

Virtual Visit for Rash

Thank you for scheduling a virtual visit. In order to best evaluate a rash, acne, or other skin conditions, we will need some photos in advance of the visit. These should be sent by MyChart and instructions are below.

STEP 1: How to take a good photo

- Make sure you are in a well-lit area without shadows.
- Use the camera on the backside of your phone (i.e. not the selfie camera) for best images. Have someone else take the photo whenever possible.
- Draw a dark arrow to point out area of concern. This helps identify the area as well as provides contrast for your camera to focus.
- Take 3 separate images:
 1. Up close - get as close as your camera will still allow good focus, do not use the zoom function.
 2. Further back - get the whole body part not just the rash (i.e. the arm/back/chest/elbow).
 3. From the side - we want to be able to see if the rash is raised and by how much.
- If the image looks blurry to YOU it'll look blurry to US. Re-take the image if you can.
- Example of 3 photos:



STEP 2: Sending Photos in a MyChart Message

- See the details with screenshots below.
- Your MyChart account defaults to send all messages to your primary provider. Don't worry if your appointment is with another provider in the office. All providers can access, review, and respond to your messages.
- You can attach up to 3 images into a message, but if you need to send more you'll have to write 2 communications.
- You have to write something into the text box for it to send appropriately. We encourage you to write: "Images for my/my child's visit with Dr. (fill in the provider's name)."

STEP 3: Showing the rash during the visit

- Again, make sure you are in a well-lit area without shadows. The lighting source should be in front of you.
- Do not sit in front of a window as it will be back-lit and difficult to see.

- Keep the rash area exposed or easily visible.

Try It Out – Send Message with Attachments from the MyChart Website

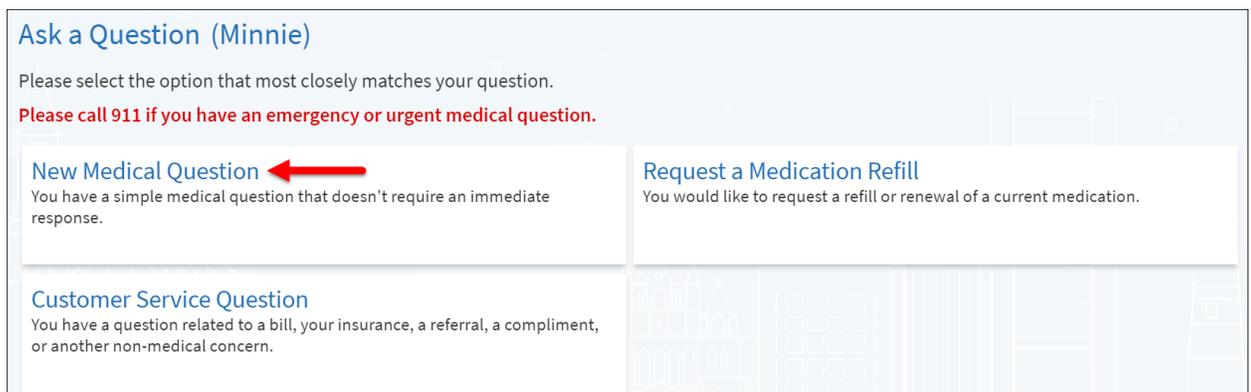
- Login to MyChart
- If logging in as a proxy (parent/guardian) select the child you wish to send a message for, in the upper right-hand corner



- Click the **Messages** menu option



- Click the button **Ask A Question**
- Click the tile **New Medical Question**



- Numbers below correspond to following screen shot**
- The message says that it is going to the **Office of Primary Care Physician (PCP) (1)** and will be available to all members of the clinical staff at the office
- If the PCP is out of the office for an extended period of time you will see that information **(2)** – the message will still be taken care of by additional clinical staff
- Select a **Subject of Non-Urgent Medical Question (3)** from the drop-down list
- Select/Unselect (4)** who should have access to see the message you are sending
- In the body of the message add the following text:

- **Images for today's visit with Dr. (fill in the providers' name) (5)**
- Click **ATTACH AN IMAGE OR VIDEO (6)** and select photos to attach
- The **i icon (7)** will give details of what the attachment should be
- Click **Send (8)**

The screenshot shows the 'Ask a Medical Question (Tink)' interface. At the top right is a help icon (?). Below the title, there is a red warning: 'Please do NOT use MyChart for medical emergencies or urgent concerns. If you are experiencing a medical emergency and need immediate attention, please call 9-1-1. If you have an urgent medical concern please call your medical provider's office.' This is followed by instructions: 'All pieces of information are required to request medical advice. Expect a response within 2 business days. Messages sent to your pediatrician will be sent to their office.'

