

PICTURE REQUEST GUIDELINES

HOW TO PHOTOGRAPH CHANGES IN THE SKIN AND EYES

Using your photographs, a doctor at Medgate can make an accurate, working diagnosis and give you better medical advice. Please follow these instructions to ensure the photos are usable:

CAMERA AND BACKGROUND SETTINGS

- Take your picture against a solid, dark background to avoid backlight and glare;
- Use the flash and zoom settings to allow you to capture the image more clearly;
- Take photos from several distances and angles to best capture the subject, but maintain a distance of at least 30cm between the skin and the camera;
- Get someone to take the photo for you, or use a table and the timer, to photograph parts of the body that are less accessible to you.

OPTIMAL PHOTOS

- Optimal distance between camera and object is 40-60 cm
- Take two views: General view and Targeted view
- Target view: close-up photo with a ruler or a coin next to the skin to clearly see any changes in the skin and to compare the size;
- Side-view showing whether the skin is raised or even;
- General view (zoomed out) indicating on which body part the change in skin occurred and allowing a full view of the healthy and unhealthy skin.

Please send at least three unedited photos as an attachment to Medgate by just replying to the email received.

Please be aware that most email providers block emails with a total attachment size bigger than 10 MB. Should you wish to send multiple images and the total size exceeds 10 MB, kindly send multiple email.

Your photos may be reviewed by a male or female doctor and will be stored securely at Medgate Telemedicine Centre.

Medgate undertake procedures to verify authenticity of photos being sent by patients. The images are stored securely in the Medgate Telemedicine Center, guided by data protection laws. Medgate reserves the right to refuse consultation upon review of images.

Thank you for your cooperation.