

Guidelines for Bluestone Bridge Messaging



When to send a Bridge message:

- Medically relevant messages may be sent any time.
- Messages will be responded to within four hours, 8 a.m.-5 p.m., Monday-Friday.
- The on-call provider will respond to **urgent** messages after 5 p.m. M-F and on weekends. Routine, non-urgent messages will be returned the next business day.

Who to include in your Bridge message:

- Include **the entire provider team**, which is the default setting of messages.
- Providers cover on-call for each other. This ensures the message is seen and responded to in a timely fashion.

Types of messages to send on the Bridge:

- Medication order requests*
 - Lab and imaging requests
 - Notifications:
 - Patient sent to or discharged from the hospital/ER/TCU
 - Change in resident condition
 - Incident reports including falls, skin tears, etc.
 - Requests for Home Health Care or Hospice
- * For your records, your Bluestone provider will send order requests to pharmacy electronically.*

What to include in messages sent via the Bridge:

Medication Orders

- Request C2 and scheduled narcotic meds via the Bridge Monday-Friday, if the patient has a supply of seven days or less and the M.D. is not scheduled to be in the building during that time.
- State-desired supply, e.g.: 30-, 60- or 90-day supply, requested

Home Health Care and Hospice Orders

- Order requests for treatment initiation
- Follow-up orders and/or updates
- Involvement of HHC or Hospice so Bluestone staff know to include HHC or Hospice staff on reply message

Lab Requests or Results

- INRs should *always* be posted on the INR flowsheet.
- Normal lab results *should not* be posted on the Bridge, with the exception of the INR.
- For critical lab results, call provider directly or post on the Bridge as an urgent message. If labs are not posted on the Bridge, the provider has not yet seen the critical results.
- Non-urgent change in patient condition; send vitals and pertinent information

When to send an URGENT message:

- For urgent changes in patient condition, send vitals and other pertinent information.
- The issue needs an **immediate** response and is not a routine request.
- Incidents that require evaluation or treatment after normal business hours or on weekends
- We'll respond to **URGENT** messages within one hour.
- If the need is immediate, call your provider directly.

General guidelines:

- Bridge messages are considered part of the Medical Record; please document accordingly.
- Families and ancillary staff have access to all Bridge messages.
- Bluestone offers an educational in-service on Communication with Primary Care. Please contact your Territory Manager for more information.

Bridge Help Desk: 855-794-9476