Preparing Files to Send to Your Doctor Electronically

When uploading documents or forms through Medeo secure messaging for the doctor to review or complete, the document should be in PDF format. This guide covers how to scan paper documents in a PDF format on your Apple or Android Device to upload electronically via Medeo.

Please ensure you are in a well-lit area prior to scanning your documents, and review the documents for legibility before you upload to Medeo.

If you cannot upload your file to Medeo, you may fax it to the clinic at (780) 960-5298 (there are faxing apps for faxing from your smartphone, check out "Fax: from iPhone" a free app or search for one that fits your needs – beware of fees for fax apps), mail a copy to Westgrove Clinic, #201, 505 Queen Street, Spruce Grove, AB T7X 2V2, or drop off a paper copy in person.

How to Scan Documents With Your Android or iOS device (iPhone/iPad)

What this guide will cover:

1. iOS (iPhone): Open **Files** > click on (…) > **Scan Documents**. Position camera over document to automatically scan.
2. Android: Open **Google Drive** > plus sign (**+**) > **Create New** > **Scan**. Position camera over document > tap **shutter** > tap **check mark**.
3. Use Adobe Scan: Tap **screen** > **Continue**. Tap the **document's thumbnail** to edit and save.

This guide explains how to scan documents on iOS 13 (iPhone) and higher and Android 11 and higher.

# How to scan documents on your iPhone, iPad, or iPod touch

You can use the Files app to scan documents and add signatures on your iPhone, iPad, or iPod touch.

If you don't know where to find your Files app, swipe right or left on your iPhone until you get to a widget screen, there will be a search bar at the top of the screen, in the search bar type "Files" and you should see your Files app.

Scan a document

1. Open Files and select a folder or create a new one.
2. Click on the ⊙ icon in the upper right corner
3. Tap Scan Documents ⊡.
4. Place your document in view of the camera.
5. If your device is in Auto mode, your document will automatically scan. If you need to manually capture a scan, tap the Shutter button ⬤ or one of the Volume buttons on the side of your phone.
6. Drag the corners to adjust the scan to fit the page (if needed)
7. Tap Keep Scan.
8. Continue scanning pages to the document.
9. Tap Save.
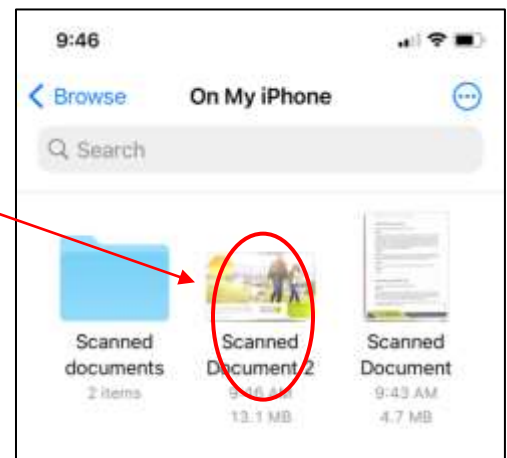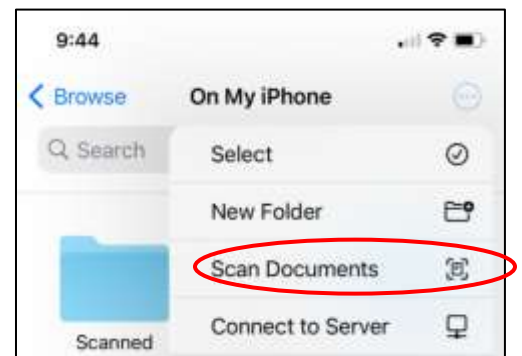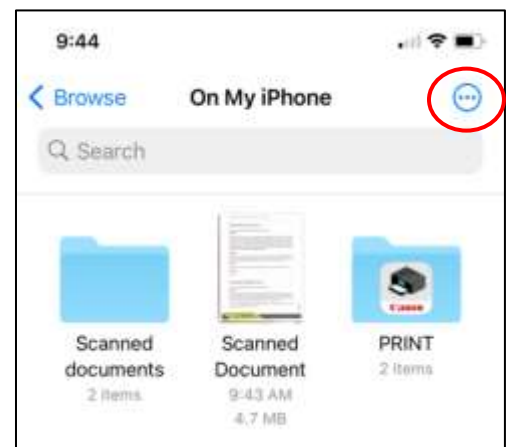
Add Text or Sign a document

1. Open Files, then tap the document in the you want to edit.

2. Tap the Markup button ⒶⒶ.

3. Tap the Add button ➕, then tap text or Signature ✍ .

4. For signatures, you can choose a saved signature or create a new signature. Then you can adjust the size of the signature box and place it wherever you want on the document.

