

## Strathesk Medical Practice Emailed Clinical Images Patient Guide

Due to the COVID-19 pandemic we have limited our face to face appointments for skin complaints, to reduce the risk of COVID-19 spread. As a result, where appropriate we may suggest you to email clinical images or perform a video consultation. For skin lesions, emailed clinical images are often the most appropriate solution as the image quality is much better than video and is minimises the risk of infection compared to a face to face appointment. If you would prefer not to email images, we will discuss the other options including telephone consultation, video consultation, or face to face consultation as appropriate.

Please note that although our NHS email is secure, there is no guarantee emails will be delivered or received by the practice, and we cannot guarantee security before they are received by us. Please note that many personal devices will automatically back up images with cloud software, which you may wish to consider.

### How to send an image:

1. **Only send an image if this has been discussed with a healthcare professional during a consultation. Unsolicited emails will be deleted without being read.**
2. Try to ensure the photo is focused, tips
  - a. Ideally take in an **evenly sun lit** area. **Consider using flash**, this will generally give a sharper image with better colour consistence and higher contract, although for close up images flash may bleach the image
  - b. Give a few seconds for the devices **auto-focus** to engage
  - c. Consider a time-delayed shutter activation to avoid camera shake
3. Take a **close up image**, ideally with the lesion taking up 2/3 of the screen (as long as in good focus) **and a distant image showing a relevant close anatomical landmark**, e.g. hand.
4. Ideally hold a **ruler** just below the lesion for scale
5. When sending the photo, send a **maximum of 2 pictures per email**, the maximum size for attachments is 13Mb. Do not send video/live photos/moving photos as all will not be accepted by our email inbox. If images are large, consider compressing them before sending.
6. Email photos to: [prescription.s77248@nhslothian.scot.nhs.uk](mailto:prescription.s77248@nhslothian.scot.nhs.uk) with subject title **clinical image [Patient Name] FAO [requesting medical professional]**.

### How your images will be processed:

1. The images will be reviewed by the requesting healthcare professional and will in the majority of cases contact you within 24 hours of your initial consultation. Please note sometimes it can take several hours for emails to be received.
2. Following review, relevant images will be saved to your permanent medical record. Any poor quality or duplicate images will be deleted without being saved.
3. Your email will be permanently deleted
4. In the event that a safe and appropriate management plan can't be made on the basis of your telephone discussion and emailed photos we will discuss other options with you.