Frequently Asked Questions | Patients

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Frequently Asked Questions

mymedicalimages makes it easier for patients and healthcare providers to securely access, store, and share medical imaging without relying on CDs, physical delivery, or disconnected imaging portals.

For Patients

What is mymedicalimages?

mymedicalimages is a secure digital platform that allows you to upload, view, store, and share medical images such as X-rays, MRIs, CT scans, ultrasounds, and other diagnostic imaging studies.

Instead of carrying a CD between appointments, you can keep your imaging accessible through your mymedicalimages account and share it electronically when needed.

Why should I keep a copy of my medical images?

Having access to your own medical images can make it easier to:

- Send images to a new physician or specialist.
- Prepare for an appointment or second opinion.
- Avoid delays caused by missing or unreadable CDs.
- Keep imaging from different facilities in one place.
- Access older studies for comparison.
- Reduce the risk of unnecessary repeat imaging.

Your images may be especially important when changing doctors, traveling for care, relocating, or managing an ongoing condition.

What types of medical images can I upload?

mymedicalimages is designed for standard diagnostic imaging studies, including:

- X-rays
- MRIs

- CT scans
- Ultrasounds
- Mammograms
- PET scans
- Dental imaging
- Other studies provided in DICOM format

DICOM is the standard file format used by hospitals, imaging centers, and radiology systems.

Can I upload images from a CD?

Yes. You can upload the medical images contained on a CD using a compatible computer and CD drive. Just select the CD source option during the upload process.

The files on a medical imaging CD may look unfamiliar, but you generally do not need to locate or select each image individually. The mymedicalimages uploader is designed to identify compatible imaging files during the upload process. You may select the entire CD when uploading

Keep the CD until you have confirmed that the complete study appears in your account.

Can I upload images from a ZIP File or Local Folder?

Yes. You can upload the medical images contained in a ZIP File or Local Folder. Just select the ZIP File or Local Folder source option during the upload process.

The files in the folder may look unfamiliar, but you generally do not need to locate or select each image individually. The mymedicalimages uploader is designed to identify compatible imaging files during the upload process. You may select the whole folder or ZIP File when uploading.

Can I upload images from my phone or tablet?

This depends on how the imaging files were provided to you.

Medical imaging studies are usually too large and complex to upload directly from a photo gallery. If you received a downloadable DICOM study or a supported digital transfer link, you may be able to complete the process from a mobile device.

Uploading from a physical CD normally requires a computer with access to the disc.

Taking photographs or screenshots of an X-ray is not the same as uploading the original diagnostic study.

Can an imaging center send my images directly to my account?

Some imaging facilities and healthcare organizations can send studies electronically to mymedicalimages.

Availability depends on the facility's technology and workflow. Ask the facility whether it can send your original DICOM images directly to your mymedicalimages account.

How do I share my images with a physician?

On your Images page, locate the study you want to share, click that image's dropdown menu, and select Share. Follow the sharing instructions to send a secure link by email or text.

The recipient uses the link to access the images. You do not need to mail a CD or send the images as ordinary email attachments.

The recipient is not required to create an account to view your shared image.

You may revoke access to any of your shared images on the Shared History page.

Does my doctor need a mymedicalimages account?

A recipient may not need an existing account simply to open a securely shared study. However, certain functions—such as saving, managing, forwarding, or importing the images—may require an account or organizational access.

Can I send my images before an appointment?

Yes. Sending your imaging in advance gives the receiving office an opportunity to verify that the study is complete and available before your visit.

You should still contact the office to confirm:

- That it received your images.
- That the correct study was sent.
- Whether it also needs the radiology report.
- Whether there are any additional records you must provide.
- Sharing through mymedicalimages does not automatically confirm that the physician has reviewed the study.

Some facilities may request that you fulfill their Request for Medical Images, or upload via an Upload on their Website. See Fulfilling a Request for more information

How to Fulfill a Request for Medical Images.

If your doctor sends a Request for Medical Images, check your email inbox for an email with the subject “Important: Request for Medical Images” and click the link.

Create or log into your existing account, upload or select your images, and click Send. The images will be uploaded into your account and a copy is automatically sent to your requesting physician.

If your doctor directs you to an Uploader Button on their website, locate and click on the button. Create or log into your existing account, upload or select your images, and click Send. The images will be uploaded into your account and a copy is automatically sent to your requesting physician.

Uploading images via a Request or Uploader Button is free; however, if you would like to upload additional images for personal use and record keeping, a subscription is required.

Are the images the same quality as the images on the original CD?

When the original DICOM files are uploaded, the diagnostic image data is preserved. This provides substantially more information than a photograph, screenshot, PDF, or compressed image attachment.

The appearance of the images may vary depending on the recipient’s screen, viewer, and equipment.

Does mymedicalimages include my radiology report?

A radiology report and the underlying medical images are separate records.

A study may include a report if the report was supplied with the files or added separately. Do not assume that sharing the images also shares the written report. Check your account and ask the receiving provider whether both are required.

You can add PDFs and JPGs as attachments to your images by finding your study on the Images page, clicking on it to open the image in the viewer, and clicking the Attachments option in the toolbar.

Can mymedicalimages explain my results?

No. mymedicalimages provides access to imaging information but does not interpret scans, diagnose medical conditions, or replace advice from a qualified healthcare professional.

Contact your physician or the facility that performed the examination if you have questions about the findings.

Can I edit or remove information from an imaging study?

Medical imaging files contain information supplied by the facility that created the study. You generally should not alter the original images or embedded study information.

Contact mymedicalimages support if information appears incorrect, a study belongs to someone else, or you need help managing a study in your account.

Can I store images for a family member?

Yes. You can create folders in your account to organize your family's medical images or create Child Accounts with their own login credentials for each family member.

Do not place another adult's medical images in your account unless you are authorized to manage those records. Contact support for help with children, dependents, caregivers, or legal representatives.

What should I do if my upload is incomplete?

First, confirm that the upload has finished processing. Large studies can contain hundreds or thousands of images and may take time to upload.

If the study still appears incomplete:

- Keep the original CD or downloaded files.
- Confirm that your internet connection remained active.
- Try the upload again from a supported browser or computer.
- Do not remove files from the disc or reorganize its folders.
- Contact support.

Do not include sensitive medical information in an unsecured support message unless instructed to do so through an approved channel.

Why is my CD not being recognized?

Common causes include:

- The disc is damaged or unreadable.
- The computer does not have a functioning disc drive.
- The study was supplied in a nonstandard format.
- The CD contains only a viewer shortcut rather than the complete imaging files.

- Security software or browser settings are blocking the uploader.
- The disc was created incorrectly by the imaging facility.
- The disc is encrypted.
- Try opening the disc on another computer if one is available. If it still cannot be read, contact the facility that created it and request a new copy or a digital transfer.

I have an Oops Image

You may encounter an Oops image for various reasons. If you see this, contact our support team.

My CD is Encrypted

If your CD is encrypted, the mymedicalimages uploader will not be able to upload your images. Be sure to have the password for your CD and contact support

Can I delete my account or imaging studies?

Account and record-deletion options are subject to applicable laws, contractual requirements, and mymedicalimages' current retention policies.

Use the account settings or contact support for assistance. Before deleting a study, confirm that you have another copy if you may need it later.

What if I have an urgent medical concern?

mymedicalimages is not an emergency service and does not monitor shared studies for urgent findings.

For a medical emergency, call 911 or seek immediate care. Contact your physician directly for time-sensitive questions about an imaging result.