5. To manually sign your document, follow steps 1-2, zoom in on the area you want to sign, then select a pen tool to use and sign with your finger.

6. Tap Done.

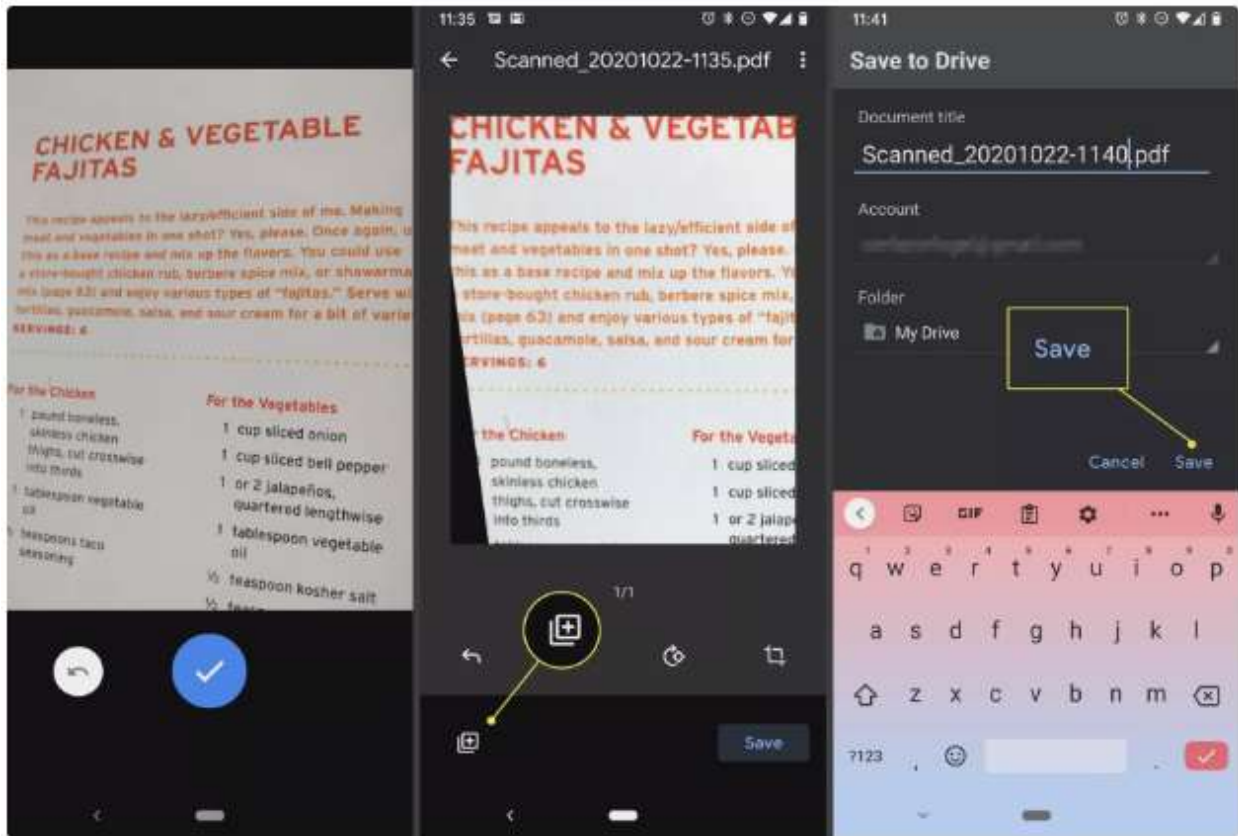# How to Scan Documents With Android

You need Google Drive installed to scan documents with Android. The app generally comes pre-installed on Android devices. If you don't have it, download it for free from the Google Play Store.

