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.
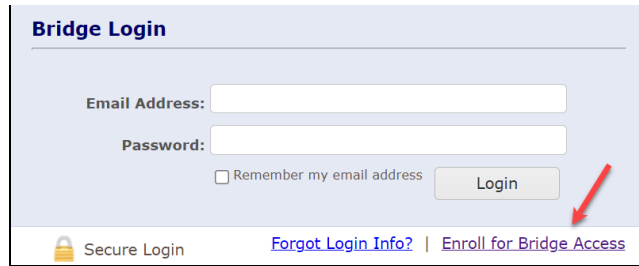
Gaining Access to Bluestone Bridge (Three step process)

Step One - Account Registration

1. Complete User Account Registration
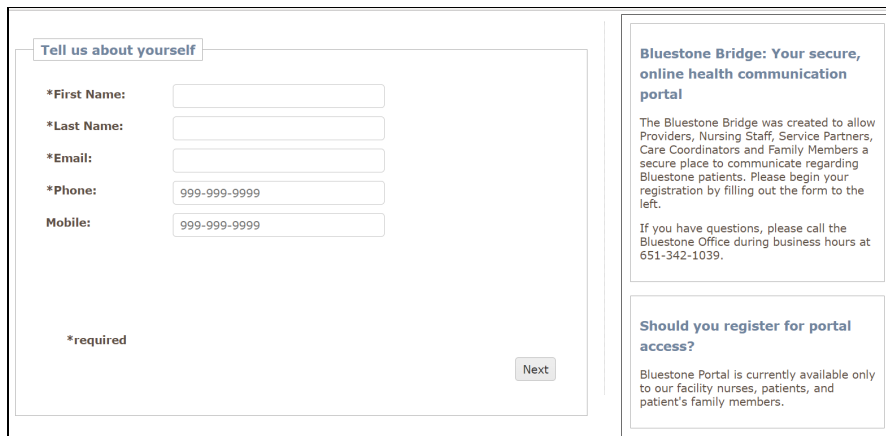   a. Go to **BluestoneMD.com** click on **Bluestone Bridge** icon
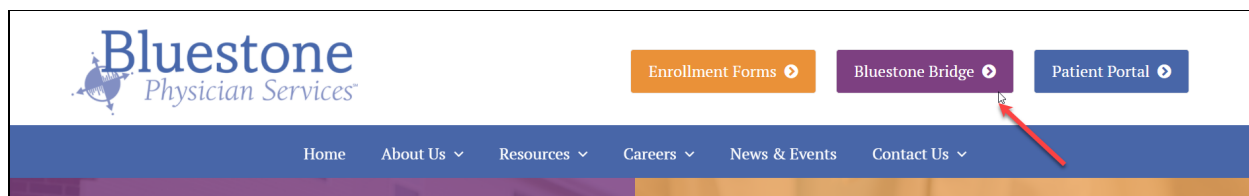
b. Select **Enroll for Bridge Access**
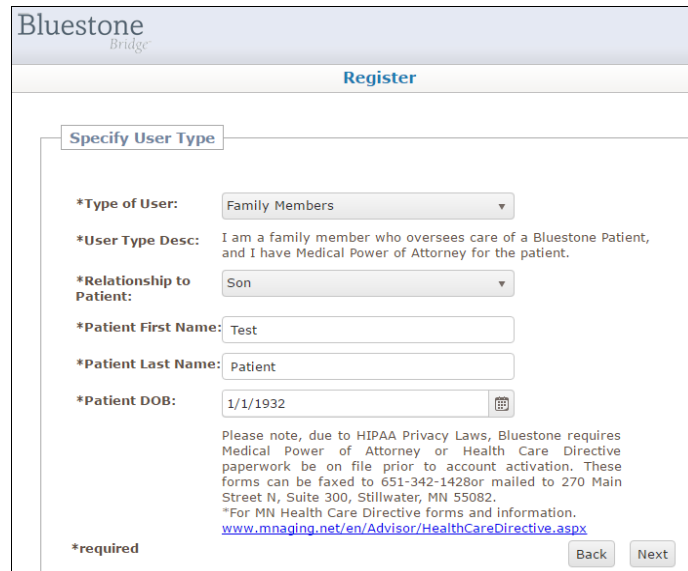
2. The user will fill out all the mandatory fields and click **Next**

