

How to supply your own photos for your medical record

This leaflet explains why your own photos may be requested for your medical record, how to supply them and how they will be stored. If you have any further questions or concerns, please speak to one of our team.

Why have my photos been requested?

Photographs help us to see what your condition looks like, including as this changes over time. They help us plan your treatment and assessment between now and future appointments.

Why doesn't the hospital take photos of my condition?

A medical photographer or your doctor may take photos, but your own images can add further detail to your medical history. This is especially important if you cannot come to an appointment or do not have one booked.

How do I supply my photos?

It is not possible for us to download photos from your camera or phone, but you can email them to us. This means you can supply your photos from your phone or computer.

Who will see my photos?

A trained medical photographer will receive and upload your images to your medical record for your doctor to review. Your images are stored securely in line with GDPR data protection legislation.

How can I take the best photos for my medical record?

Photos taken from a distance will help to show your overall condition, or the location of a specific area. For example, if you have a mole on your arm, you should include a photo that shows your hand or shoulder to make it clear which part of your arm it is on.

Close-up photos are also needed to show the detail of your condition, so make sure they are taken in good light and in focus. Sometimes it is better to take a photo further away and crop the image, than to hold the camera too close.

Low quality photos may not be clear enough to see detail. If possible your photos should be 1-2 megabytes (MB) each.

How should I prepare my photos for emailing?

High quality resolution photos may be blocked by the hospital's email system, especially if there are too many. Please only send enough to help us to treat you, so that they can successfully be received.

Only include useful photos that are clear and in focus and do not send repetitive images. It is recommended that you try and limit your selection to five or six images.

Please **attach** the images to your email, rather than **inserting** them.

What information should I include with my photos?

To make sure we have all of the right permission and information to locate your record and use your photos, please make sure your email includes:

- this sentence to say you agree for your own images to be used:
'I consent to my own photos being used for my medical record only.'
- your full patient name
- your date of birth
- your hospital or NHS number.

Where do I send my photos?

Email: medicalphotography@gstt.nhs.uk

What happens afterwards?

You will receive an email confirming that we have received your picture(s). If we need you to re-send your images, or find that they are not good enough quality, we will let you know via email.

If you have not heard from us within three working days, your images may not have come through successfully and you can either try to re-send them or contact us.

Medical Photography Services are unable to guarantee the security of any images that are outside the hospital's secure image database. This includes personal devices and cloud storage. **We strongly suggest that you delete your clinical images from your personal device and storage if you do not want to keep a record for yourself.**

Useful sources of information

For information about medical photography,

w: www.guysandstthomas.nhs.uk/our-services/medical-photography

For information about your health records, **w:** www.guysandstthomas.nhs.uk/health-records

Contact us

If you have any questions or concerns about your photographs, please contact the medical photography team, **t:** 020 7188 83764, Monday to Friday, 9am-5pm. Out of hours, **e:** medicalphotography@gstt.nhs.uk

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** www.guysandstthomas.nhs.uk/leaflets

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