1. Open **Google Drive** and tap the **+** symbol.
2. Under the **Create New** tab, select **Scan**.
3. Position the phone camera over the document and tap the **Shutter** button when you're ready to capture the image.
4. Tap the **check mark** to keep the scan or tap the **back arrow** icon to retake it.
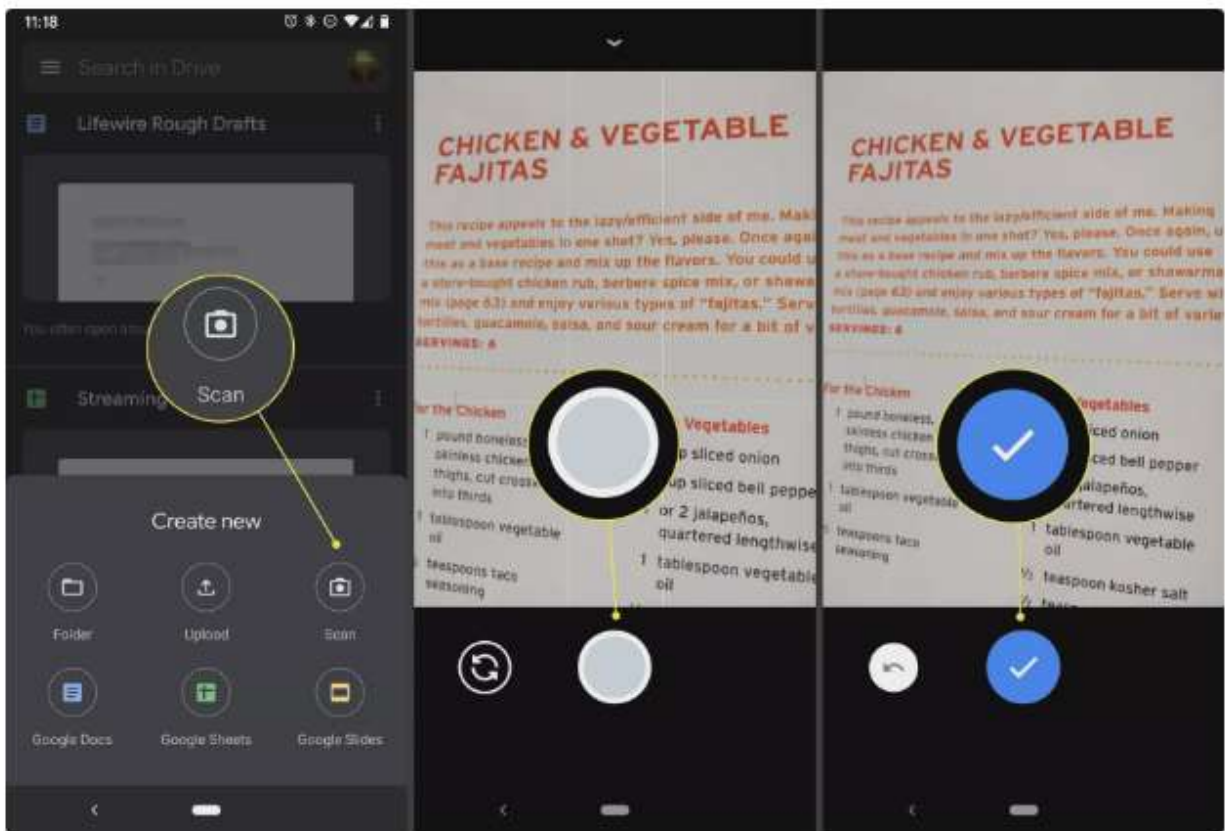
5. Tap the **+** symbol to scan more images or tap **Save** to finish and upload your document to Google Drive. There are also options to crop the scan, rotate it, or change the color.

6. When you finish scanning your documents, enter a file name for your new PDF and choose which folder to save it in. Then select **Save**.

How to Scan Documents With Adobe Scan

If you prefer to use a third-party app to scan and create PDFs of documents, Adobe Scan is available for free for iOS and Android. Adobe Scan offers an in-app subscription purchase to access additional features and options. However, the free version includes enough features to cover the needs of most users.

While there are several scanner apps, such as Tiny Scanner, Genius Scan, TurboScan, Microsoft Office Lens, and CamScanner, Adobe Scan has all the basics covered in its free version. It's easy to navigate and use without much of a learning curve. If you haven't registered for an Adobe ID (it's free), you need to set one up to use this app.

Here's how to scan documents with Adobe Scan:

1. Open the app and log in with either a Google, Facebook, or Adobe ID.
2. Tap the screen or the shutter button when you're ready to scan the document. The app finds the borders and takes a picture for you.
3. Drag the handles to adjust the borders if necessary, then tap **Continue**.
4. The app automatically takes more scans if necessary. If you don't want to do that, tap the scan's thumbnail to display the editing and saving options. Here, you can rotate it, crop it, change the color, and more. When you're ready, tap **Save PDF** in the upper-right corner of the screen to save it.
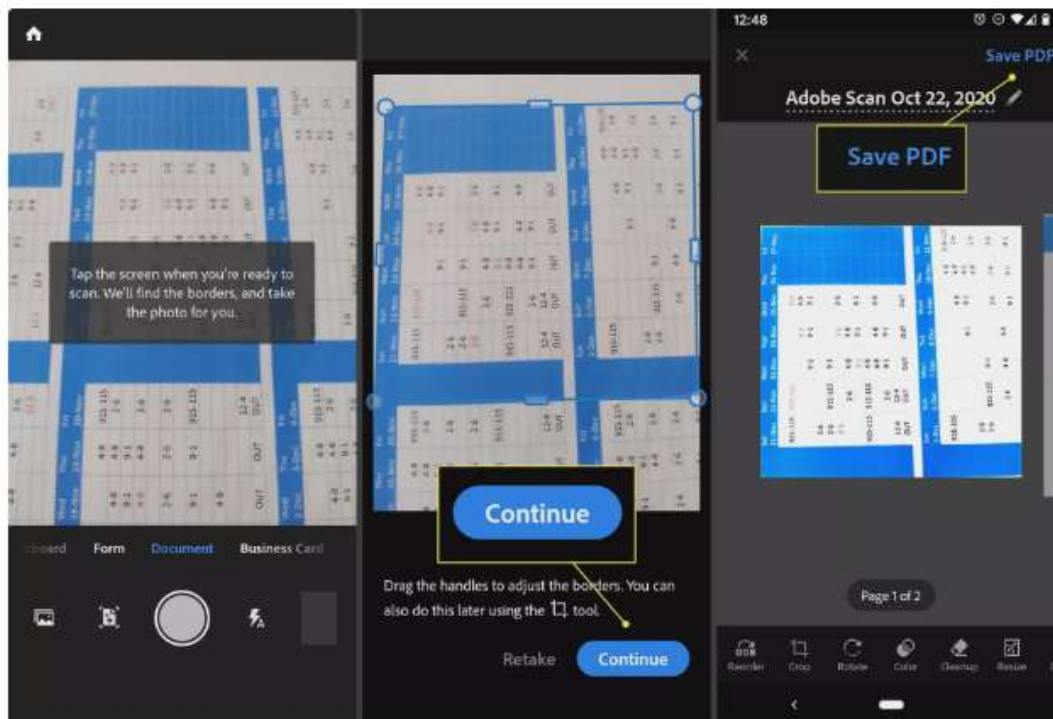
After you select **Save to PDF**, tapping the **More** icon displays options for the new file. You can choose to save it to Files, Google Drive, copy it to your device, print it, delete it, and more.

How Do I Send My Document to My Doctor?

Using Medeo, you can send attachments such as photographs to your healthcare provider. Although many types of files can be uploaded, PDF files are Westgrove Clinic's preferred file type.

Please note, there is a 25MB file size limit for all attachments.

To send an attachment to your provider:

1. Log in to Medeo, then select Inbox to view your messages.
2. Select an Inbox Message to view its conversation thread in the right-hand section.
3. Click the Paperclip icon to attach a file.
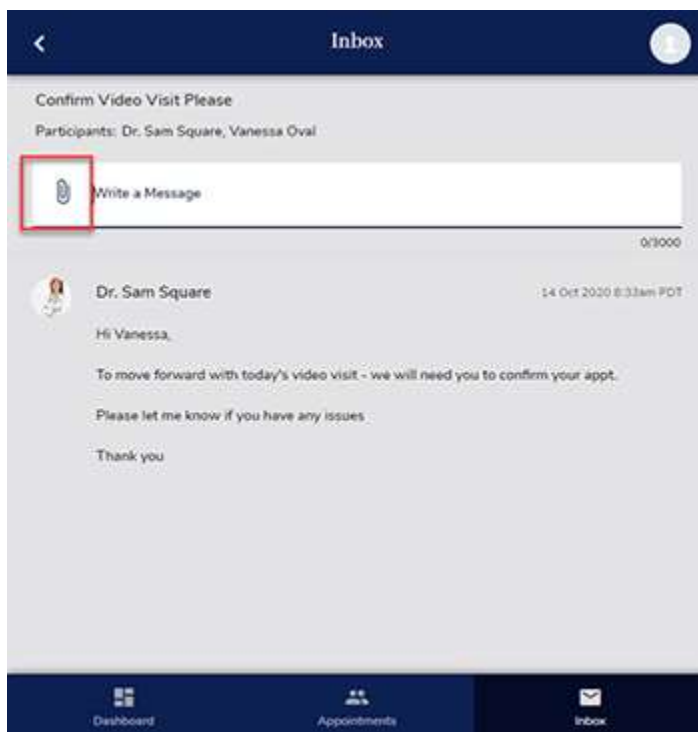
4. Locate the attachment you'd like to send to your provider, then click Open.
5. Your attached file appears as a preview beneath the message entry field.
6. Click Send to send your message and attachment.