User Manual for BlueJay*Telehealth*

BlueJay*Telehealth*

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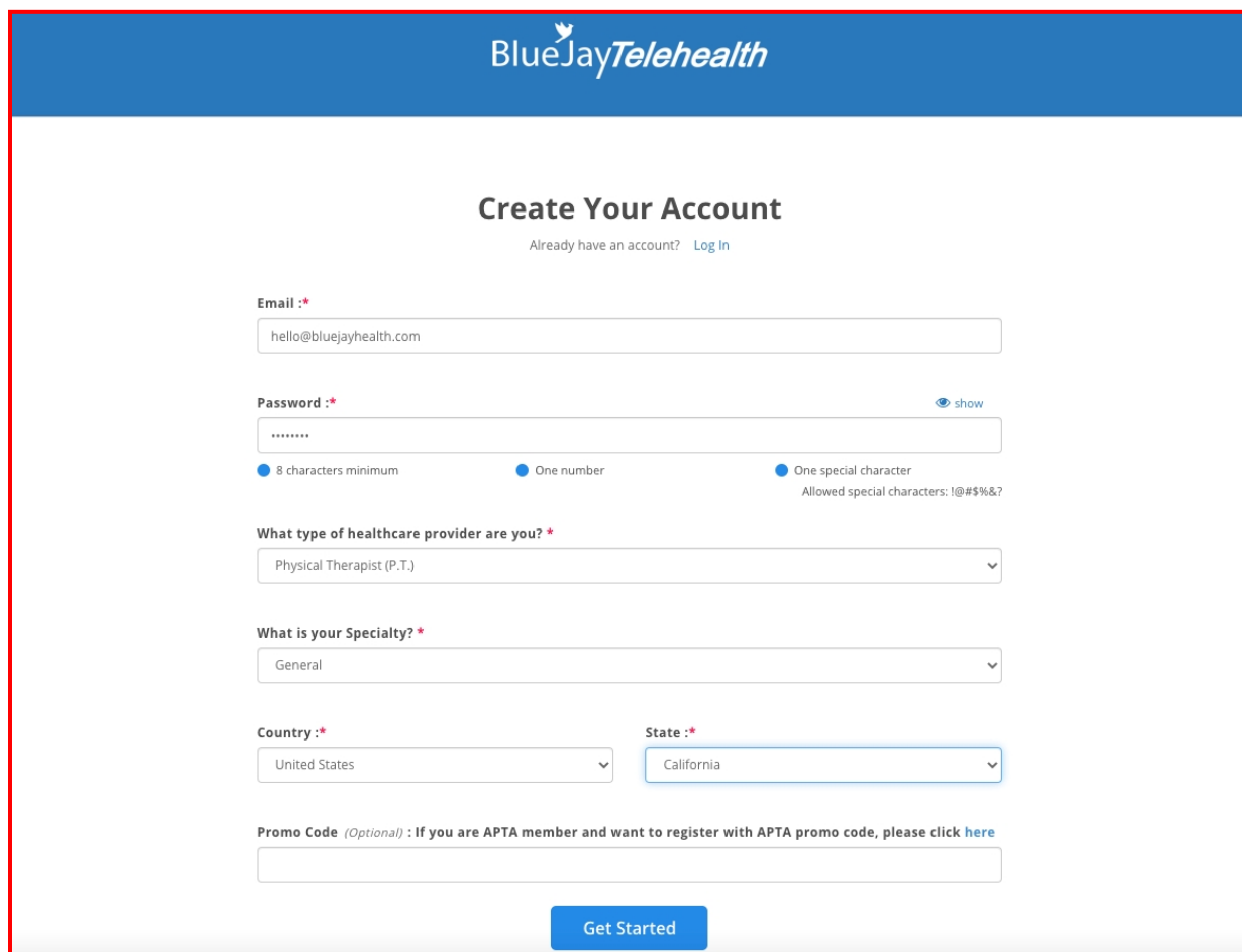## *User Manual for BlueJayTelehealth*

1. Getting Started with BlueJay*Telehealth*
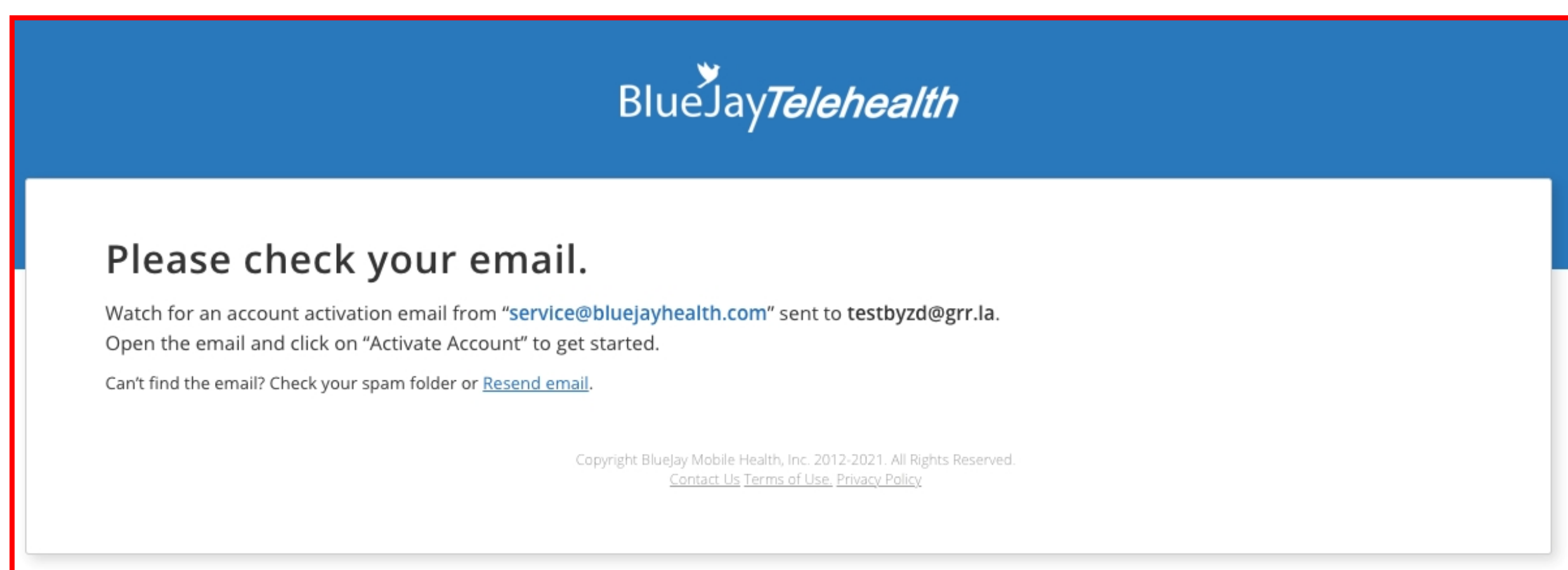
1.1. Sign Up

1. Go to BlueJay Mobile Health's website.
2. Click on 'Sign up' to become a new member.
3. Enter your Email address, password, your specialty, country and state
4. Click 'Get Started'

5. To activate your account, open the activation link sent by service@bluejayhealth.com

6. Then add your payment details and billing information.

7. Accept the 'Terms of Use' and click 'Start Subscription'.

8. Then add the information to create your virtual clinic and click 'Start using BlueJayTelehealth'

9. You are then directed to the login page of BlueJayTelehealth

10. You will receive 'Welcome to BlueJayTelehealth!' email from BlueJay Mobile Health Team.

1.2. Sign in as a Provider

1. If you are already a member, go to BlueJayHealth website, and click Login

2. Then click BlueJayTelehealth

3. You will be directed to 'User Login' Page

4. Provide your email address and password

5. Then click 'Sign in' to access BlueJayTelehealth account
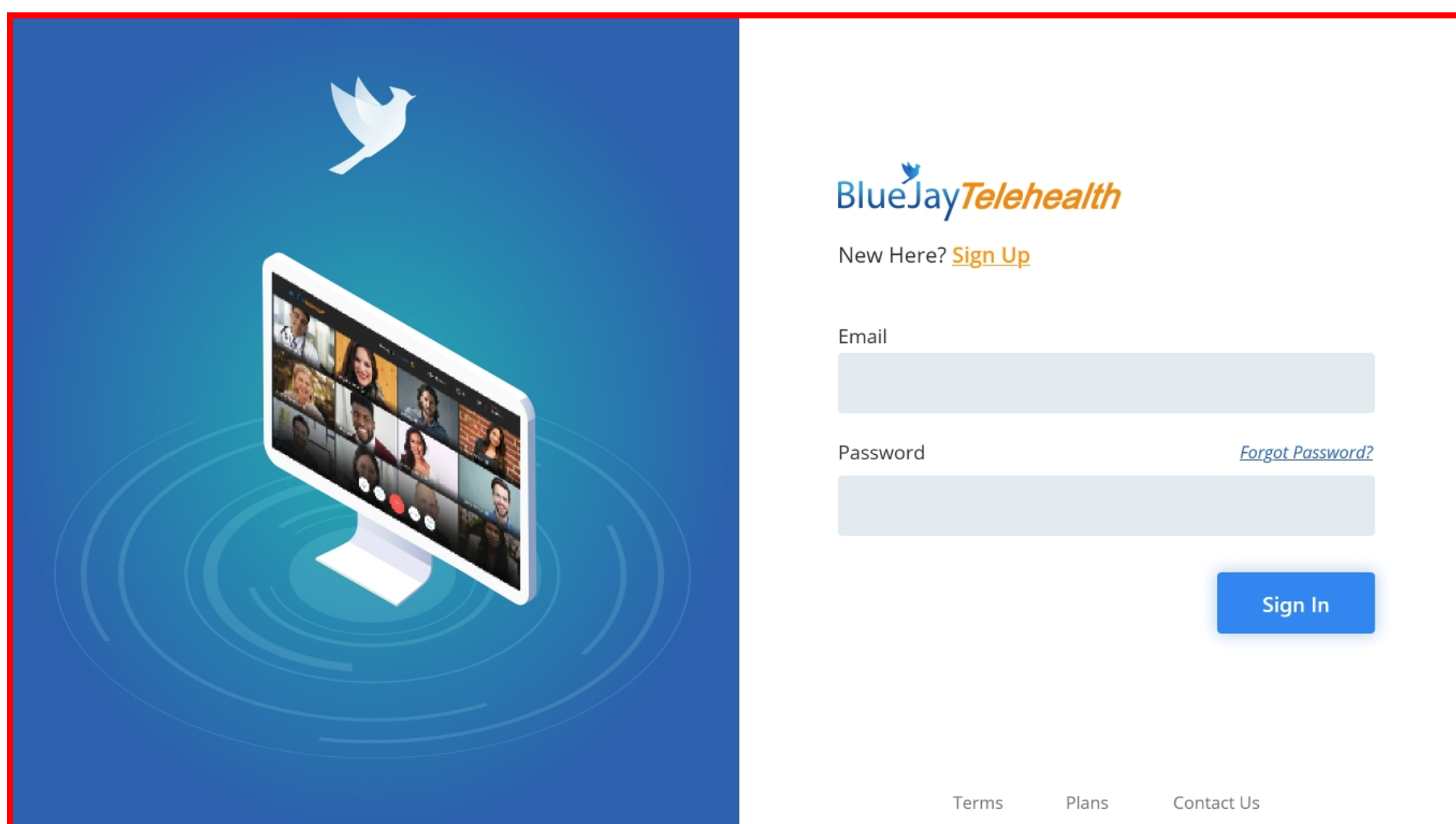
If you forgot your password:
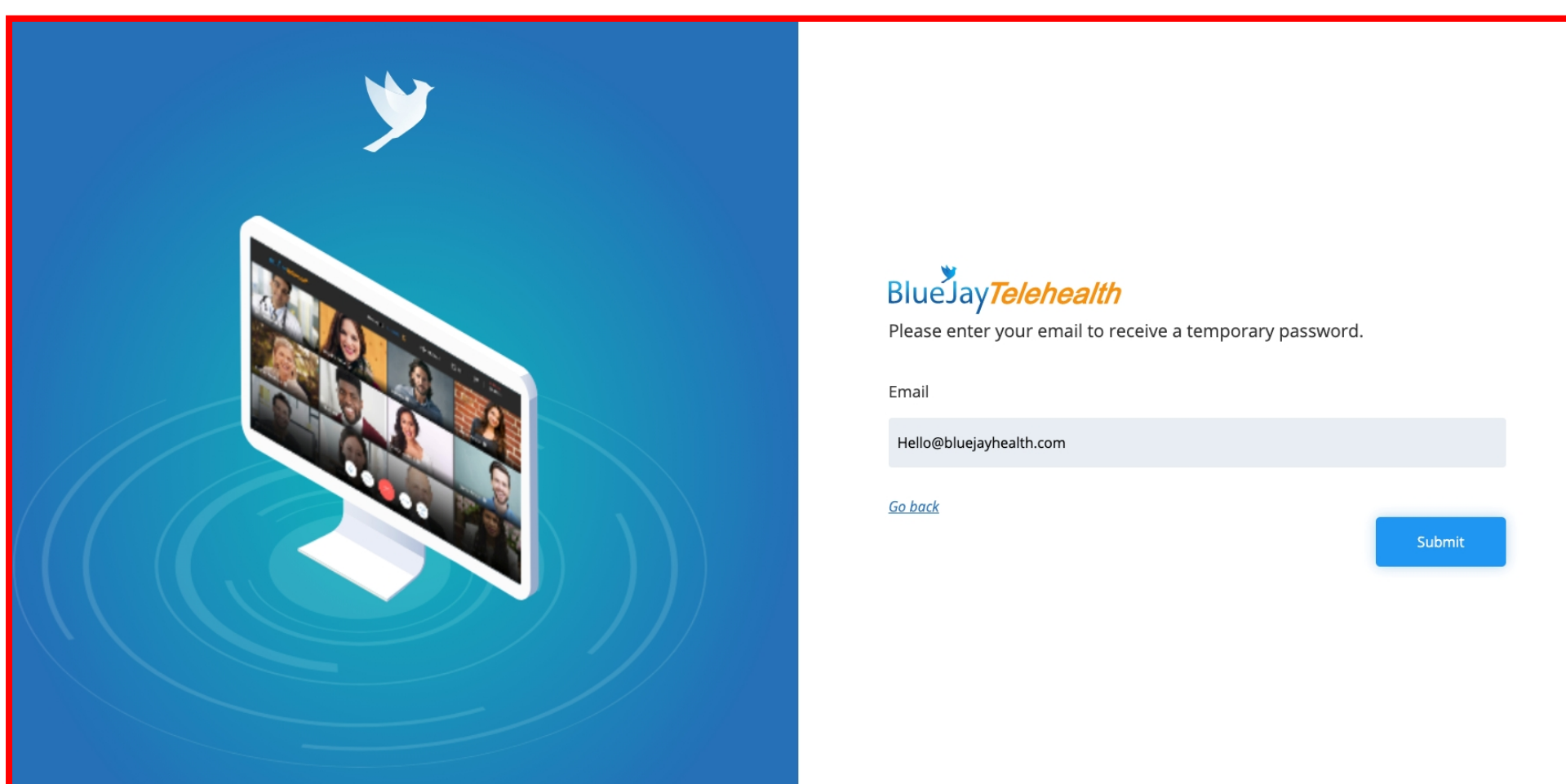
• click on 'Forgot Password?'

