Bluestone Bridge Family User Guide

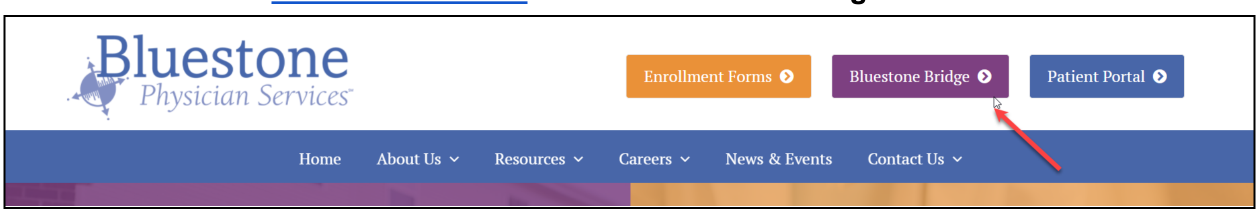
The Bluestone Bridge is a secure online communication tool that allows members of a patient's care team (family, nursing staff, provider team, home health or hospice agency, etc.) to exchange medically relevant messages between regular visits.

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.

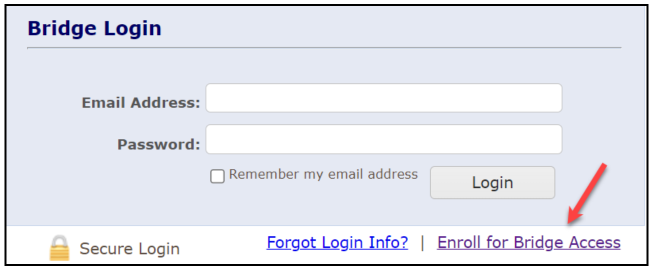
Gaining Access to Bluestone Bridge

Account Registration

1. Complete User Account Registration
    a. Go to **BluestoneMD.com** click on **Bluestone Bridge** icon



b. Select **[Enroll for Bridge Access]**



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

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

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				
Person 5				

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

Patient Signature

Clear

Date

12-14-2022

Date

Legal Representative (if authorized to sign for patient)

