



## **How to attach a photo in Patient Gateway** **Patient Guide**

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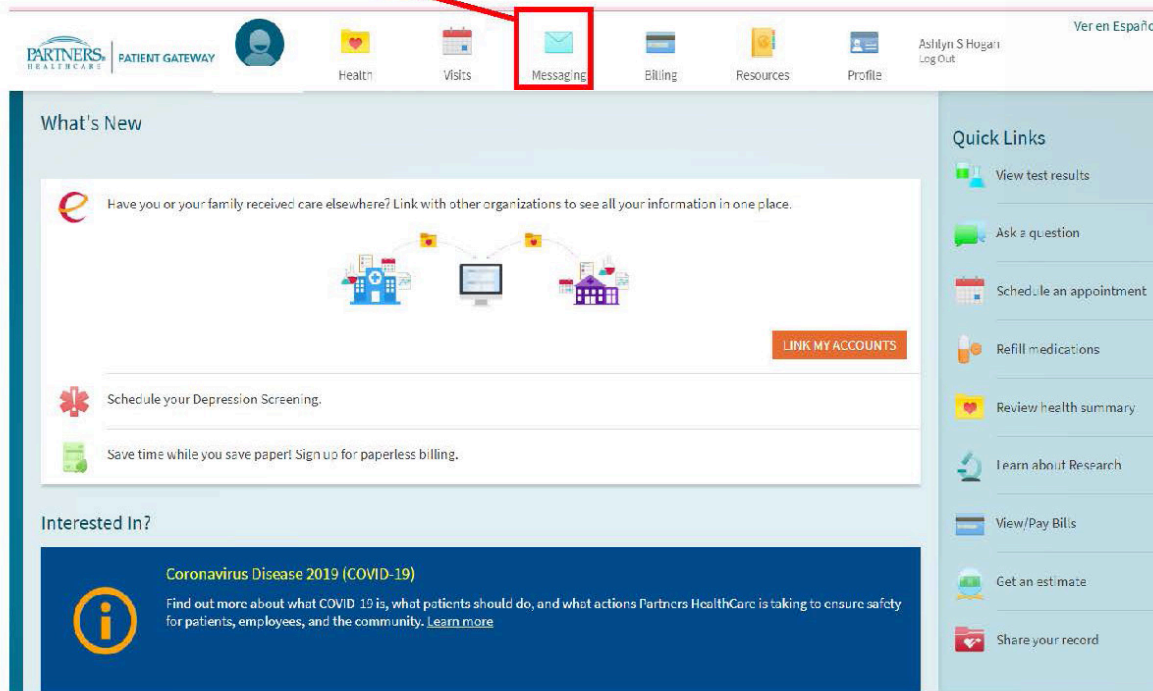
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## Desktop Guide

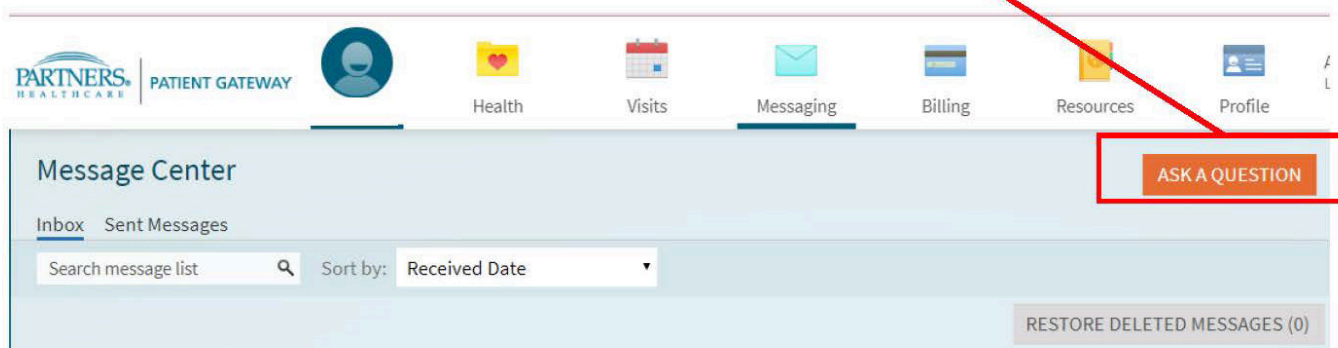
Log into and select Messaging



The screenshot shows the Partners HealthCare Patient Gateway desktop interface. The top navigation bar includes the Partners HealthCare logo, a user profile icon, and several service icons: Health, Visits, **Messaging** (highlighted with a red box and a red arrow), Billing, Resources, and Profile. The user's name, Ashlyn S Hogan, and a Log Out link are visible on the right. Below the navigation bar, the main content area is divided into sections. The 'What's New' section features a 'LINK MY ACCOUNTS' button. The 'Interested In?' section includes a banner for 'Coronavirus Disease 2019 (COVID-19)' with a 'Learn more' link. A 'Quick Links' sidebar on the right lists various services such as 'View test results', 'Ask a question', 'Schedule an appointment', 'Refill medications', 'Review health summary', 'Learn about Research', 'View/Pay Bills', 'Get an estimate', and 'Share your record'.