• Provide your registered email address to receive a temporary password

• Reset password email will be sent in your email

• After logging in with a temporary password, go to 'My Profile' and change your password to your desired one.

• After entering your new password, click 'Save'.

1.3. Profile Setup/Consent Form

1. Click on the profile icon to set up your profile
2. A pop-up window will appear.
3. You can upload your image and edit your information.
4. You can also upload a patient consent form if you are the clinic administrator.
5. Click 'Save' to update your profile.

My Profile	✕

Profile Picture :

Change Image

First Name* : | Jane

Last name* : | Smith

Email* : | sfot1@grr.la

Phone No* : | 009-786-5472

New Password :

>>Minimum 8 characters>>Atleast 1 digit
>>Atleast 1 special character among !@#$%&?

Confirm Password :

Consent Form : | Choose File No file chosen

telemedicine-consent.pdf

2. Manage Providers & Patients

2.1. Add Providers

1. To add new providers into your BlueJayTelehealth account, navigate to 'Manage' , then select "Providers".

2. Click on the "Add Provider" button on the far right to add a new provider.

3. Fill in all the required fields and check the "Allow Clinic Admin Role" if you'd like to set up an admin account for the new provider.

4. Then click 'Add to Subscription'

2.2. Add Patients

1. To add patients in the Telehealth's system, go to "Manage"
2. Click on the "Patients" tab
3. Click on the "Add Patient" button on the right of the screen.

4. A pop-up window will appear asking you to fill out the details of the Patient.
5. Click 'Save' to continue

Add Patient ✕

First Name *
Larry

Last Name *
Synder

Cell Phone *
US (+1)   000-987-5864

Email
larrys@grr.la

Country *
United States

State *
California

Zip Code *
94507

Birthday *
February   2   1980

Save

3. Manage Region, SNF & Patients
(* For Skilled Nursing Facility Users only)

BlueJay's SNF module keeps records of all the provider-patient activities and assists in organizing and scheduling video appointments and other operations adhering to the SNF's of a particular region.

For SNF users, there are five tabs on the "Manage Region & SNF" page.

3.1. Region

There is a list of regions and their addresses under the 'Region' tab. You can view SNFs and Providers corresponding to the specific region by clicking 'View SNF' and 'View Providers'.1

3.2. Providers

Similarly, the "Providers" tab provides the names of the Providers, their email addresses, and their assigned SNFs, User roles, and particular regions they work in.

3.3. SNF

This "SNF" tab allows you to keep track of active Skilled Nursing Facilities. You can view the list of SNF Providers corresponding to a specific SNF and region by clicking 'View Providers'. You can also view the list of Patients corresponding to a specific SNF and region by clicking 'View Patients'.

- **Adding an SNF**

  To add an SNF in the current list, first select the region and then click on "Add SNF" at the top right corner of the page.
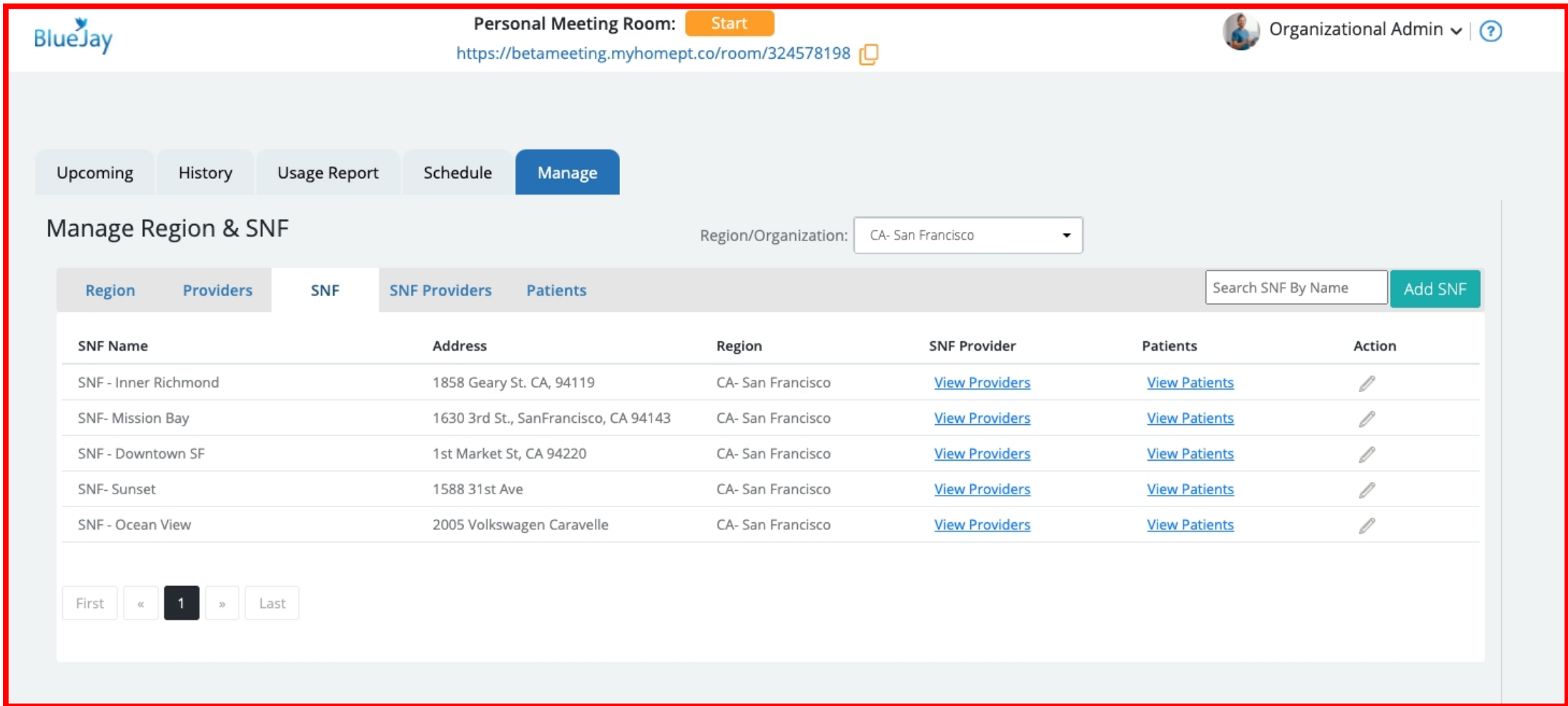
3.4. SNF Providers

"SNF Providers" tab provides the information of providers associated with a particular regions and SNFs. It displays their email addresses, names, their SNF details, their user roles and Admin status.
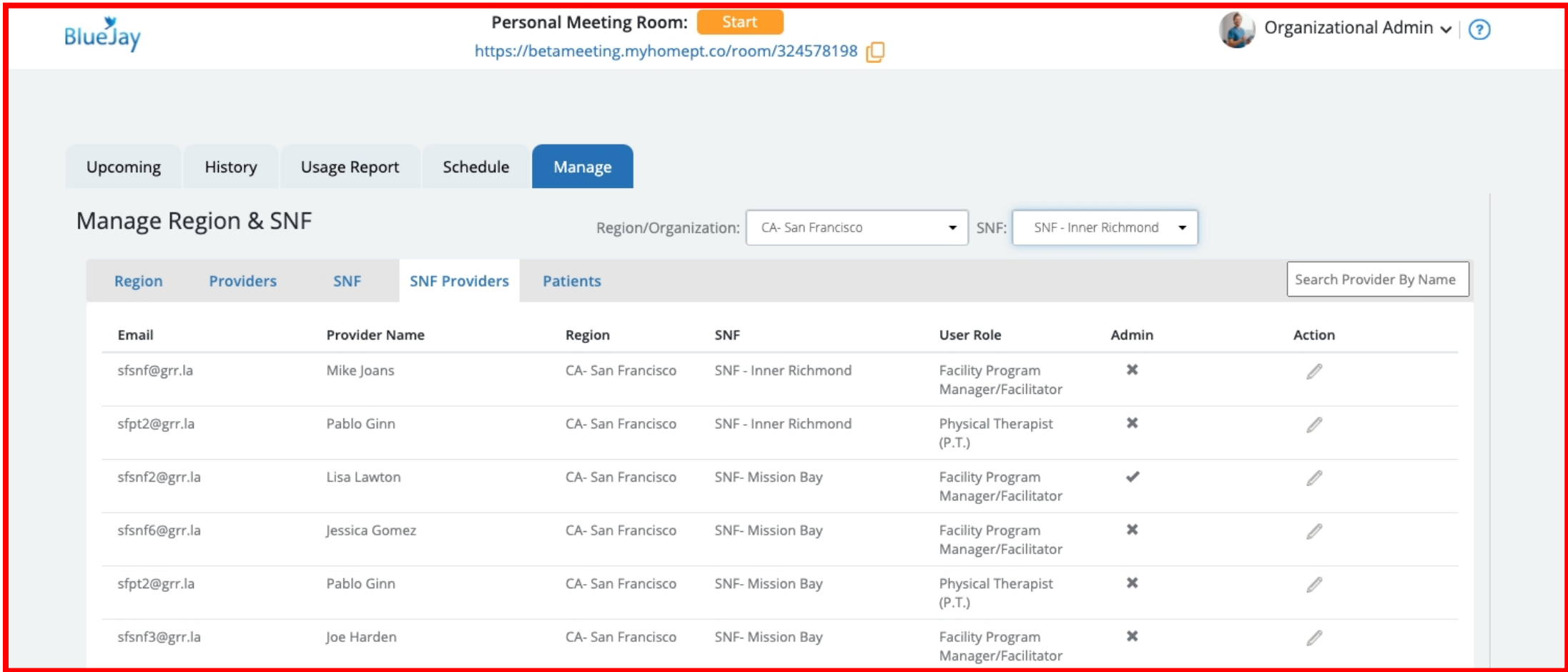
3.5. Patients

This last tab lists the information of the patients and the SNF's that they belong to.

