

Bluestone Bridge - Family User Guide

The Bluestone Bridge is a secure online communication tool that allows members of a patient's care team (family, nursing staff, provider team, home health or hospice agency, etc.) to exchange medically relevant messages between regular visits.

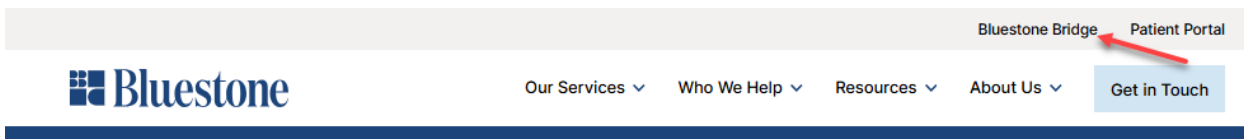
Families may access the Bluestone Bridge to correspond with provider teams regarding their loved ones. This access will allow families to send, receive, and view care messages thereby keeping family up to date on the patient's current care. Please note that all users who have access to a patient (service partners, Bluestone care team, community staff and family) must have individual logins. All users are able to see the patient's entire message history.

- Gaining Access to Bluestone Bridge..... 1**
 - Account Registration..... 1
- Bridge Settings..... 3**
- Bridge Overview..... 4**
 - Home Tab..... 4
 - Searching for a Patient..... 4
 - Managing your Inbox..... 5
 - Message Actions..... 7
- Creating Messages..... 7**
 - Provider Message..... 7

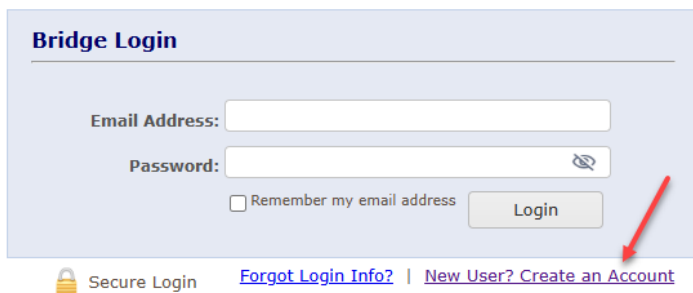
Gaining Access to Bluestone Bridge

Account Registration

1. Complete User Account Registration
 - a. Go to BluestoneMD.com click on **Bluestone Bridge** in the top right corner



- b. Select [New User? Create an Account](#)



2. Select **I am a Patient or the Personal Representative of a Bluestone Patient**

Please tell us who you are

I am a Patient or the Personal Representative of a Bluestone Patient

I am a Nurse at a Bluestone Community or an employee of a Bluestone Service Partner

3. Complete the **Consent for Access to Protected Health Information (PHI)** and upload any additional required documentation. Once received, Bluestone will review the information. If all requirements are met, you will receive an email to complete the registration process.

- a. **Patient name and Date of Birth**
- b. Fill out the consent template



Consent for Access to Protected Health Information (PHI)

Patient Full Name * Date of Birth *

MM-DD-YYYY
📅

The Bridge and the Patient Portal are HIPAA compliant communication and health record systems where you and/or people you authorize can stay updated or access important health information online and access the Bluestone care team anytime. Both are very important tools for delivering high quality healthcare and keeping everyone informed. The primary way to reach your provider team is through the Bridge!


| People who the signer of this consent grants access to Bridge and Portal * | | | | |
|--|------|---------------|--------------|-------------------------|
| | Name | Email Address | Phone Number | Relationship to Patient |
| Person 1 | | | | |
| Person 2 | | | | |
| Person 3 | | | | |
| Person 4 | | | | |

- c. **Sign and Date** the appropriate sections

| | |
|--|-------------------------|
| Patient Signature | Date |
| <input type="text"/> | 12-14-2022 |
| | Date |
| Clear | |
| Legal Representative (if authorized to sign for patient) | Date |
| <input type="text"/> | 12-14-2022 |
| | Date |
| Clear | |
| Legal Representative Printed Name | Relationship to Patient |
| <input type="text"/> | <input type="text"/> |

- d. Upload **Additional Medical Documents - Power of Attorney (POA), Health Care Delegate (HCD) and Others.**

Additional Medical Documents (POA, HCD, Others)



Browse Files
Drag and drop files here

- 4. Once all information has been reviewed and verified, the User will receive a confirmation email with login information.
 - a. Bridge & Portal Help Desk by calling **855-794-9476**

Bridge Settings

- 1. To receive Bridge notifications to your cell phone or email address, select **My Account** in the upper right corner and then **Update Profile**.
 - a. From the **User Profile** screen, you can modify the **Email Notifications, Phone, SMS Notifications** (text message). Click **Submit** when finished.

