Getting started with eVisit: Patient Guide
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
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
Follow the one-time link and enter patient’s birthday to confirm identity
Now sit back and wait for your eVisit date

- After you register, you will be able to see dates for any upcoming appointments
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!
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)
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](https://www.dermnetnz.org/assets/Uploads/ATA-Teledermatology-poster.pdf)
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](https://www.dermnetnz.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!

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


knees, elbows

Preparation: Remove applicable clothing. Positioning: Standing.

axilla

Preparation: Remove jewelry and make-ups. Let hair fall. Positioning: Standing, arms at sides.

genitals, buttocks


trunk


upper extremities

upper arms

Preparation: Remove applicable clothing and jewelry. Let hair fall. Positioning: Standing, arms at sides, palms facing front.

lower arms

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

hands, fingernails

Preparation: Remove jackets. Lift up sleeves. Positioning: Seated, rest hands on table.

From ATA Teledermatology Poster

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.
Positioning: Brush debris from bottom of feet. Position: Keep feet close together. Have patient lean forward so toes 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)

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  • (main hospital line and ask for dermatologist on-call to be paged)