4. Appointments

4.1. Schedule an Appointment
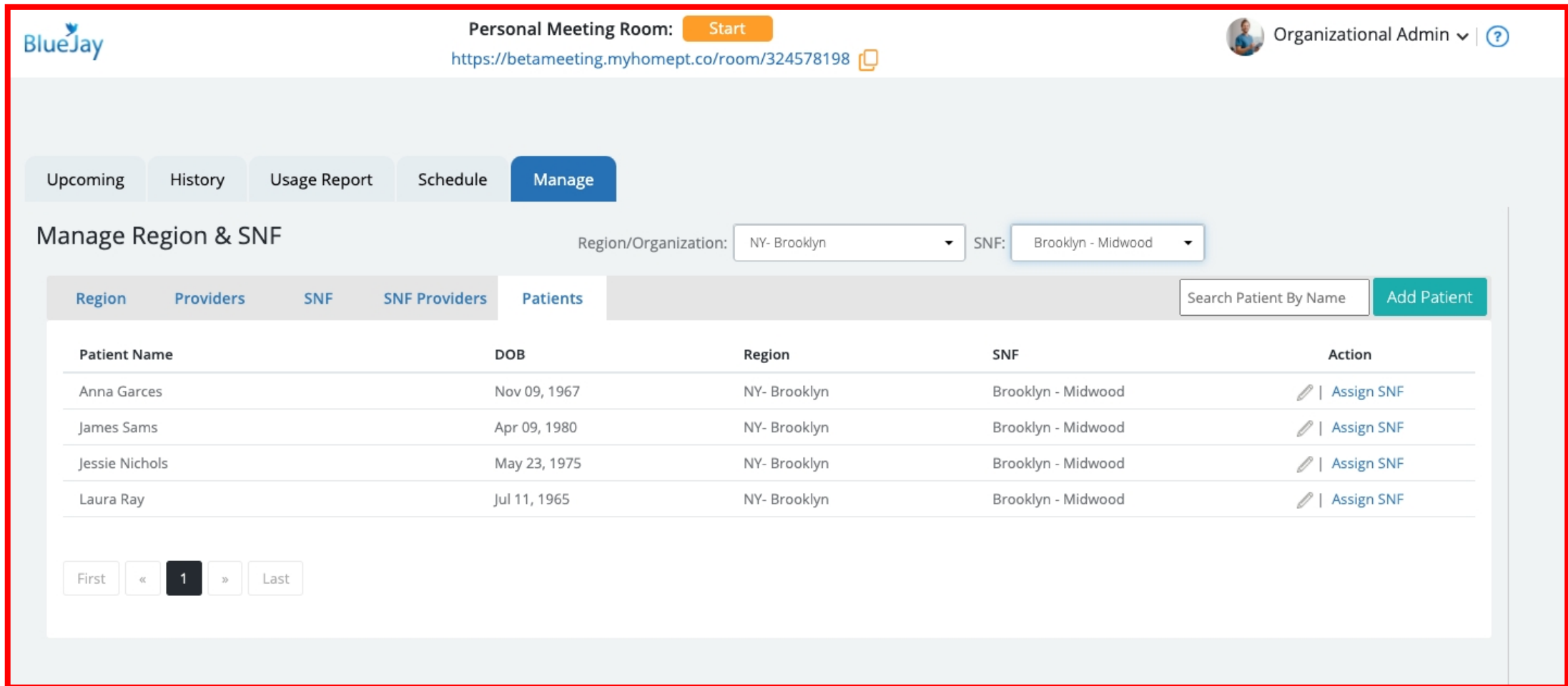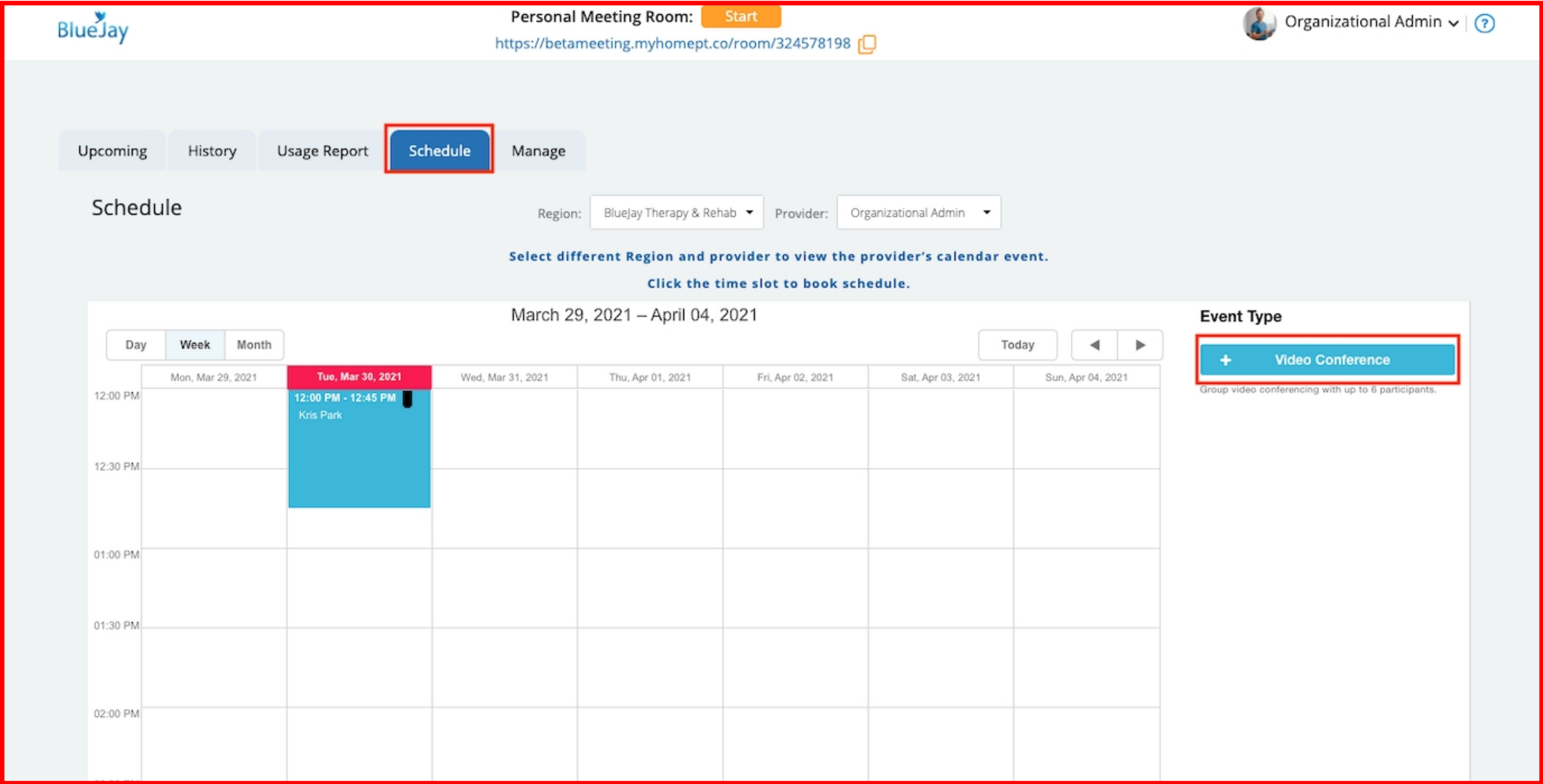
1. To schedule an appointment, click on the 'Schedule' tab in your Telehealth account.

2. Select the provider to view the provider's calendar event.
3. Click on the time slot to book schedule
4. A pop-up window will appear on your screen.
5. Fill in the required information and click 'Save'.

6. Now a pop-up window will appear notifying the successful appointment creation.

7. You can invite Care Team for the Telehealth meeting by either copying the meeting link and then sharing it with the Care Team or by simply sending an Email invitation.
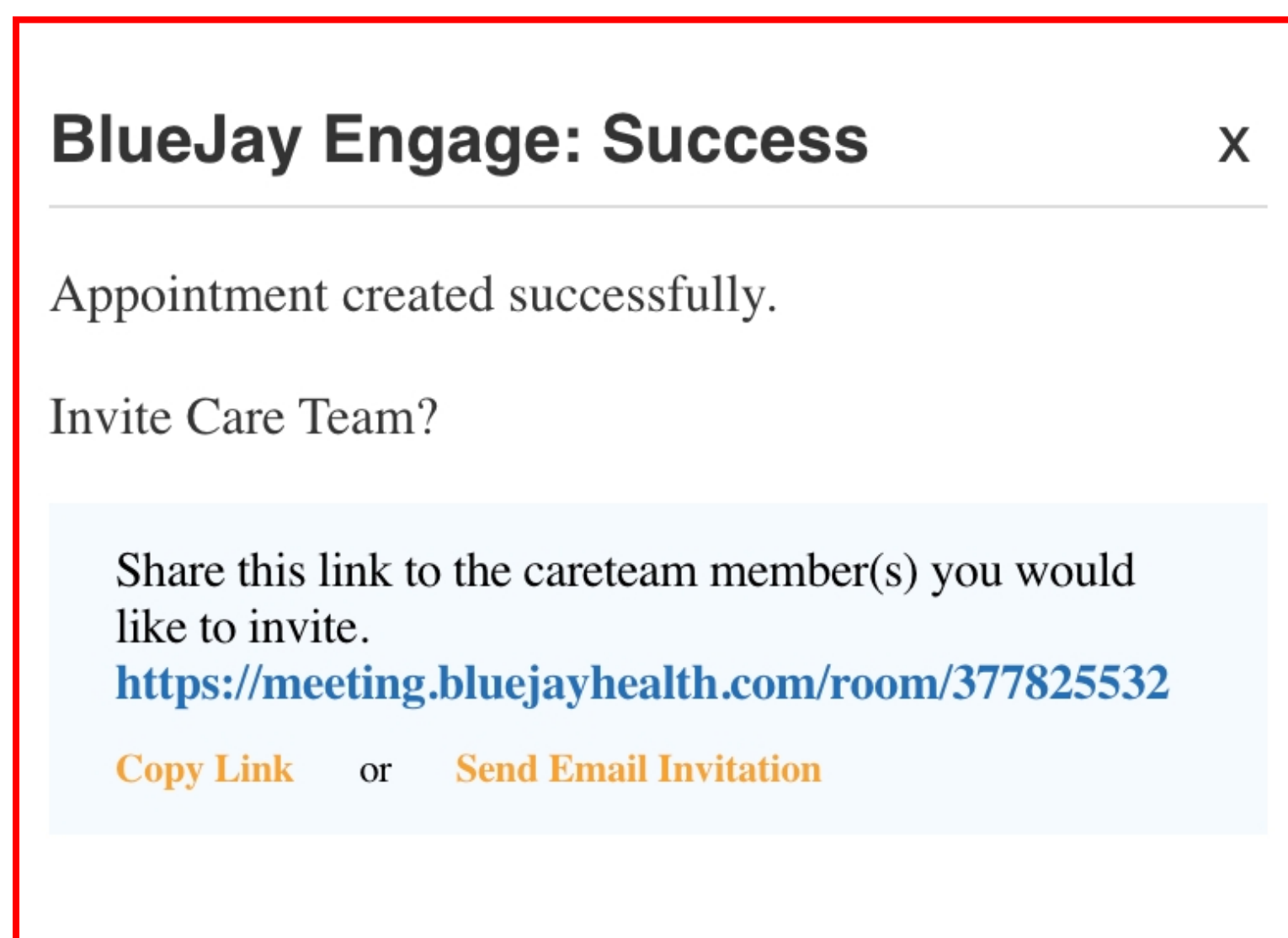
8. Your patient will also receive the appointment confirmation from service@bluejayhealth.com

