

## Virtual Visit for Acne Follow Ups

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Hi! Thank you for requesting a virtual acne visit.

Here are a few instructions/reminders:

- Go to our website [www.dcnms.com](http://www.dcnms.com). Log into your patient portal account by going to Patient Center > Patient Portal. If you have not made an account for the patient portal, you will need your security code:  
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- After logging into the portal, choose Forms from the *myDocuments* drop menu at the top of the page.
- Choose the “Acne Virtual Visit for Established Patients” and complete the questions.
- Don't forget to upload current pictures (taken within 48 hours of your virtual visit) of your face with views from the front and both sides.
  - If you have acne on your shoulders, back, and/or chest, you can upload pictures of those areas as well, though this is not required. If you do take pictures of your chest, you do not need to take off your bra.
  - All your pictures will go straight into your medical record and are completely encrypted while traveling through cyberspace. Just remember to delete them off your phone/computer.
  - Use good lighting. Do not use lots of makeup or a filter to make the pictures look better. We need to see your skin as natural as possible.
  - To upload your picture, choose "Upload Document" from the dashboard section of the patient portal. Don't choose the option to “Change my patient picture” as this will change the profile picture on your account
  - Your picture will need to be less than 3 MB in size to upload to your account. If your picture is too big, you can often make the resolution a smaller size
- If you have a question/concern that is not addressed somewhere on your encounter form, you can always send us a message through your portal as well. Simply go to the “MyMessages” drop menu at the top of the patient portal, click the drop arrow, and choose “Send and review messages.” Click “send a new message” at the bottom and start typing!
- You will receive a response to your visit within 24 business hours. If you request a visit after hours, on the weekend or a holiday, we will get back with you the next business day.
- If your requested provider is unavailable to review your virtual visit, one of our other medical providers (either MD, NP, or PA) will handle your visit.
- The cost for the visit is \$70. We will charge the credit card on file at the time of the visit. If you have insurance, we will bill insurance at your request as well. If your insurance does allow and pay for virtual visits, we will reimburse you any overpayment. If for some reason your visit cannot be completed (you need to be seen in person), you will not be charged.