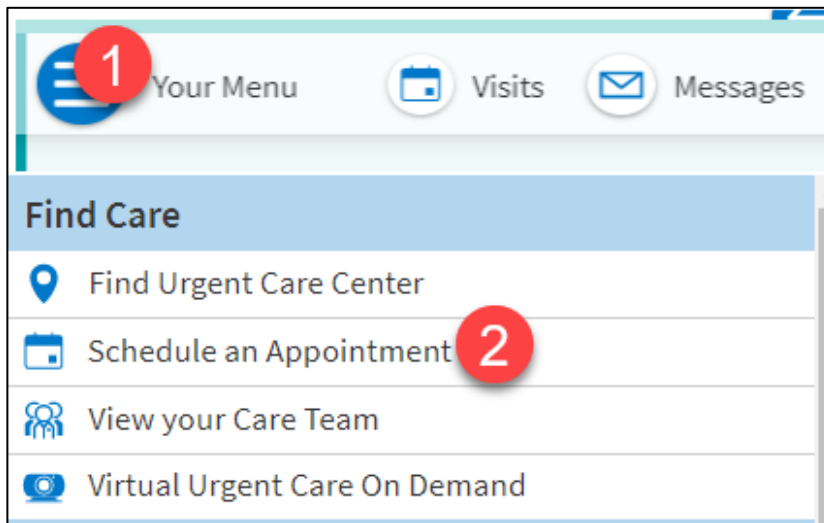


How to Schedule a COVID Test in Patient Gateway

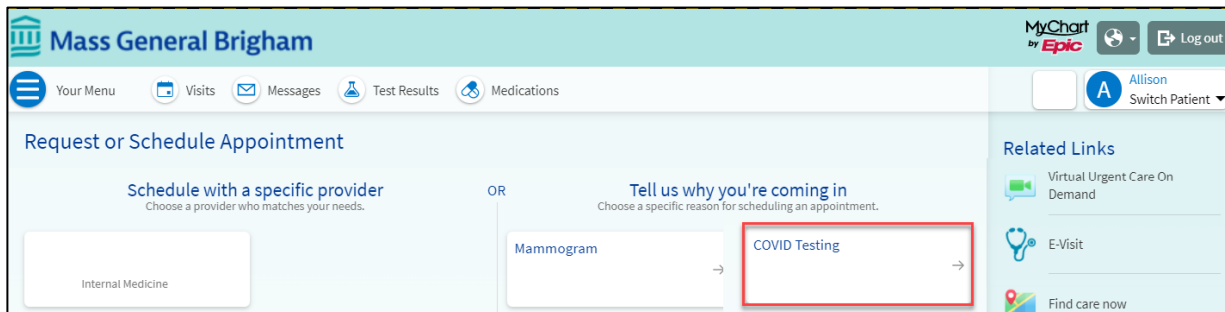
This tip sheet covers how to schedule a COVID test in Patient Gateway.

Scheduling a COVID test from Patient Gateway

1. Log into Patient Gateway. Go to **“Your Menu”**
2. Then select **“Schedule an Appointment”**



3. Select **“COVID Testing”** option under **“Tell us why you’re coming in”**



4. The next section will ask you why you want to be tested. Your options include:

- You were exposed to someone (close contact)
- You have symptoms that could be from COVID-19
- You need elective testing (for example for travel or school)

A couple of questions

*Select your reason for testing:

- Close contact is defined as spending a total of 15 minutes or more within 6 feet of someone currently infected with COVID-19 (Healthcare workers wearing appropriate PPE caring for COVID-19 patients are not considered exposed).
- Symptoms of COVID-19 include fever, cough, shortness of breath, sore throat, muscle aches, runny nose / nasal congestion, loss of smell / taste.

I was in close contact with someone diagnosed with COVID-19

I have symptoms of COVID-19

No symptoms or exposure, elective testing (travel, school, other personal reasons)

Continue

5. Once you select the reason for the COVID test, testing locations will display. From there you can pick the location where you would like to have your test done. You can also search by Zip code to find the locations closest to you.

Request or Schedule Appointment Start over

Reason for visit Edit
COVID Testing

Locations

Time

Verify and schedule

Which locations work for you?

