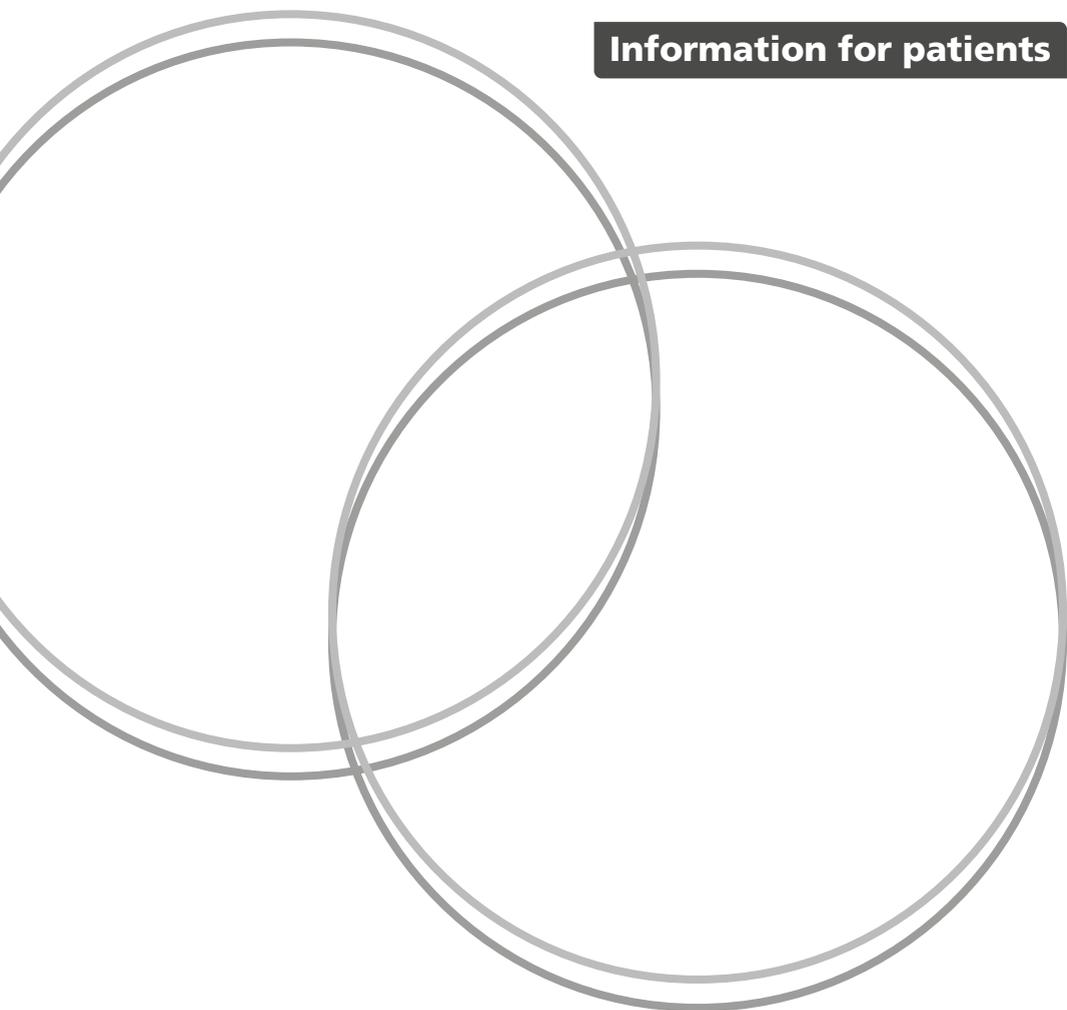




Oxford University Hospitals
NHS Foundation Trust

Sending photos via encrypted email for the diagnosis of Genital Skin Conditions

Information for patients



This leaflet has been written to guide you through the process of encrypting the photos of your genital skin problem, prior to emailing them to us.

Photo diagnosis is one way of getting a skin problem looked at by a doctor or nurse. The photo diagnosis service is available for individuals aged 18 years and older and who are considered by a clinician to meet the required entry criteria. If you do wish to use this service, we recommend you encrypt your images, so they are sent as securely as possible.

If you do not feel happy taking or sending photos of your skin problem, there is no obligation. Just let us know and we can arrange for you to come into a clinic instead.

To send us your encrypted photos please follow the following steps below carefully. Please note, you will need to register for an '**Egress Account**' to be able to use this service – see below for details.

If you require any help, please contact us by phone **01865 231231** or by email **ouh-tr.oxfordSTI@nhs.net**

Step 1 – Initial telephone appointment

Before you send any photos, you must have an initial telephone appointment with a doctor or nurse. They will ask some questions about your problem and check that it is suitable for you to use the photo diagnosis service. If it is, they will explain the process and check you are happy to proceed.

Step 2 – Receiving a text message

Following your initial telephone appointment, we will ask you to send a 'test email' to our secure email address. This is so we can confirm your details are all correct and linked to the right email address.

You will receive a text message telling you:

- Your clinic ID
- Our secure email address

Step 3 – Sending a 'test email'

When you write the test email to us (using the address provided in the text message), please make sure you:

In the 'subject field'

- Write the word 'consent'

In the message body of the email put:

- Clinic ID (given to you in the text message)
- Date of birth
- Mobile phone number

If any errors are picked up by our team, we will contact you to confirm – It is vital your details are correct.

Step 4 – Receiving a secure email

Once your 'test email' is received, a 'secure email' will then be sent to you from our **@nhs.net** email address.

Step 5 – Opening the secure link

- The subject of the email you will receive will be:
'[secure] consent to undertaking a consultation for photo diagnosis'
- Open the email and click on the **'Open secure email'** weblink. This will direct you to the NHS encryption provider's webpage – **'Egress'**
- If you have not already, you will need to register for an **Egress account**.
 - You will be redirected to an external website which will guide you through the registration process to create an account – this should only take a few minutes.
- If you have previously registered, the system should display the Egress Authentication screen.

To log in:

- Enter your **Egress ID** – this will be your email address that you registered with.
- Enter your **Password**
- Click Sign In
- Once registered and signed in, you will be able to open the secure email.

Further instructions on registering for an Egress account and accessing emails can be found at this weblink **https://www.egress.com/media/ly3nnbyg/egress_quickstart_email_protect_web_access_en_digital.pdf**

Step 6 – Sending your images

Click the 'Reply' button on the secure test email

In the message body of your email, again write:

- Clinic number
- Date of Birth
- Mobile phone number

Attach your images –

Please make sure that: they are of **good quality** and **not** blurred and that there are **no** identifiable features visible (e.g., ensure your face is not in the picture, and **unless relevant for the diagnosis**, identifiable marks such as tattoos/birthmarks are covered).

Once the images have been attached, click 'send'

Step 7 – Follow-up

- When your images have been received, if we have any queries about your photos, a member of our admin team may contact you.
- If there are no queries, they will be uploaded to your confidential patient record and fully deleted from the email account and the relevant computer.
- You will then have a follow-up telephone appointment, where a clinician will review your images with you and make a plan.
- A text message will be sent to you confirming the date and time slot for this appointment.

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
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