User Profile

Faxes

Title: (Please choose ▾)

*First Name: Test

Middle Name:

*Last Name: Family Member

Email: family1@bluestonemd.com

Email Notification: All Urgent only None

***Phone:** 651-342-1039 (999-999-9999)

Mobile: - - - (999-999-9999)

SMS Notification: All Urgent only None

Fax Notification: All Urgent only None

Submit Cancel

Bridge Overview

Home Tab

1. Two tabs are located in the upper right side of the Bridge - **Home** and **Messages**.
 - b. **Home** tab: Will provide updates and new announcements
 - c. **Messages** tab: Will view the message inbox

Searching for a Patient

1. To search for a family member, use the search bar in the upper right corner of the page. Search by typing in the patient's last name and results will appear in the drop down window. Click on the patient's name.

Welcome Back Test Family Member My Account Logout

Home Messages

Select Patient

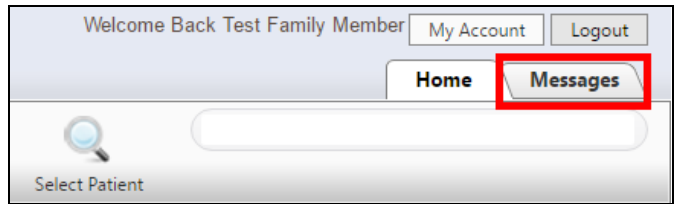
test

Test, Rippled - 01/01/1900

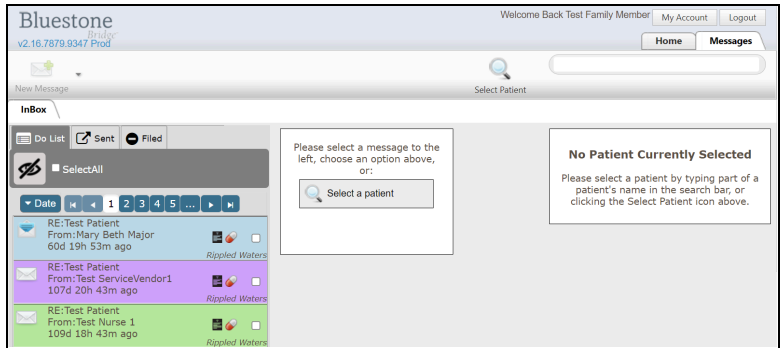
Patient, Test - 01/01/1900

Managing your Inbox

1. Click on the **Messages** tab at the top right hand corner to access the **Inbox**.



- a. All messages sent to the Family member will appear in the **Inbox** tab on the left hand side of the screen.



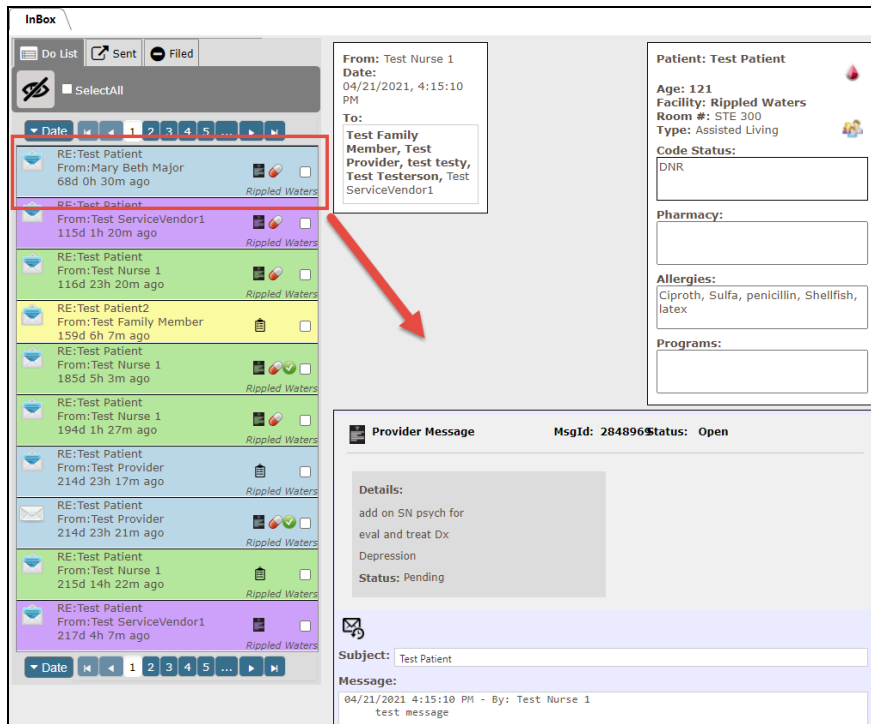
- b. The following **Icons** may be shown within any individual message

