

Getting started with eVisit: Patient Guide



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GENERAL HOSPITAL

DERMATOLOGY

Your doctor's office has contacted you about an eVisit – What's that?

- Your doctor may recommend this for periodic check-in. It is a good option if your skin condition has been stable but your doctor needs to continue safety monitoring.
- Allows check-in to happen asynchronously (you send your part, then later on doctor replies) rather than a video or phone call
- If you are not offered an eVisit, it is because we do not have a questionnaire for your condition yet. Stay tuned – we're always updating.
- eVisit cannot replace all your office visits



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What is required for eVisit?

The one-time registration link will be from:

"Siegal Botti, Eirian L." <ESIEGAL-BOTTI@mgh.harvard.edu>
Subject: Welcome to eVisits!

- Sign up as soon as you get eVisit registration email
 - Be sure to check your spam folder
- On day of your eVisit, you will get email reminder to log-in
 - Fill out the questionnaire
 - Load photo of your affected skin areas
 - (If needed) Have labs collected at an MGH-affiliated lab



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Follow the one-time link and enter patient's birthday to confirm identity

The screenshot shows a web browser window with the URL `partnersevisits.org/remote-registration/dermatology/start/B6Uq3hZmaDHAqtj3hT2R`. The page header includes the Partners Healthcare logo, the text "FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL AND MASSACHUSETTS GENERAL HOSPITAL", and the "eVisits" logo. A "LOG OUT" link is visible in the top right. The main content area is titled "About Partners eVisits" and contains the following text: "Thank you for your interest in eVisits. The eVisit your doctor has requested will enable you to continue your care, without having to come into the office. Complete your visit at your convenience from your computer, tablet or smart phone. Before continuing, we'd like to verify your identity. Please enter your date of birth below." Below this text is a form titled "Patient's Date of Birth:" with three dropdown menus. The first dropdown is set to "January", the second to "1", and the third to "2020". An orange "CONTINUE" button is located below the form. The footer contains copyright information: "© 2020 Partners HealthCare System, Inc. Frequently Asked Questions", the Partners Healthcare logo and hospital name, and links for "About eVisits" and "Terms of Use".

Partners eVisits

partnersevisits.org/remote-registration/dermatology/start/B6Uq3hZmaDHAqtj3hT2R

LOG OUT

About Partners eVisits

Thank you for your interest in eVisits. The eVisit your doctor has requested will enable you to continue your care, without having to come into the office. Complete your visit at your convenience from your computer, tablet or smart phone.

Before continuing, we'd like to verify your identity. Please enter your date of birth below.

Patient's Date of Birth:

January

1

2020

CONTINUE

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[About eVisits](#) [Terms of Use](#)

Now sit back and wait for your eVisit date

- After you register, you will be able to see dates for any upcoming appointments



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It's eVisit Day!

- You will get an email reminder that it's your eVisit day

From: "Office of Dr. ***" <mail@partnersevisits.org>

Subject: eVisits Reminder: Get Labs

*** is your doctor's name

- Please log in and fill out the questionnaire and load photos on your eVisit day, so your care is not delayed!



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Tips for completing the questionnaire

- If you are experiencing a side effect – include as much detail as possible for your doctor
- There is a space at the bottom of the questionnaire that you can add free-text information that you think will be helpful for your doctor
- You can reach us via Patient Gateway or:
 - Weekdays, business hours: 617-726-2914
 - Evenings, weekends: 617-726-2000 (main hospital line and ask for dermatologist on-call to be paged)



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Sample Questionnaire

- The following is a sample.
- Your condition may be different and therefore you will see different questions

Please answer the following questions as accurately as possible. These questions aren't meant to provide a complete picture of your current health, just some details that are particularly important for your doctor to know.

Overall, how has your acne been since your last visit?

- Better
- The same
- Worse

Where is your acne (check all that apply)?

Select all that apply. If none apply, select "None of the above".

- Face
- Upper chest
- Upper back
- Other
- None of the above

Please upload 3 or more images of your acne. If possible, also load into Patient Gateway. (optional)

Here is a guide for taking photos: <https://www.dermnetnz.org/assets/Uploads/ATA-Teledermatology-poster.pdf>

Stand in a well lit room (natural lighting is preferable)

Please upload 3 or more images of your acne. If possible, also load into Patient Gateway. (optional)

Here is a guide for taking photos: <https://www.dermnetz.org/assets/Uploads/ATA-Teledermatology-poster.pdf>

- Stand in a well-lit room (natural lighting is preferable).
- If possible, ask a friend or family member to take the photos
- Include at least 3 images
- Include images from a distance to show where rash is located
- Include close-ups to show texture/quality of rash

Total size of all uploads is limited to 8 megabytes. You may upload JPEG, PNG, GIF, or PDF files.

Choose File... Choose File... Choose File... Choose File... Choose File...

Are you experiencing any of the following?

Select all that apply. If none apply, select "None of the above".

