Partners Patient Gateway

How to Sign Up

1. To get started, go to www.patientgateway.org.

2. Click on “Learn more” under the Enroll now button.

3. On the next page, click on the enrollment instructions that are appropriate for you, then follow the onscreen steps.

Remember that your Activation Code is NOT the same as your Medical Record Number. Your Medical Record Number is not required for Partners Patient Gateway enrollment.

If you have questions or problems signing up, call the Partners Patient Gateway Help Desk at 800-745-9683 (weekdays, from 8 a.m. to 5 p.m.).
Partners Patient Gateway
View Appointments

1. After you’ve logged into Partners Patient Gateway, click on View Appointments to review the details of your upcoming appointments and confirm their details.

2. Click the box next to your appointment to view all details of that appointment.

HELPFUL TIP: Why can’t I see certain appointments?
You will not be able to see appointments that are not linked to a specific doctor. This means you may not see appointments such as lab visits, infusion visits, X-ray appointments, or mammography. If you do not see an appointment listed, call your doctor’s office to reconfirm your appointment information.
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Fill Out Questionnaires

After you review your appointments, scroll down to the Questionnaires section.

Please complete **ALL** questionnaires and review all documents listed on your screen. This helps ensure that your care team will have your medical information before your appointment.

You can also find the questionnaire section by clicking on the Health Information tab and selecting Questionnaires from the drop-down menu.
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Update Your Allergies and Medications

Updating your known allergies helps your care team better understand your health status. To get started, click on the Health Information tab.

You can also update the list of any medications that you take. Click on Health Information, then click Medications.
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Communicate with Your Doctor’s Office

When you need to, you can use Partners Patient Gateway to send non-urgent questions and concerns to your health care team. You can also read messages that your care team sends to you.

To get started, click on the Mail menu. This will bring you to a list of messages that you can review. To start writing a message to your care team, click on Compose from the Mail Box 1 tab.

HELPFUL TIP: Why are there two Mail Boxes?
Some of your doctors who are not at Dana-Farber may use a different computer system. Those doctors will use one Mail Box, while your Dana-Farber doctors use another. Mail Box 1 shows the latest messages from your Dana-Farber care team and some other doctors. Mail Box 2 may show older messages and messages from doctors who use a different computer system.
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View Your Test Results

When you need to, you can use Partners Patient Gateway to view your lab results, radiology scans, and other test results.

Click on View Test Results on the Home screen or in the list of Quick Links.

HELPFUL TIP: When will I see my test results?

Many test results will appear on Partners Patient Gateway on the same day they are performed. But some test results take longer. For example, radiology results (CT/MRI/PET scans), tumor marker tests, and pathology can take around 7 days before they are available on Partners Patient Gateway.