

# 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**.

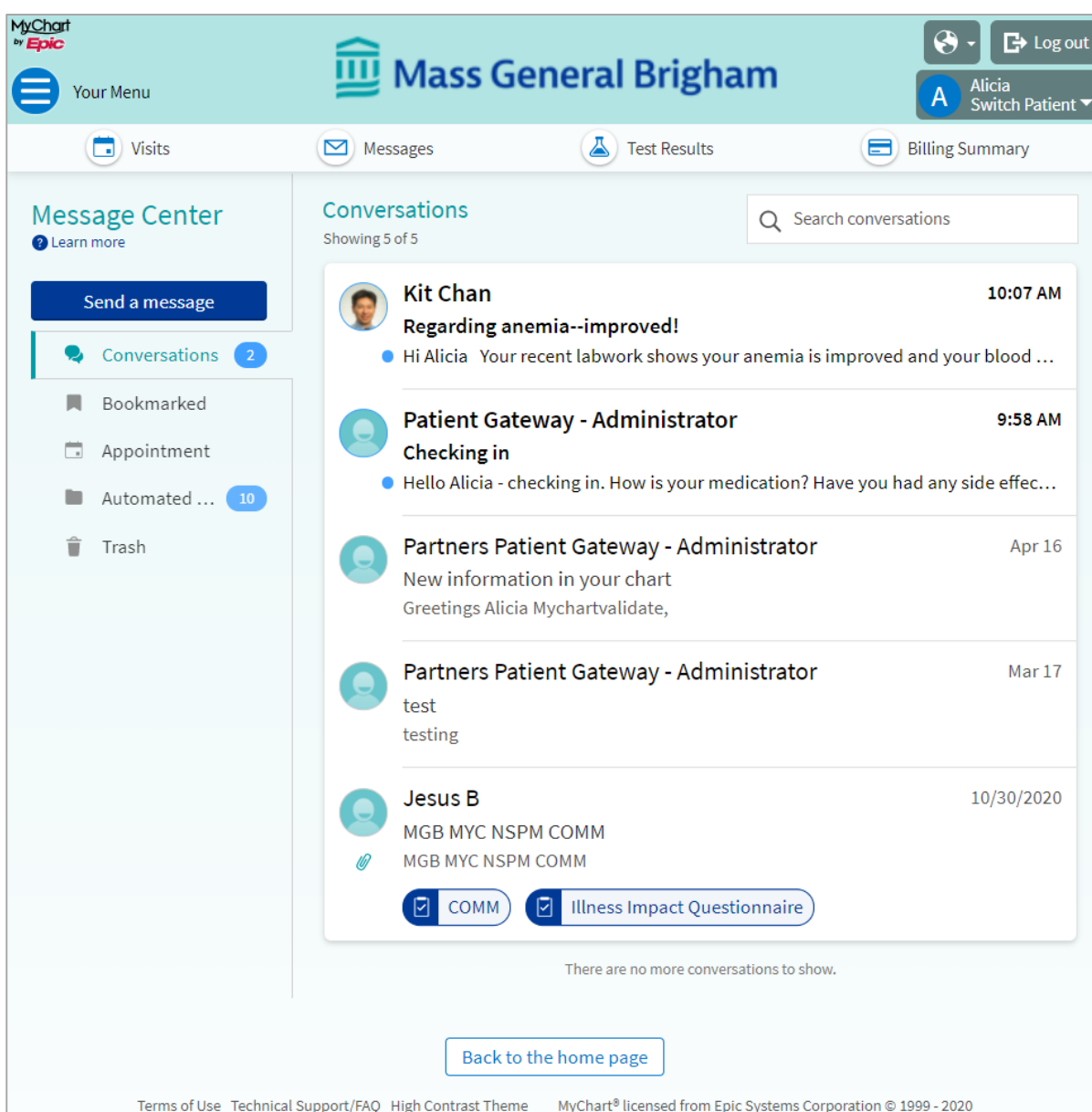
**Bookmarks** shows important conversations that you marked to find later.

**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.



The screenshot shows the Mass General Brigham Patient Gateway Message Center interface. At the top, there's a header with the Mass General Brigham logo, a "Your Menu" icon, and a "Log out" button. Below the header, there's a navigation bar with icons for "Visits", "Messages", "Test Results", and "Billing Summary". The main content area is titled "Message Center" and includes a "Send a message" button. On the left, there's a sidebar with folders: "Conversations" (2), "Bookmarked", "Appointment", "Automated ..." (10), and "Trash". The main area displays a list of conversations, including one from Kit Chan about anemia, and another from Patient Gateway - Administrator about checking in. At the bottom, there's a "Back to the home page" button and a footer with links for "Terms of Use", "Technical Support/FAQ", "High Contrast Theme", and "MyChart® licensed from Epic Systems Corporation © 1999 - 2020".

