

How to Take a Picture for your Provider:

We recommend sending two types of photos: a faraway photo and a close-up photo.

Lighting

- Take your photos in a well-lit area. Natural light is best. Take care to avoid harsh light or a reflected shadow.

Background

- If possible, have a solid background in your photo.
- Remove any jewelry or watches that may distract your provider.

Field of View

- Take both a faraway photo and a close-up photo of your body part.
- The close-up photo should have equal parts of healthy skin surrounding the wound or area of issue.

Photo Orientation

- If possible, have someone else take the photos so that your head is at the top of the photo.
- If you are taking the photo yourself, make sure that you consistently take the photo at the same camera angle (horizontally or vertically).
- Faraway photos should include “landmarks,” such as an ankle, shoulder, or elbow, to help your provider understand where the wound or area of issue is located on your body.



Focus/Resolution

- The wound or area of issue should be in the center of the photos.
- Make sure that your photos are in focus.
- You should be able to see the hair follicles or wrinkles on your skin.

Scale

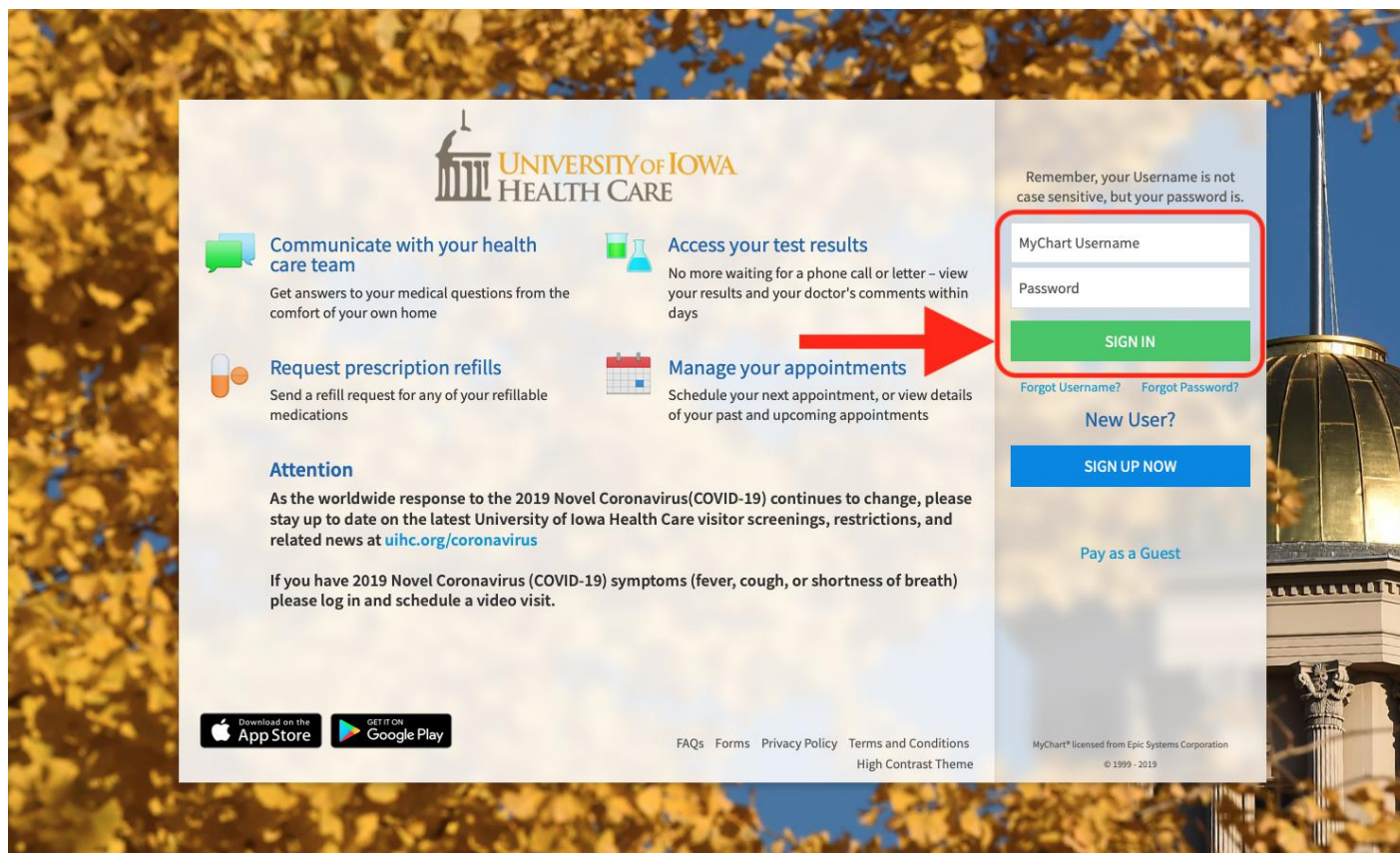
- If possible, use a coin (such as a quarter, or dime) in your close-up photo to give your provider an idea of how large the area of interest is.

For more detailed instructions, you can view this video:

<https://vimeo.com/369733339>

How to Send a MyChart Message to Provider:

- Go to <https://mychart.uihealthcare.org/mychart/> on your computer or phone's web browser.
- Enter your MyChart username and password.
- Click SIGN IN.



