

Device Clinic: Reporting My Wound Status Virtually

The Device Clinic team uses the patient portal or email to assist you with monitoring your wounds outside of the clinic setting. Sending clear photos of your wound will help your healthcare provider see how you are healing or if there are any problems with your wound. You will need to send your photo **the day before** your scheduled wound-check phone visit to allow your provider time to view the image.

What do I need?

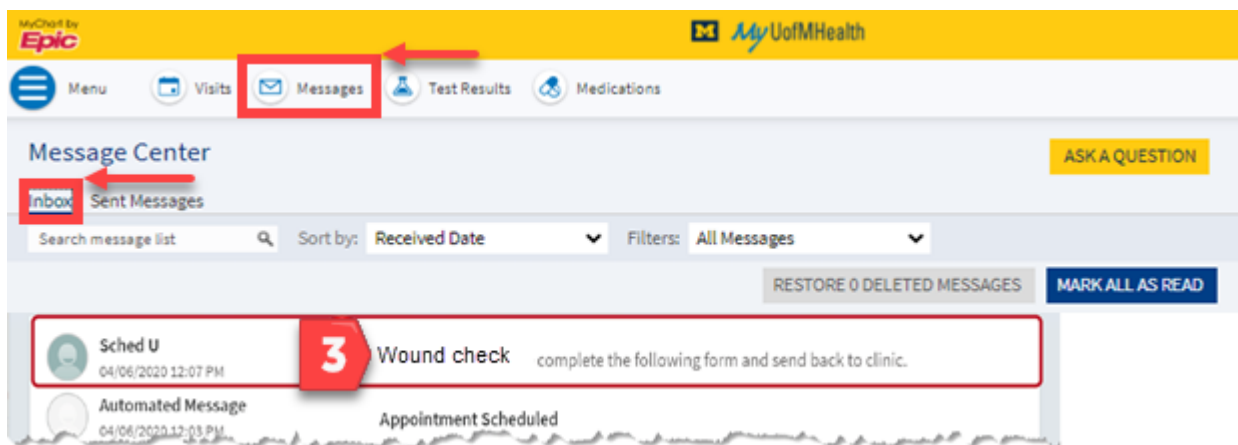
- A smartphone, tablet or computer
- An active MyUofMHealth Patient Portal account.
 - Visit MyUofMHealth.org online to register as a new user.
 - Call the patient portal hotline for assistance if needed (734) 615-0872.
- The MyUofMHealth App if using a smartphone or tablet
- An active email account if using email

What steps do I take to report my wound status in the patient portal?

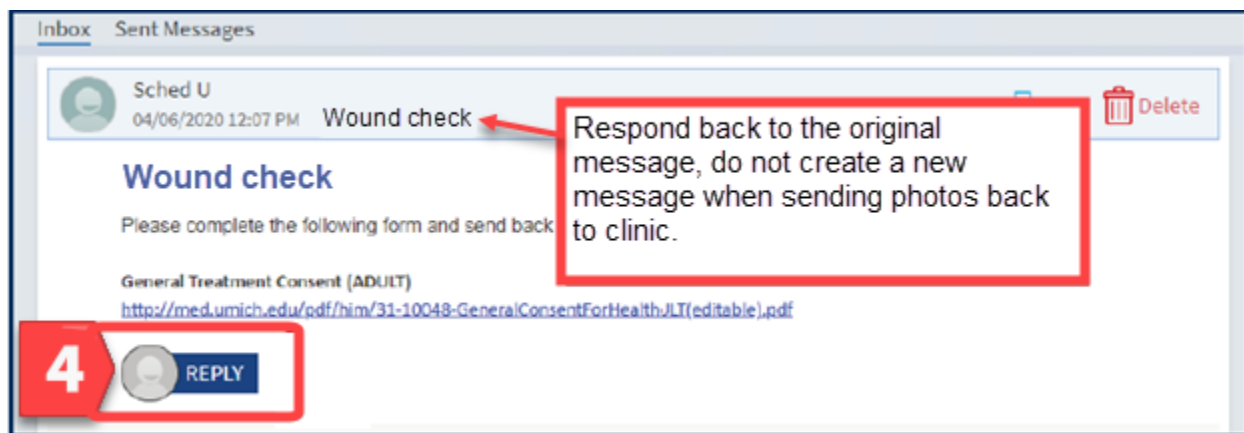
Your healthcare team will send a message to your patient portal account requesting a photo of your wound. Once you receive this message, you will be able to reply and attach a photo that a member of your healthcare team will review. Follow these steps to use the portal:

1. Log in to your MyUofMHealth.org account.
2. From the homepage, click the “Messages” button at the top of the page. This takes you to the “Message Center.”