- 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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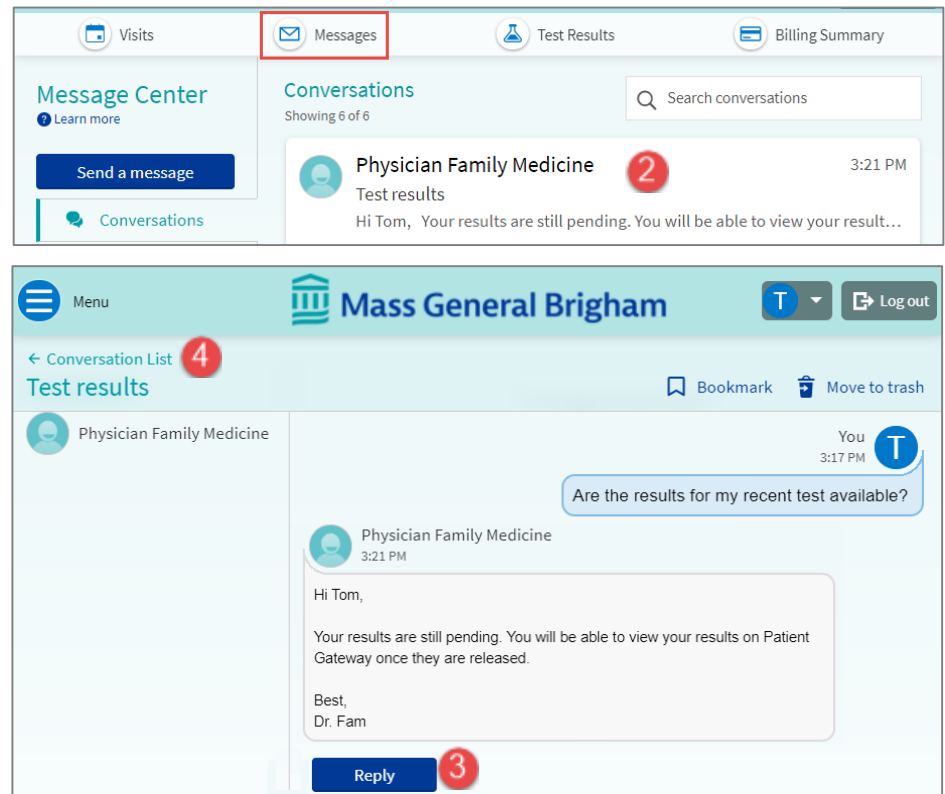
## Read and reply to a message:

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.

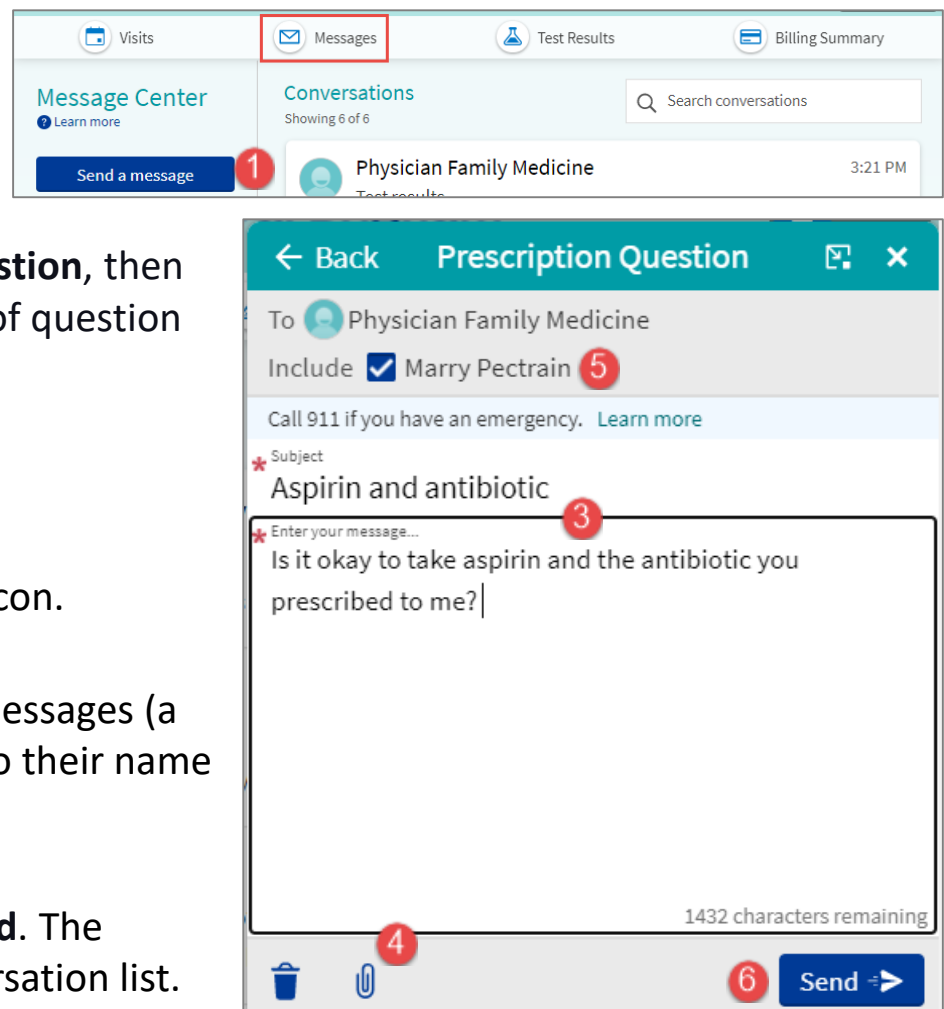
3. To respond to the latest message, click **Reply**, type your message and then click **Send**.

