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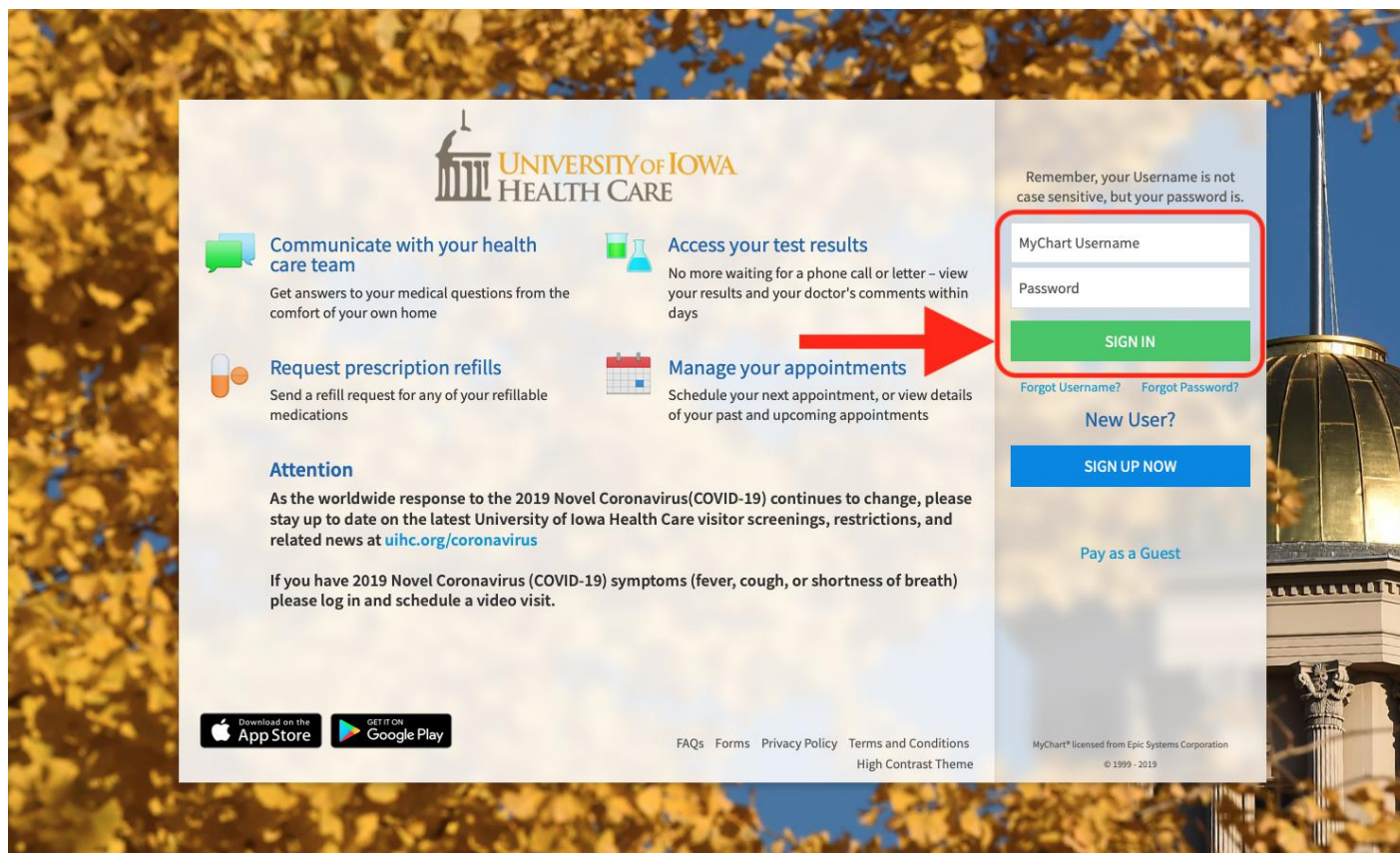- If possible, use a coin (such as a quarter, or dime) in your close-up photo to give your provider an idea of how large the area of interest is.

**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.

- 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.

- Click New Medical Question.

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.