



SkinIO Teledermatology - Guide for Patients

How to use SkinIO Teledermatology to communicate with your medical provider

Introduction

Welcome to SkinIO Teledermatology, a new tool to help you connect remotely with your medical provider. SkinIO is a store-and-forward (asynchronous) solution that allows you to send images and messages to your medical provider at a time that is convenient for you in an easy-to-use system.

Getting Started

When your medical provider's office decides that you are a good candidate to use the SkinIO Teledermatology platform, they will set you up in the SkinIO system. This will generate an email inviting you to create a secure user account for accessing your data. Please note that you will have 7 days to create your account using the unique link in the email. If more than 7 days have elapsed, you will need to request a new link for credentials by clicking the "Forgot username" link in the SkinIO app or at <https://app.skinio.com>.

Download the SkinIO app to an iPhone or iPad: <http://appstore.com/skinio> or by searching for SkinIO in the app store. You must use an iPhone or iPad to submit photos and request a consultation with your medical provider.

Keeping your SkinIO App Up-To-Date


It is important to keep your SkinIO app up-to-date to ensure you have the best possible experience. As the SkinIO Teledermatology solution is new, we will likely be making frequent updates in the coming weeks and months to improve the experience.

With iOS 13 and iPadOS 13, apps that you download from the App Store are automatically updated by default. You won't see notifications about updating your apps. But you can also update apps manually.

1. Open the App Store on your iPhone or iPad.
2. Tap your profile icon at the top of the screen.
3. Scroll down to see pending updates and release notes. Tap "Update" next to the SkinIO app if there is an update available.




Creating a Consultation Request for Your Medical Provider

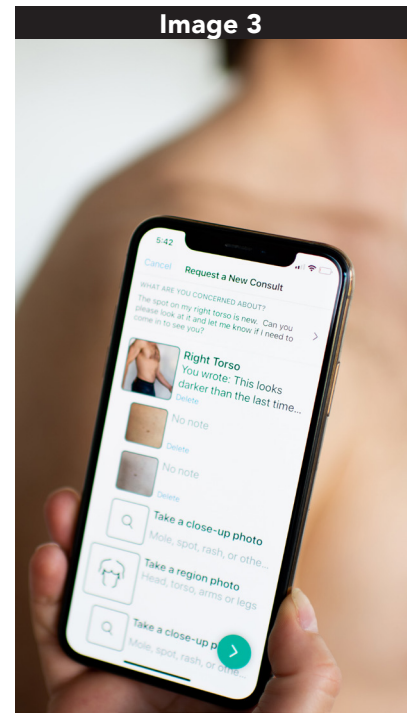
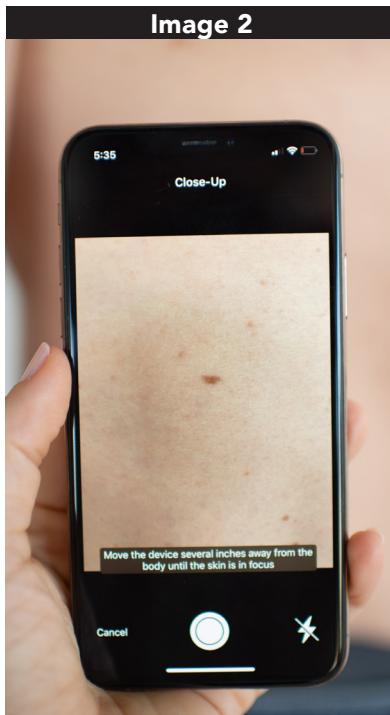
Once you have the SkinIO app on your iPhone or iPad and have created your user account, you are now ready to request a consultation with your medical provider.

