How to attach a photo in Patient Gateway | Patient Guide

YR & AH 4/17/2020
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Desktop Guide

Log into and select Messaging

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

Select 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.

**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 -
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