9. The patient can participate through:

a. A web browser by opening the meeting link on Chrome, Firefox, or Safari browser (not Internet Explorer or Edge)
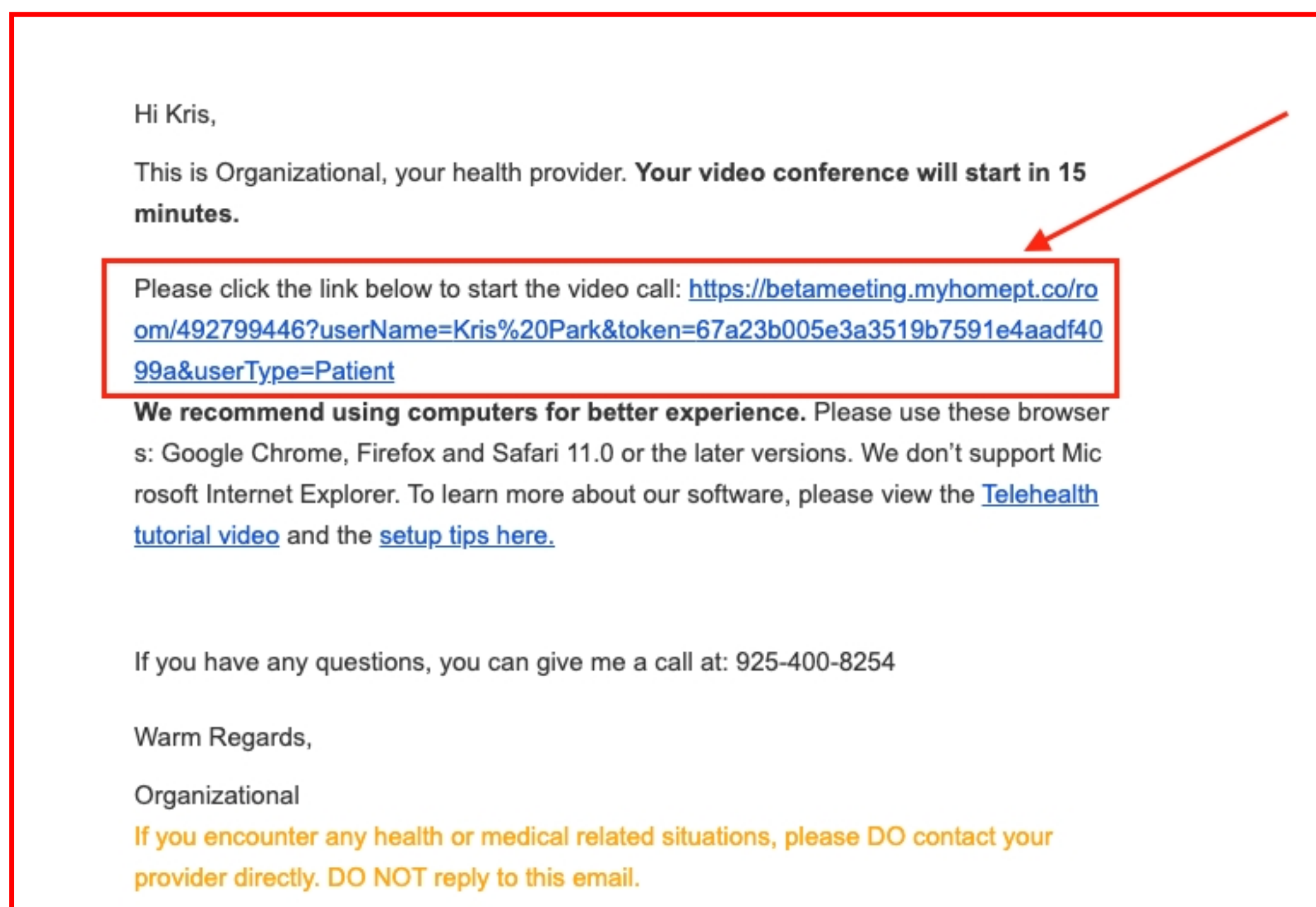
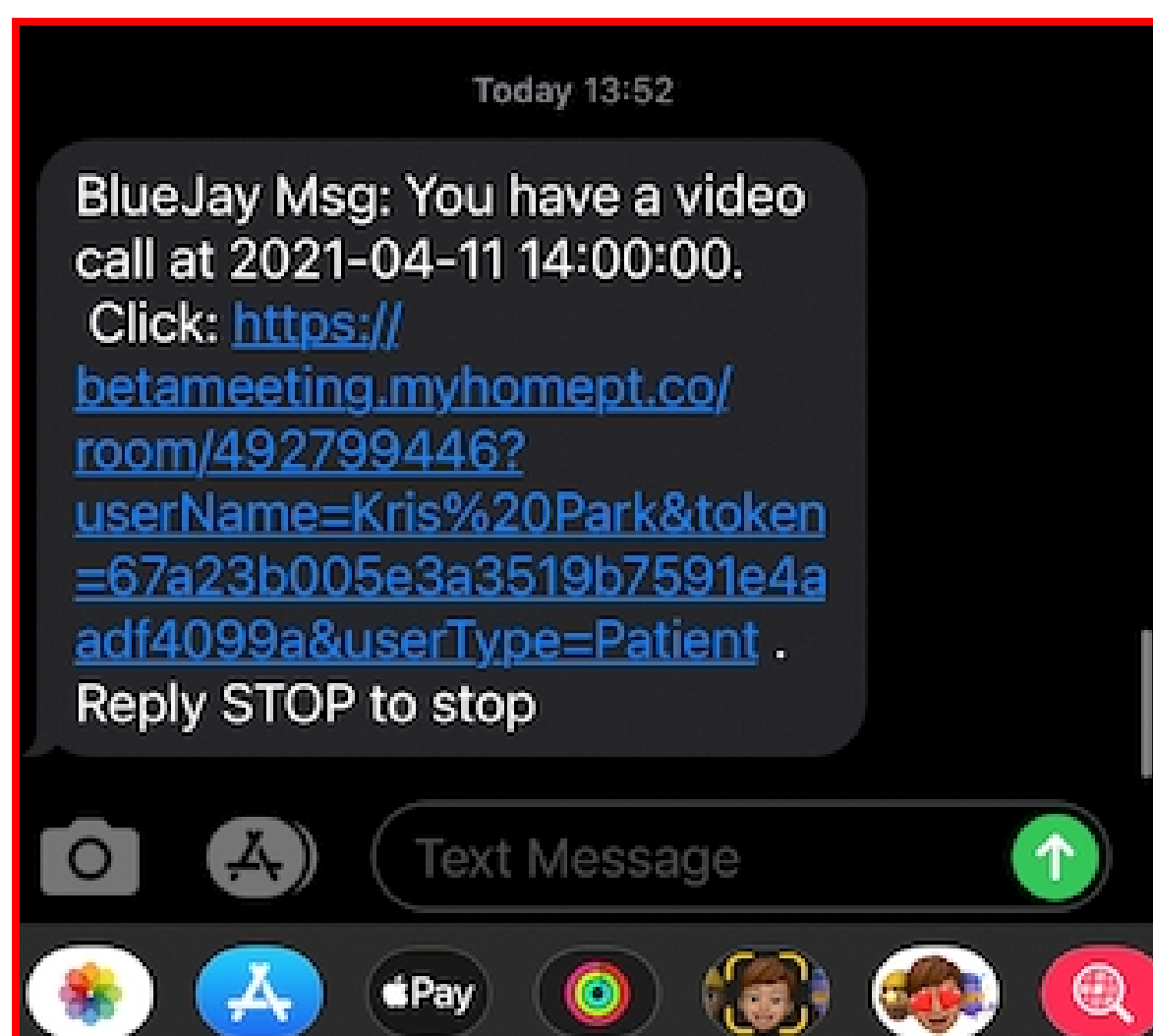I. Patient needs to read and agree to the Telehealth Appointment Consent form
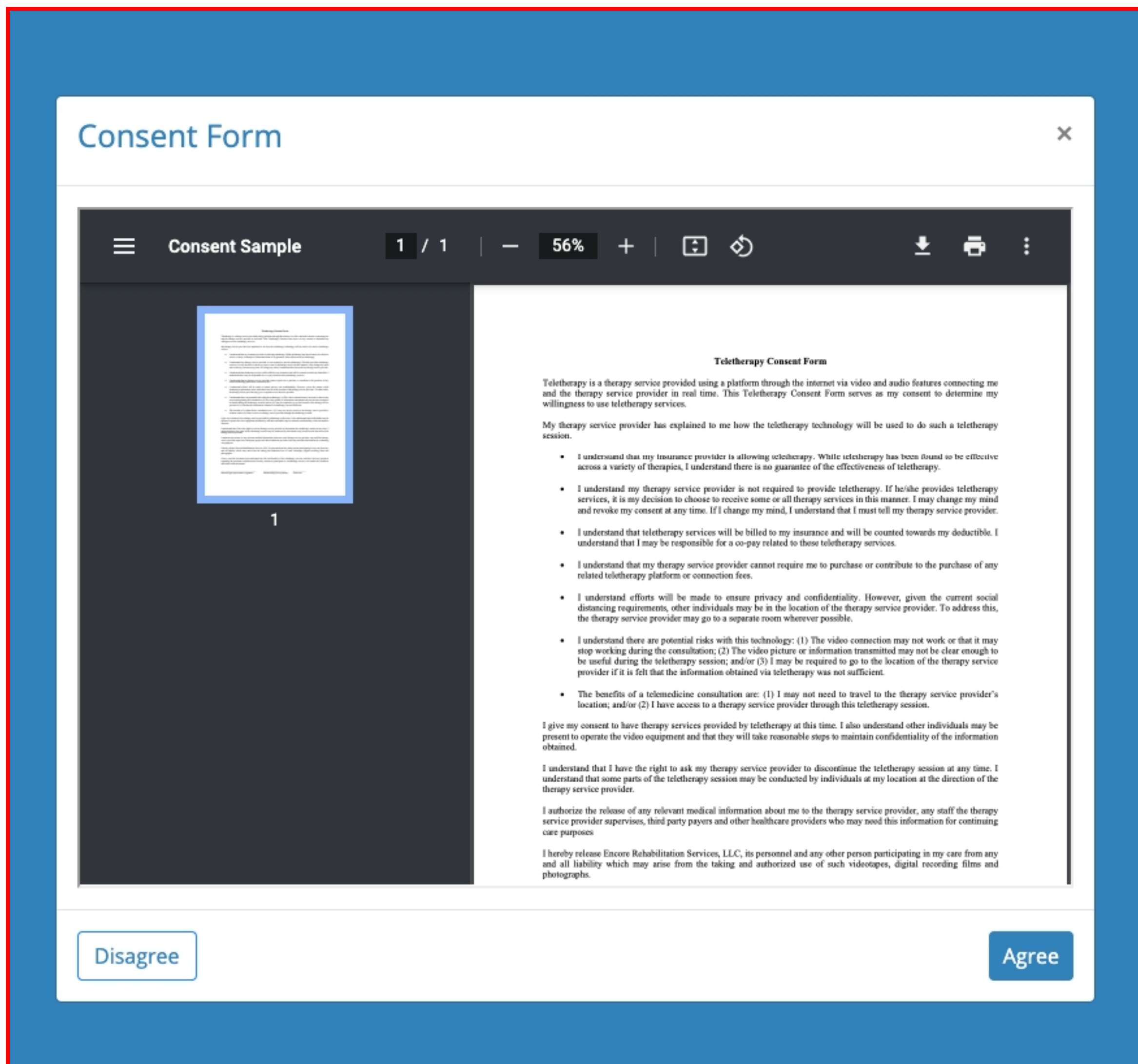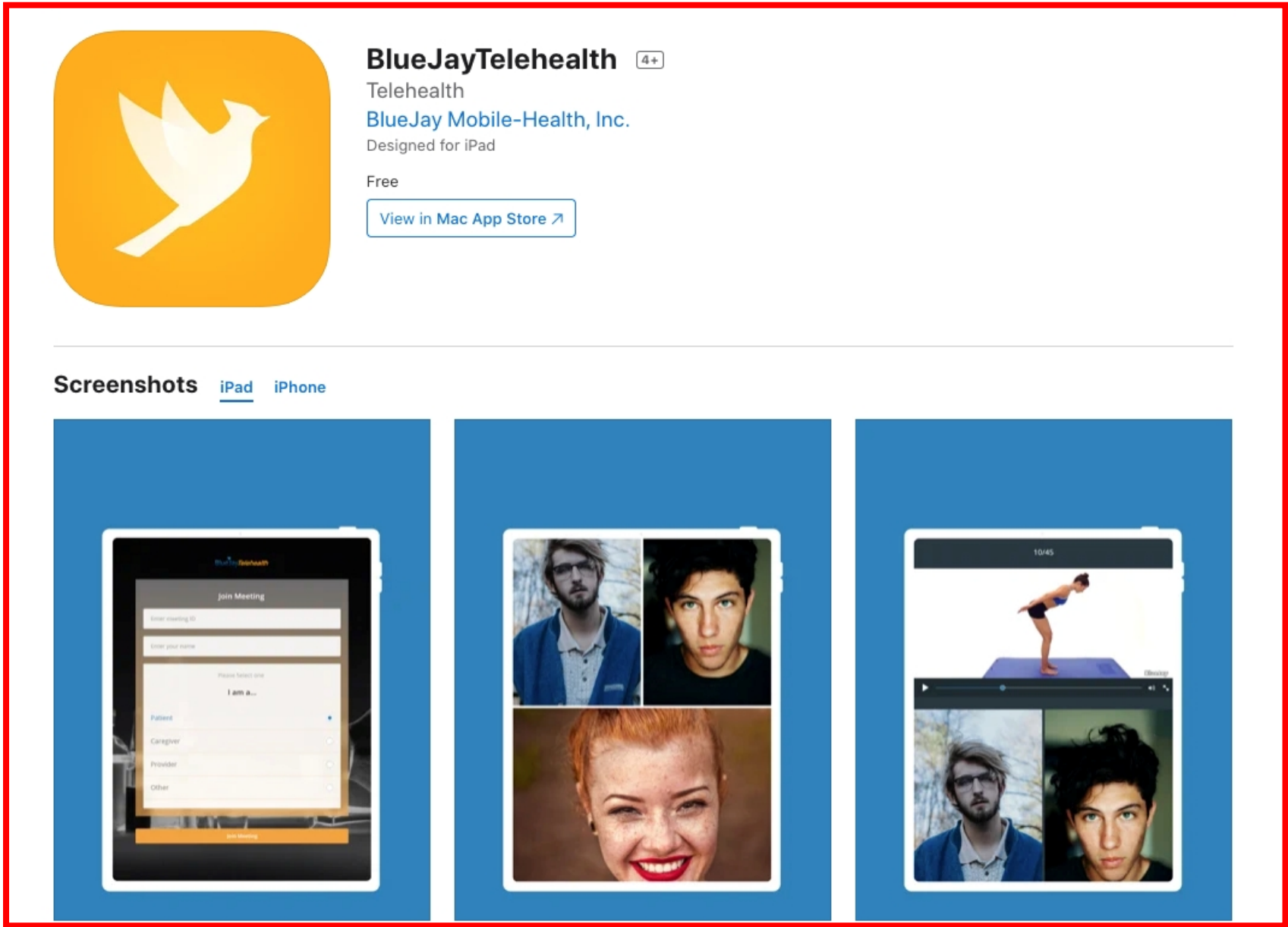

