

➤ Requirement

Browser Requirement: Google Chrome, Firefox, IE

1. Logging Into Your Account

Open your browser then Log into Provider Website at: <https://provider.bluejayhealth.com>

2. Add Your First Patient

Go to My Patients > Patients List, Select **Add New** Button

Enter mandatory patient information

*Legal guardian information is also required for patient who is under 18.

1. The patient will receive a **text message** and an **email** to guide them to download and install the patient app.
2. You will be taken back to Patient List and new patient name will be on the top.
3. You can select Patient Name to launch **Patient Dashboard**- Click every blue **section bar** to get detail information:

The screenshot displays the Patient Dashboard for Joy Kuo. At the top, there's a header with the patient's name, last login, and doctor. Below this, the dashboard is organized into several sections: 01 Exercise Program, 02 Video Visit, 03 Notes, 04 Outcomes, and 05 Chat. Each section is highlighted with a red box and a number. The Exercise Program section shows two exercises with images and descriptions. The Video Visit section includes a 'Schedule a Visit' button and a table of visit history. The Notes section shows a single note. The Outcomes section features a line graph with three data series: Function, Pain, and Completion. The Chat section shows a conversation with Chris Feng. The top bar has buttons for 'Assign Monthly Care Package' (06) and 'live chat' (07). The bottom bar has a 'Survey' button and a 'Whole Treatment' button.

Visit History	06:15-06:45 PM
05/26/2017	06:15-06:45 PM
05/23/2017	12:45-01:00 PM
05/23/2017	12:15-12:45 PM

1. **Exercise Program Section** - You can view the current exercise program of your patient and send out a new treatment plan to your patient.
2. **Video Visit Section** – You can view visit history and select Schedule a Visit button to schedule a video consultation with your patient.
3. **Notes Section** – You can leave your internal note of the patient here.

4. **Outcomes Section** – You can view the log progress of your patient and you can select the green **Survey button** to view **Survey Result** of your patient.
5. **Chat Section** – You can send text/audio messages, images and also do a live chat with your patient.
6. **Assign Monthly Care Package** - You can assign patient a monthly subscription package by selecting this button.
7. **Live Chat**– You can start a live chat with your patient by selecting this button.

3. How To Build Your Pre-Group Exercises (Add Exercises To Your Favorites)

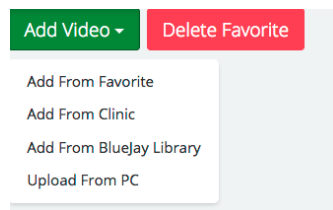
1. Go To **My Favorites Page** >**Plus button** to create a new favorite library.



Enter the name of your Favorite List then select Next button to add videos.

A screenshot of a 'Create new favorite' dialog box. It has a title bar with a close button (X). Inside, there is a label 'New Favorite Name:' followed by a text input field containing the placeholder text 'Favorite Name'. At the bottom right, there is a blue button labeled 'Next'.

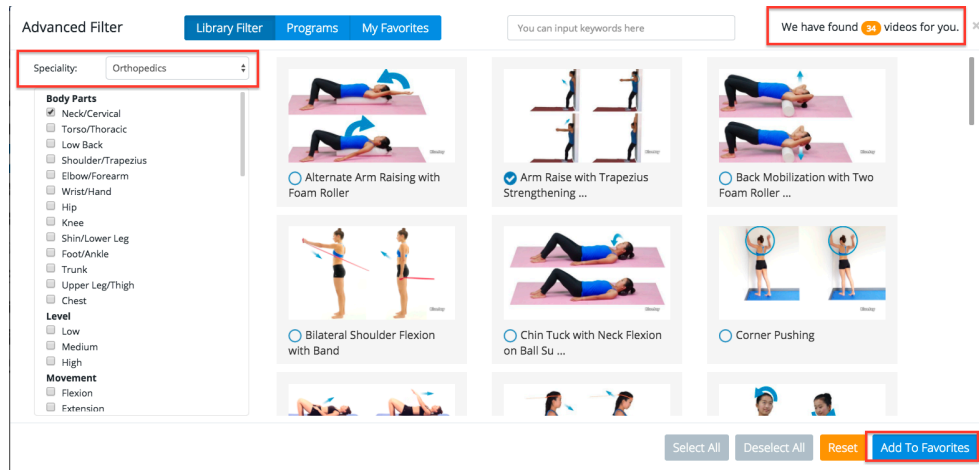
2. You can select where to add videos to your Favorite library



*Note : If you select **Upload From PC**, BlueJay Recommends to upload the videos in MP4 format and maximum size for each video is 64 MB.