3. Register Form:
    a. **Type of User**: Select **Family Member/Guardian/Patient**
    b. **Relationship to Patient**: Select the appropriate option
    c. **Patient First Name:** Select the appropriate option
    d. **Patient Last Name:** Select the appropriate option
    e. **Patient DOB: Date of Birth of Patient**

4. Create a **Password** and click **Next**

5. On the final **Registration** screen, check click **Submit**.

6. After completion the user will receive automated email registration confirmation to instruct the user to click on the link to validate the email address and complete the second step of registration.

Thanks for registering for the Bluestone Bridge.

Please click on this link so that our system can validate your email address. *You will not be able to log in until you complete this step.* Please click here to validate.

Once that's done we will need to check to see if we have the HIPAA required documents on file. In order for us to share information with you on the portal, HIPAA requires that we have either a **Health Care Directive, a Power Attorney for Health Care, Guardianship, or signed consent from the patient** (if the patient is capable). Signed consent would be via our Family Member Bridge Registration Form which is included in the link below.

Once we have all of the necessary documents on file, your access to the patient will be approved and you can begin communicating via the Bridge. Go to our website:www.bluestonemd.com and click on Login in the upper right hand corner.

If you have any questions at all, please feel free to call our Help Desk at 651-209-7761
Thanks,
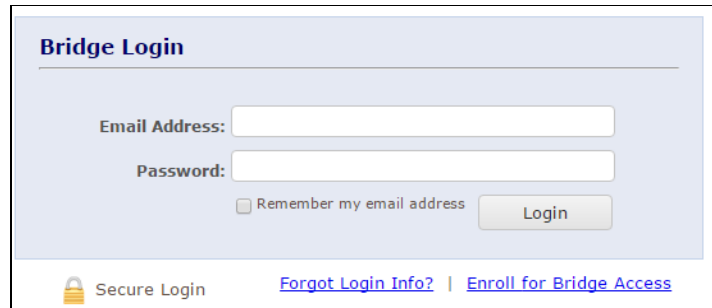The Bluestone Team

Step Two - Family Registration Form

1. Additional documentation may be required:
   a. **Due to HIPAA Privacy laws, Bluestone requires Medical Power of Attorney or Health Care Directive paperwork on file in order to activate the account.** Once complete, fax the forms to the appropriate number.
   b. If the Patient is able to sign for themselves, fill out the **Bluestone Bridge and Patient Portal Registration**. This can be found on **BluestoneMD.com** under **Resources** tab, **Bridge & Patient Portal**, and scroll down to the bottom of the website to access the hyperlink.