ii. Then the patient has to wait for the healthcare provider to join the call

b. Patients can also join the meeting through BlueJayTelehealth Mobile App
i. Check the text message for an appointment reminder, then tap on the meeting link

ii. If the patient does not have the app, they will be directed to the 'Apple Store'/'Google Play' to download the Mobile App for free.

iii. Once your patient has BlueJayTelehealth App installed on their mobile device, they will be taken to the App to start the appointment. (before joining the call, they have to Read and Agree to the consent form)

4.2. Edit/Delete an appointment

To edit/delete any appointment, click on the Schedule tab. Select the appointment that you want to edit/delete. A pop-up window will appear.

By clicking on 'Edit', you can edit the details of the appointment and then click save to update the meeting schedule.

In order to delete the appointment, simply click 'Delete Appointment' on the pop-up window.

4.3. Upcoming Appointments

The "Upcoming" tab allows you to view a record of your upcoming appointments. It displays a list..
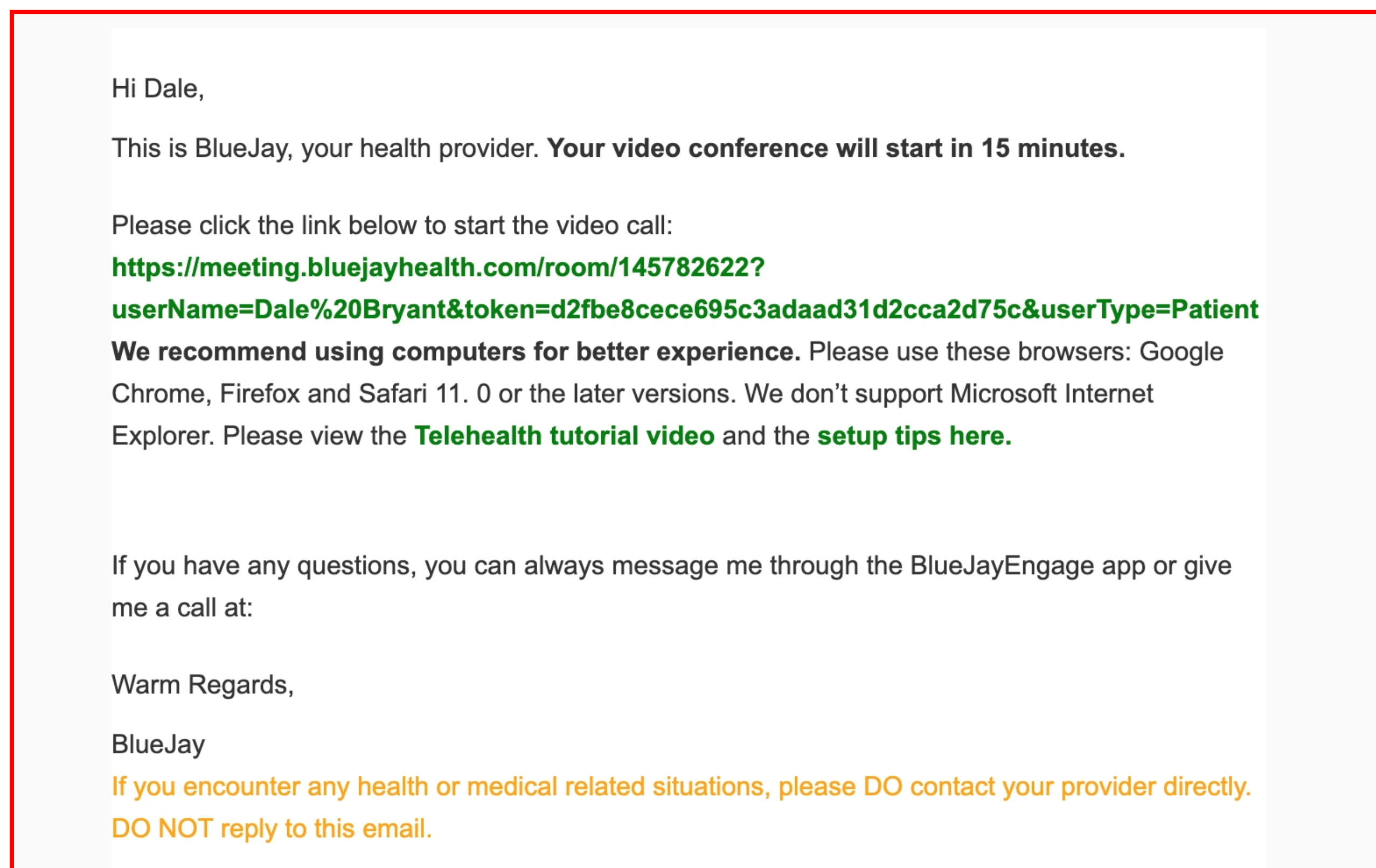
The BlueJay system will send three reminders per appointment via text message/email. The reminders are sent 1 week, 24 hours, and 15 minutes prior to scheduled appointments.

Here's an example of the 15-minute reminder:

Hi Dale,

This is BlueJay, your health provider. **Your video conference will start in 15 minutes.**

Please click the link below to start the video call:
https://meeting.bluejayhealth.com/room/145782622?
userName=Dale%20Bryant&token=d2fbe8cece695c3adaad31d2cca2d75c&userType=Patient
We recommend using computers for better experience. Please use these browsers: Google Chrome, Firefox and Safari 11. 0 or the later versions. We don't support Microsoft Internet Explorer. Please view the **Telehealth tutorial video** and the **setup tips here.**

If you have any questions, you can always message me through the BlueJayEngage app or give me a call at:

Warm Regards,

BlueJay
If you encounter any health or medical related situations, please DO contact your provider directly. DO NOT reply to this email.

4.4. Appointment History

The "History" tab shows the list of all the previous calls with the patient(s). It provides the list of patients' names, their phone numbers, meeting rooms, date and time of the meeting and call duration.

5. BlueJayTelehealth Features

5.1. AI-ROM & Manual ROM

ROM is helpful when the provider wants to measure or analyze the post-treatment effects on the body of the patient.

During the Telehealth meeting , providers can measure the range of motion by clicking the "ROM" button in the tools option (the three-dot button).

