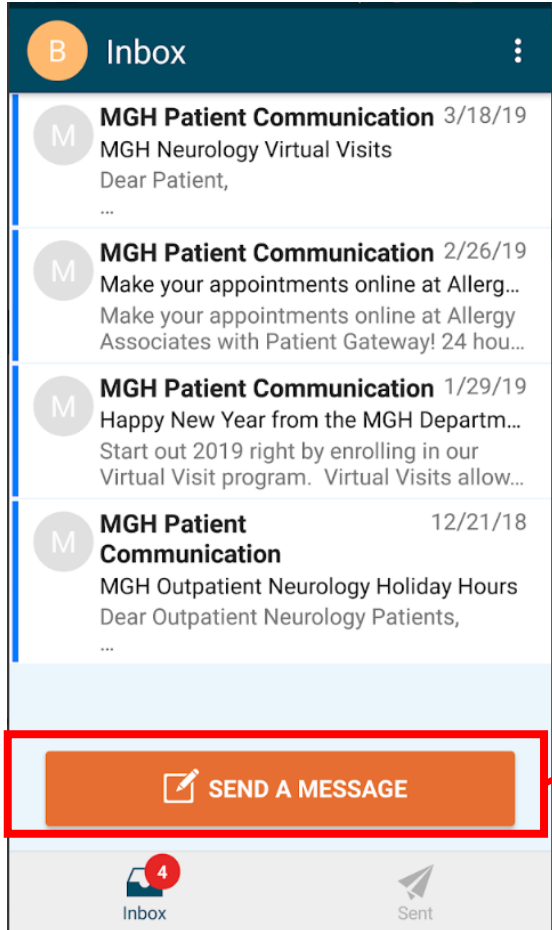
Phone App Guide



Log into the App
Select Messages



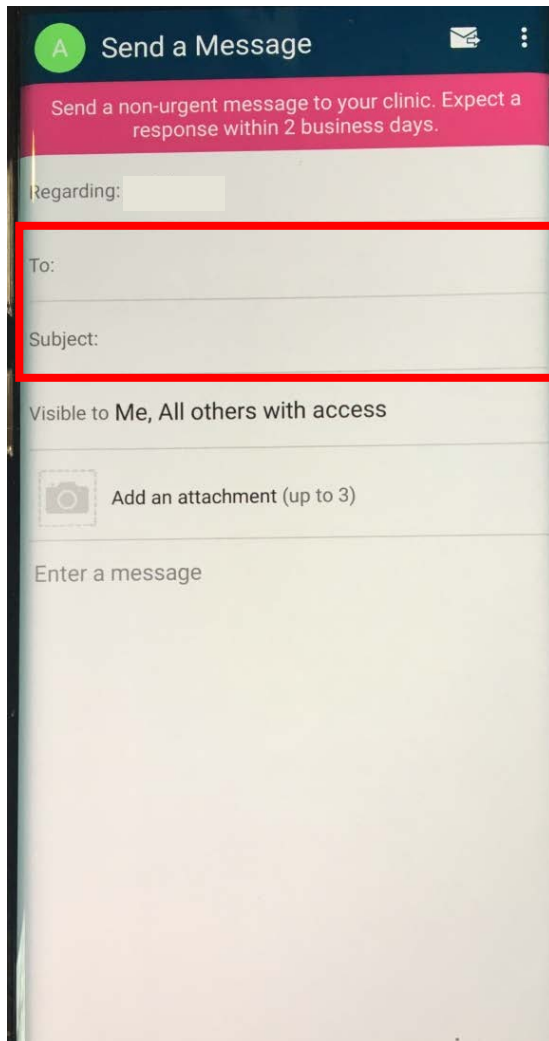
Phone App Guide



Select send a Message



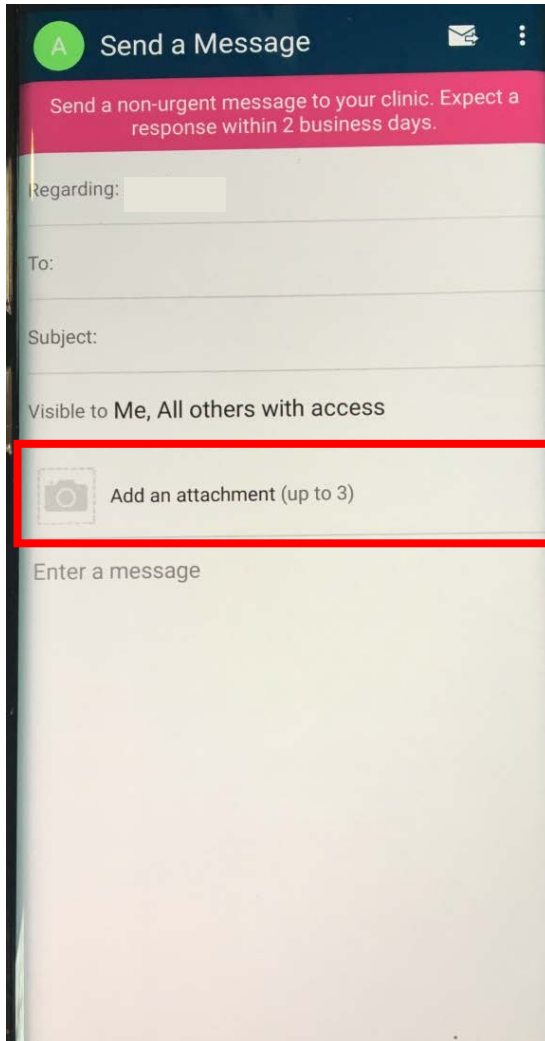
Phone App Guide



Select the Recipient, Subject and free text your message.



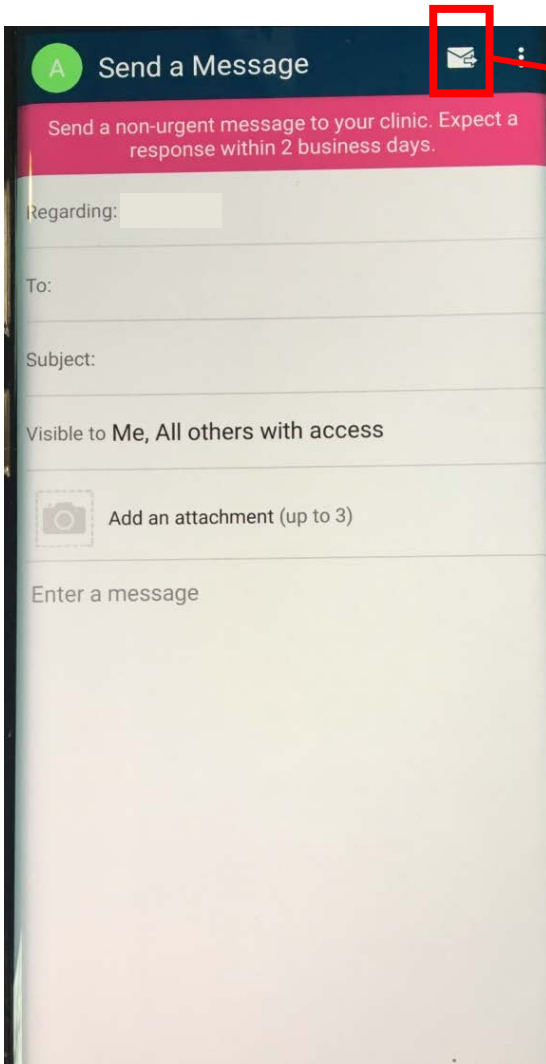
Phone App Guide



Select "Add an attachment"



Phone App Guide



Send message by clicking here