

Information for Patients and Families:

MyChart User Photo Guidelines

Patients with a MyChart account are now able to upload their own profile picture into their MyChart account.

To help us ensure that the photos uploaded to MyChart are an accurate representation of the patient, please follow our guidelines and instructions.

If we find that the photo uploaded to the patient's account does not meet these guidelines, we will remove it and send you a notification email asking you to upload a new photo.

Instructions and guidelines for uploading your photo:

- You can take a photo using any camera-enabled device.
- Make sure that the photo is that of you (or the patient) and not anyone else like a parent or caregiver.
- If you (the patient) normally wear something on or near your face such as glasses, a hijab, hearing devices or similar items, make sure to wear it on the picture.
- When taking the photo, position the camera so that as much of the face is visible.
- Do not upload emojis, pictures of pets or other things/people as a placeholder.
- If possible, take the photo in front of a solid background.
- Take the photo from the shoulders up so that most of the face will be visible.