## Desktop Guide

Select Ask a Question



## Desktop Guide

Select Non Urgent Question

### 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 -

ATTACH AN IMAGE i

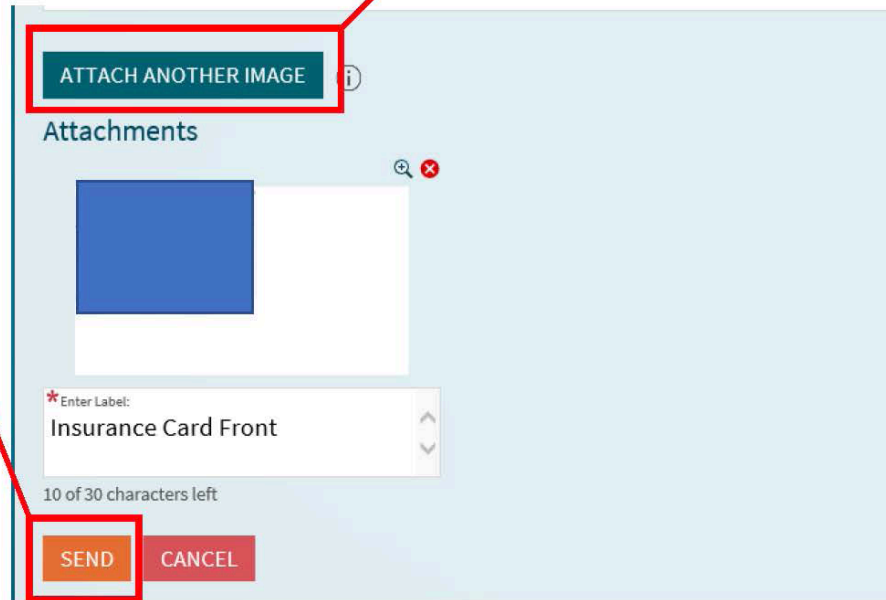
## Desktop Guide

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



ATTACH ANOTHER IMAGE

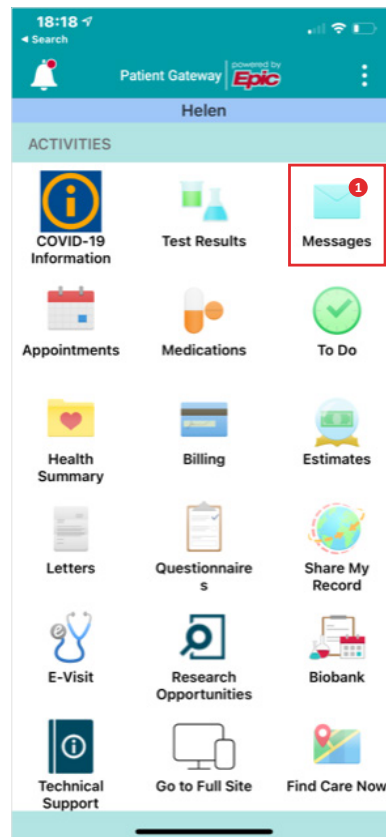
Attachments

\* Enter Label:  
Insurance Card Front

10 of 30 characters left

SEND CANCEL

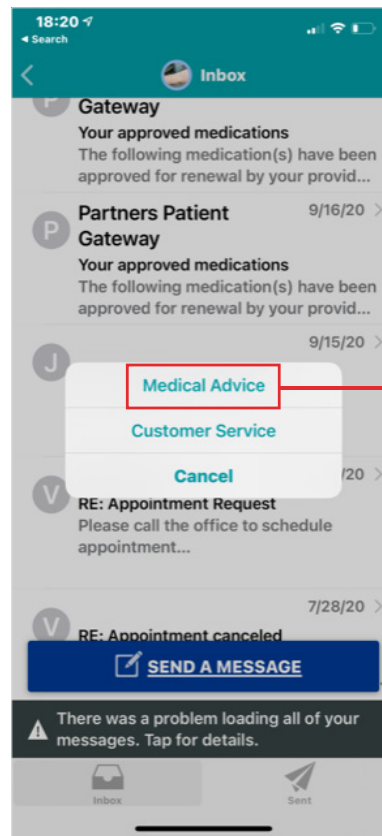
## Phone App Guide



Log into the App  
Select Messages

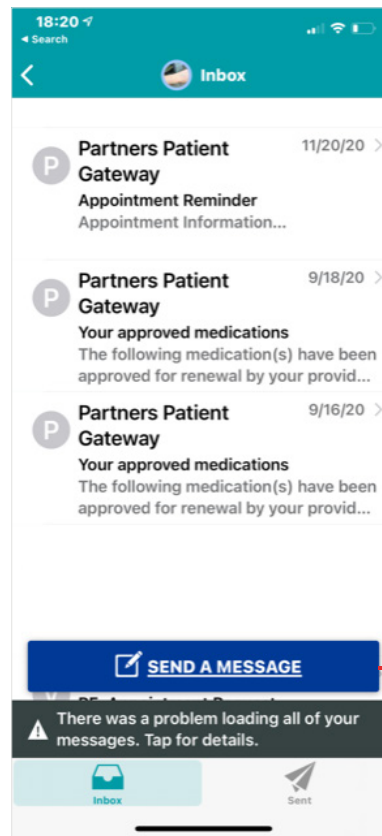


## Phone App Guide



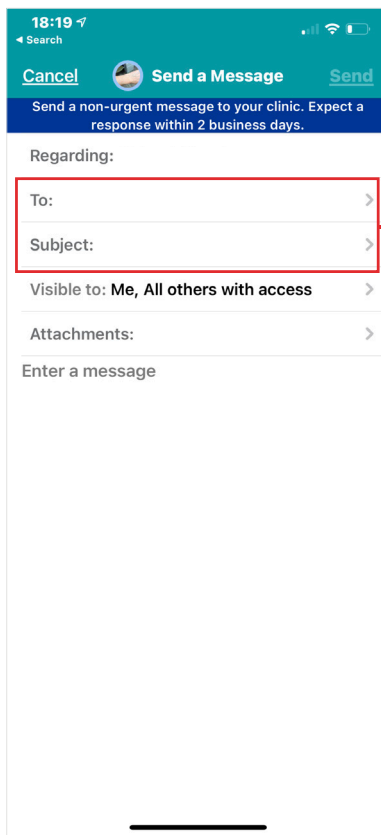
Select Medical Advice

## Phone App Guide




Select send a message

## Phone App Guide



18:19

Search

