



User Manual for BlueJay*Telehealth*

BlueJay*Telehealth*

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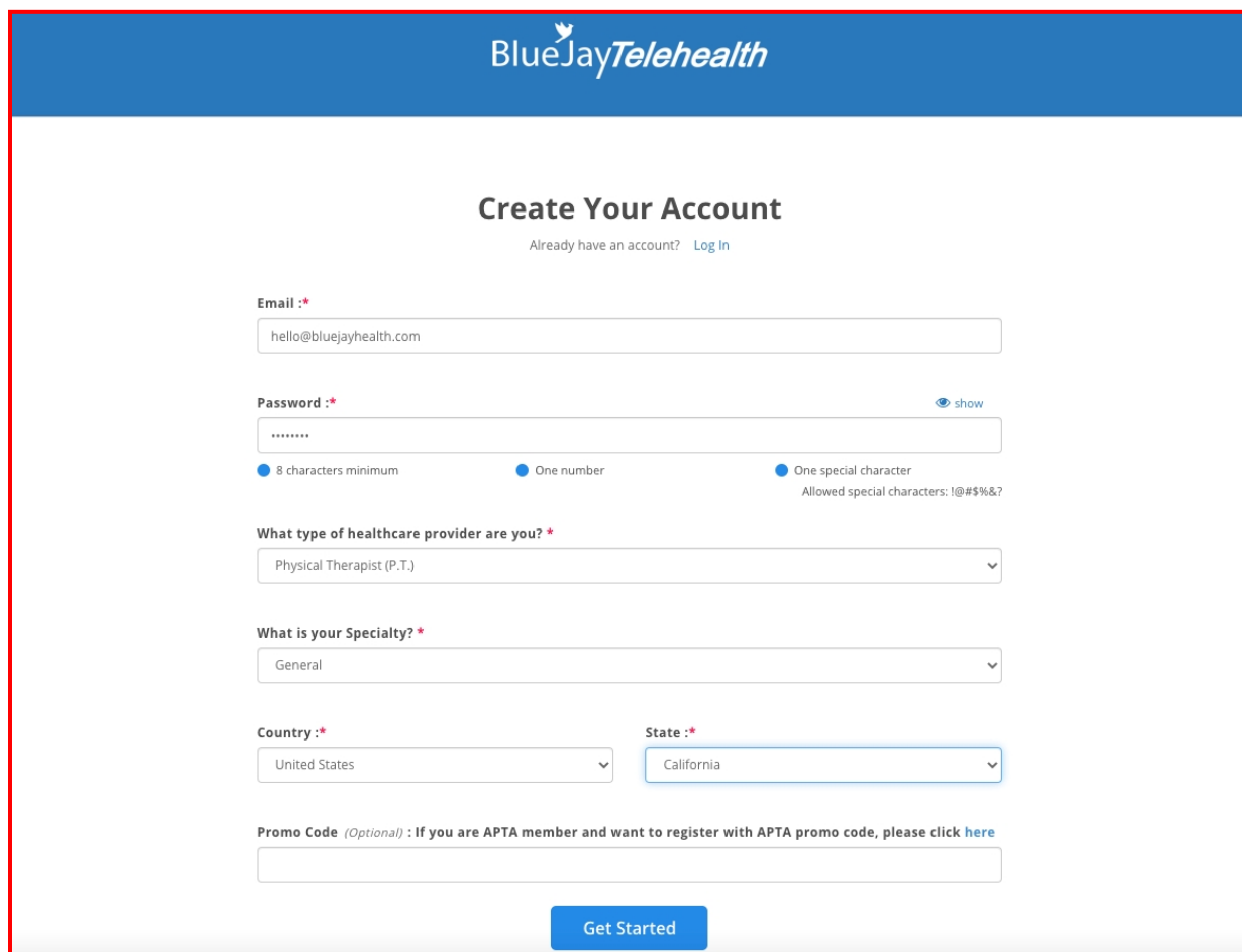
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1. Getting Started with BlueJayTelehealth