Step Three - Logging onto the Bluestone Bridge Account

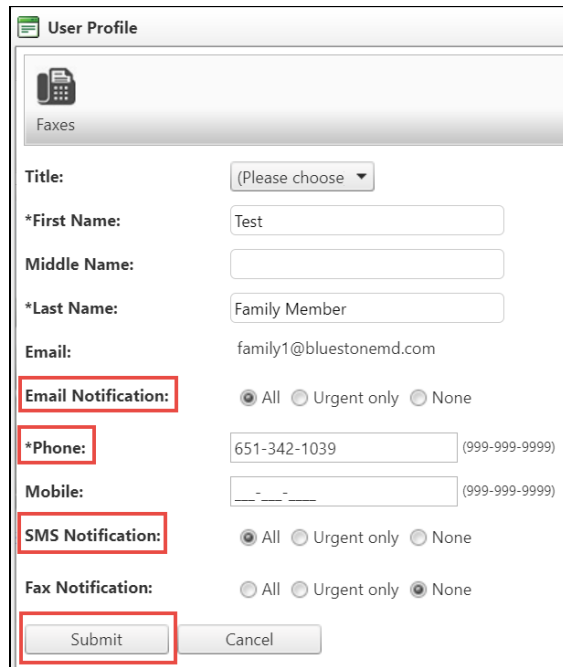1. At **BluestoneMD.com,** click on the purple **Bluestone Bridge** icon in the upper right corner
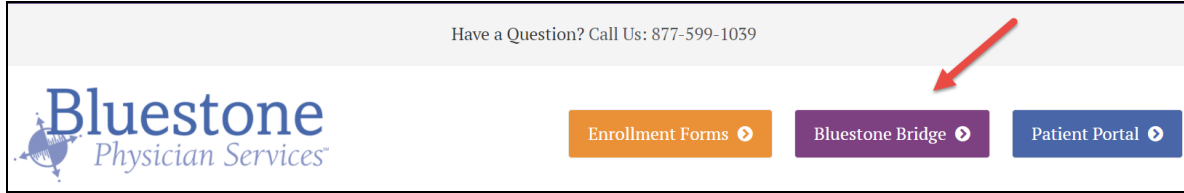
   a. Enter **Email Address** and **Password** created from registration step.
      i. Click **Forgot Login Info?** hyperlink If login credentials are forgotten
      ii. Please note, usernames and passwords **cannot** be shared, each user must register individually.

Navigating the Bluestone Bridge

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.

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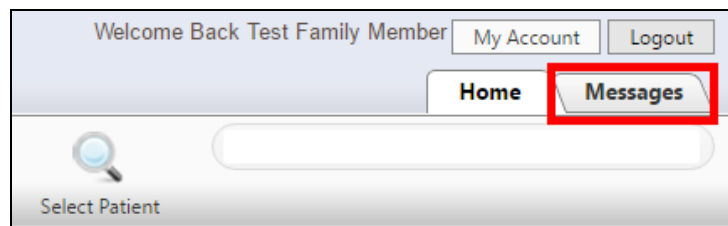   b. **Messages** tab: Will view the message inbox
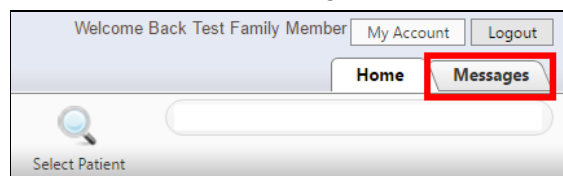
Searching for a Patient

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.
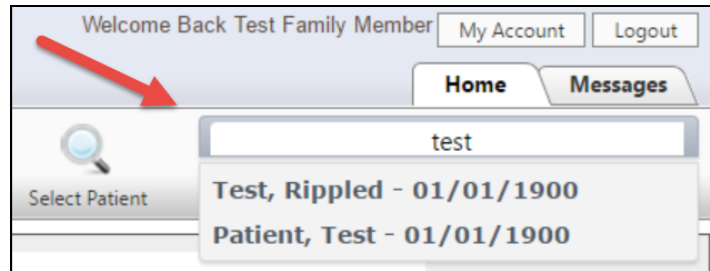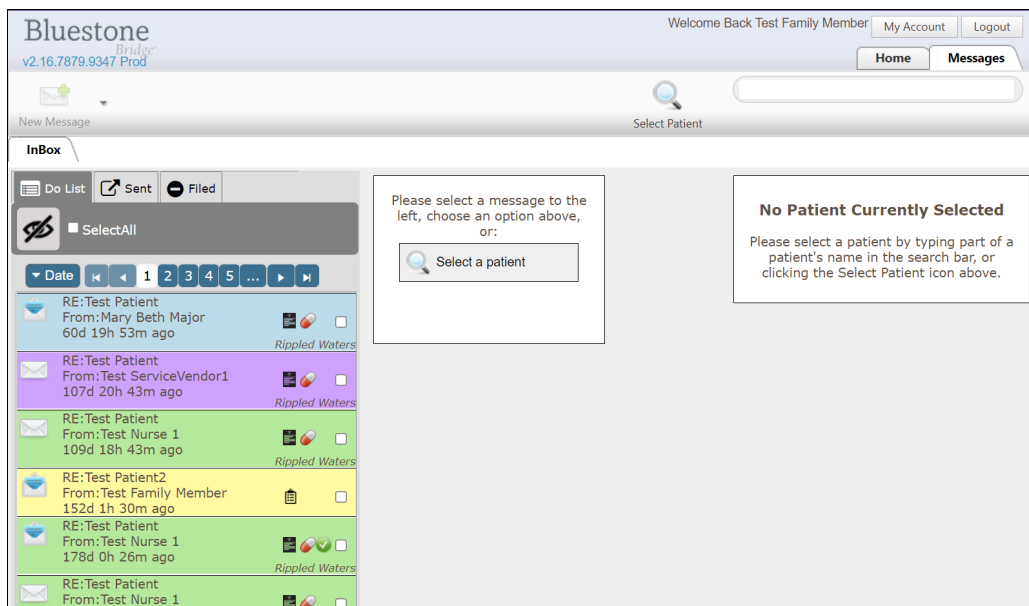