Cancel  Send a Message Send

Send a non-urgent message to your clinic. Expect a response within 2 business days.

Regarding:

To: >

Subject: >

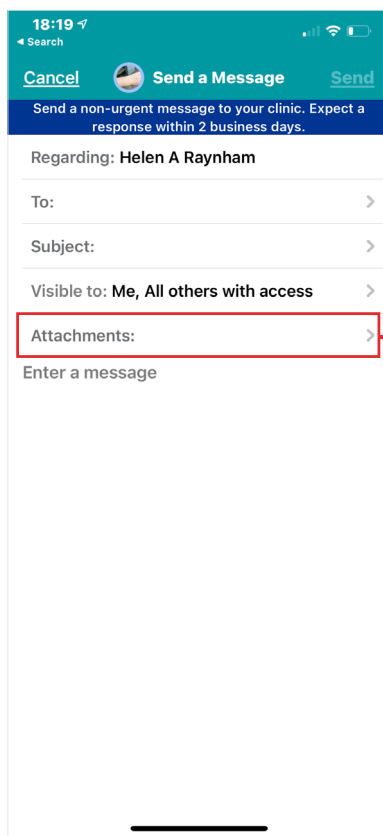
Visible to: Me, All others with access >

Attachments: >


Enter a message

Select the Recipient,  
Subject and free text  
your message

## Phone App Guide



18:19  
Search

[Cancel](#)  **Send a Message** [Send](#)

Send a non-urgent message to your clinic. Expect a response within 2 business days.

Regarding: **Helen A Raynham**

To: >

Subject: >

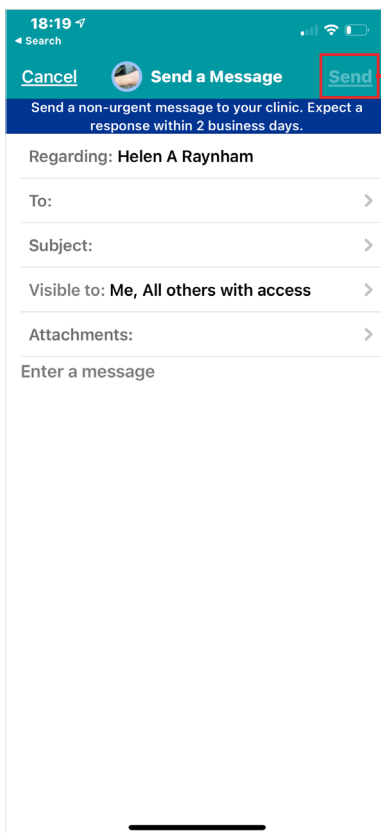
Visible to: **Me, All others with access** >

**Attachments:** >

Enter a message

Select “Add an attachment”

## Phone App Guide



Send message by  
clicking here