1.1. Sign Up

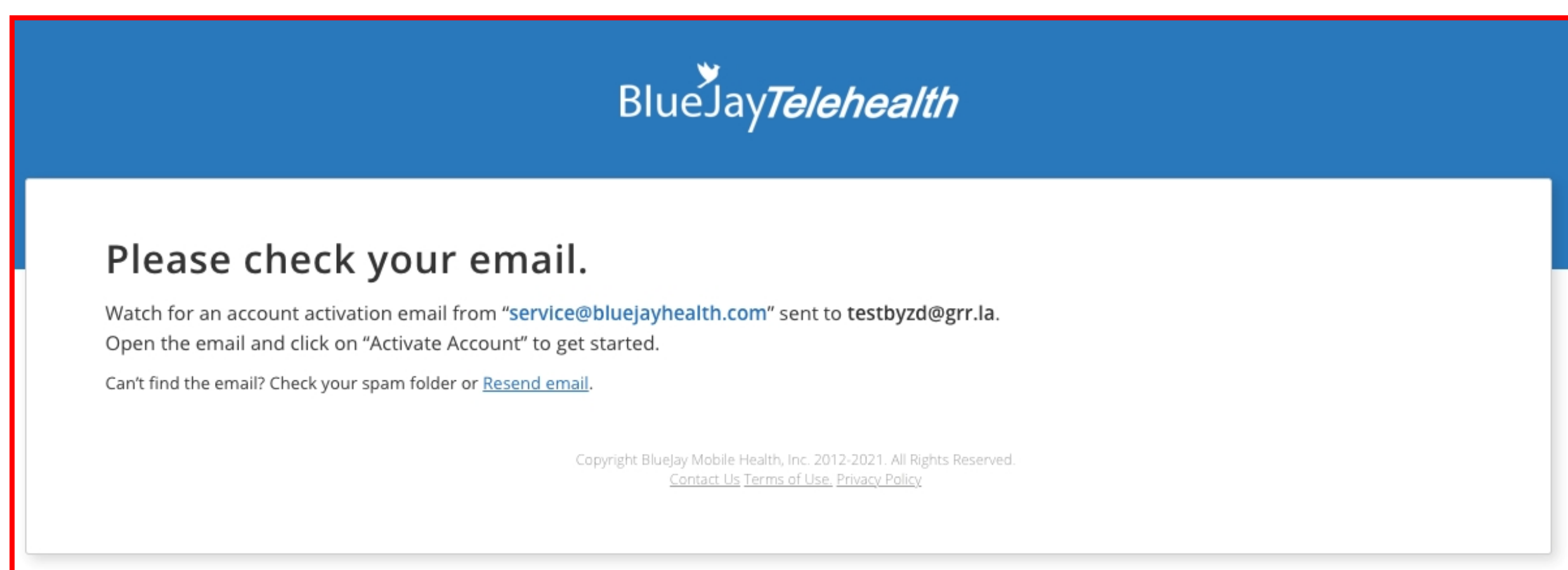
1. Go to BlueJay Mobile Health’s website.
2. Click on ‘Sign up’ to become a new member.
3. Enter your Email address, password, your specialty, country and state
4. Click ‘Get Started’



The screenshot shows the 'Create Your Account' page for BlueJayTelehealth. The page has a blue header with the logo. The main content area is white and contains the following fields and options:

- Email :** A text input field containing 'hello@bluejayhealth.com'.
- Password :** A password input field with a 'show' toggle. Below the field are three requirements: '8 characters minimum', 'One number', and 'One special character'. A note specifies 'Allowed special characters: !@#%&?'.
- What type of healthcare provider are you? *** A dropdown menu with 'Physical Therapist (P.T.)' selected.
- What is your Specialty? *** A dropdown menu with 'General' selected.
- Country :** A dropdown menu with 'United States' selected.
- State :** A dropdown menu with 'California' selected.
- Promo Code (Optional) :** A text input field. A note says: 'If you are APTA member and want to register with APTA promo code, please click [here](#)'.
- Get Started** button.

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



The screenshot shows an email template from BlueJayTelehealth. It has a blue header with the logo. The main content area is white and contains the following text:

Please check your email.

Watch for an account activation email from “service@bluejayhealth.com” sent to testbyzd@grr.la.
Open the email and click on “Activate Account” to get started.

