MyClevelandClinic™

Steps to Upload Your Images or Documents Using Message My Doctor's Office Via Personal Computer (PC) or Mobile Device

If there are images or documents you'd like to share with your provider along with your message, you may upload up to a total of five files. Please note that Message My Doctor's Office cannot be used to get a diagnosis for a new medical problem.

Add Images or Documents Using a PC

1. Once you typed your message, click **Attach an Image**.

   You can attach up to 5 files. The allowed file types are BMP, JPEG, PDF, PNG, TIF or TIFF. The maximum file size is 4.88 MB for images and PDFs.

   Please have the files saved and accessible on your PC prior to starting your upload process.
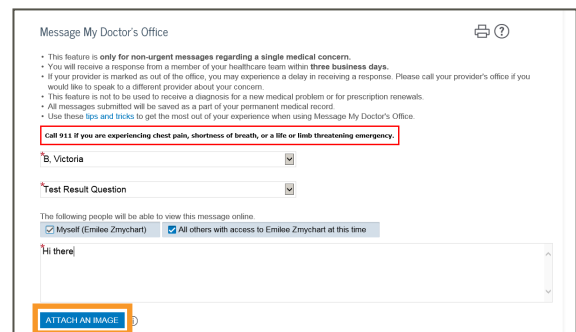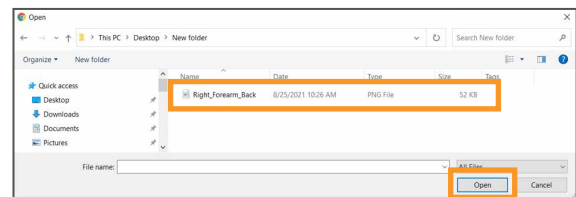

2. Locate the document or image file saved to your PC.

   • Select the file and click **Open**.

   Please name and label your document or image file as you would want it to show after upload.

   When labeling an image, use the following format: The name of the body part followed by the side (Example: Right_Forearm_Back or Leg_Left_Lower).

3. The file should now be uploaded. Click the **red (x)** if you need to delete and upload the file again.
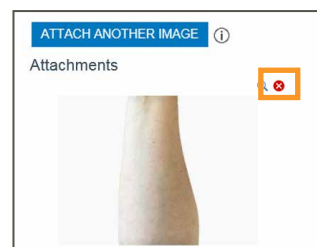
4. Repeat steps 1-3 to upload additional files. Click **Send** to submit your message with the documents or images.
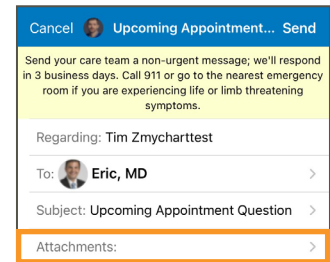
   Document(s) will be submitted for clinical review.

Add Images or Documents Using a Mobile Device

1. Once you typed your message, tap **Attachments**.

   If you do not have image or document files stored on your mobile device, you will have the option of capturing photos using your mobile device during the upload process.

2. Tap **Attach image** and choose one of the following options to upload the image or document.

   You can attach up to 5 files.

   • **Choose from Album** - Browse your storage to locate your image or document.

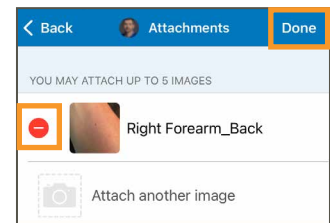   • **Use Camera** - Capture a photo of your image or document.
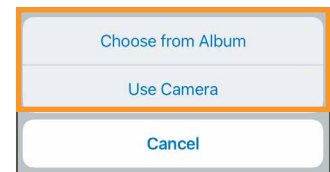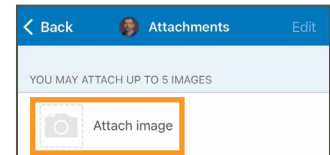
3. Label your image.

   When labeling an image, please use the following format: The name of the body part followed by the side (Example: Right Forearm_Back or Leg Left_Lower).
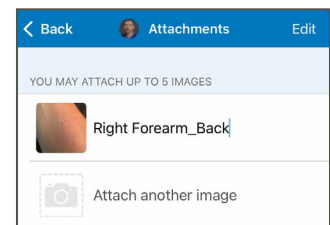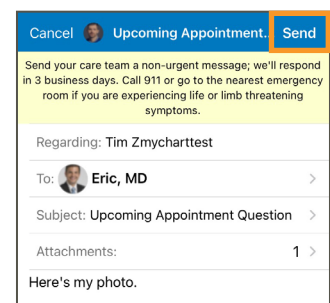
4. The image or document file should now be uploaded. Tap **Edit** and then **red (–)** if you need to delete and upload the file again.

   Tap **Done** when complete.

5. Tap **Send** to submit your message.

   Document(s) will be submitted for clinical review.

Tips for Taking a High-Quality Photograph

- **Clean the lens** by wiping with a soft clean cloth.

- **Turn off any camera effects or filters**. These include black-and-white, sepia tones, and inverted colors.

- **Minimize clutter**. Ideally, use a plain wall, sheet or blanket as the background for your photo.

- **For the best lighting, take the photo outside**. If taking the photo inside, make sure there is plenty of light.

- If taking the photo by yourself, **use the camera's self-portrait feature**, if available.

- **Frame your shot.** Make sure that everything you want in the photo is in the picture.

- If possible, **include a ruler or measuring tape** to show size and scale.

- **Take two pictures:** a close-up and one that is slightly farther away. See picture examples below.

- **Keep your hand steady when taking the picture**, and do not move your hand until the picture has appeared on the camera or device.