• A window showing different ROM options will appear;

• Click on the relevant ROM option and take images of initial and final positions

• BlueJay's algorithm will scan the patient's movements and provide the results automatically after a few seconds.
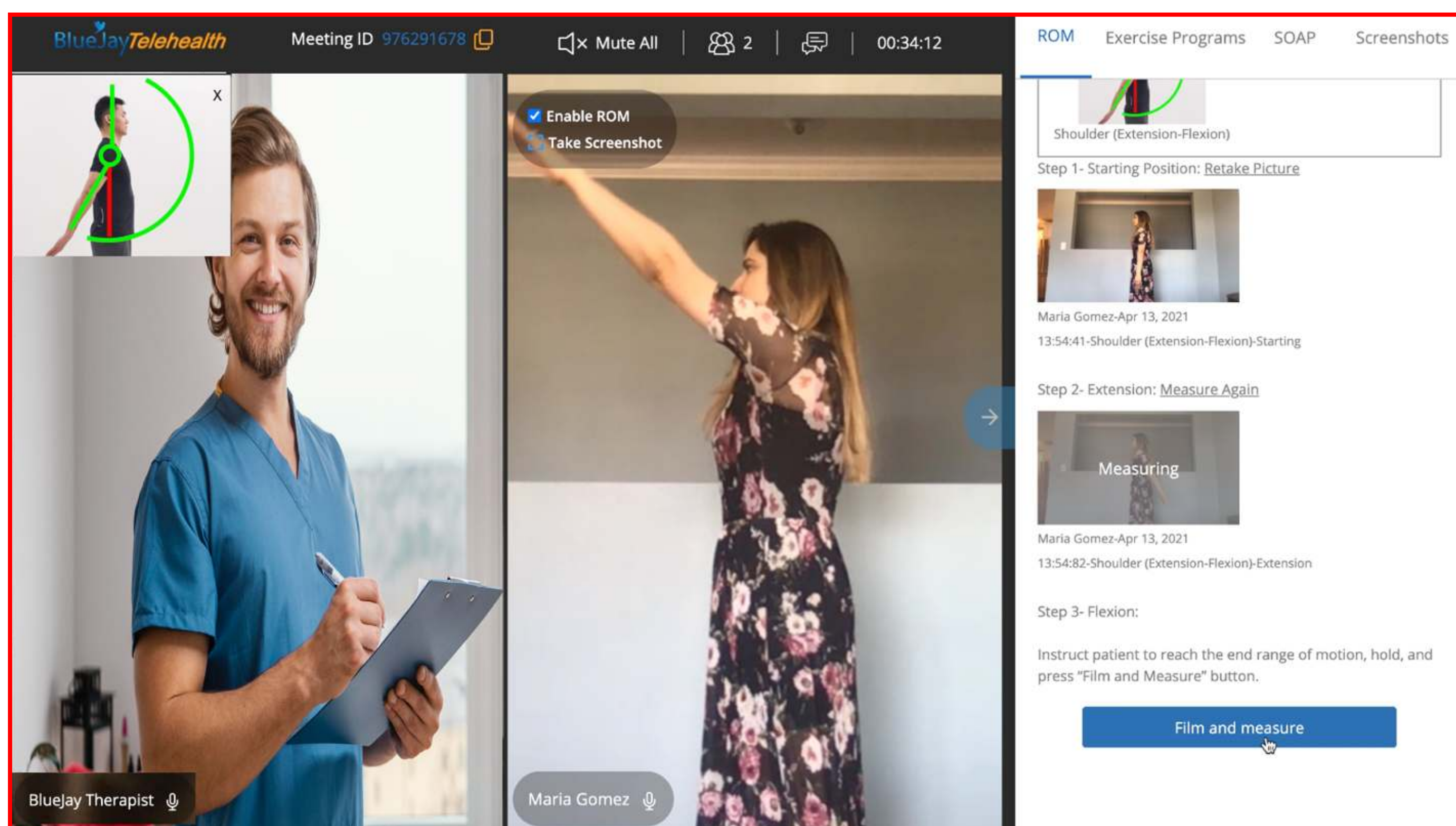
In addition to the AI-ROM, you can also use the "Manual ROM" option to manually measure your patients' range of motion.
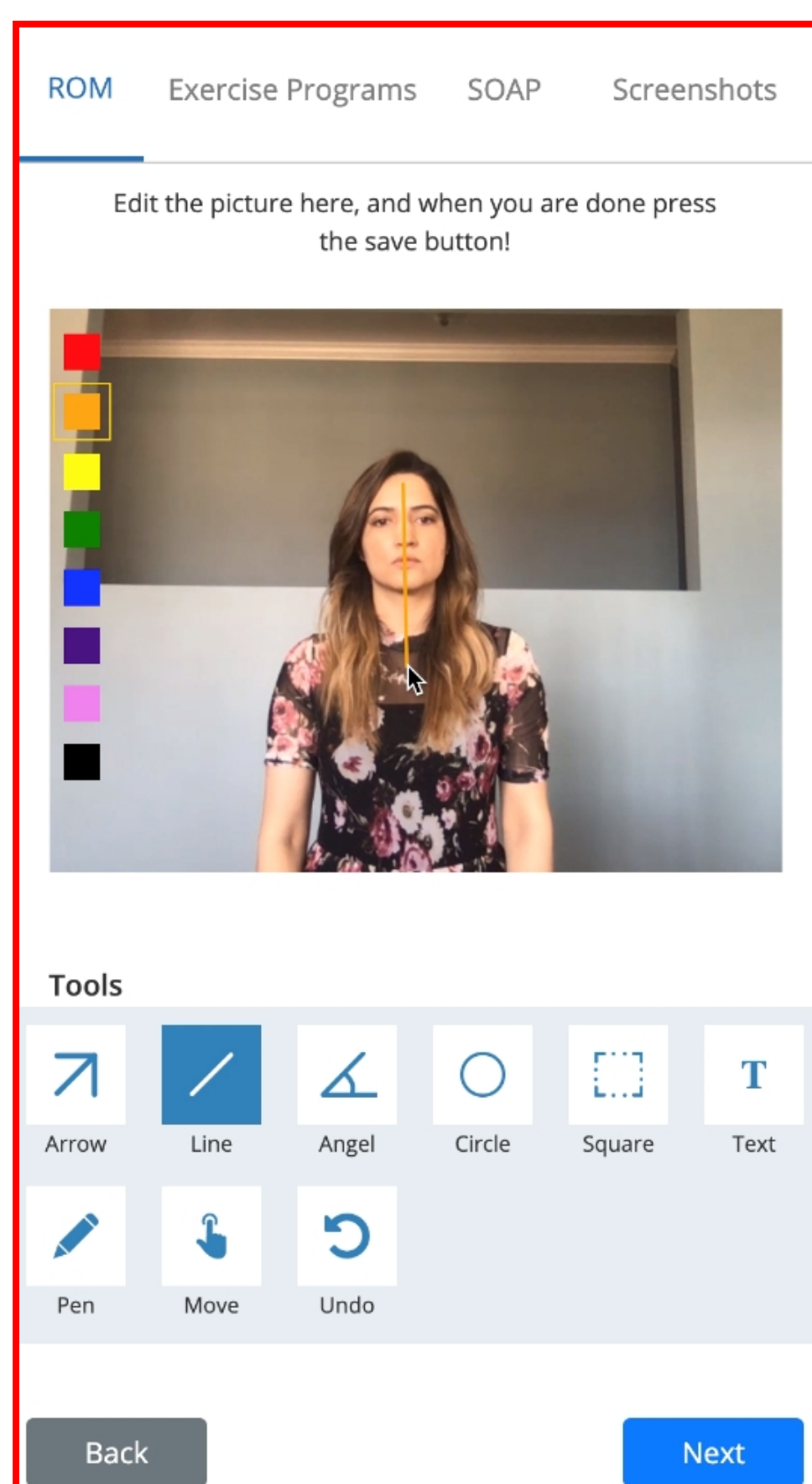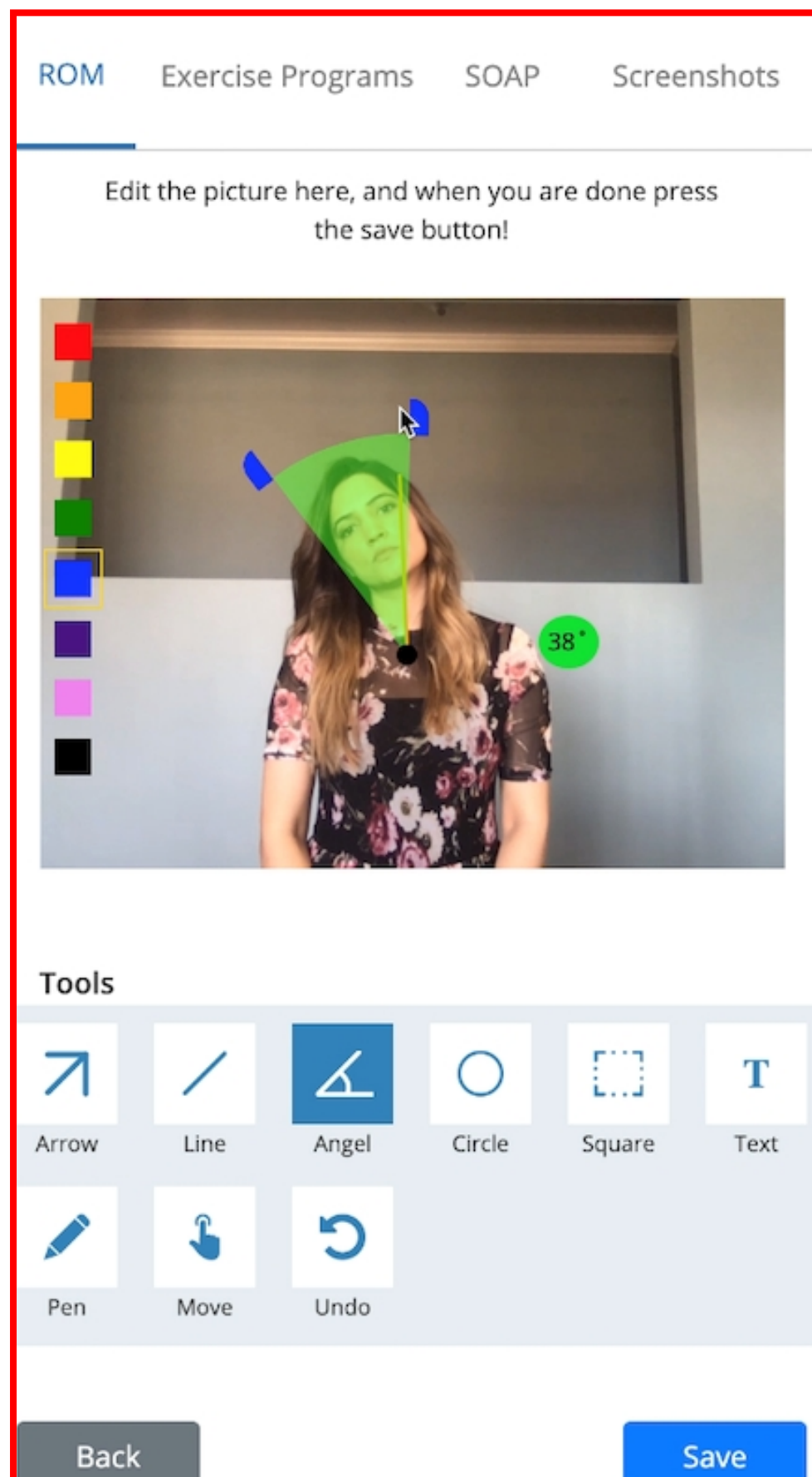

Here's how to use the "Manual ROM" tool:

- Take a picture of the patient in the neutral position
- Use the annotation tool to draw a start line or make notes if needed

- Instruct your patient on the ROM assessment, then take another picture

- On the second picture, you will see the start line that you marked initially.

- Use the "Angle" option to get the measurement result.

- Once you are finished, click on the "Save" button.

5.2. Exercise Programs

During a video visit with patient, providers can simultaneously send and play video clips. This allows providers to remotely observe the patient following the instructional videos and correct them in real-time if needed.