Clear

Date

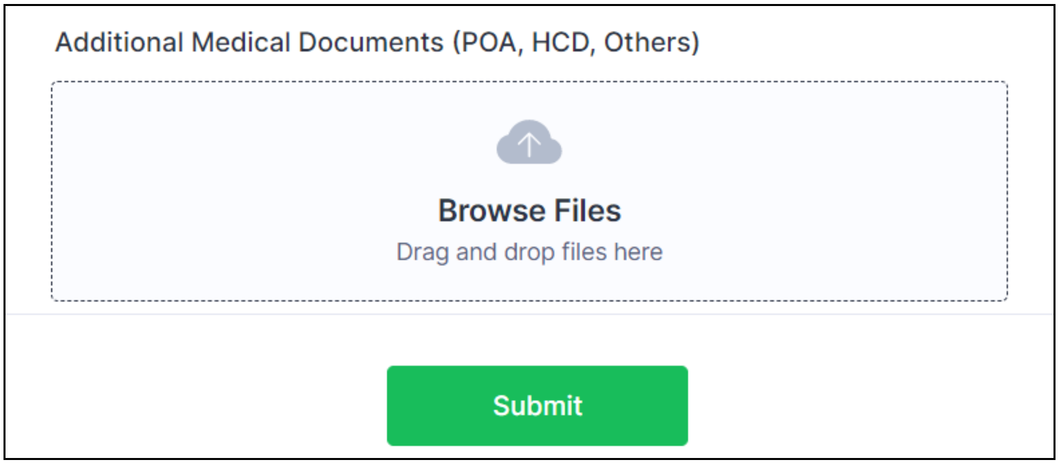
12-14-2022

Date

Legal Representative Printed Name

Relationship to Patient

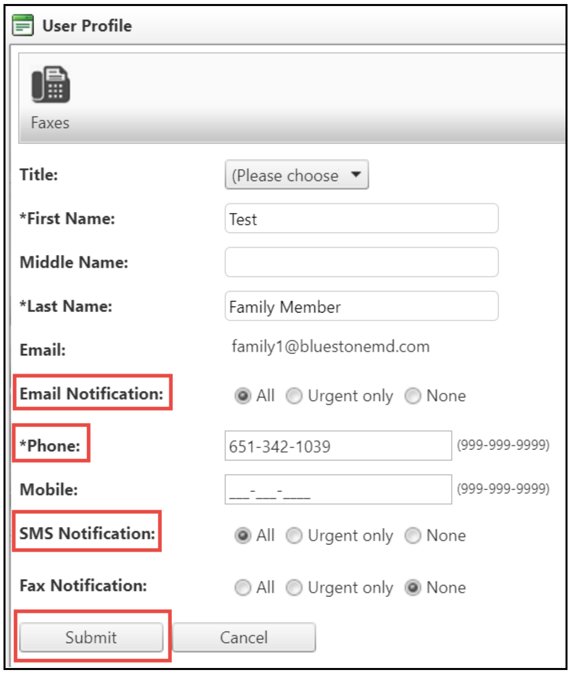
d. Upload **Additional Medical Documents - Power of Attorney (POA)**, **Health Care Delegate (HCD)** and **Others**.



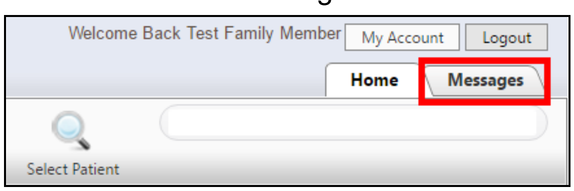
4. Once all information has been reviewed and verified, the User will receive a confirmation email with login information.
    a. Bridge & Portal Help Desk by calling **855-794-9476** Option **1**

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.

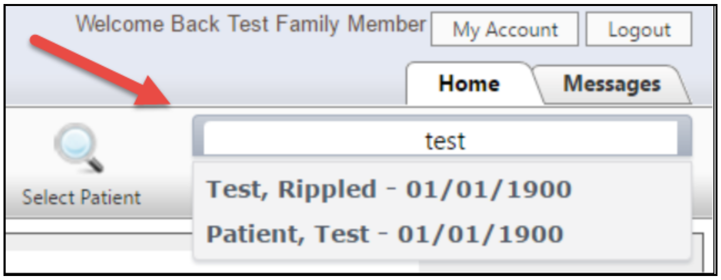


2. Two tabs are located in the upper right side of the Bridge - **Home** and **Messages**.
    a. **Home** tab: Will provide updates and new announcements
    b. **Messages** tab: Will view the message inbox



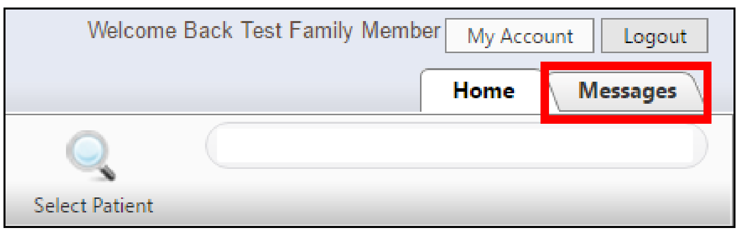
Searching for a Patient

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.

