

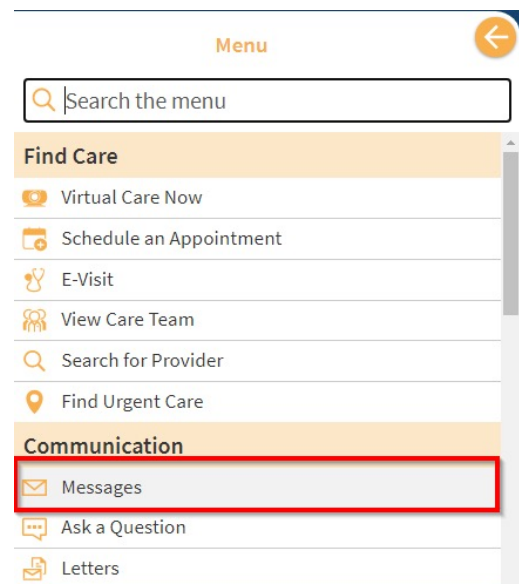
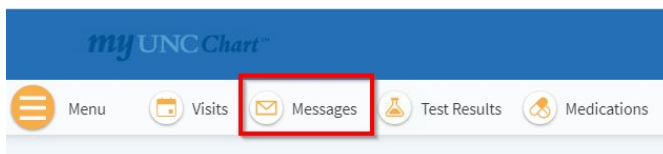
## Patient Guidance for Uploading Photos to My UNC Chart

The purpose of this guidance is to provide patients with step-by-step instructions on how to upload photos to My UNC Chart (browser version and mobile) to send to their provider for their virtual visit.

### Uploading Photos to My UNC Chart Using a Laptop or PC

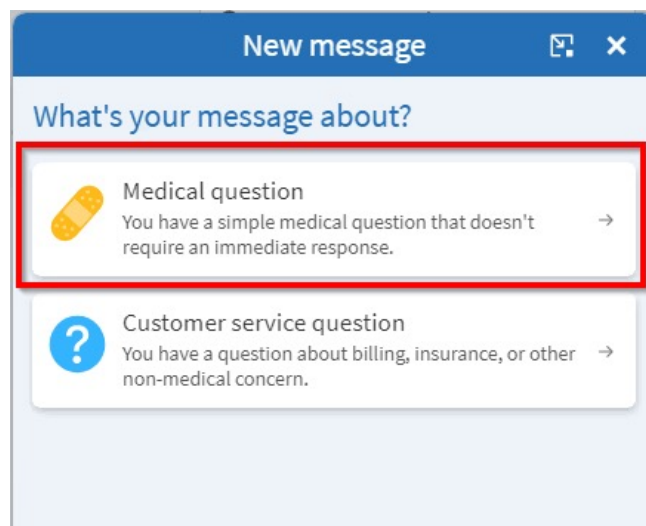
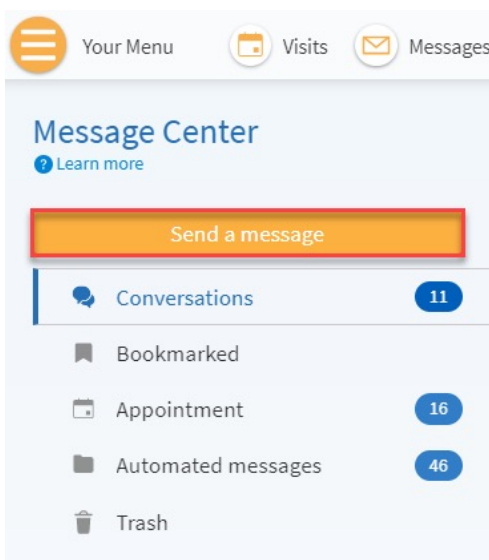
1

Select **Messages** at the top or under the Communication section in the main menu.



2

Select **Send a message** then **Medical question**.



3

Select the subject of your message from the list of options.

A screenshot of a mobile app interface titled 'Medical question'. At the top is a blue header bar with a back arrow, the title, and a close icon. Below the header, the text 'What type of medical question?' is displayed. A list of five options is shown, each in a white box with a right-pointing arrow: 'Non-Urgent Medical Question', 'Test Results Question', 'Visit Follow-Up Question', 'Referral Request', and 'Medication Question'.

4

Select who should receive the message.

A screenshot of a mobile app interface titled 'Non-Urgent Medical Q...'. The header bar is blue with a back arrow, the title, and a close icon. Below the header, the text 'Who do you want to contact?' is displayed. A single contact option is shown in a white box with a right-pointing arrow. The contact is 'Sarah A Saunders, PA', with subtext 'Internal Medicine' and 'Appointment today'.

