

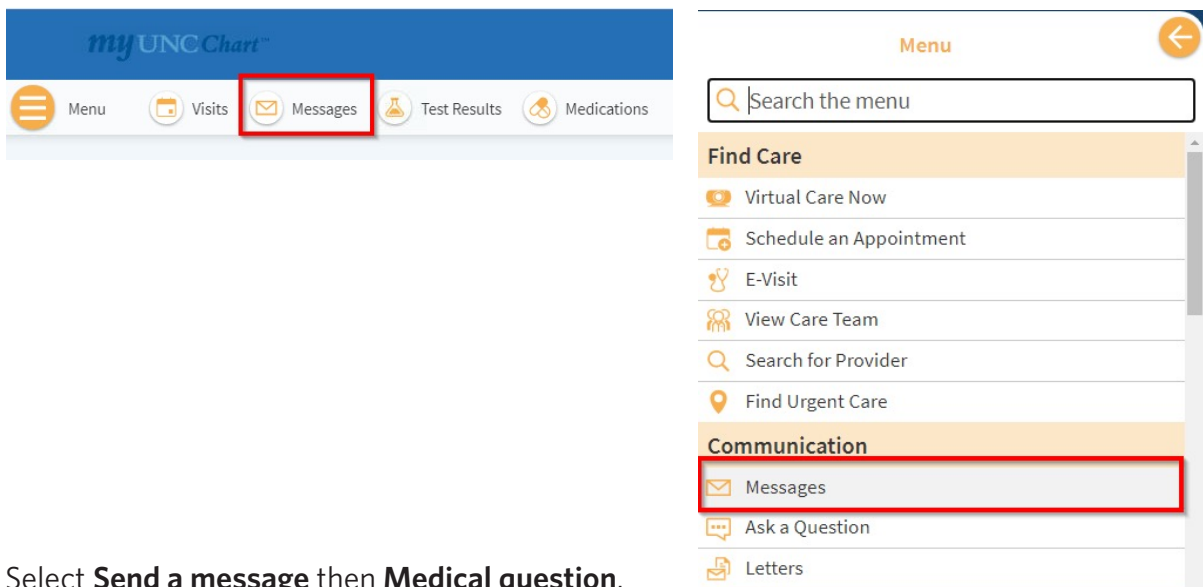
## Patient Guidance for Uploading Photos to My UNC Chart