4. Click the **Conversation List** to return to the **Message Center**.



## Send a new message:

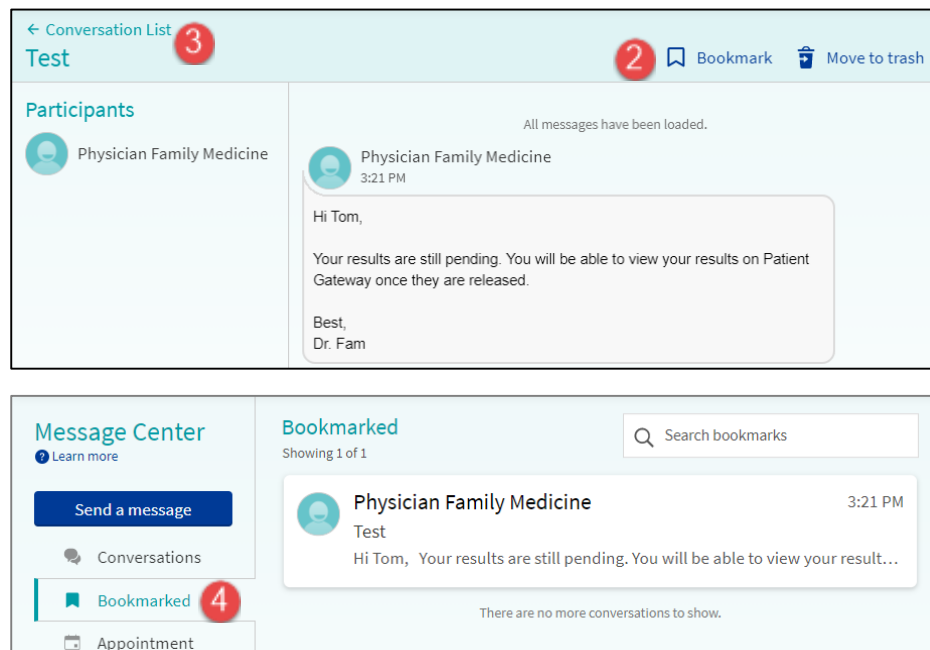
1. From within the **Message Center**, click **Send a message**.
2. Select **Medical question** or **Billing question**, then follow the prompts to select the type of question and person you'd like to contact.
3. Add a **Subject** and **Message text**.
4. Add **attachments** using the paperclip icon.
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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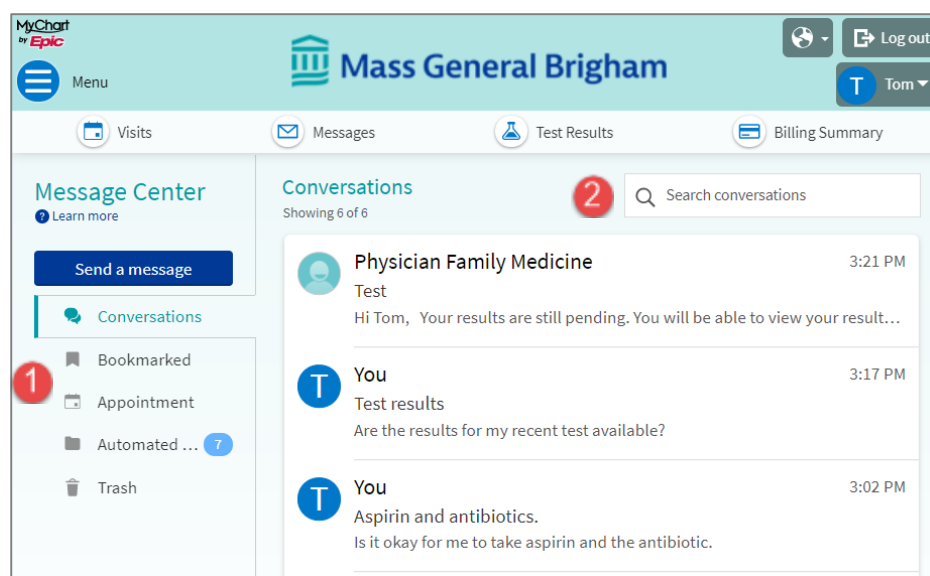
## Bookmark a message:

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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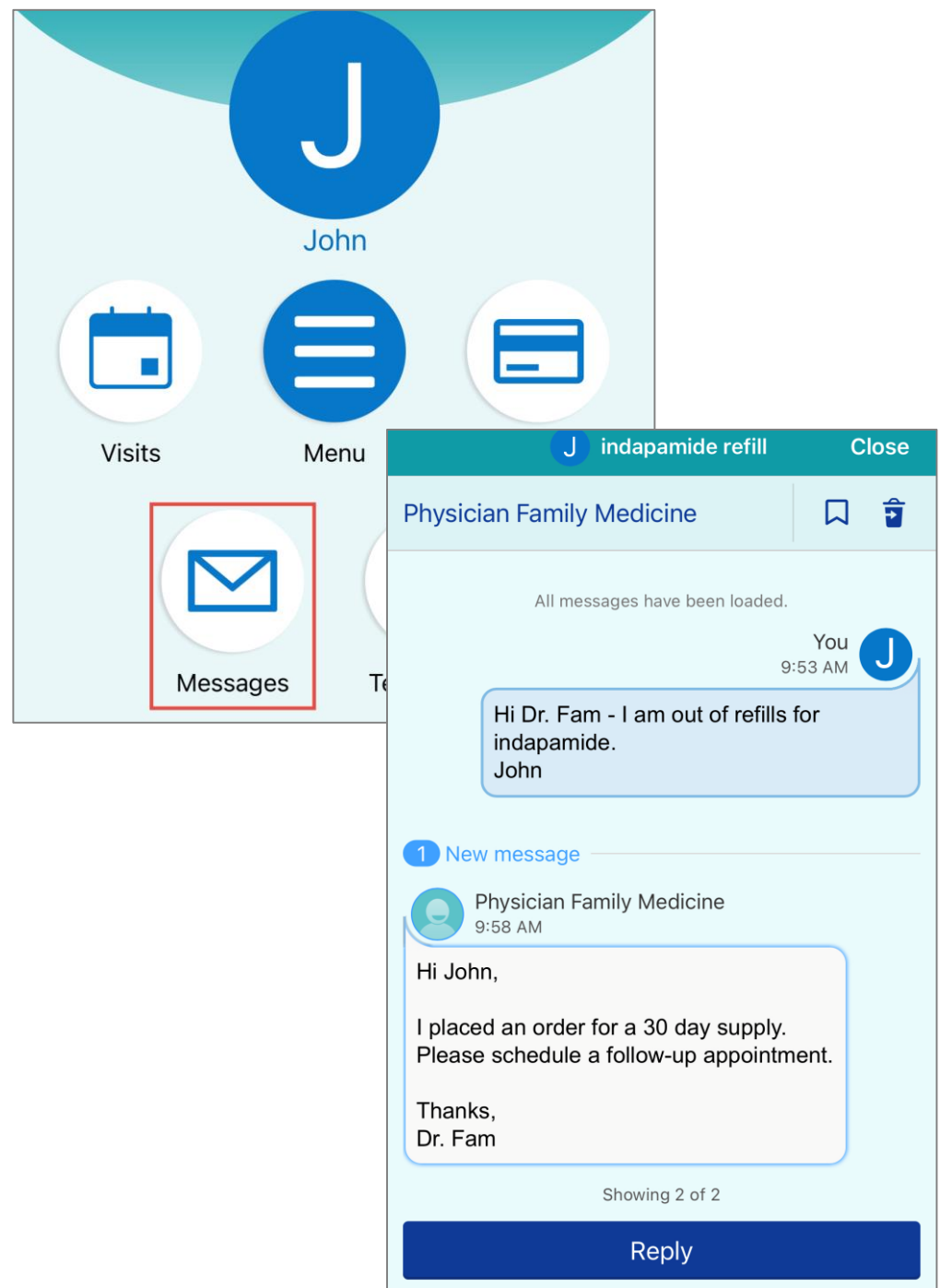
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