3. **Advanced Filter** - If you select **Add from Bluejay Library** above, you will be taken to **Advanced Filter** window.

You can switch the **Specialty** on the top left drop-down list and select body parts. You will find search results on the right hand side and select the videos to **Add to Favorites**.



4. You can edit Reps, Sets and add text/audio instruction to your pre-group videos.

5. You can also share your pre-group list to other therapists by selecting **Save As Clinic** button to add your favorite list to clinic library.

Save As Clinic

6. If you prefer to use the pre-group exercise videos from other therapists, you can go to Clinic Library to select the shared list then select **Save as My Favorite** button.

Anterior Hip(Level 1)

Created By: Fadi Asfoor

Save as My Favorite

4. Prescribe an exercise program to your patient

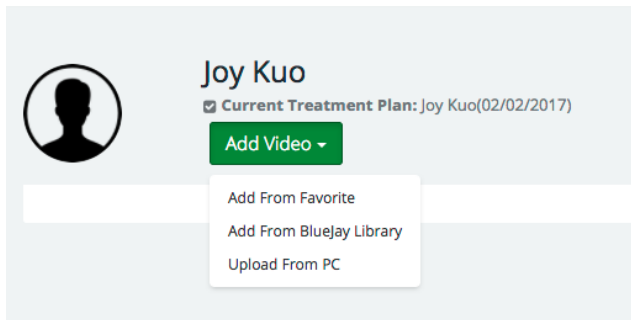
1. You can go to **My Patients > Select Patient Name** to launch Patient Dashboard

2. On Patient Dashboard, click anywhere on **Exercise Program bar** to go to Treatment Page and select **New Treatment** button.

Exercise Program

New Treatment

3. On Treatment Page, you can select **Add From Favorite button** to add your pre-group exercise videos to your exercise program.




4. Once you added your exercise videos, select **Next** button to Schedule page. You need to enable the Time Range and confirm the start date and end date. You can also attach a Survey with exercise program by selecting the drop-down menu.

Select **Schedule & Send Treatment** button to prescribe the exercise program to your patient.

5. Tracking outcomes from your patients

1. You can track the outcomes of your patient from **Patient List** and **Patient Dashboard**. You can go My Patients> **View Patient List** on the right side
Utilization(Weekly) – To know if your patient logged into the APP this week.
Status – To see if your patient opened your prescription or ever logged into the APP
Progress / Survey Score –View your patient's progress and survey score

Name	Utilization (Weekly)	Response to Tx (3 Days Post Video Visit)	Recovery Satisfaction	Progress (Weekly) Exercise Compliance	Pain	Survey Score	Status
 Joy Kuo (F / 28Y) No Message		(2) About same Pain: 2	N/A	N/A	N/A	0	Tx not opened
 Chiara Lelan (F / 30Y) No Message		Pain: N/A	N/A	100%	N/A	61	...

2. Select **Patient Name** to launch **Patient Dashboard** and Go To **Outcomes section**



- Click anywhere on the blue **Outcomes section bar** to view patient progress in details.
- Select the green Survey button on Outcomes section bar to launch Survey Result page.

6. Tell BlueJay Your Feedback

1. Go To the left menu bar and select **Help > BlueJay Support Platform** to Access Support Materials
 - a. Click on **Contact BlueJay Support Team** to report an issue to BlueJay
2. Contact BlueJay Support Team at **support@bluejayhealth.com** for any issues while using the platform.

