

# Reviewing Test Results in Patient Gateway

You can review results on the **Test Results** page. New results and comments will appear in bold. Click on any result to review it.

### Important notes:

- Results are displayed in Patient Gateway as soon as they are finalized. This means that you may see the results before your care team has a chance to review them.
- Some tests come back sooner than others. Your care team may wait for everything to come back before contacting you. If you have an upcoming appointment, they may review the results at the upcoming appointment.

Click **Test Results** at the top of any page.

The "Comments from Care Team" box indicates your care team has written comments about your result. Click the box to see the result and comments.

New results

Results you have already viewed

Comments

Results

POCT Hemoglobin A1c  
Collected on September 27, 2023 11:31 AM

Lab tests - Other

New comments

Physician Family Medicine  
11:37 AM

Your A1c has improved so much! Congratulations! Keep up the great work.

Results **New**

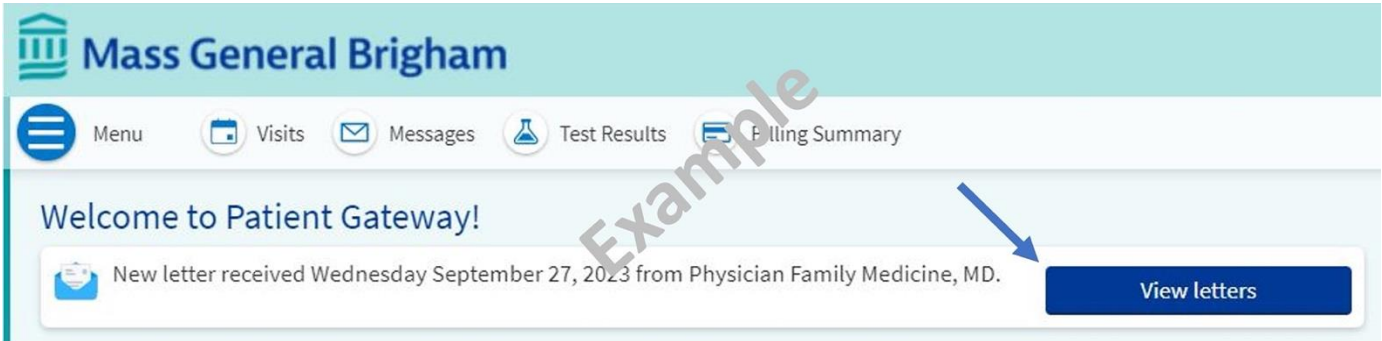
Hemoglobin A1c [View trends](#)

Normal range: 4.2 - 5.8 %

7.3

4.2 5.8

- Your doctor may write a letter about your results. You will receive a reminder about a **“New Provider Letter.”** Click **“View Letters”** to read the letter.



Mass General Brigham

Menu Visits Messages Test Results Billing Summary

Welcome to Patient Gateway!

New letter received Wednesday September 27, 2023 from Physician Family Medicine, MD.

[View letters](#)

- Your doctor may write a brief result note instead of a letter. You will receive a reminder about **“New Test Result Information.”** Click **“View Results”** to see the result and provider’s comments.



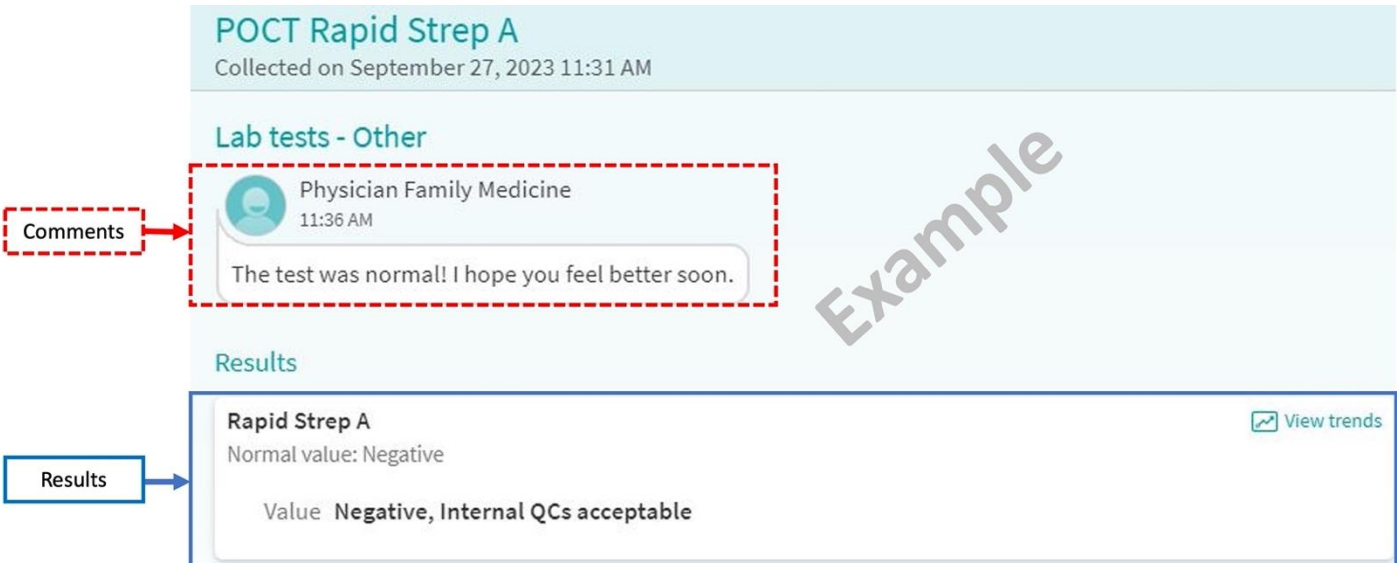
Welcome to Patient Gateway!

