



Scheduling and Front Desk Scripting

MASS GENERAL BRIGHAM PATIENT GATEWAY (MGB-PG)

- **Patient not enrolled in MGB-PG:**
 - *I see you are not enrolled in Mass General Brigham Patient Gateway.*
 - *It is even more important now that you enroll. We use Gateway to communicate important reminders to patients, for virtual visits, eCheck-in and COVID screening prior to arriving for your visit. This makes your arrival for your visit much smoother*
 - *We will be offering opportunities to schedule your time and location for a COVID-19 vaccine through Patient Gateway*

- . *May I text or email a link to you so you can enroll?*
 - IF YES:** *Great. I'll send the link now. May I stay on the line to help you complete it?*
 - IF NO:** *OK. You are welcome to enroll at any time. Please contact us if you would like to have access to your records and stay in touch with your care providers.*

- **Patient active MGB-PG user:** *I see you use Mass General Brigham Patient Gateway. We strongly recommend you log-in to Gateway 2-3 days before your appointment and use the eCheck-in function. This contactless online check-in allows you to update your information, pay any copayments you may have, and answer required questionnaires.*

- **eCheck-in:** *3 days before your visit you will receive a reminder to use eCheck-in. Please log-in to Gateway and use the eCheck-in function. Update and confirm your information, pay any copayments listed, and answer required questionnaires, including COVID screening. We will not be able to accept cash or credit cards for copayments in the practice.*

- **Unable/Unwilling to Use MGB-PG:** *OK. Please remember that we are not able to accept payments in the practice. You will receive a bill after your visit for any required payments.*

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