All

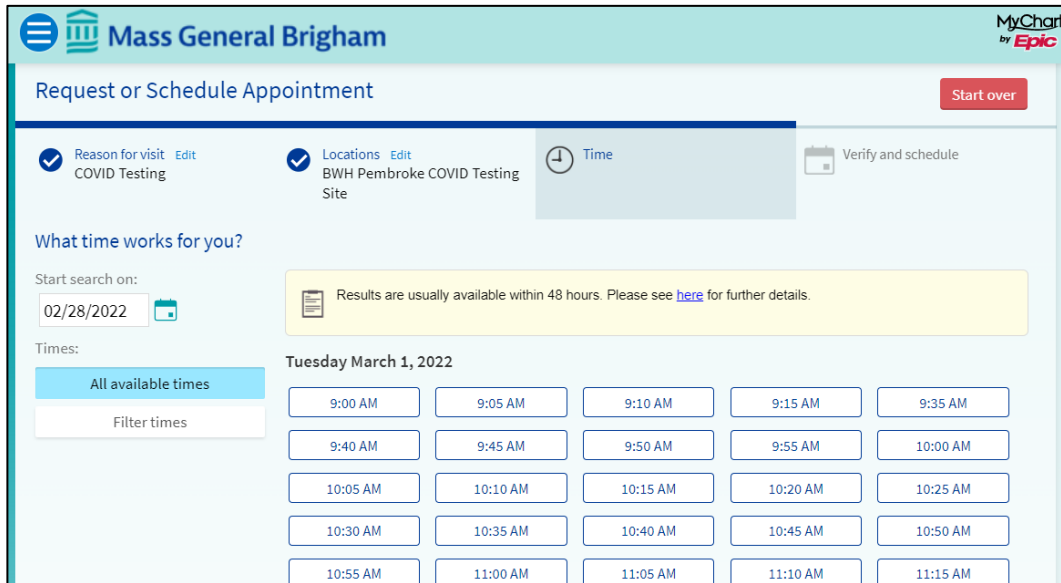
Near me

Near home

→

<input type="checkbox"/> Any location Schedule at any available location.	<input type="checkbox"/> BWH Pembroke COVID Testing Site 15 Corporate Park Dr Pembroke MA 02359 23 miles from home	<input type="checkbox"/> BWH West Roxbury COVID Testing Site 1245 Centre St West Roxbury MA 02132 3.9 miles from home	<input type="checkbox"/> Cooley Dickinson Urgent Care at Amherst 170 University Dr Ste 102 Amherst MA 01002
<input type="checkbox"/> Cooley Dickinson Urgent Care at Northampton 30 Locust St Northampton MA 01060 80.2 miles from home	<input type="checkbox"/> Cooley Dickinson Urgent Care at Southampton 12 College Hwy Southampton MA 01073 82.8 miles from home	<input type="checkbox"/> ExpressCare RiverWalk 360 Merrimack St EC Lawrence MA 01843-1756 25.2 miles from home	<input type="checkbox"/> Martha's Vineyard Hospital COVID Vaccine and Testing Site One Hospital Rd Oak Bluffs MA 02557 66.1 miles from home
<input type="checkbox"/> MGH Boston COVID Testing Site 125 Nashua St 1st Fl Boston MA 02114 2.1 miles from home	<input type="checkbox"/> MGH Waltham COVID Testing Site 52 Second Ave Blue Bldg Waltham MA 02451 9.9 miles from home	<input type="checkbox"/> NCH Ambulatory Emergency Response 57 Prospect St Nantucket MA 02554 89.4 miles from home	<input type="checkbox"/> NSPG Danvers COVID Testing Site 100-104 Endicott St Danvers MA 01923 16.2 miles from home
<input type="checkbox"/> NWH COVID Testing Site 2014 Washington St Allen Riddle Bldg. Newton MA 02462 8.3 miles from home			