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

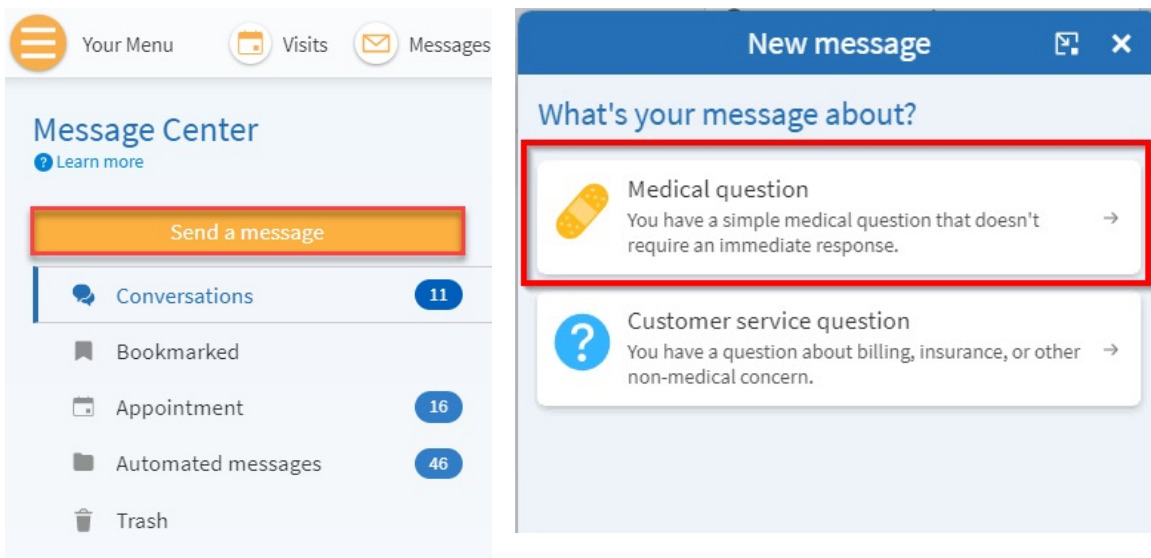
1

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 application interface. At the top, there is a blue header bar with a back arrow, the text "Medical question", and a close icon. Below the header, the question "What type of medical question?" is displayed. There are five white buttons with rounded corners, each containing a text label and 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 application interface. At the top, there is a blue header bar with a back arrow, the text "Non-Urgent Medical Q...", and a close icon. Below the header, the question "Who do you want to contact?" is displayed. There is one white button with rounded corners containing a contact card for "Sarah A Saunders, PA" with the subtext "Internal Medicine" and "Appointment today", and a right-pointing arrow.

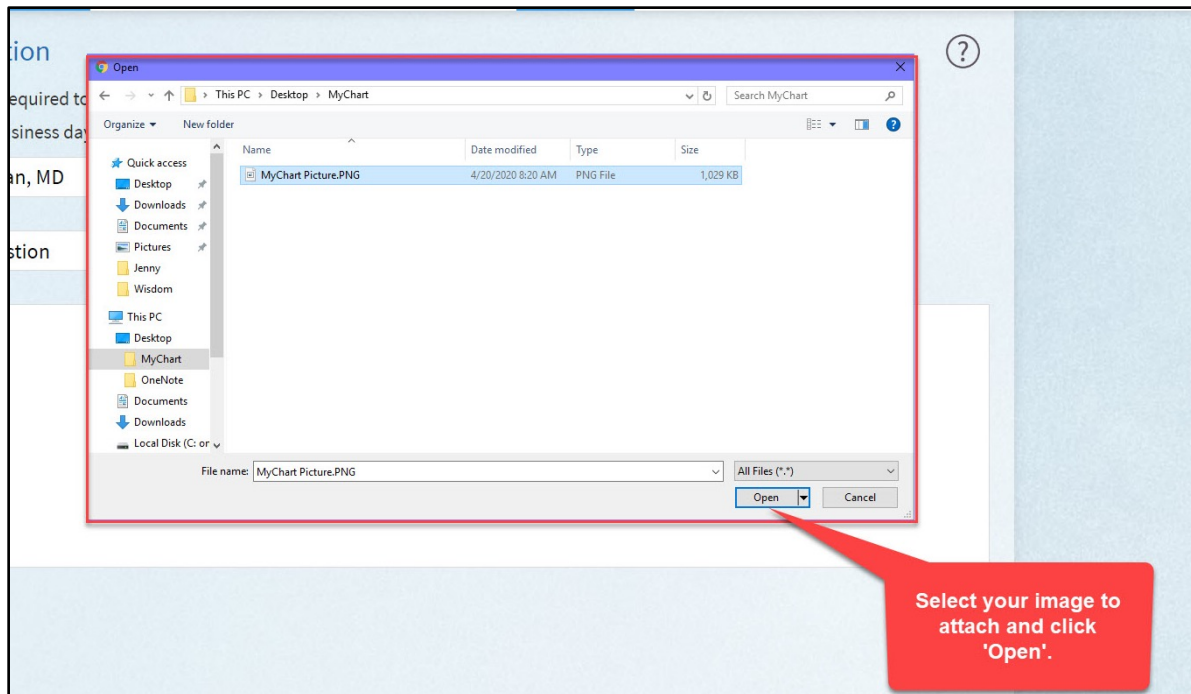
5

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

A screenshot of a mobile application interface for composing a message. At the top, there is a blue header bar with a back arrow, the text "Non-Urgent Medical Q...", and a close icon. Below the header, the recipient is listed as "To Sarah A Saunders, PA" and "Include  Jake Mychart". A light blue banner contains the text "Call 911 if you have an emergency. Learn more". Below this, there are two text input fields: "\* 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.

