Guidelines for Patient Gateway Profile Picture

This tip sheet will walk you through how to choose an appropriate Patient Gateway profile picture.

Once a profile picture is added in Patient Gateway, it will be visible to everyone accessing the patient's electronic health record. Therefore, it is important to use an appropriate photo that will help the care team identify the correct patient. Adding a photo can also help you navigate Patient Gateway if you are a Patient Care Representative and have access to multiple Patient Gateway accounts.

Photo Requirements

1. Use a recent photo that was taken within the last 6 months.

2. Update the photo periodically.
    - Update at least every 2 years for children.
    - Update at least every 10 years for adults.
    - Update sooner if there is a significant change in appearance because of:
        o Facial surgery or trauma,
        o Addition or removal of many/large facial piercings or tattoos,
        o Significant weight change or
        o Gender transition

3. Only the patient should be in the photo. Do not include pets, family members, props, etc.

4. Only the face, neck, and shoulders should be visible like a passport or driver's license photo.

5. Follow the instructions below to make sure the face is clearly visible.
    - Face the camera directly.
    - Do not wear a hat or head covering except for religious reasons.
    - Use plain, light-colored background.
    - Do not apply special effects or filters used on social media.\
    - Make sure there is good lighting and focus to avoid shadows, glares, and blurriness.

Technical Requirements

Use BMP, GIF, JPEG, PNG, or TIFF files that are less than 10MB.

Example Photos

Unacceptable examples

Out of focus/blurry

Face is not clearly visible because of hat and distracting background

Includes pets

Picture of entire body

Please note:
- Uploading a photo is optional.
- Practice staff are authorized to remove any photo that does not meet the above requirements.