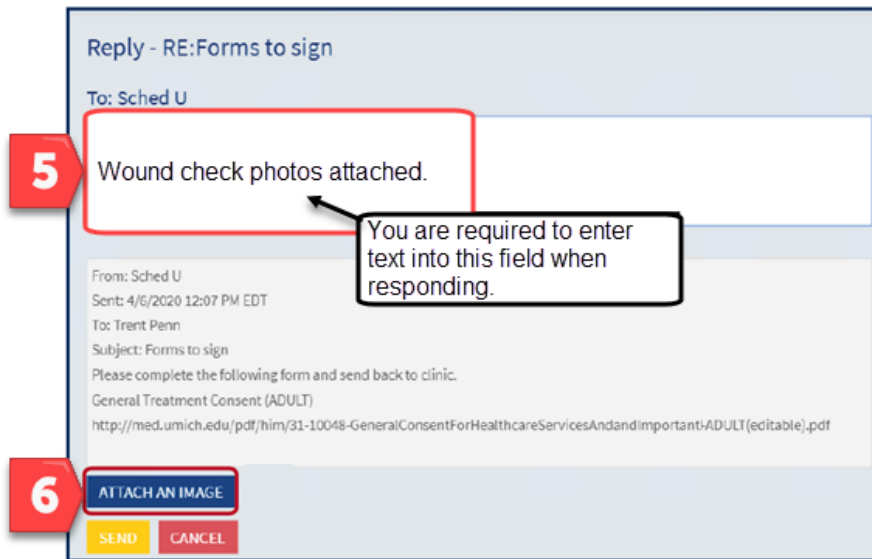
3. In the “**Message Center**” you will see a message from your healthcare team in your “**Inbox.**” The message will be labeled “**Wound Check**” with your full name.



4. Click “**Reply**” to open the message.

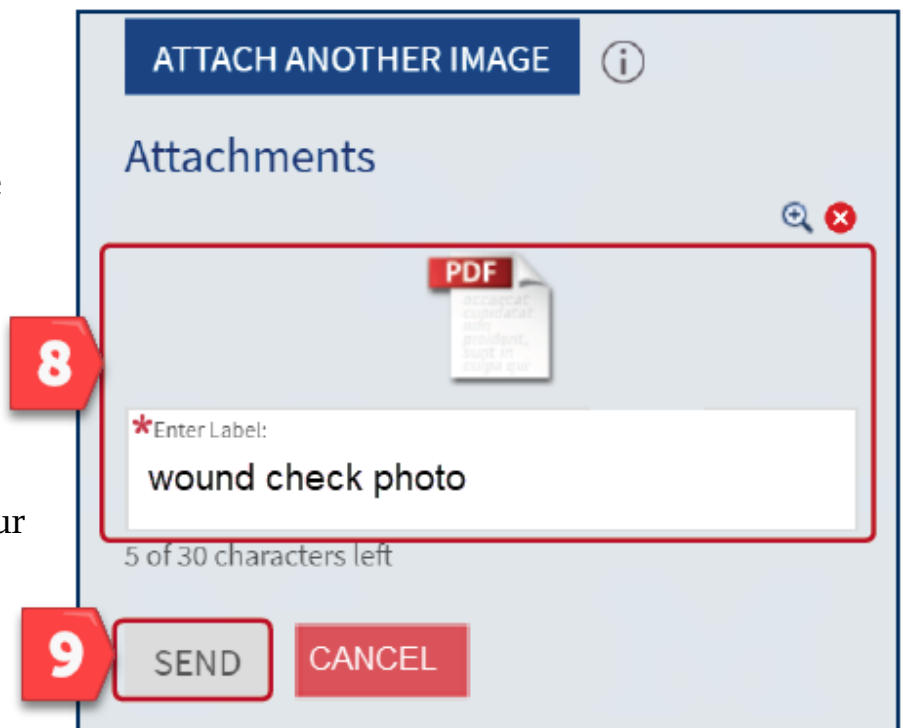


5. You will need to reply back to this original message.
 - Type in “**Wound check photos attached**”
 - If you have questions or concerns related to your wound, you can add a comment here.
6. Click “**Attach an Image**” at the bottom of your screen. This will allow you to upload a photo(s) of your wound. You can attach up to 3 photos.



7. Find the photo you saved on your computer or smartphone and upload.
 - You can upload the following files from your computer: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
 - Look for photos on your smartphone: “Photo Library” or “Photos” or “Photos on device”

8. Once your photo(s) are uploaded, you will see the attached file and name of the attachment on the screen.
9. Review your entries and click “Send” to submit your photo(s) to your provider.



What steps do I take to report my wound status using email?

We strongly encourage you to enroll in the patient portal and use it as your primary method of communication with your health care team at Michigan Medicine. However, we understand there are times you may be unable to use the patient portal and wish to communicate using email. Below are instructions to help you send an online message using email.

1. Sign in to your email account.
2. Click on “New Email” or “Compose ✎” to create a new message.
3. Write the Device Clinic email address below in the “To” field:
DeviceWoundPhoto@med.umich.edu
4. In the subject line of your email type “**Wound Check**” and your full name.
 - Subject: Wound Check/ John Doe
5. Type in “**Wound check photos attached**” in the body of the email.
 - If you have questions or concerns related to your wound, you can add a comment here.
6. Click on “Attach File” and choose the photos you want to attach.
7. Click “Send” to submit your photo(s) to your provider.

Who do I contact if I have questions?

If you experience a technical issue or are having trouble sending your photo(s), please call the Frankel Cardiovascular Disease Management Call Center:

1. Dial **(734) 647-5499** or toll free **(844) 369-7816**
2. Press option 1
3. Ask to speak to a Device Clinic Nurse. They are available by phone Monday through Friday from 8:00 am – 5:00 pm.

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

Author: Bethany Lee-Lehner, RN, MSN

Reviewer: Josh Barsaleau, RN, BSN

Edited by: Karelyn Munro BA

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