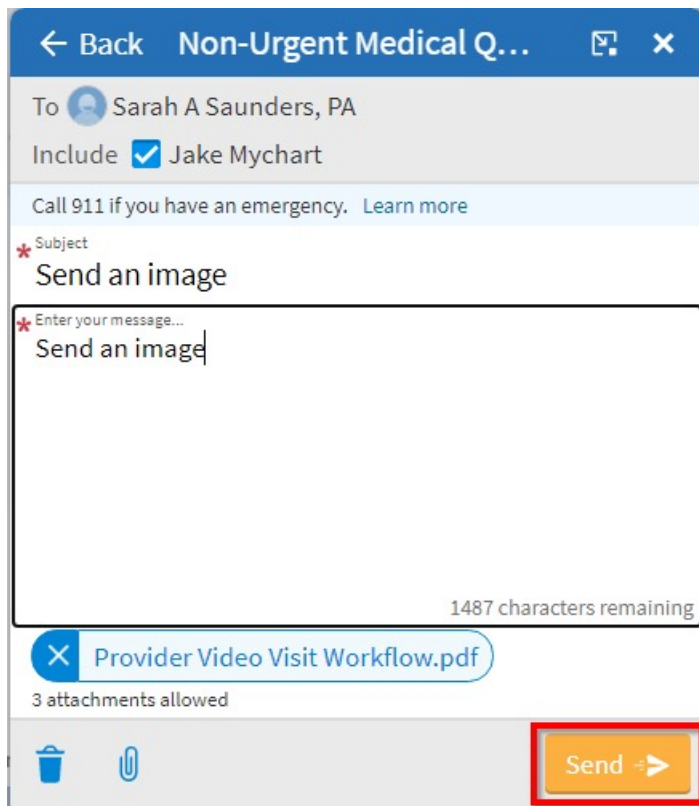
6

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



7

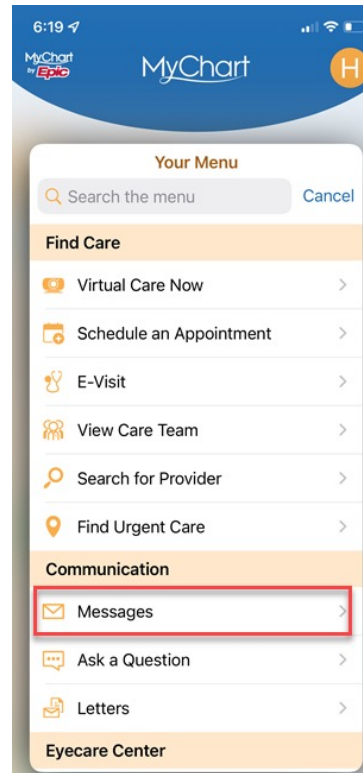
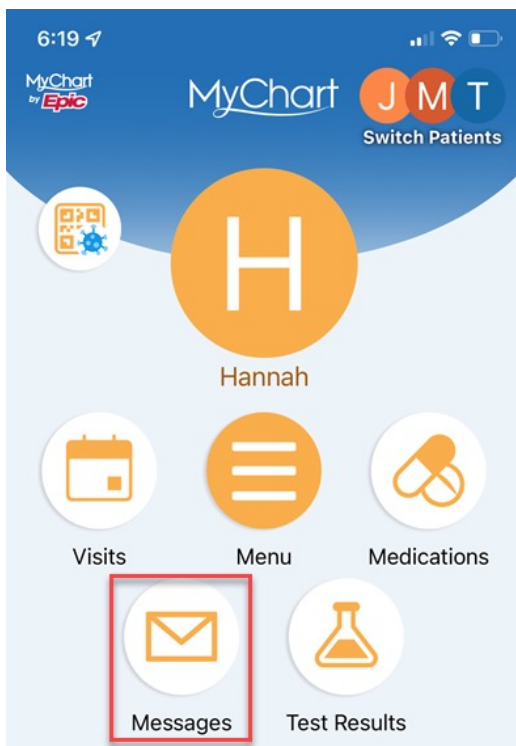
Once you see your attached image at the bottom, click **Send**.