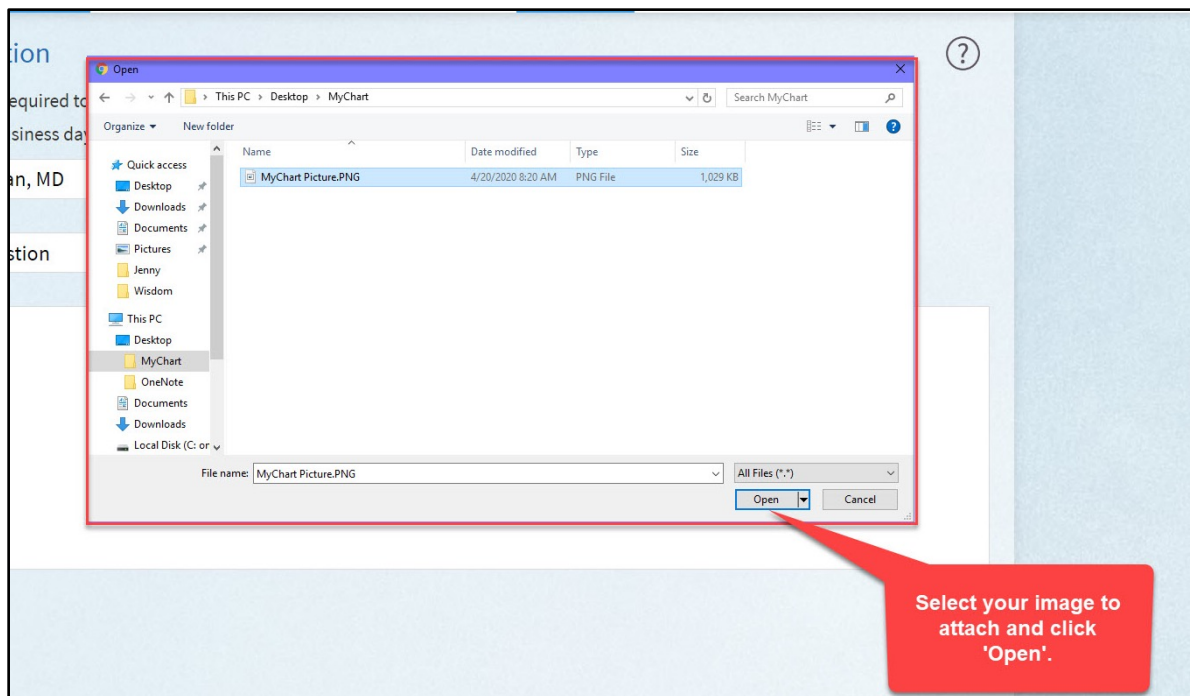
5

Write your message, and then **click the paperclip icon** to attach an image.

A screenshot of a mobile app interface for composing a message. The header bar is blue with a back arrow, the title 'Non-Urgent Medical Q...', and a close icon. Below the header, the 'To' field shows 'Sarah A Saunders, PA' with a profile icon. The 'Include' section shows a checked box next to 'Jake Mychart'. A light blue banner contains the text 'Call 911 if you have an emergency. Learn more'. Below this, there are two red asterisks followed by the labels '\* Subject' and '\* Enter your message...'. At the bottom, there is a grey bar with a trash icon, a paperclip icon (highlighted with a red square), and a 'Send' button with a right-pointing arrow.

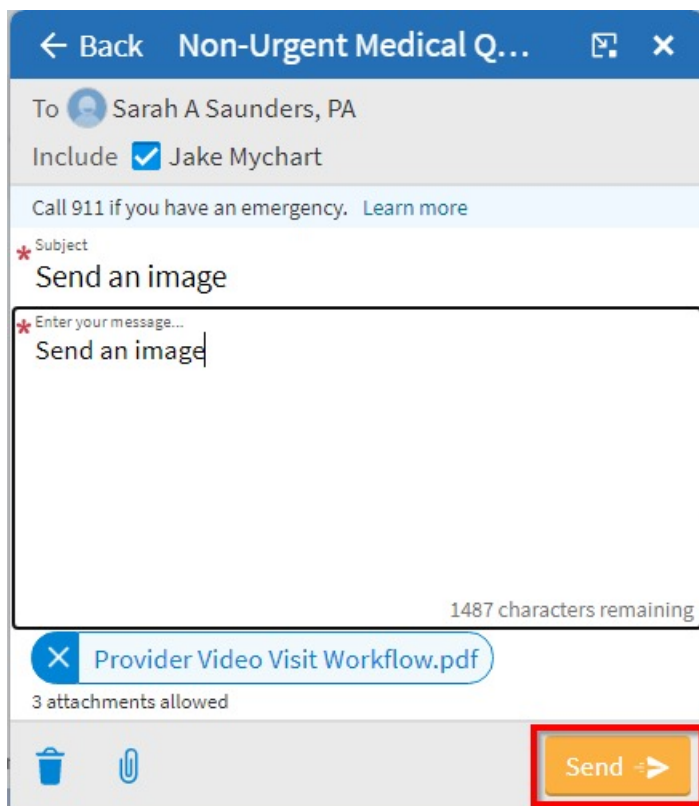
6

Once you have clicked **the paperclip** to attach an image, select the image to attach and click **Open**.