- Dryness or rash involving eyes, lips, nose (including nosebleeds), skin?
- Changes in night vision
- Mood changes
- Unusual muscle aches or joint pains
- Any gastrointestinal issues like stomach upset, nausea/vomiting, diarrhea, blood in stool, change in appetite?
- Other
- None of the above

Have you missed any doses of your medication?

- Yes
- No

Are you a woman of child-bearing potential?

- Yes
- No

Note: If you are female on Accutane, you are considered “woman of child-bearing potential,” so click YES. This has to do with the negative pregnancy test in iPledge

If you have any questions or concerns not addressed above, please enter here. If you have any urgent questions/concerns, please call our office at 617-726-2914 *(Optional)*

Be sure to add any explanatory details here if you didn't have room to explain above!

Be sure to have your blood drawn for labs. Please do fasting labs for lipid panel. The order has been sent to a Partners lab.

The bottom has a reminder to get LABS (if applicable)

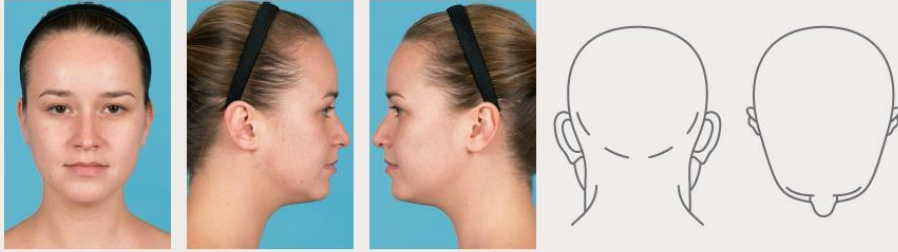
Tips for taking photos – at least 3 photos!

- Stand in a well-lit room (natural lighting is preferable).
- Ask a friend or family member to take the photos
- Include images from a distance to show how your skin condition is distributed
- Include close-ups to show texture/quality of your skin condition
- If you are submitting a picture of a mole or growth - put a ruler (mm side) next to the lesion and photograph.
- Double check that photos are not blurry (otherwise, re-take)



head & body

head, face, scalp



Preparation: Remove jewelry and makeup. Restrain hair. **Positioning:** Seated. Tuck chin slightly. Minimize rotation and tilting. Neutral expression.

knees, elbows



Preparation: Remove applicable clothing. **Positioning:** Standing.

axilla



Preparation: Remove jewelry and deodorant, if visible. Restrain hair. **Positioning:** Standing, arms raised.

genitals, buttocks



Preparation: Remove clothing. **Positioning:** Lithotomy pose for female.

trunk



Preparation: Remove clothing from upper body. Remove jewelry. Restrain hair. **Positioning:** Standing, back straight. Minimize rotation and leaning.

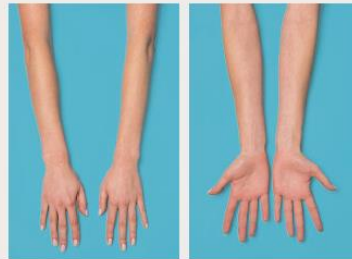
upper extremities

upper arms



Preparation: Remove applicable clothing and jewelry. Restrain hair. **Positioning:** Standing, arms at side, palms facing front.

lower arms



Preparation: Remove applicable clothing and jewelry. **Positioning:** Seated, rest arms on table.

hands, fingernails



Preparation: Remove jewelry. Roll up sleeves. **Positioning:** Seated, rest hands on table.

lower extremities

legs: anterior and posterior



Preparation: Remove shoes, socks and applicable clothing.
Positioning: Standing, feet slightly apart.

legs: lateral and medial



Preparation: Remove shoes, socks and applicable clothing.
Positioning: Bend knee of leg furthest from camera and move foot forward.

feet, toenails



Preparation: Remove shoes, socks and applicable clothing. Brush debris from bottom of feet. **Positioning:** Keep feet close together. Have patient kneel for soles of feet.

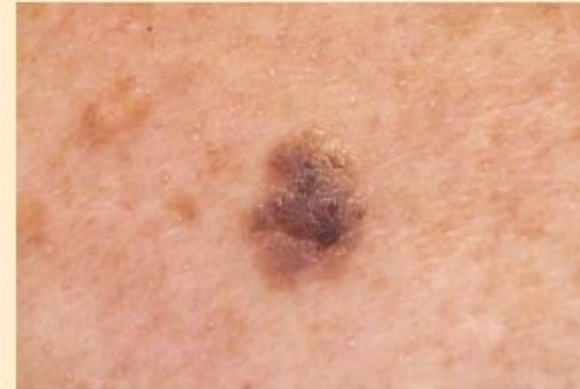
necessary sequence of images



distribution



regional



close-up showing surface features

From ATA Teledermatology Poster

Get labs collected at an MGH-affiliated Lab

- <https://www.massgeneral.org/pathology/services/blood-draw-site-locations>

If you have any questions, we are here

- If possible, please message via Patient Gateway

<https://patientgateway.partners.org/>

Click on Enroll Now (if you don't have a login already)

- Weekdays, business hours: 617-726-2914
- Evenings, weekends: 617-726-2000
 - (main hospital line and ask for dermatologist on-call to be paged)



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