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

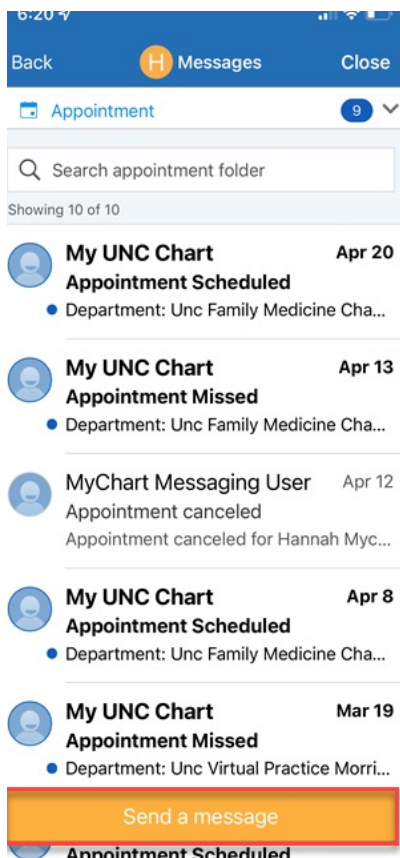
1

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



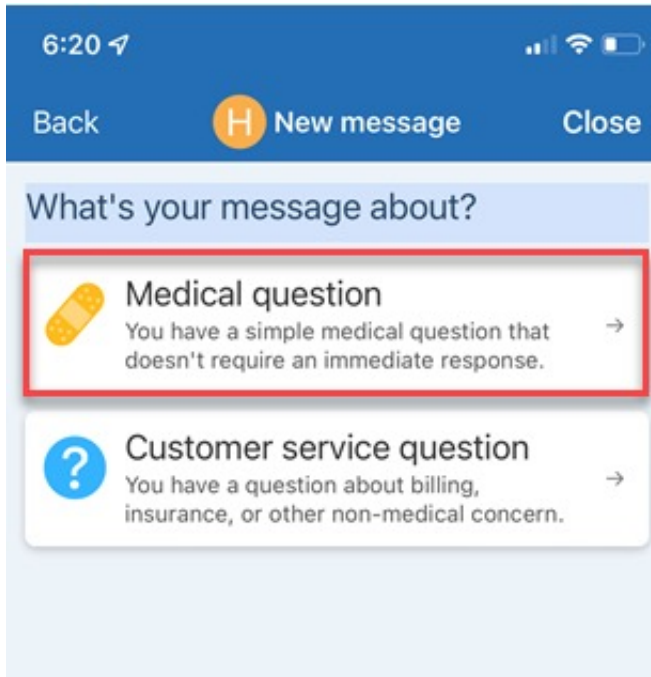
2

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



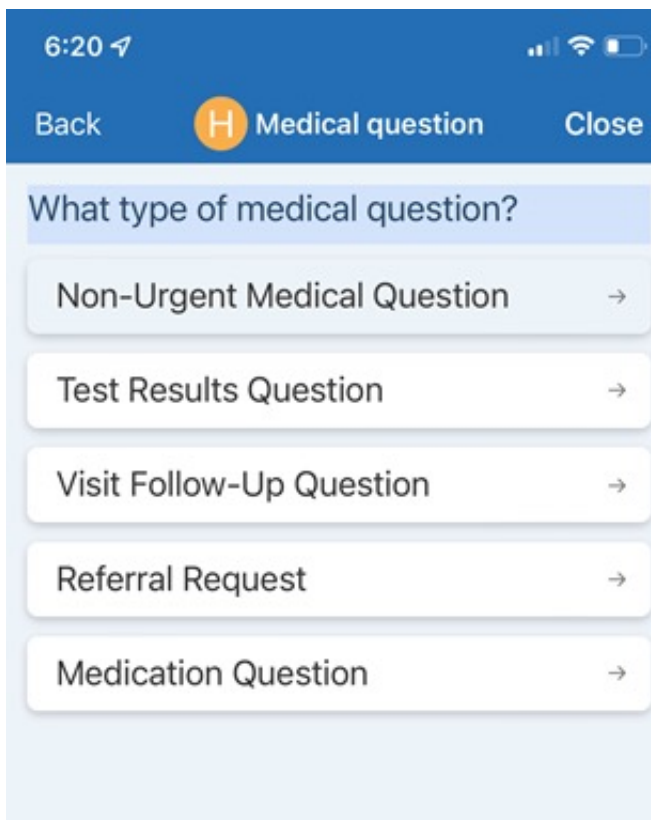
3

Select **Medical question**.