7

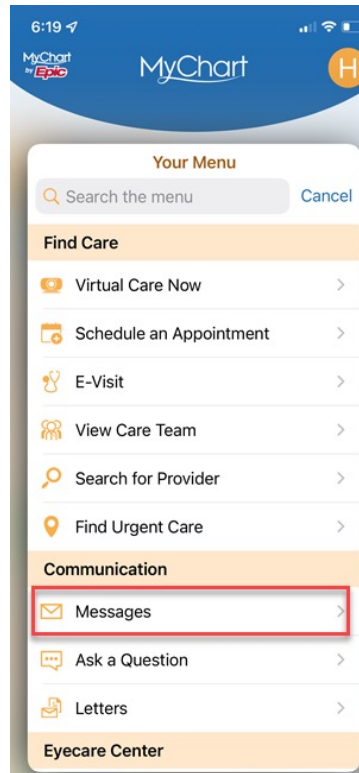
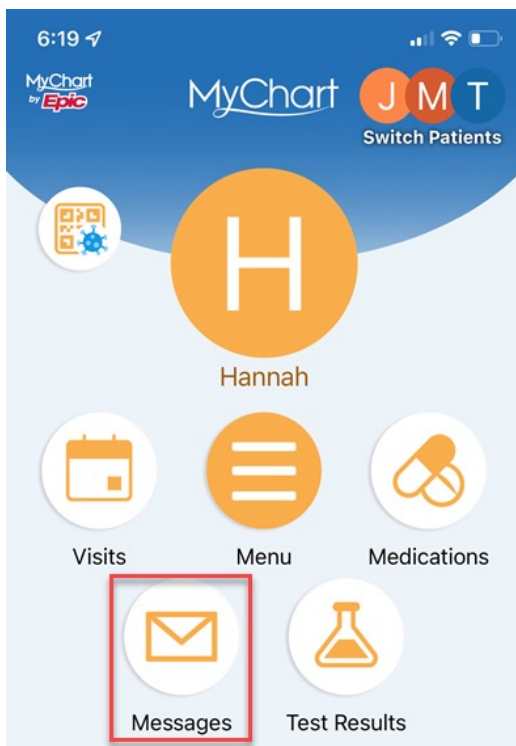
Once you see your attached image at the bottom, click **Send**.



# Uploading Photos to My UNC Chart App Using a Smartphone (Android or iPhone)

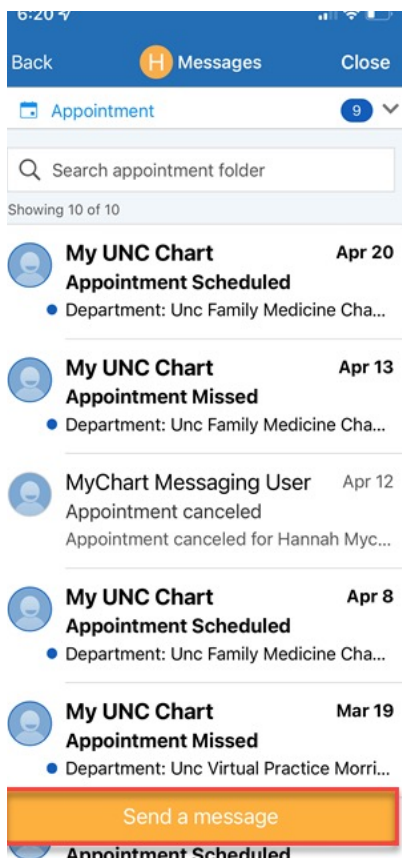
1

Select the **Message** icon from the homepage or under the Communication section of the Menu.



2


Select **Send A Message** at the bottom of your screen.




3


Select **Medical question**.

6:20 4G

Back  New message Close

What's your message about?


 **Medical question**  
You have a simple medical question that doesn't require an immediate response. →

 **Customer service question**  
You have a question about billing, insurance, or other non-medical concern. →

4

Select the subject of your message from the list of options.

6:20 4G

Back  Medical question Close

What type of medical question?

