

Clear photos are essential to the success of your virtual dermatology visit.

Dear Patient,

Please attach photos of your skin concern in a message to your dermatologist or primary care doctor using the KP app on your phone OR using the KP.org website. If you don't see your dermatologist's name in the messaging drop-down menu, then you can just send the photos to your primary doctor. **Your dermatologist will still be able to see the photos even if they are messaged to another doctor.** For more information on how to attach photos see below.

Please be aware that “selfies” do not take high quality skin photos. Whenever possible, please have someone else take the photos for you. Please read these additional tips and tricks:

1. Please check that the lesion/rash is in **good focus** and has bright lighting. Usually, it is better to take the picture **without flash**. However, you could always experiment and take some photos with flash and some photos without flash to see which is more clear.
2. **Close-up photos** will help the doctor to appreciate the details of your lesion. **In order to take a good close-up photo, do not simply hold the camera very close to the skin.** Instead hold the camera approximately 6-8 inches from the skin and then "pinch" the screen to zoom in. Then, tap the screen to focus and take the photo.
3. **Distance photos** allow the doctor to see the distribution of the rash/lesion(s).
4. Please photograph **all the body areas involved**. For example, if you have a rash on both hands and both feet, send pictures of all four areas. Another example: your rash is on the chest and back: send photos of **both your chest and your back**.
5. It is important that both the camera/phone and the body area being photographed be held very still. If there is even slight movement then the photo could be blurry. When photographing limb areas such as hands/arms/feet, it is best to place the body area firmly on a surface (such as a table, your lap, the floor) and then take the photograph. This is better than just sticking out the arm (for example) in the air and then trying to photograph.
6. **Do not place rulers or labels or other objects next to the skin lesions being photographed** since that often causes the images to appear blurry. **Avoid distracting backgrounds.**
7. In general, **the more photos the better. You can send multiple photos (messages only allow three photos at a time, but you can send multiple messages to send more photos).**

Instructions to send photos (If you are having technical problems on how to send message or attach photos call 1-800-556-7677**):**

1. Download the Kaiser app on your phone.
2. Sign in with your user ID and password.
3. Go to “MESSAGES.”
4. Tap “COMPOSE MESSAGE” at the bottom.
5. Choose DOCTOR’S OFFICE.
6. Tap the DOWN ARROW to the RIGHT of "TO:" and scroll the choices to find the name of the doctor (if you don't see your dermatologist's name, just send to your primary doctor).
7. Toward the bottom of the screen tap on "Attach photos".
8. Then tap on “Choose photos” and it will allow you to take a picture or choose one you already have.
9. Type “skin photos” (or any text) in the subject line and write a brief message (such as “here are my skin photos).
10. Then click “send” in the upper right-hand corner.