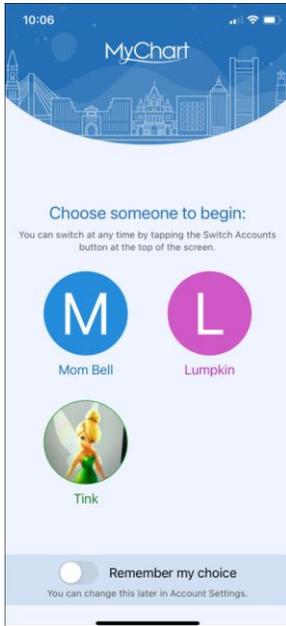
Callout 1 points to the subject line: 'To the office of Vernacchio, Louis, MD -PCP- (Out through 11/25/2020)'. Callout 2 points to the dropdown menu currently set to 'Non-Urgent Medical Question'. Callout 3 points to the dropdown arrow. Below this, it says 'The following people will be able to view this message online.' with three checkboxes: 'Myself (Mom Bell)' (checked), 'Tink Bell' (checked), and 'All others with access to Tink Bell at this time' (unchecked). Callout 4 points to the 'All others...' checkbox.

Callout 5 points to the text 'Images for today's visits with Dr. Young.' inside a large text area. An 'Instructions' popup is visible over the text area, stating: 'You can attach up to 3 files. The allowed file types are BMP, JPEG, JPG, PDF, PNG, TIF, TIFF, 3GP, 3GPP, AVI, MOV, MP4, MPEG, MPG, WMV. The maximum file size is 3.00 MB for images & PDFs. The maximum file size is 15.70 MB for videos.'

Callout 6 points to the blue 'ATTACH AN IMAGE OR VIDEO' button. Callout 7 points to the information icon (i) next to it. Callout 8 points to the green 'SEND' button. A red 'CANCEL' button is also visible.

Try It Out – Send Message with Attachments from the MyChart Mobile App

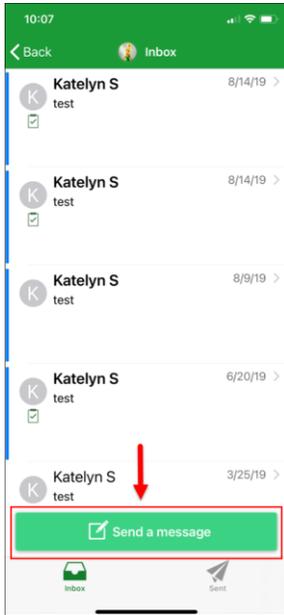
- Login to MyChart
- If logging in as a proxy (parent/guardian) select the child, you wish to send a message for



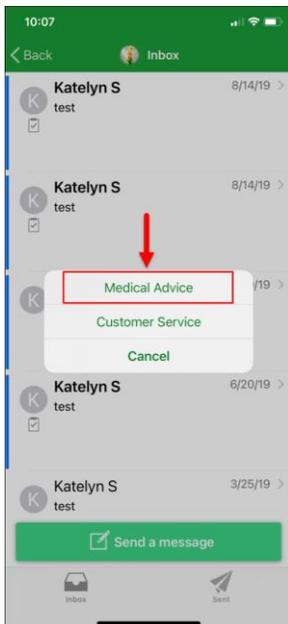
- Select the **Messages** option



- Click the **Send a Message** button



- Select the **Medical Advice** option



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- Select a **Subject of Non-Urgent Medical Question (3)** from the drop-down list

- Select/Unselect (4)** who should have access to see the message you are sending
- Click **Attachments (5)** and select photos to attach
- In the body of the message add the following text:
 - **Images for today's visit with Dr. (fill in the providers' name) (6)**
- Click **Send (7)**

