

Sending a Photo in South Shore MyChart

Patients who have active South Shore MyChart accounts can use the secure messaging platform to send photos to their care team.

If you do not have an account and need help creating one please go to <https://MyChart.SouthShoreHealth.org> or call 781-261-4480 for help.

Sending a Photo Using a Desktop Computer

Log in to your South Shore MyChart account.

Hover over the **Messaging** icon at the top of the home page, and click **Ask a Question** in the dropdown menu.



Health



Visits



Messaging



Billing

This will bring you to the “Ask a Medical Question” page.

Ask a Medical Question ?

MyChart Online should only be used for non-urgent communication.

Expect a response within 2 business days.

Messages may not be read after office hours or on weekends and holidays.

Messages are usually reviewed by office staff and placed in your medical record.

Please consider this when communicating sensitive information within your message.

URGENT MEDICAL MATTERS

- For Urgent medical matters at any time, please call your providers office.
- For life threatening medical emergencies, please call 911.

* Choose a Recipient

* - Select a Subject -

*

ATTACH AN IMAGE OR VIDEO i

SEND CANCEL

Image Attachments

- You can attach two (2) images to your message, with a maximum file size of 3 MB per image
- Allowed file types: JPG, PNG, PDF, BMP, TIF.
- Please do not include images of genitals, breasts, or buttocks
- Attachments become part of your permanent medical record and will likely be seen by other members of your care team in addition to your provider.

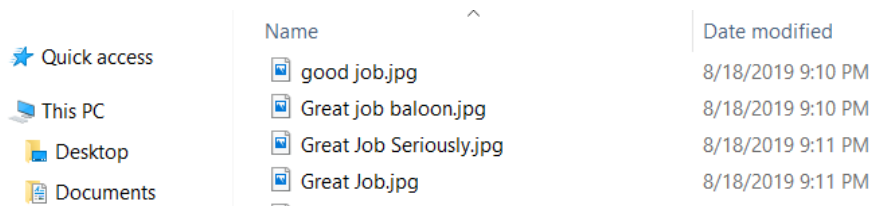
There will be several fields that need to be completed:

- **Choose a Recipient** – Select the provider you want to receive the picture
- **Select a Subject** – Choose the option that appropriately describes your message
- **Enter a Message** – Add any context to your photo or provide any additional information

**If the provider you need to send a photo to is not listed, please select your regular care provider and we will be able to direct it to the right place.*

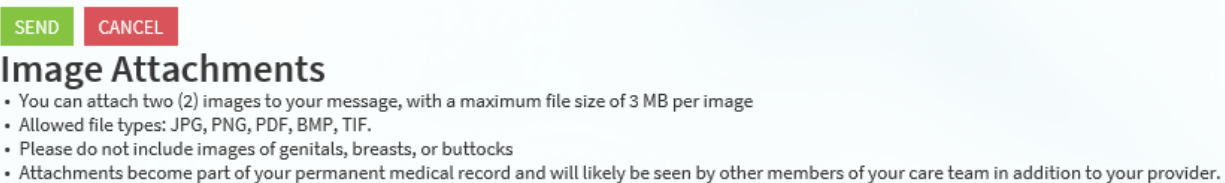
Towards the bottom of the page (below the space where you can type your message), you'll see a button that says **Attach an Image**.

Clicking that button will launch the file explorer on your computer. It's important to note that if you'll need to transfer your photos from your camera or smartphone prior to this step.



Select the photos you'd like to send to your provider, and click "Open" (other computers may say "OK" or "Attach") to add them to your message. Please note that there is a limit of 3 photos per message.

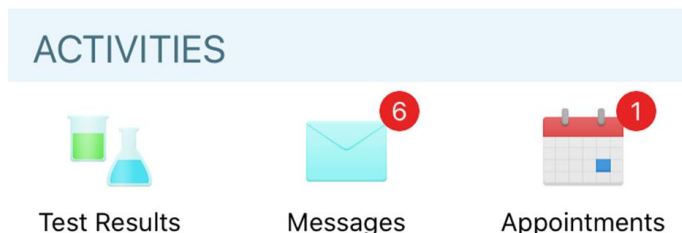
Once your message has is complete and the photos have been attached, the **Send** button will turn green; click that button to send your message.



Sending a Photo Using a Mobile Device

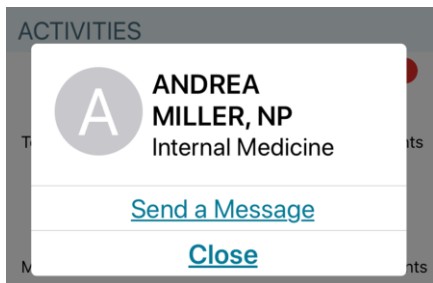
Open the South Shore MyChart app on your smartphone or tablet.

Tap the **Messages** icon under "ACTIVITIES" on the home screen.

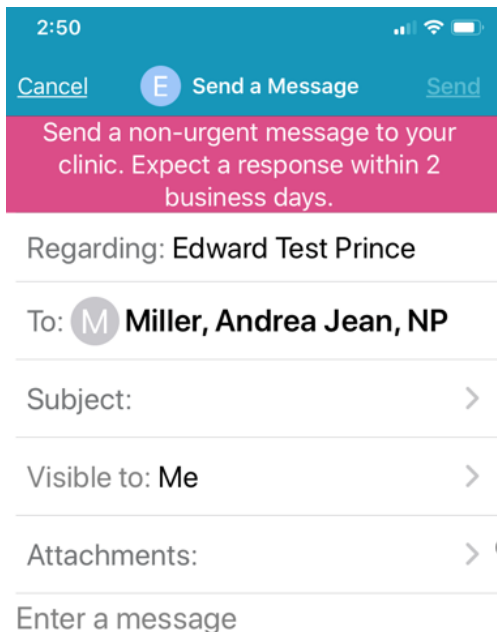


A window will open with a selection of the providers on your care team to whom you can send a message.

If you don't see the provider you're looking for, choose your primary care provider or another provider you see regularly, and we'll direct the message to the right place.



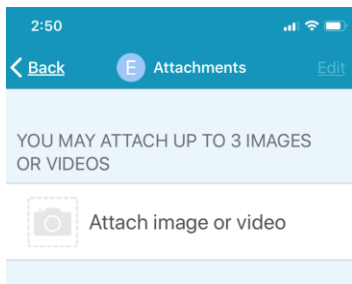
Once you tap the name of the provider, tap **Send a Message**. You will then see the screen below, which is where you can compose your message.



You will need to complete the following fields:

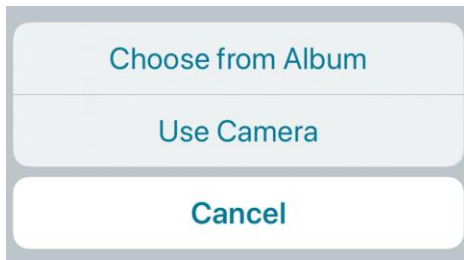
- **Select a Subject** – Choose the option that appropriately describes your message
- **Enter a Message** – Add any context to your photo or provide any additional information

Once you've finished composing your message, tap **Attachment** to upload your photo.



Please note that you can send up to 3 photos per message.

A prompt will display to select where the photos are located – choose **Album** or **Camera**.



- Choose **Album** if you've already taken the photos you need.
- Choose **Camera** if you'd like to take the photos right before you send them.

Please note that the prompt above may look different, depending on your device.

Once your photos are attached, tap **Send** to send your message.



The location of the **Send** button will vary depending on your device, but it is usually located in the upper right-hand corner of the screen.