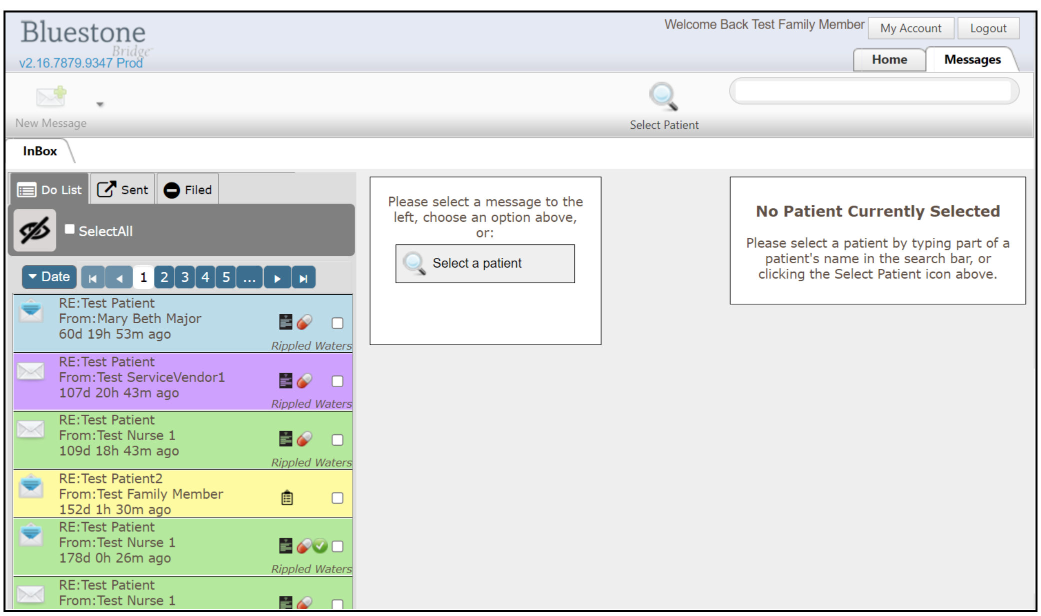


Managing your Inbox

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.



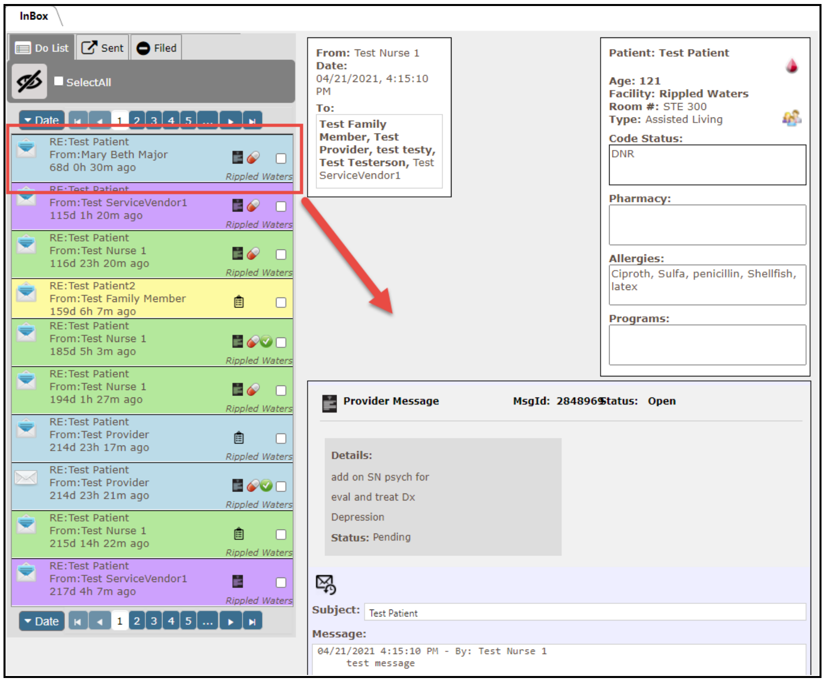
b. The following **Icons** may be shown within any individual message

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)

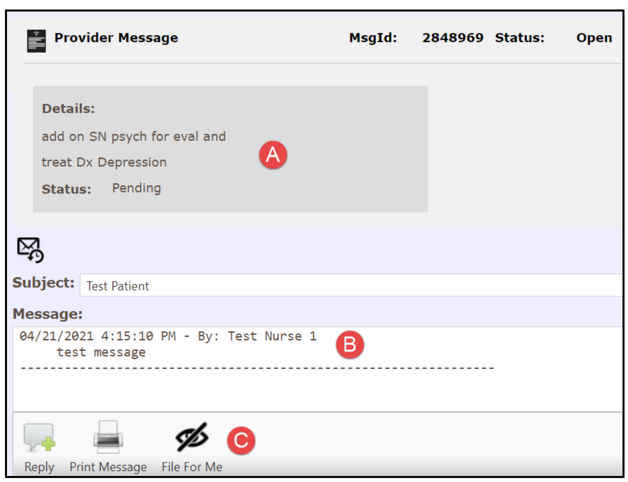
c. The following colors designating user type may appear in the **Inbox**

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)