- Click on the "Exercise Program" tab to access BlueJay's pre-uploaded Home Exercise Programs (HEPs).
- Prescribe the suitable exercise video to your patient by clicking 'Prescribe HEP'
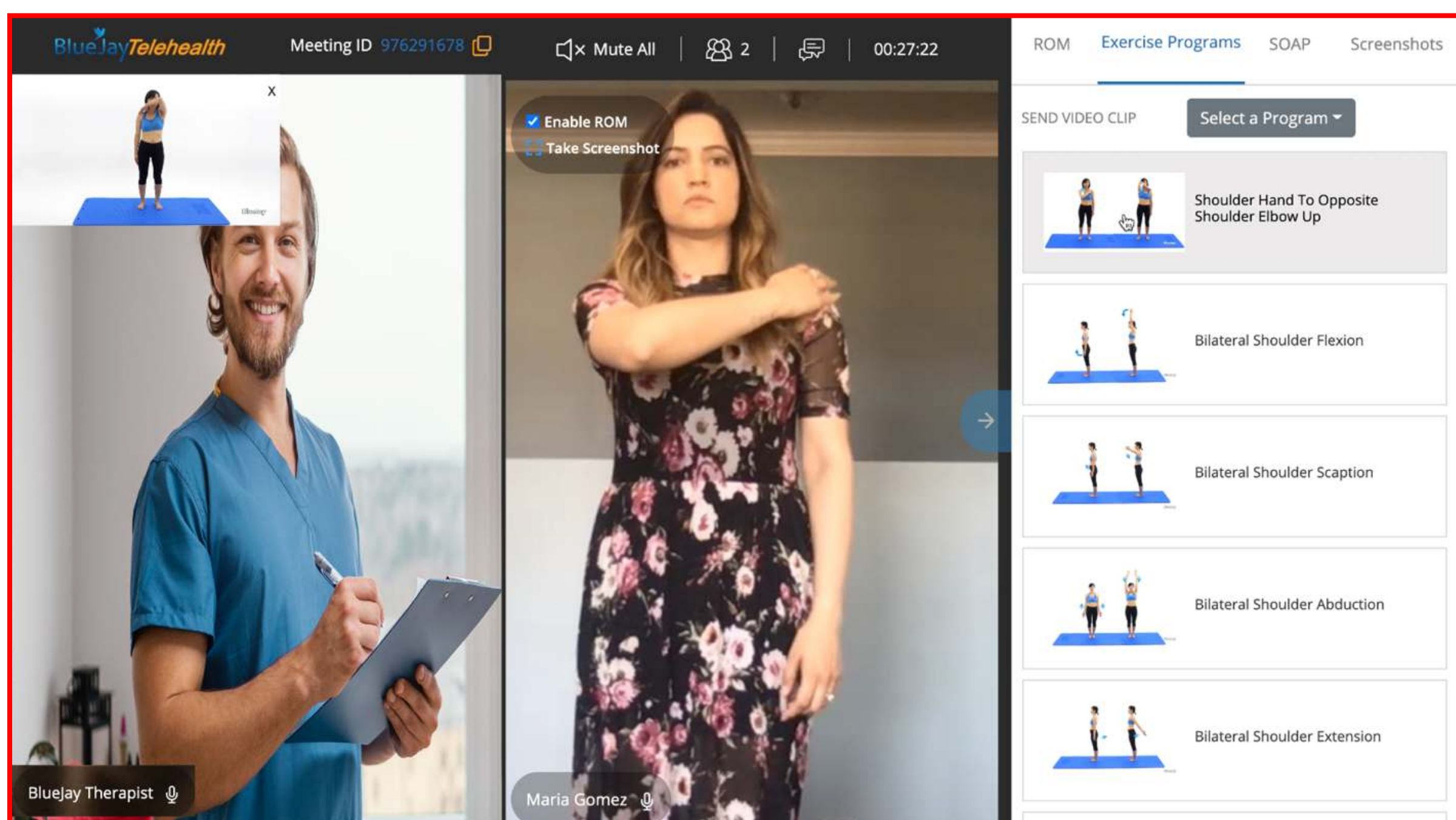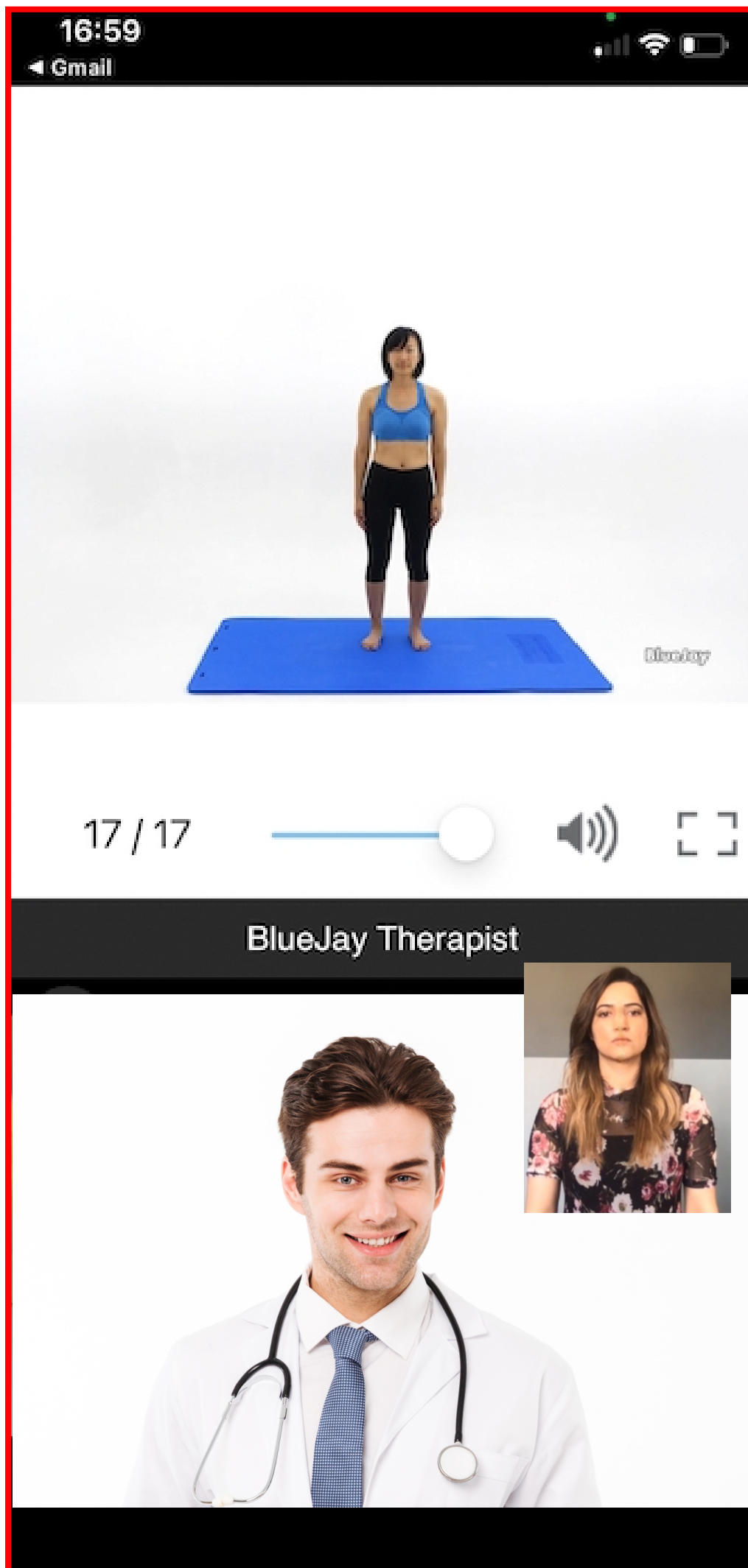
- Patients can also join the Telehealth meeting and access these exercise videos through their BlueJayTelehealth mobile application.

5.3. S.O.A.P Notes

Providers can add S.O.A. P notes during virtual video visits with patients. These S.O.A.P notes will be delivered to the provider's registered email address after the meeting .
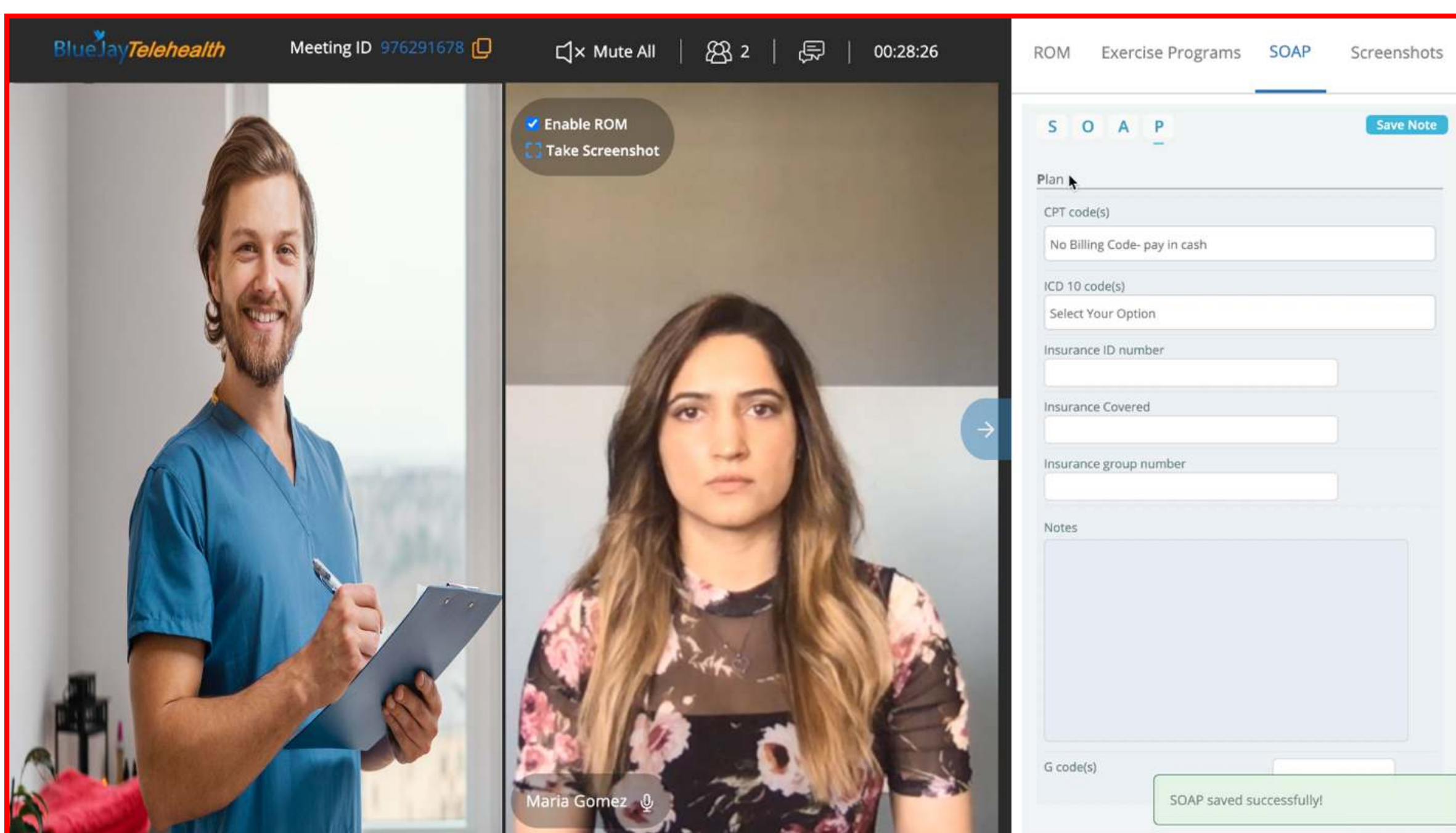
5.4. Screen Sharing