| Icon | Function |
|------|---|
| | Indicates message has not been opened or reviewed. |
| | Indicates the message has been opened or reviewed by the user. |
| | Indicates a clinical message with an order attached (with the number of orders) |

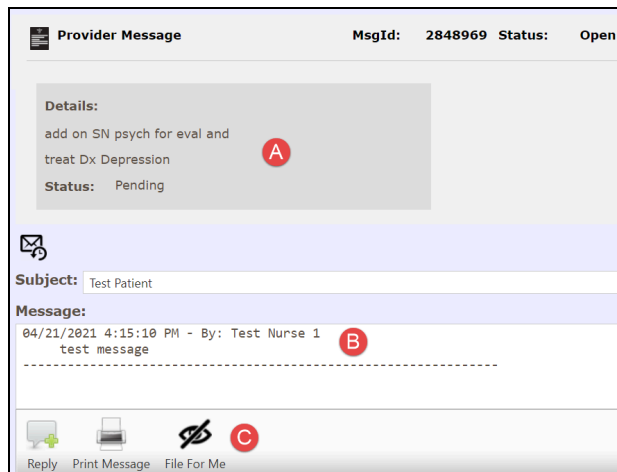
- c. The following colors designating user type may appear in the **Inbox**

| User Type |
|--|
| Bluestone Physician Services Provider Team |
| Community Staff |
| Non-Clinical Community Staff |
| Family |
| Service Partners |

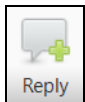
2. Click on an individual message to open it. The message content will populate on the right side of the screen and you will see the following
- a. **You may see attachments to message** (i.e Referrals or Home Care order details)



- b. **Message:** Who wrote the message and message history.
- c. **Actions:** Reply, Print or File Message



Message Actions



1. **Reply:** Selecting the “Reply” button will open a window to write a message back to the sender. Messages can be replied to multiple times and all the information will be contained in the message history.
 - a. **Message View:** Will display all **Care Team Recipients** options in color tabs

Add Comment - Patient: Patient, Test - 01/01/1900 Allergies: Ciproth, Sulfa, penicillin, Shellfish, latex Open Send Message Close

Care Team Recipients: Dr. Test Nurse 1

Nursing Staff Family Member/Guardian/Patient Service Partners Provider Care Coordinator Medical Records Medical Home Coordinator Phlebotomist Partner PACM

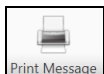
Pharmacy Partner

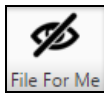
Other Recipients:

Subject: Test Patient

Comment:

T Test Nurse 1 04/21/2021, 4:15:10 PM
test message

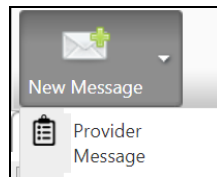
2.  **Print Message:** Allow the user to print Bridge conversations

3.  **File For Me:** Will hide the message from the user's inbox. It will still stay a part of the Patient conversation on the Bridge.

Creating Messages

Provider Message

1. Click on **New Message** icon in the upper left corner and select **Provider Message**



a. Type your message in the **Message** field at the bottom of the page, then click **Send Message**

GENPAT - Patient: Patient, Test - 01/01/1900 Allergies: Ciproth Sulfa penicillin Shellfish latex Send Message Close

Care Team Recipients: Dr. Test Nurse 1 Dr. Test Provider test testy Test Testerson

Nursing Staff Family Member/Guardian/Patient Service Partners Provider Care Coordinator Medical Records

Medical Home Coordinator Phlebotomist Partner PACM Pharmacy Partner

Other Recipients:

Subject:
Test Patient

Message:
Can you give me an update on my Mom?