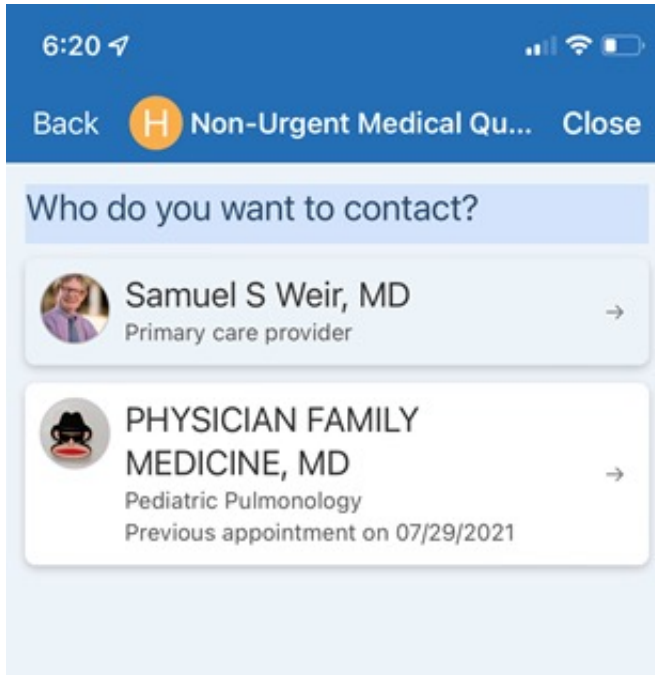
4

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



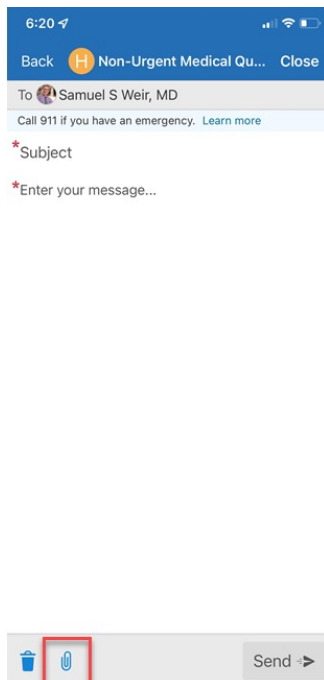
5

Select who should receive the message.



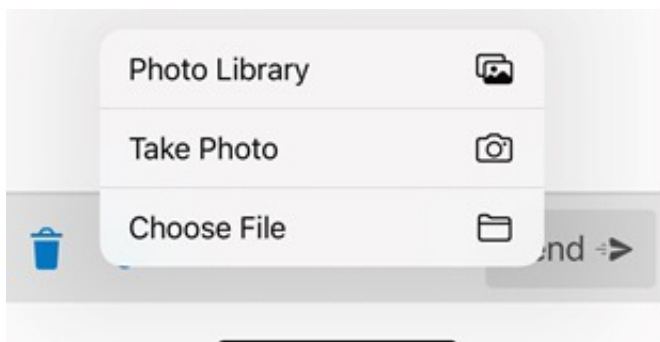
6

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



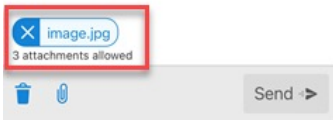
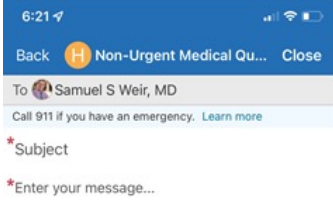
7

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



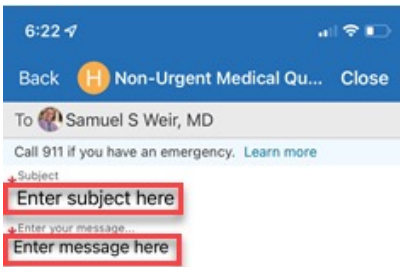
8

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



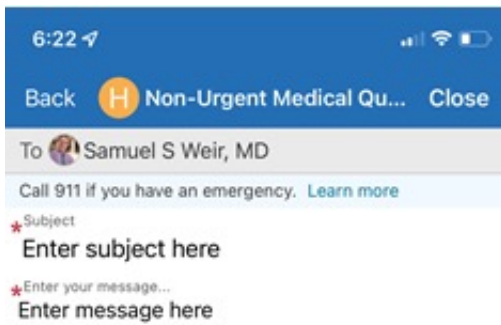
9

Enter a subject and a message.



10

Click **Send**.



© 2020 Epic Systems Corporation. Used with permission.

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.