New POCT Rapid Strep A results from Wednesday September 27, 2023.

Physician Family Medicine

The test was normal! I hope you feel better soon.

[View results](#)



**POCT Rapid Strep A**  
Collected on September 27, 2023 11:31 AM

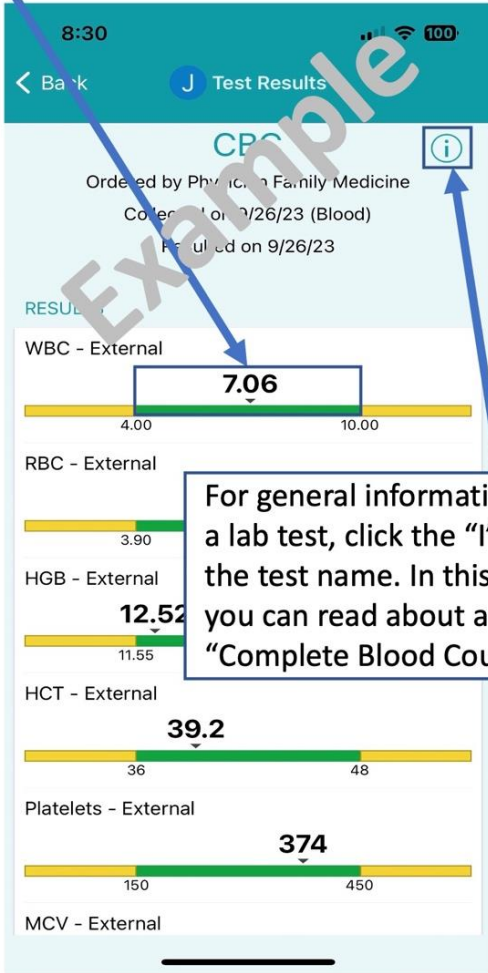
**Lab tests - Other**

**Comments** → Physician Family Medicine  
11:36 AM  
The test was normal! I hope you feel better soon.

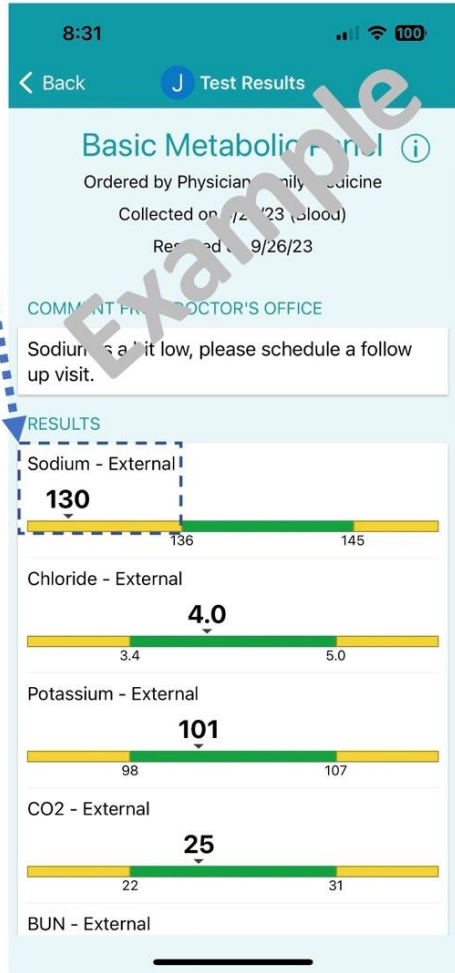
**Results** → **Rapid Strep A** [View trends](#)  
Normal value: Negative  
Value **Negative**, Internal QCs acceptable

Results in the green range are normal.

Results in the yellow range are not normal. Not all results marked as "abnormal" are cause for concern. Your care team can explain which tests need attention once all the results are available.



For general information about a lab test, click the "i" next to the test name. In this case, you can read about a CBC, or "Complete Blood Count."



- To view the images of tests, such as X-rays, click the **Show images** button under “Exam Images.” Please note that not all images can be viewed through Patient Gateway. If you need a copy of your images, please contact the radiology department that performed the test.

## XR KNEE (RIGHT)

### Results


#### Exam Images

Show images for XR Knee (Right)



#### Order Information

Ordering Provider      Result Date  
FAMILY MEDICINE, PHYSICIAN

 Want more information about XR KNEE (RIGHT)?  
[Learn more](#)



*For help, please call Patient Gateway Technical Support at 800-745-9683 or review the [Technical Support/FAQ](#) page. The link to Technical Support/FAQ is available at the bottom of every page on the Patient Gateway website. On the mobile app, go to ‘Menu’ and search for “Help.”*