1. Login to the SkinIO app on your iPhone or iPad.
2. Tap the "Request a new consult with your medical provider" icon  on bottom right corner of the home screen.
3. Add a high-level description of your questions and concerns for your medical provider.
4. Taking high quality photos is important to help your medical provider most accurately see and evaluate your concern. A few tips before you begin taking photos:

- Make sure your camera on the back of your device is clean
- Find a direct light source (a window with bright natural light or a well-lit room)
- Stand 4-5 feet away from your light source for region photos to ensure your photos are not over-exposed. If the area is too bright, pigmentation will be lost and it will be hard for your medical provider to evaluate your photos.
- For the best photo quality, please try to have a friend or relative take the photos for you.

You can now begin taking photos of the areas you would like your medical provider to look at. You will be taking both photos of the whole region and close-up photos of specific moles or spots you would like your medical provider to review.

5. Click "Take region photo" then select the image of the region that you will be photographing (front head & shoulders, front torso, etc.).
6. Line up your body to match the outline as closely as you can. **Tap to focus** on the body and make sure the lines on the right, left, top, and bottom all are green. If they are red, then you need to hold your device more upright until they turn green (see Image 1). Take the photo of that region by clicking the camera button . If you need to retake the photo, you should do so now by clicking cancel and taking a new image. You now have the option to add a comment for this image specifically.
7. Next, you will be taking a close-up image of the spot(s) you are concerned about. In the region photo that you just took, tap a spot corresponding to where you will take a close-up image. Medical providers use the region photo for context when they look at your close-up photo.
8. After clicking the spot you want to photograph up-close, you can now take a photo of the spot (see Image 2). The SkinIO app uses a locked focal distance to allow you to photograph your skin closer than you normally can with your device. This means that you cannot be too close or too far away from your skin or the close-up photo will not be in focus. **Start close to the spot and very slowly pull the device away until your skin is in focus, about 2-4 inches.** You want to make sure the spot or area of concern is **clear** and **sharp**. Take the photo of that region by clicking the camera icon . If you need to retake the photo, you should do so now. You now have the option to add a comment for this image specifically.
9. Repeat for additional regions, close-up photos, and comments as needed (see Image 3).
10. Review your photos and comments. Finally, click the submit button  when you are satisfied with the information.



Your request for a consultation has now been sent to your medical provider for review.

What to Expect After Submitting a Consultation Request

Once your medical provider has accepted and reviewed your consultation, you will receive an email informing you that their review has been completed and if they have left a message for you.



A consult you requested has been reviewed in SkinIO

Hi Lisa,

A consult you requested has been accepted and reviewed. Your medical provider left a message in response. Log into SkinIO to view the message.

To review the consult, log into the SkinIO iOS App and tap the activity banner above the photo grid. Then click the consult in the activity list.

SkinIO

Frequently Asked Questions

I want to use SkinIO but have not received an email inviting me to create my user account?

There are a few things you can do if you have not received an email inviting you to create your user account.

- Check your spam folder
- Verify with your medical provider's office that they have set you up in SkinIO system
- Verify your email address with medical provider's office to ensure it is accurate and there are no typos
- Ask your medical provider's office to trigger a new email to be sent

Can a I respond to my medical provider in the SkinIO app? Or how can I follow up if I still have questions?

No, once you have submitted your consultation request and your medical provider has responded through the SkinIO app, you will need to contact your medical provider's office if you have further questions for your them.

How long will it take my medical provider to respond?

Please check with your medical provider's office about expected response times.

Will I speak to my medical provider directly or only through the SkinIO app?

Your medical provider will determine if a real-time appointment is necessary or if your consultation can be completed through the SkinIO app.

If I have taken total body photography images through SkinIO at my medical provider's office, can I use those for their region photos?

No. If you have already taken total body photography images in your office, you can use those for reference, but you will need to take new region photos and close-up images associated with a spot in a given region.

What if I do not have an iPhone or iPad?

Unfortunately we are only able to support iPhones and iPads for SkinIO Teledermatology at this time. We are working to add additional support for other devices in the future.

Can I use a computer to send photos and messages to my medical provider and view my medical provider's response?

Unfortunately we are only able to support iPhones and iPads for SkinIO Teledermatology at this time. We are working to add additional support for other devices in the future.

What if I still have questions?

You can contact help@skinio.com.