

A New Partners Patient Gateway Experience is Here

Partners HealthCare has updated Partners Patient Gateway to provide you a better patient experience. Beginning July 21, 2019, the Patient Gateway website and mobile app will enjoy a new look and feel.

Updated Look & Feel

Log-in Page:



You will continue to have access to all currently available features, including:

- Viewing test results
- Communicating with your doctors
- Requesting, confirming or canceling appointments
- Requesting prescription renewals
- Viewing visit summaries
- Viewing and paying bills online
- Viewing research and clinical trial opportunities

New Features:

Care Everywhere - Linking Your Partners Health Records from organizations outside Partners

You may be able to access your health information from a non-Partners provider if they are using the same electronic health record vendor (known as Epic), and have your information displayed in a consolidated view within Patient Gateway.



Release of Information - A New Way to Request Your Medical Records

You will receive notification through Patient Gateway when your provider adopts the new functionality that allows you to request your medical records online. As always, you will continue to be able to request your records by filling out a form provided by your hospital or provider.

Questions and Help

If you need assistance with logging in to the new portal or navigating the new interface, please click the "Technical Support" link at the bottom of the log-in page and the home page once you have logged in.

You may also contact the Support Desk at 800-745-9683. Team members are available to help you Monday through Friday 8 a.m. to 5 p.m.

Additionally, you can review the FAQs and submit an online support request by selecting Technical Support at the bottom of the FAQ page.

Our goal is to continuously improve your ability to conveniently manage your care online. Many more updates will be introduced in the future as we continue to work to improve your Partners HealthCare digital experience.