

## Steps to Complete an E-Visit that include Uploading Images

Thank you for choosing to complete your follow-up visit electronically using MyChart's E-Visit feature.

If at any time you need assistance with the E-Visit process, please contact MyChart Support at 216.444.1740.

For questions regarding your care, please contact your physician through the MyChart Message My Doctor feature or call the office.

 To begin your E-Visit, simply log in to your MyChart account at a time that works best for you. Select E-Visit under Find Care within Your Menu.



2. Review and Accept the Terms and Conditions.



**3.** Choose a **reason for E-Visit** as directed, select your **provider**, and select your **preferred pharmacy**.

Dermatology & Plastic Surgery or Surgical Post-Op options will include uploading images.

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	Reason	Personal Info	Medications	Allergies	Questionnaire	Confirm	
Indicates a	equired field						
Please select file for you. Y	the reason for y	our eVisit and click sked a series of que	Continue. You will stions about your h	be asked to ver wealth.	ify that we have acco	ate medical information on	
There is a cha more on eVis		\$20-\$35 depending	on the type of eVe	sit selected) wh	ich will be billed to y	a directly. Click Here to learn	
*Select rea	ison for eVisi	it					
	available reason provider to sche		es the issue you an	e experiencing,	please click Cancel t	cancel your eVisit and	
Adult C	xpress Care/Urg Problem	gent Care	Dermatology &	Plastic Surgery	Chr	nic Care Follow-up	
	Surgical Post-O	00					

4. Verify your information is correct and select Next.

Contact Information Verification Needed Were list with the sec as restly as if you end address. Verify Sto GICLUBELANC Conta Gassa Contage Second Sec and Sec	Details About Me Preferred First Name ① Tim Gender Identity Net entered Secual Orientation Nat entered Rice White	Legal Ser () Male Ser Anigned at Birth Not entred Marited Status Married Ethnicity Not Hispanic	
Edit	Language ENGLISH	Religion Not entered	

5. Review current medications and confirm that the information is correct, and then select **Next**.

- **6.** Review current allergies and confirm that the information is correct, and then select **Next**.
- 7. Select your **condition** from the list provided.

- **8.** Complete the follow-up questionnaire as directed. All questions are required for completion.
- Upload up to (5) images of the affected area for review. The images must be related to the condition selected. This step is required in order to complete your E-Visit. Review helpful tips on page 4 of this documents.
  - Select Add a Document or Image.

The allowed file types are BMP, JPEG, PDF, PNG, TIF or TIFF. The maximum file size is 4.88 MB for images.

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

Do not upload motion or Live Photos<sup>™</sup>. Be sure the feature is off before capturing your image.

- Turn off on iPhone: Open Settings > Camera > Preserve Settings > toggle Live Photo to off.
- Turn off on Android: Open Camera > select the Motion Photo icon at the top to off (turn grey).



- **a.** Select the **Browse** button, and navigate to the location of your stored images on your computer.
  - Select the image file and select **Open**.

**b.** When labeling an image, please use the following format: The name of the body part followed by *Right or Left*.

For example: Forearm Right or Lower Leg Left.

- Select Next.
- Please review your responses and update your answers if necessary before selecting Submit E-Visit.

Your provider will carefully review information you provide, and a member of your care team will respond within three business days.

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## 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.