Managing your Inbox

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)
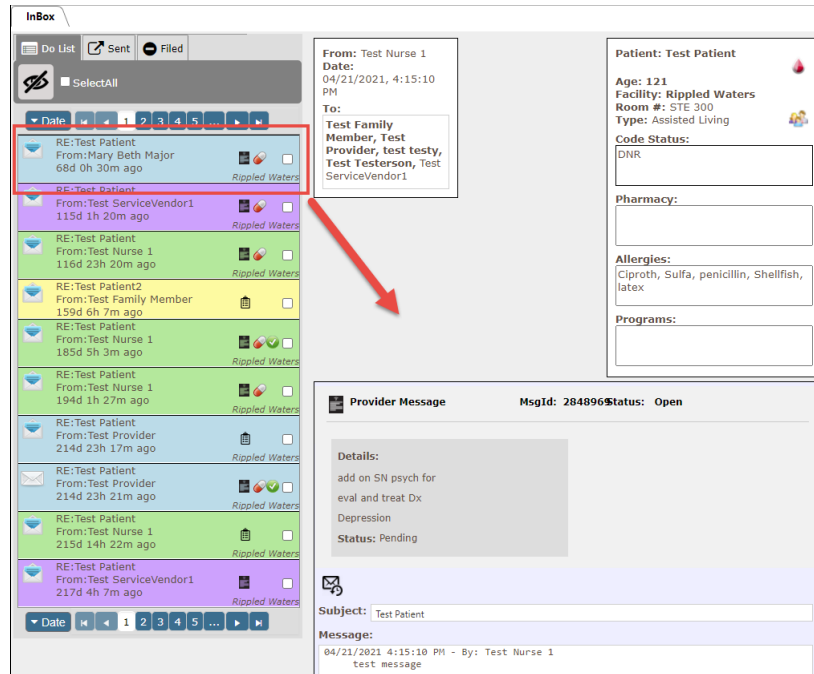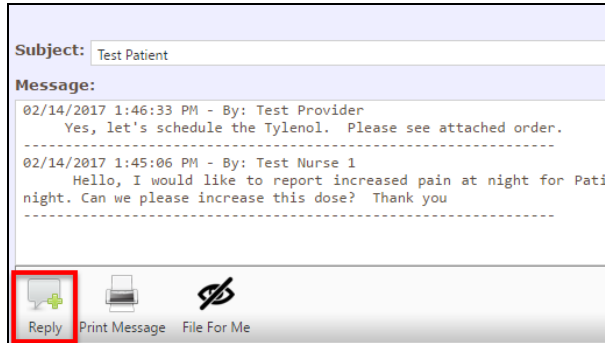