During online healthcare consultations, screen-sharing can encourage patient engagement. Providers and patients can share their screens during BlueJayTelehealth meetings. Providers can share patients' electronic medical records with them
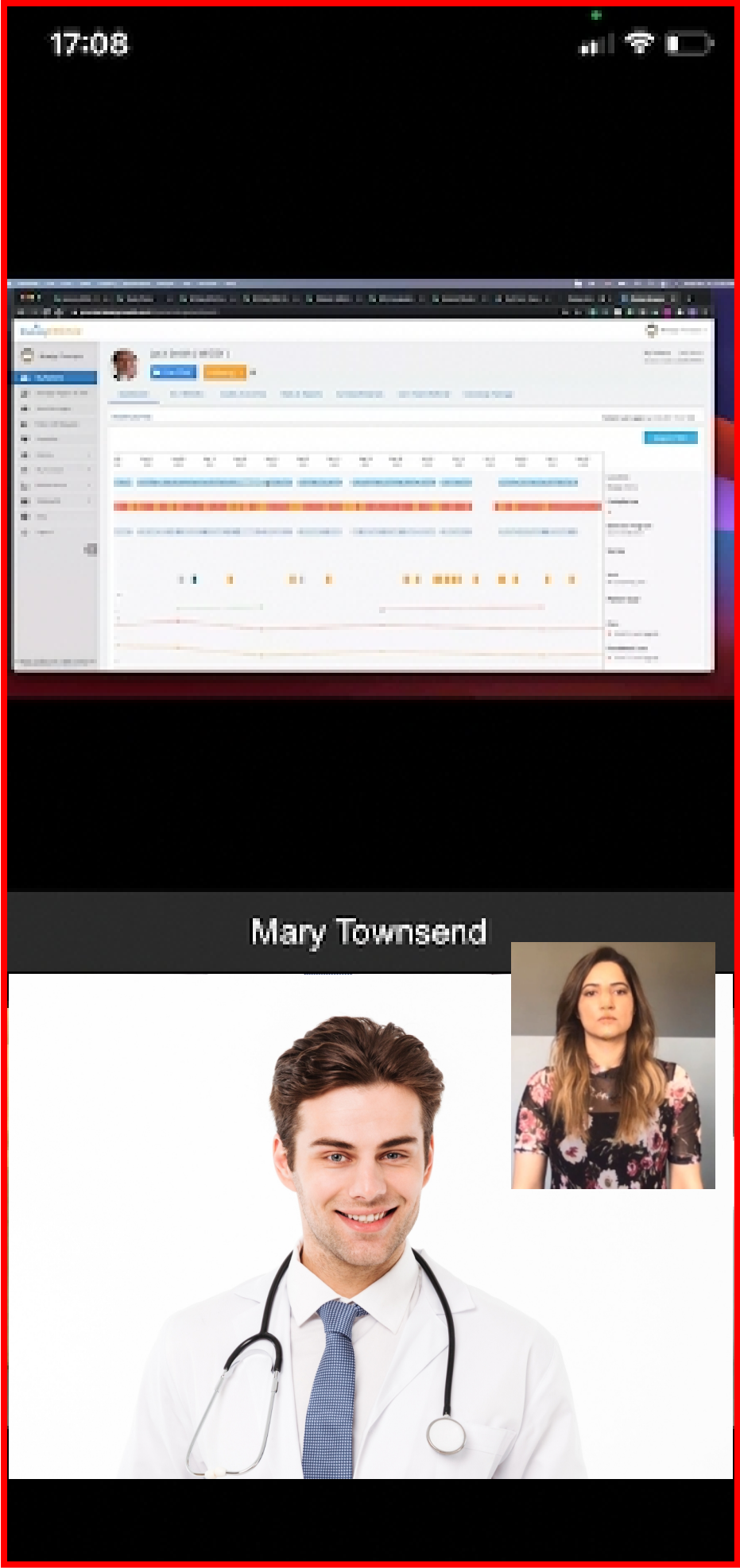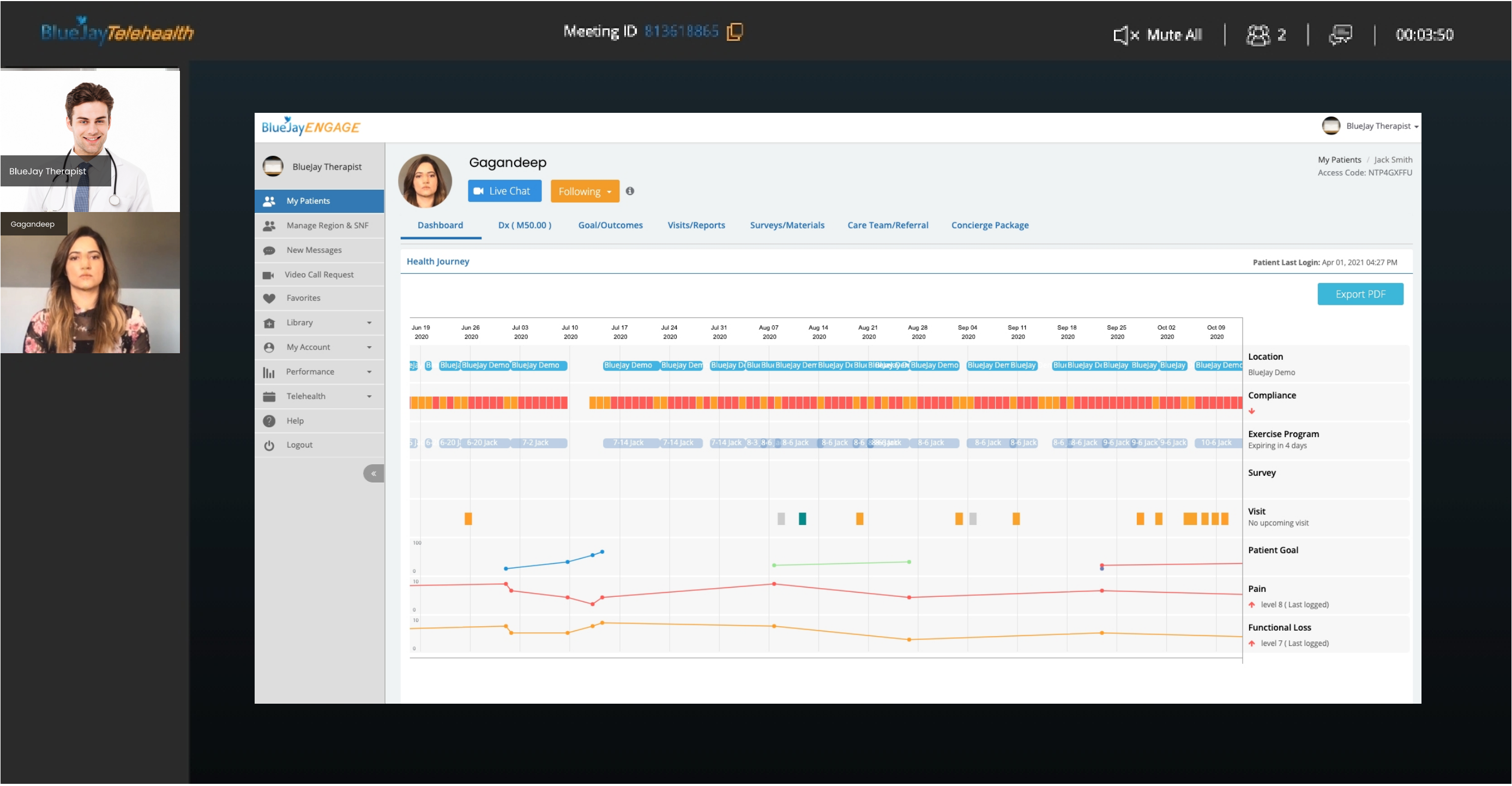
BlueJayTelehealth Patient Mobile app also supports the feature of screen-sharing.

5.5. Screenshots

Lastly, the "Screenshots" tab provides the capability to review saved screenshots. Once the call is completed, the system will send the saved documentations to provider's registered email.
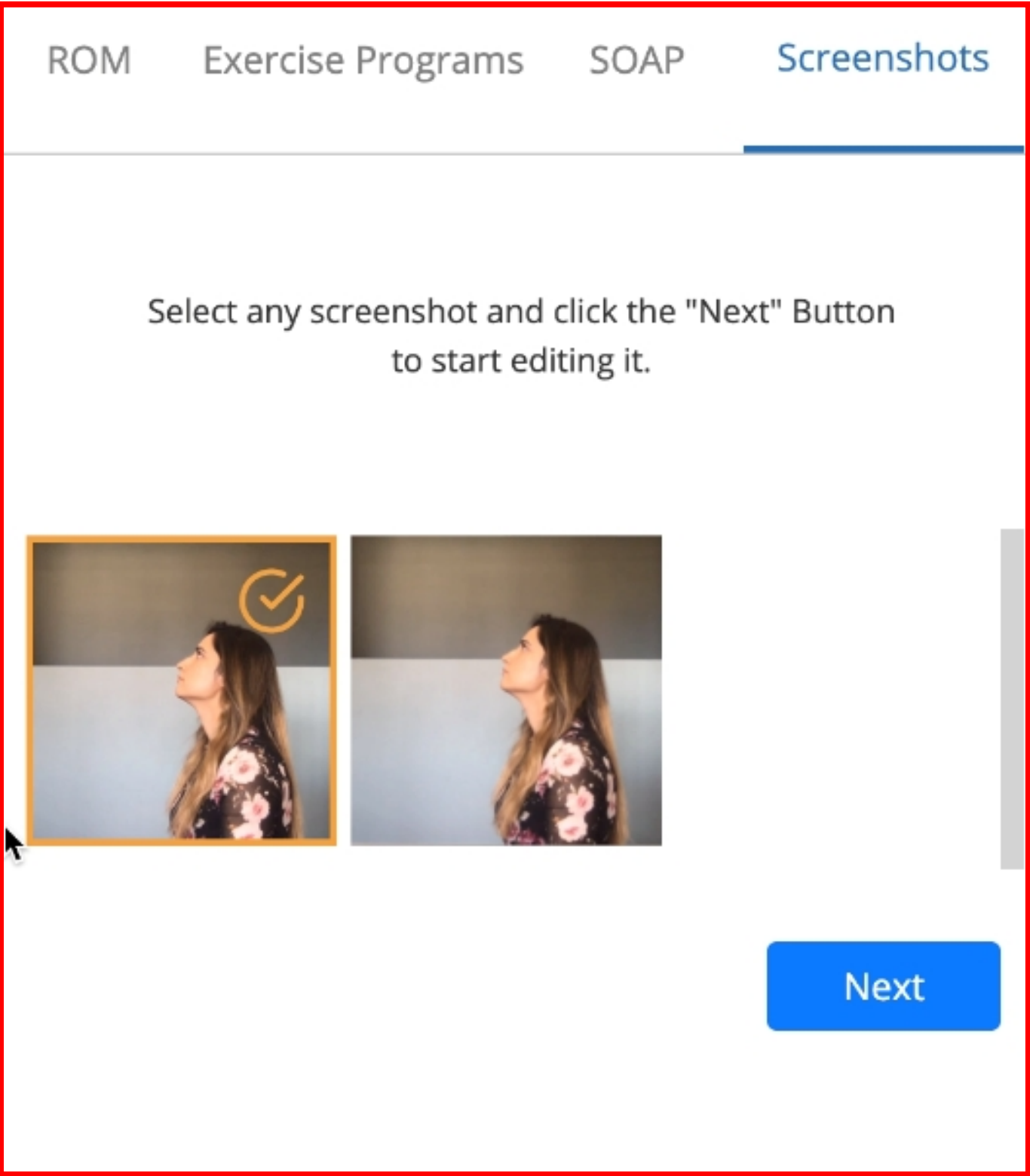
6. Usage Report

Usage Report displays the tele-usage data. It provides the list of the patients who joined your telehealth meetings along with their payer type, call type, signed consent and corresponding provider and region .

Providers can also download their patients data by clicking 'Export CSV'..