

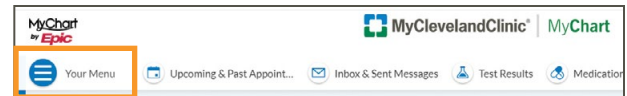
Steps to Complete an E-Visit that include Uploading Images

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

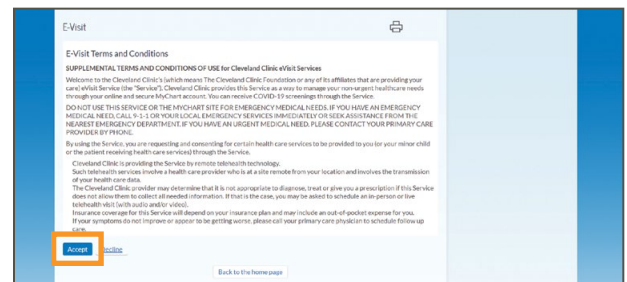
If at any time you need assistance with the E-Visit process, please contact MyChart Support at 216.444.1740.

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

1. 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.

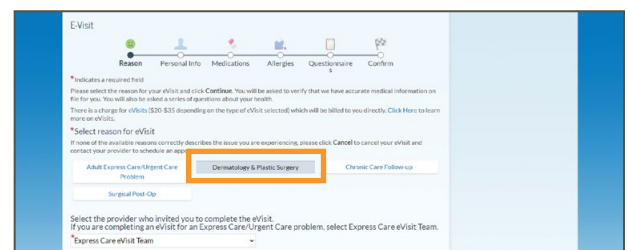


2. Review and **Accept** the Terms and Conditions.

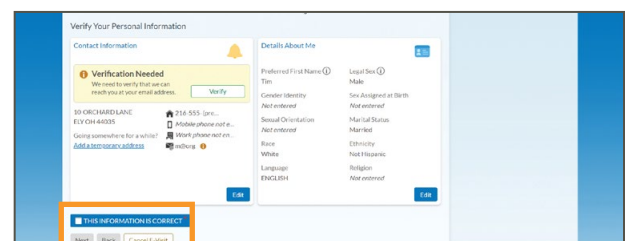


3. Choose a **reason for E-Visit** as directed, select your **provider**, and select your **preferred pharmacy**.

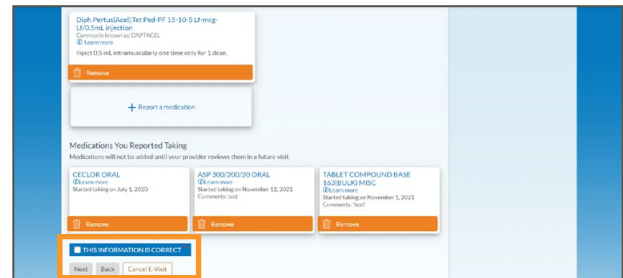
Dermatology & Plastic Surgery or Surgical Post-Op options will include uploading images.



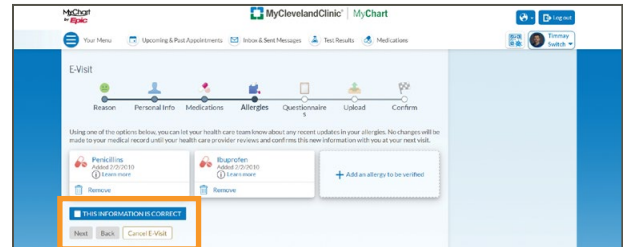
4. Verify your information is correct and select **Next**.



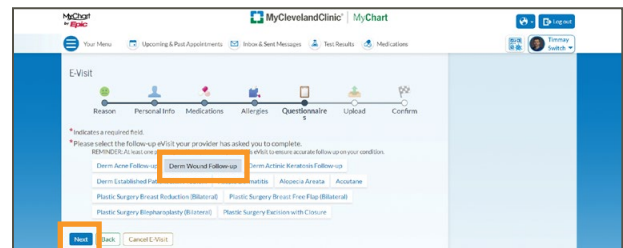
5. Review current medications and confirm that the information is correct, and then select **Next**.



6. Review current allergies and confirm that the information is correct, and then select **Next**.



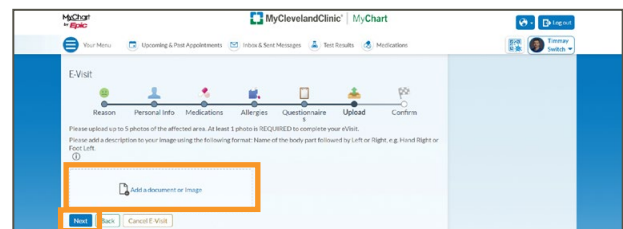
7. Select your **condition** from the list provided.



8. Complete the follow-up questionnaire as directed. All questions are required for completion.



9. 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.

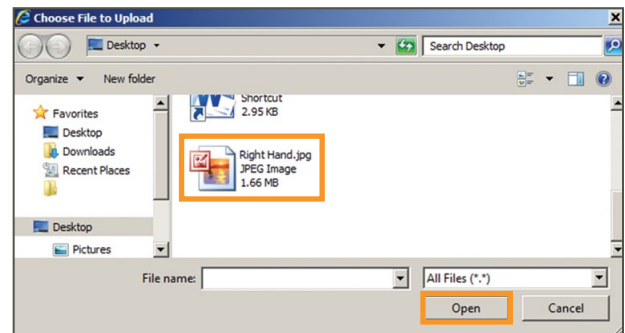
Please have the files saved and accessible on your PC prior to starting your upload process.

Do not upload motion or Live Photos™. 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.

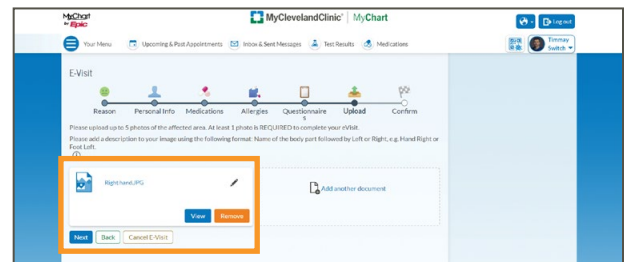
- Select the image file and select **Open**.



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

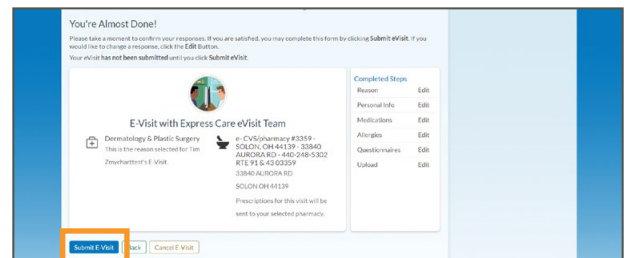
For example: *Forearm Right* or *Lower Leg Left*.

- Select **Next**.



10. 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.

