Partners Patient Gateway/My Chart Epic Enrollment Workflows

Updated 10/19

Below is the warning that appears in Registration during check in. MRN: 80005114 Palermo, Mary CSN: 337 F, 45 yrs, 01/01/1974 Lang: English Appt Di Registration B Appt Desk 0 R Detailed View Travel Screening Falls Screening Appt Desk Response His. х P Confirmation Messages DEMOGRAPHICS Review the following warnings Palermo, Mary before proceeding. Female | 1/1/1974 (45 Palermo, Mary 🦉 Demographics \Lambda Warnings (1) Patient's Patient Gateway status is inactive. To enroll, click Patient Gateway link in patient header. If Add'l Patient Info patient is less than 13 years old. please click the Proxy Access button PCP: 5 Drew [R-324127] Attending Provide Patient Gateway: Continue Go Back

Below is the newly added prompt in addition to the above screenshot. This pops up when users click **Accept** during check in.



Partners Patient Gateway enrollment process tip sheet

https://peccutover.partners.org/tipsheets/AMB PatientGatewayEnrollment PHSE TS.pdf

Example scripting used for Partners 2.0:

"I notice you are not currently enrolled in Partners Patient Gateway. Partners Patient Gateway allows you to renew prescriptions, view lab results, communicate with your provider, and access many other features online at your convenience. I can send you an email with the access code to register. If you have a Smartphone, you can immediately enroll."

PPG Status in Patient Header

If the patient is active on Patient Gateway, it would say "Patient Gateway: Active" in the patient header.

If they are not active, it says: "Patient Gateway: Inactive" but it does get cut off. If users hover over this status with the mouse, the full status displays.

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If the patient declined, front desk staff will not see the PPG prompts (1st and 2nd screenshot above for 365 days). The "Declined" status appears in the patient header.

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If code expired.

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If inactivated because patient declined duration expired.



DAR

Patient Gateway status can also be added to the DAR. To add, from the DAR Report Settings window, click the **Display** tab and add **MR MYCHART STATUS**.

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