    b. **Message:** Who wrote the message and message history.
    c. **Actions:** Reply, Print or File Message
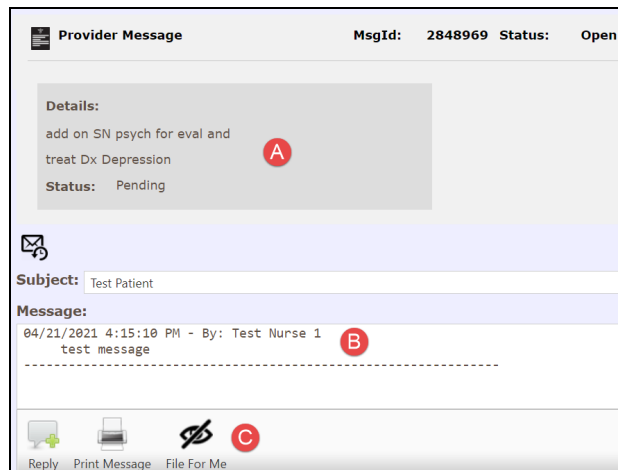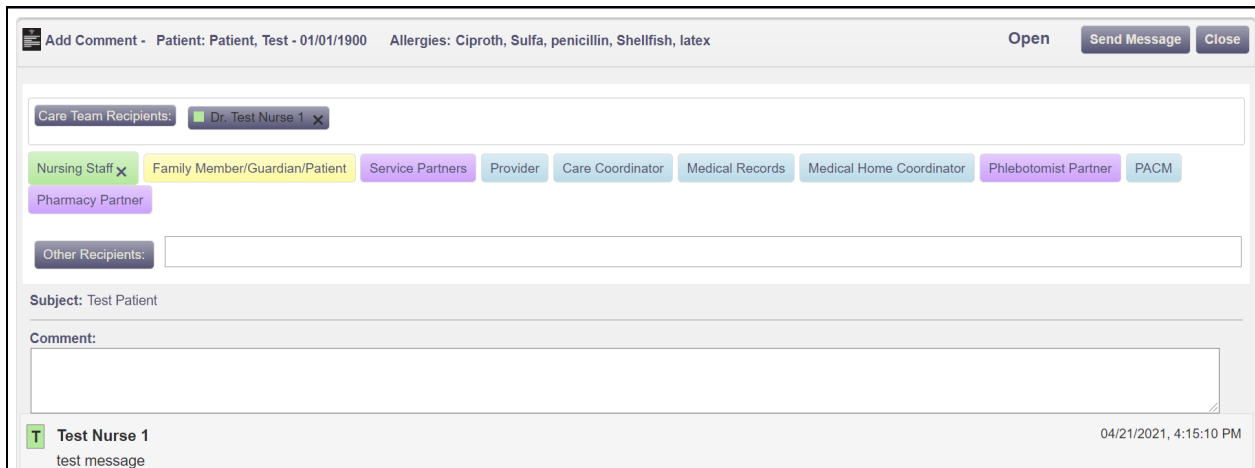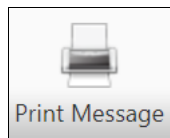
Message Actions

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.
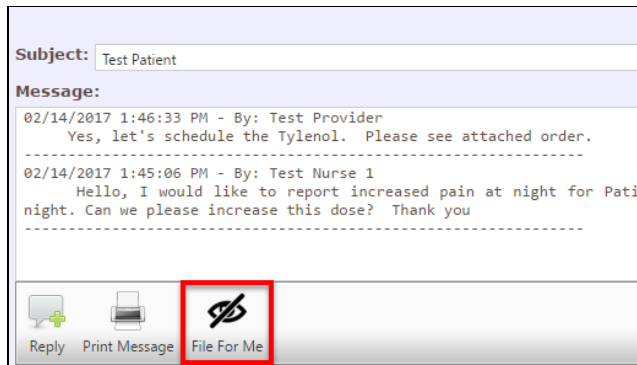

   a. **Message View:** Will display all **Care Team Recipients** options in color tabs

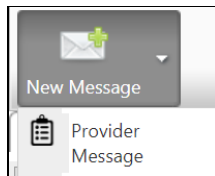2. **Print Message:** Allow the user to print Bridge conversations

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**