Patient Gateway Message Center

Welcome to the new Message Center! Reviewing past messages and sending new ones is much simpler than before.

What’s new?

New messages still appear on your home screen, as always. Clicking on Messages opens the Message Center, where your messages are now neatly organized into folders.

Click on Messages to open the new Message Center.

Messages are now organized into Conversations.

Bookmarks shows important conversations that you marked to find later.

Appointments shows appointment reminders and confirmations.

Automated Messages shows confirmations about payment and questionnaire submission.

Trash shows conversations you no longer need. These can be restored at any time.

Click the Mass General Brigham logo at the top of your screen to return to the Home Page at any time.

For help, please click Technical Support/FAQ at the bottom of the log-in and home page or call the Patient Gateway Support Desk at 800-745-9683.
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Read and reply to a message:
1. When viewing the Message Center, your message list is organized by Conversations. This groups together messages with the same subject.
2. Click a conversation to see all the messages sent back and forth about a topic, including any attachments.
3. To respond to the latest message, click Reply, type your message and then click Send.
4. Click the Conversation List to return to the Message Center.

Send a new message:
1. From within the Message Center, click Send a message.
2. Select Medical question or Billing question, then follow the prompts to select the type of question and person you’d like to contact.
3. Add a Subject and Message text.
4. Add attachments using the paperclip icon.
5. If another person has access to your messages (a proxy), deselect the checkmark next to their name to make the message confidential.
6. When your message is ready, click Send. The message will now appear in the conversation list.
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Bookmark a message:
1. To flag a conversation for easy access in the future, open the conversation.
2. Click the Bookmark button above the messages.
3. Click Conversation List to return to the Message Center.
4. Click the Bookmarked folder to view all bookmarked conversations.

Find a message using “Search”:
1. Select the Message Center folder in which you’d like to search.
2. In the “Search conversations” text field, enter the words you’d like to search for and press Enter. The search will retrieve your word if found in any part of a message (subject, message, author).

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