



***Help us help you!** Here are some helpful hints to help you communicate with us during and between Bluestone visits...*

Bridge Messages

- Please include **vital signs** with all nursing assessments (temp, B/P, pulse, resp, weight, O2 sats)
- Please **describe pain**: location, what kind (shooting, sharp, dull, aching), level on a scale 1-10, what current pain medications are available (scheduled & PRNs) and how often they are being used.
- Please let us know if it is just an **FYI or action item**. Sometimes it's hard to tell if a message is a heads up or searching for an intervention, medication change, etc.
- It is only necessary to let us know about **abnormal lab results**. Please include the abnormal lab result in the message, along with previous values if available. You don't need to send a message that you're faxing over routine labs.
- If you're updating on a **change in status** (ex. blood pressure is high), let us know what the normal range/status is and current medications the patient is on.
- In general, please be **detailed**. EXAMPLE: "Fall on 5.12.15, % shooting pain to left forearm. ROM intact. No redness but swelling to wrist area and painful to touch. Please see attached order for XR of left forearm and wrist. Vital signs are 120/64, pulse 60 and normal, RR 20, and SPO2 98% room air."

Medication/Orders

- When requesting a new order or medication change please **fill out the order tab** so the providers can easily approve or edit an order
- When requesting a controlled substance over the Bridge please **include the pharmacy** address and phone number, and current dose/directions.

When to Update Bluestone

- When patients **pass away**, please include time and date
- For **care transitions**:
 - **Going out**: for example, being sent to the hospital - **When** they left, **Where** they went, and **Why** they were sent.
 - **Returning**: please let us know **When** they return and ask the hospital for a dictated **Discharge summary** for continued care.
 - Please **fax any paperwork** you get to our team fax!
- When patients start on hospice or homecare services, **what agency** are they using?
- Anything **acute** that happens that needs to be addressed.

How to Prepare for Bluestone visits

- Please have rounding forms in a **set location** that Bluestone staff can access.
- For each patient being seen: **name, DOB, all vitals, and room number**
- Please have any **nursing concerns** written on the rounding form, including recent medication changes, falls, abnormal labs, etc.
- Monthly vitals are acceptable but please have a **BP, pulse, respirations, weight** (O2 sat if applicable) documented for every visit
- If possible let us know about **acute visits/add-ons** prior to arrival. Please be sure to complete a **full nursing assessment with a full set of vitals** prior to Bluestone providers seeing them
- Communicate if **family will be at the visit** and approximately **what time**. Please let them know we will see them between 1-2h intervals (for example, if 9 o'clock works for family, have them plan to be present between 9:00-10:00); we **cannot** guarantee set times.
- For **new patients**:
 - Please fax any information from prior health care providers; we like to have at least a **recent visit note and labs**. The more info the better!
 - Please send the **medical health care directive/medical POA** paperwork with enrollment forms, and a **signed release of information**.
 - Let us know **what pharmacy** the new patient will be using
 - Please have the **patient's facility chart** available with the rounding form.

When in doubt, please refer to www.BluestoneMD.com for great info and resources for staff and families.