How to take photos for your Phone or Video Visit

Preparing Photos for Virtual Care

A high-quality photo will help your Dermatology provider understand your health concern. Photos are required for most phone and video visits (the resolution on video is not sufficient to evaluate skin conditions).

Here are some tips to take your photos and prepare for your visit.

Dermatology Photo Tips:

- A very sharp image is needed.
- Consider taking photos with a penny near the spot for size comparison. Touch the screen of the device where you'd like to focus.
- Do not use the zoom feature on the device, which lowers the image quality.
- Turn the phone sideways (use the landscape orientation).
- Take the photo in an area with excellent lighting to minimize shadows. Use a solid non-distracting background: A white or light gray background is ideal.
- Turn off your flash.
- Include photos that are 3 distances away from the area of concern. Include further away ('Who is it?), mid distance ("Where is it?") and closer up ("what is it?").
- View this user-friendly tutorial of what to do and what not to do for photos: www.dermpics.com

ATTACHING PHOTOS USING A DESKTOP COMPUTER

- If you are using a desktop computer, you will need to transfer your photos off of your device/camera and save to your computer (many patients will email themselves the photos and save them to the computer desktop).
- Search for kp.org in your internet browser, log in, click on "message center."
- Select the blue "compose" button (or reply to an existing message).
- Click on "Doctor's Office".
- Choose a recipient from the drop-down list (provider name).
- Write in a subject and type out a short message.
- Under the message box you should see "attach an image" link. Find your picture and click on it to attach.
- Click "send".

ATTACHING PHOTOS USING A PHONE OR TABLET

- Download the kp.org mobile app on your phone or tablet. If you are using the website on a phone or tablet you will need to scroll to the bottom of the page and select "view full site."
- Once signed in, click "messages" to either reply to a message or select "compose message" at the bottom.
- Select "Doctor's Office".
- Choose the provider name in the "to" field.
- Type in your subject and body of the message.
- You should see an "attach photos" under the subject line (multiple photos help and there is a "retake" button after each one if it's blurry).

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