The screenshot shows the MyChart login interface for the University of Iowa Health Care. The page features a header with the university logo and several service tiles: 'Communicate with your health care team', 'Request prescription refills', 'Access your test results', and 'Manage your appointments'. A red box highlights the login fields: 'MyChart Username', 'Password', and a green 'SIGN IN' button. A red arrow points from the 'Manage your appointments' tile to the 'SIGN IN' button. Below the login fields are links for 'Forgot Username?' and 'Forgot Password?'. A 'New User?' section includes a blue 'SIGN UP NOW' button and a 'Pay as a Guest' link. The footer contains app store download links, a list of links (FAQs, Forms, Privacy Policy, Terms and Conditions, High Contrast Theme), and copyright information.

UNIVERSITY OF IOWA HEALTH CARE

Remember, your Username is not case sensitive, but your password is.

MyChart Username
Password
SIGN IN

[Forgot Username?](#) [Forgot Password?](#)

New User?

SIGN UP NOW

[Pay as a Guest](#)

Download on the **App Store** GET IT ON **Google Play**

[FAQs](#) [Forms](#) [Privacy Policy](#) [Terms and Conditions](#)
High Contrast Theme

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- Click on Messaging (envelope icon) near the top of the screen.
- Click on Ask a Question on the menu that appears under the Messaging icon.

UNIVERSITY OF IOWA HEALTH CARE

Health Visits **Messaging** Billing Resources Profile

Welcome!

View the After Visit Summaries from your 2 recent visits.

To Do

You have no upcoming tasks.

March 2020

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

What's New in MyChart

Schedule a Video Visit
If you have flu symptoms or health concerns related to the 2019 Novel Coronavirus (COVID-19), please schedule a video visit with one of our providers. [Talk to a Provider today!](#)

Attention: Visitor limitations are in place
As the worldwide response to the 2019 Novel Coronavirus (COVID-19) continues to change, please stay up to date on the latest University of Iowa Health Care visitor screenings, restrictions, and related news at uihc.org/coronavirus

Quick Links

- View test results
- Schedule a Video Visit
- Ask a question
- Schedule an appointment
- Medications
- Review health summary
- View billing summary
- Share your record

- Click New Medical Question.

UNIVERSITY of IOWA HEALTH CARE

Health Visits **Messaging** Billing Resources Profile Log Out

Ask a Question

Please select the option that most closely matches your question.
Please call 911 if you have an emergency or urgent medical question.

- New Medical Question**
You have a simple medical question that doesn't require an immediate response.
- Request a Medication Refill**
You would like to request a refill or renewal of a current medication.
- Customer Service Question**
You have a question related to a bill, your insurance, or another non-medical concern.

[BACK TO THE HOME PAGE](#)

New Medical Question

Do I need an appointment?
Can I take a different medication instead?
Do you have flu shots available?
What immunizations do I need for my overseas travel?
...etc.

1. Select which department you are sending the message to (the recipient) from the drop-down menu.
2. Select Medical Question on the drop-down menu.
3. Please write a brief history in the body of the message, including:
 - How long has the issue been present?
 - What area(s) of skin are involved?
 - Is the area of issue itchy, painful, bleeding, discharge, etc.?
 - Is the area of issue changing in size/color?
 - What makes it better/worse?
 - What things have you tried with another provider, such as over-the-counter or prescription medicines?
4. Click Attach an Image or Video button.
 - You can attach up to 2 files.
 - The allowed file types are: BMP, GIF, JPEG, JPG, PDF, PNG, TIF, TIFF, 3GP, 3GPP, AVI, MOV, MP4, MPEG, MPEG4, MPG, WMV.
 - The maximum file size is 5.00 MB for images and PDFs.
 - The maximum file size is 5.00 MB for videos.
5. Click the Send button.
 - If more than 2 photos are necessary, please send multiple messages.



Use the Get Medical Advice feature to send **non-urgent** medical questions to your health care team by selecting the appropriate clinic to message below. Please do not use MyChart to send messages that require immediate attention.

You can ask:

- **Medical Questions** for advice or to update your information.
- **Test Results Questions** for information on your laboratory results.
- **Medication Questions** for advice regarding your medications.
- **Visit Follow-Up Questions** for information regarding your past appointments.

Any comments or images you include in this message become part of your medical record.

If you have any paperwork or documents that need to be completed by your healthcare provider, do not send them via MyChart. Please fax or mail them directly to the appropriate area.

Response to your message will be made by our staff via your preferred contact method in no later than two (2) business days.

For urgent problems, call your doctor's office directly.

For emergency matters, call 911.

*Family Medicine



1

*Medical Question



2

*Please write brief history in the body of message including:

How long the spot or rash has been present?

Area(s) of skin involved?

Is the spot/rash itchy, painful, bleeding, discharge, etc.?

Is the spot changing in size/color?

What makes it better/worse?

What things have you tried over the counter or prescription from another provider?

3

ATTACH AN IMAGE OR VIDEO



4

SEND

CANCEL



5

If your MyChart account becomes deactivated due to failed login attempts, you will need to reactivate your account. Please call 800-777-8442 or 319-384-8442 to reactivate your account.