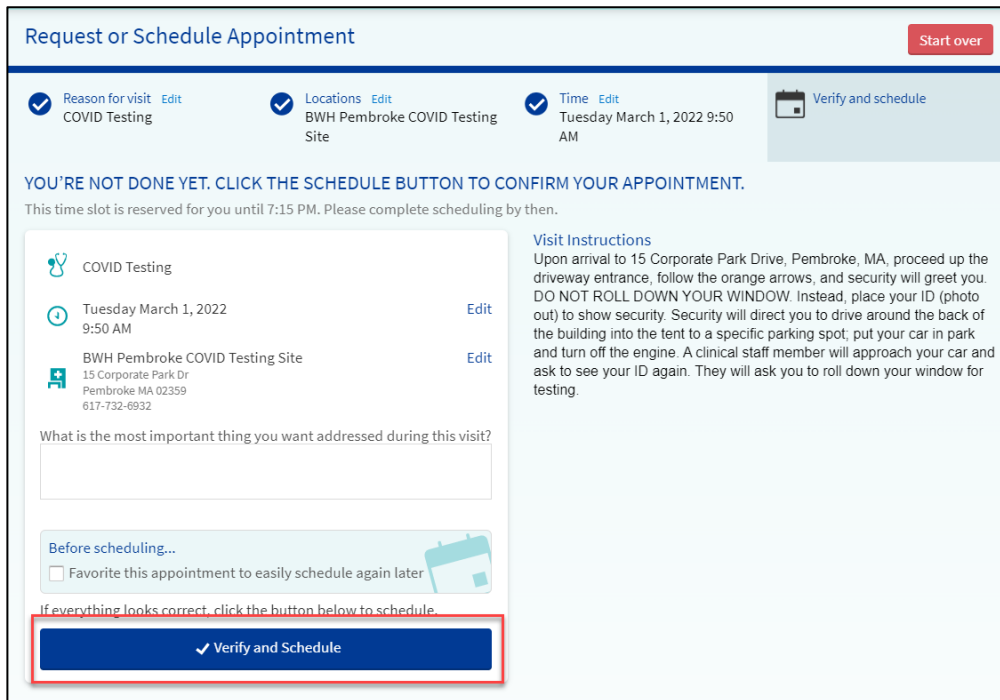
6. Once you pick a location, the next screen will ask you to pick a time for your test.



The screenshot shows the 'Request or Schedule Appointment' interface. At the top, there are three tabs: 'Reason for visit' (COVID Testing), 'Locations' (BWH Pembroke COVID Testing Site), and 'Time' (highlighted). A 'Verify and schedule' button is visible on the right. Below the tabs, a section titled 'What time works for you?' includes a date selector set to 02/28/2022 and a grid of time slots for Tuesday, March 1, 2022. A yellow banner states: 'Results are usually available within 48 hours. Please see [here](#) for further details.'

Tuesday March 1, 2022				
9:00 AM	9:05 AM	9:10 AM	9:15 AM	9:35 AM
9:40 AM	9:45 AM	9:50 AM	9:55 AM	10:00 AM
10:05 AM	10:10 AM	10:15 AM	10:20 AM	10:25 AM
10:30 AM	10:35 AM	10:40 AM	10:45 AM	10:50 AM
10:55 AM	11:00 AM	11:05 AM	11:10 AM	11:15 AM

7. Once you have selected the time, the next screen asks you to confirm your visit. Click **Verify and schedule** at the bottom of the screen to complete booking your test.



The screenshot shows the 'Request or Schedule Appointment' interface with the 'Time' tab selected. The appointment is confirmed for Tuesday, March 1, 2022, at 9:50 AM at the BWH Pembroke COVID Testing Site. A message reads: 'YOU'RE NOT DONE YET. CLICK THE SCHEDULE BUTTON TO CONFIRM YOUR APPOINTMENT. This time slot is reserved for you until 7:15 PM. Please complete scheduling by then.' Below this, there are 'Visit Instructions' and a 'Verify and Schedule' button highlighted with a red box.

Visit Instructions
Upon arrival to 15 Corporate Park Drive, Pembroke, MA, proceed up the driveway entrance, follow the orange arrows, and security will greet you. **DO NOT ROLL DOWN YOUR WINDOW.** Instead, place your ID (photo out) to show security. Security will direct you to drive around the back of the building into the tent to a specific parking spot; put your car in park and turn off the engine. A clinical staff member will approach your car and ask to see your ID again. They will ask you to roll down your window for testing.


Favorite this appointment to easily schedule again later


If everything looks correct, click the button below to schedule.

Verify and Schedule



8. The next screen will provide you with confirmation. If available, you can now complete eCheck-in prior to the visit via the eCheck-in button on the appointment details page.



Appointment Details




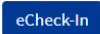
 **Appointment Scheduled**
You're all set! You can review details of your upcoming appointment below.

COVID TESTING

 Tuesday March 01, 2022
9:50 AM EST
 [Add to calendar](#)

 BWH Pembroke COVID Testing Site
15 Corporate Park Dr
Pembroke MA 02359
617-732-6932
 [Get directions](#)

 [Cancel appointment](#)

 **eCheck-In**

Save time by completing eCheck-in ahead of time.

Visit Instructions

Upon arrival to 15 Corporate Park Drive, Pembroke, MA, proceed up the driveway entrance, follow the orange arrows, and security will greet you. **DO NOT ROLL DOWN YOUR WINDOW.** Instead, place your ID (photo out) to show security. Security will direct you to drive around the back of the building into the tent to a specific parking spot; put your car in park and turn off the engine. A clinical staff member will approach your car and ask to see your ID again. They will ask you to roll down your window for testing.