Non-Urgent Medical Question →

Test Results Question →

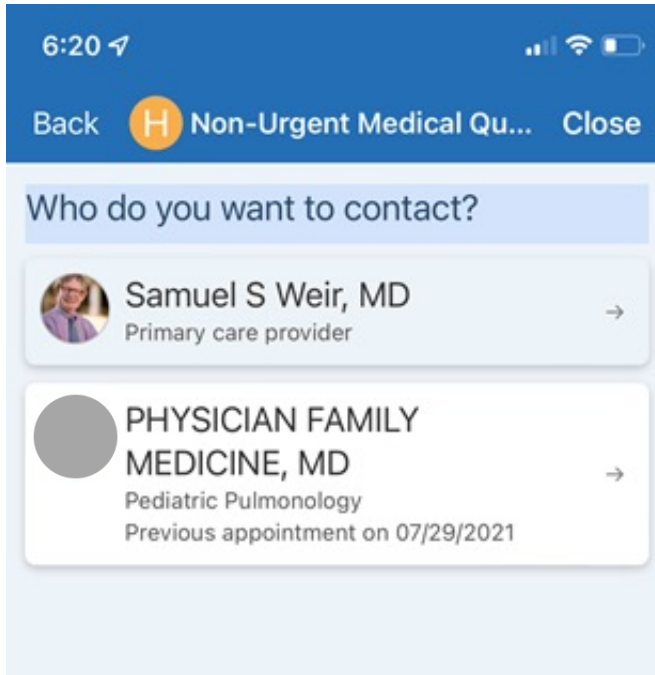
Visit Follow-Up Question →

Referral Request →

Medication Question →

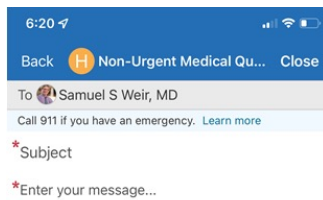
5

Select who should receive the message.



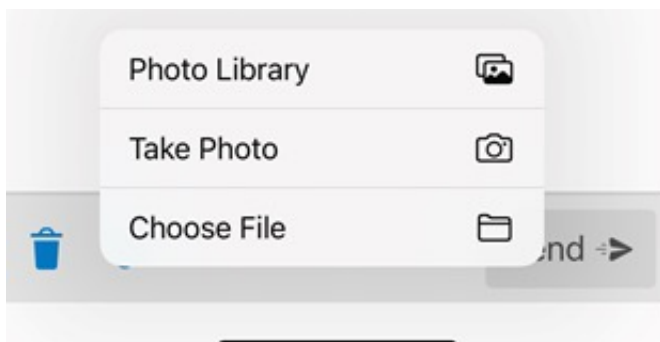
6

Click on the **paperclip icon** at the bottom of your screen to attach an image.



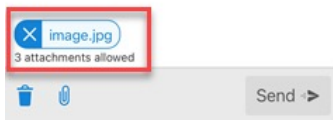
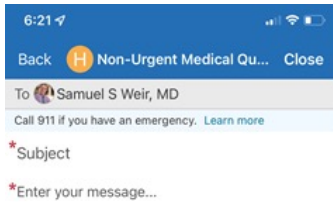
7

Click on **Photo Library** or **Choose File** or **Take Photo** to take a new picture.



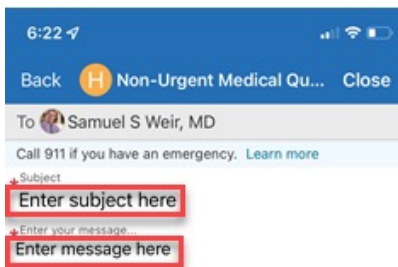
8

You will see the image you attached. You can select up to three images.



9

Enter a subject and a message.



10

Click **Send**.

The screenshot shows a mobile app interface for sending a message. At the top, the status bar shows the time 6:22 and signal/battery icons. Below the status bar is a blue header with a 'Back' button, a yellow 'H' icon, and the text 'Non-Urgent Medical Qu...' followed by a 'Close' button. The main content area has a grey header with 'To' and a profile picture of Samuel S Weir, MD. Below this is a light blue bar with the text 'Call 911 if you have an emergency. Learn more'. The form fields are labeled with red asterisks: 'Subject' with the placeholder 'Enter subject here', and 'Enter your message...' with the placeholder 'Enter message here'. At the bottom, there is an attachment section with a blue 'X' icon, the text 'image.jpg', and '3 attachments allowed'. Below this are icons for deleting and attaching files, and a red 'Send' button with a right arrow.

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This information is provided to help you access a tool that is currently offered in English only. If you ask a friend or family member to help you access or navigate My UNC Chart you may be providing them access to your private medical information. If you would prefer help by an employee of UNC Health, please let a staff member know during your visit.

If you have questions, please call UNC Health Outpatient Access Center (888) 996-2767.