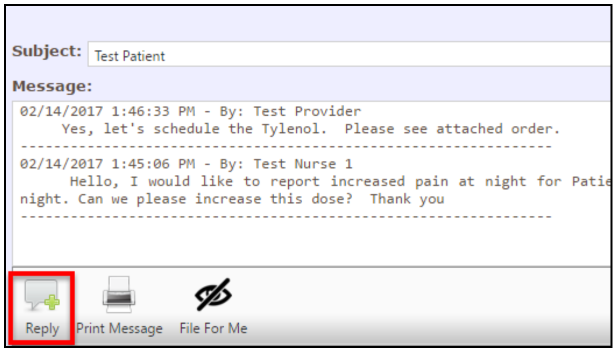


   b. **Message:** Who wrote the message and message history.
   c. **Actions:** Reply, Print or File Message

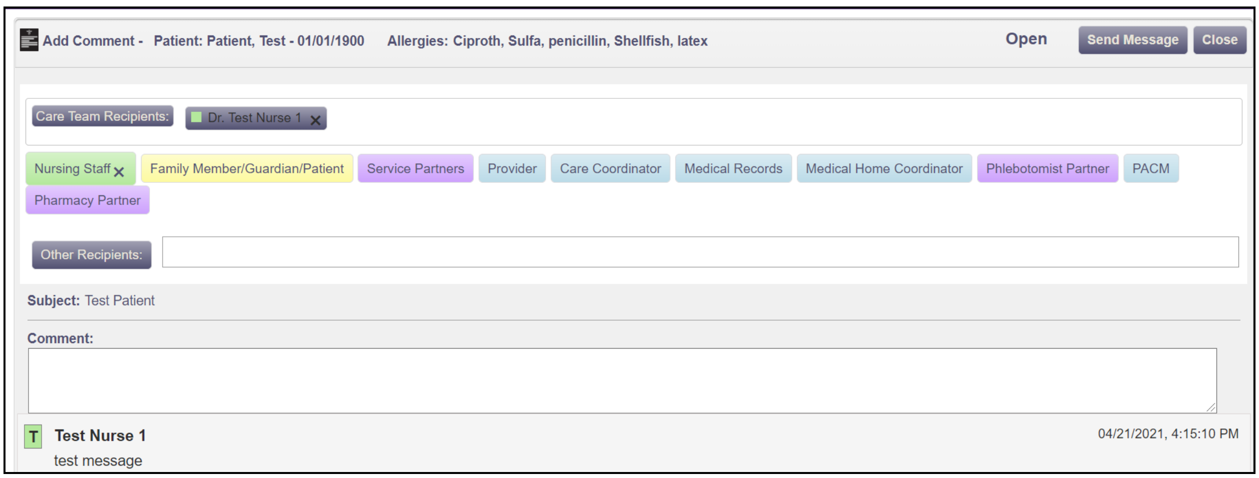


Message Actions

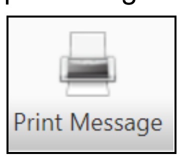
1. **Reply**: Selecting the "**Reply**" button will open a window to write a message back to the sender. Messages can be replied to multiple times and all the information will be contained in the message history.



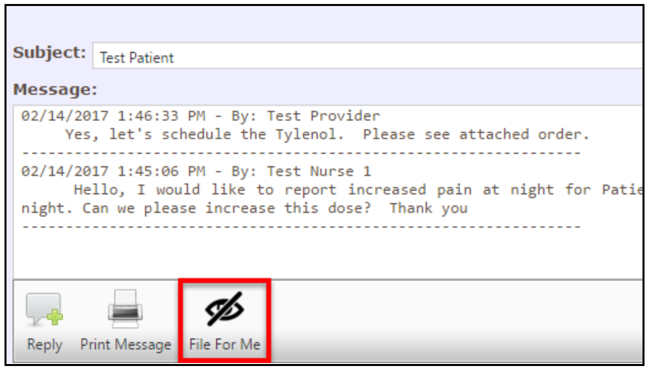
   a. **Message View:** Will display all **Care Team Recipients** options in color tabs



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



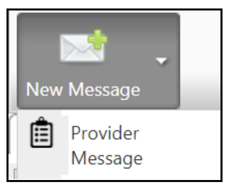
3. **File For Me**: Will hide the message from the user's inbox. It will still stay a part of the Patient conversation on the Bridge.



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**