

How to take good photos (of a rash)

This quick guide has been written to help you provide the doctor with the best possible photos. The better the photos, the more accurate the doctor can be with their diagnosis. Getting it right the first time also helps prevent delays and the need to contact you to re-submit photos. So, let's begin.

Step One – Prepare your skin

First wipe off any creams, make-up, or anything else that may obscure the true nature of the skin problem.

Step Two – Assistance

Ask someone to help if the rash is in an awkward place or you cannot steadily hold your phone/camera with two hands.

Step Three – Lighting

Ensure you are taking photos in a well-lit area. Natural light is best.

Step Four – Remove Distractions

Remove distracting items e.g. jewellery, wristwatches, etc. Move or remove clothing which hides the area being photographed.

Step Five – Neutral Background

Take photos against a neutral background e.g. a single-coloured wall or countertop. Avoid busy wallpapers and lots of background colour.

Step Six – Steady your Camera

Open your smartphone camera app or digital camera and steady with both hands.

Step Seven – Orientation

Orient the camera parallel to your skin; try to avoid angling up or down.

Step Eight – Focus

Focus your camera and capture the photo (e.g. on smartphones you can touch your phone to auto-focus). Retake the picture if it's blurry.

Step Nine – Angles & Zoom

Take photos from more than one viewpoint and take both near and far photos. If your rash is widespread, it is useful to get a photo of where e.g. your entire back.

Step Ten – Upload

Now that you have taken the photos, pick the best ones and upload. If you are completing the questionnaire on your smartphone or tablet, then the link will automatically connect to your photo gallery. If not, you may need to transfer the images to your laptop or PC via Bluetooth/Airdrop, cable, or email.

And that's it! If you are experiencing issues, please contact us and we will do our best to assist you.