

Introduction:

This tip sheet describes how to upload clinically relevant images to send to your CHOP healthcare provider. You can attach up to 9 images. The allowed file types are GIF, JPG, PNG, TIFF, BMP, TIF, JPEG and PDF. The maximum file size is 19.53MB (approximately 20MB).

Steps to Send a Message with Images to Your Healthcare Provider

1. While on the Contact Your Healthcare Provider screen (Messaging > Contact Your healthcare Provider), populate the required fields:
 - a. **Recipient** – Select the department or provider from the drop-down list to send the message. *Please note, only providers and departments for which you have had a scheduled visit will display in the drop-down list. In some cases, only the department will display and not the provider.*
 - b. **Subject** – Select an appropriate subject from the drop-down menu.
 - c. **Message** – Enter a message to be sent to your healthcare provider. This field is free-text with a 1,000 character limit.
 - d. **Attach an Image** (button) – Select the *Attach an Image* button to link files to the message being sent to your healthcare provider.
2. When all information has been added to the message, click the Send button to send the message to the selected department/provider.

Contact Your Healthcare Provider (Amanda) ⓘ

If this is a medical emergency, call 911. If you have an immediate need, call your healthcare provider.

Questions are reviewed by licensed clinical staff and then forwarded to your healthcare provider when necessary.

It may take 3-5 business days to get a response to your medical question and up to 7 business days for forms to be available for pickup (i.e. Camp forms).

For the safety of the patient, we cannot accept images of issues that were not previously evaluated by your practitioner. We are sorry for any inconvenience this may cause. We want to be sure the patient receives care for this condition. If you would like to make an appointment or discuss this with your practitioner, please call your doctor's office or [Schedule an appointment online](#). [Click here for help attaching an image to your message.](#)

* Choose a Recipient ⓘ
ⓘ This is required

* - Select a Subject - ⓘ
ⓘ This is required

*
ⓘ This is required

ATTACH AN IMAGE ⓘ

SEND CANCEL