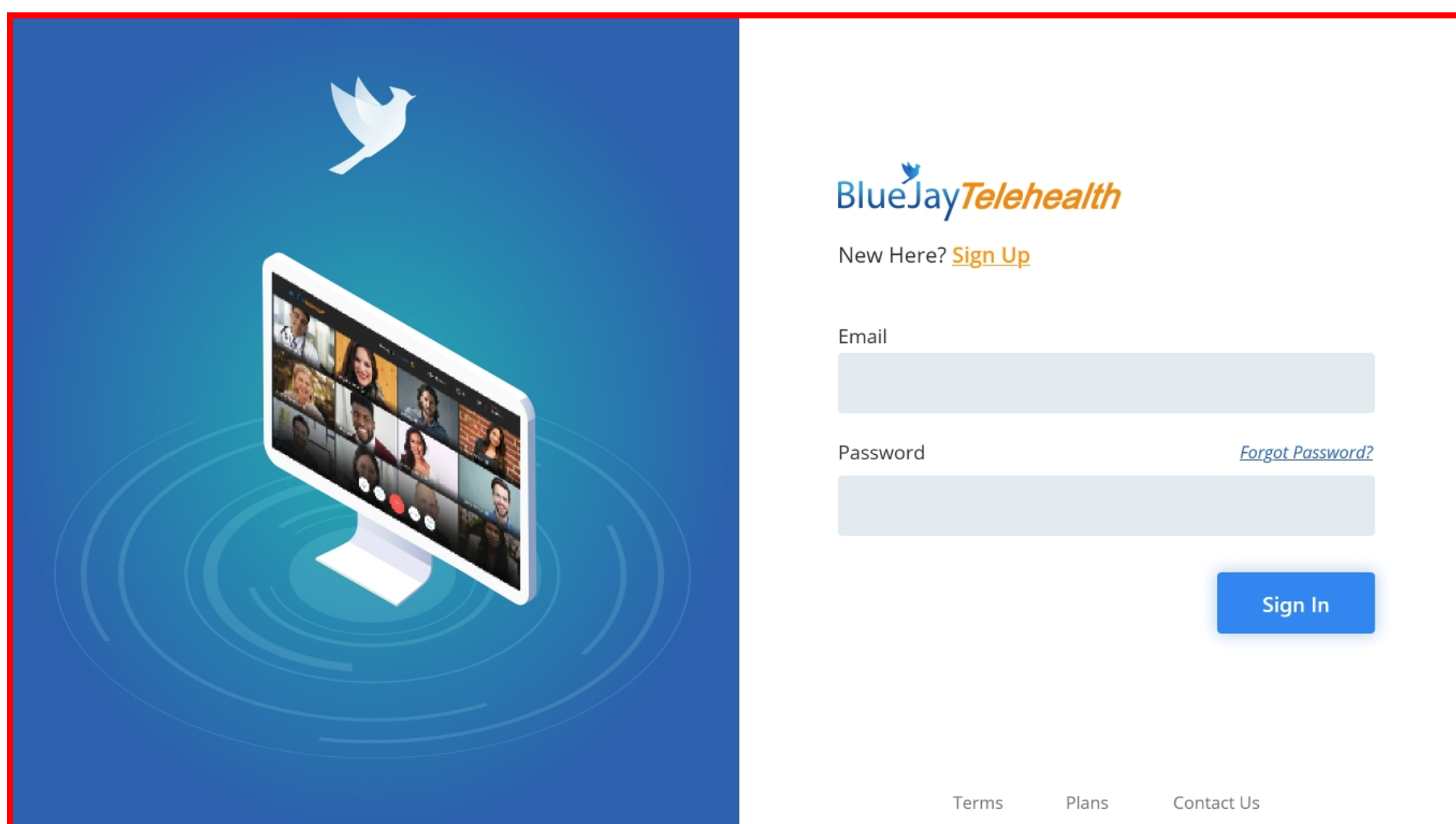
Can't find the email? Check your spam folder or [Resend email](#).

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[Contact Us](#) [Terms of Use](#) [Privacy Policy](#)

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.

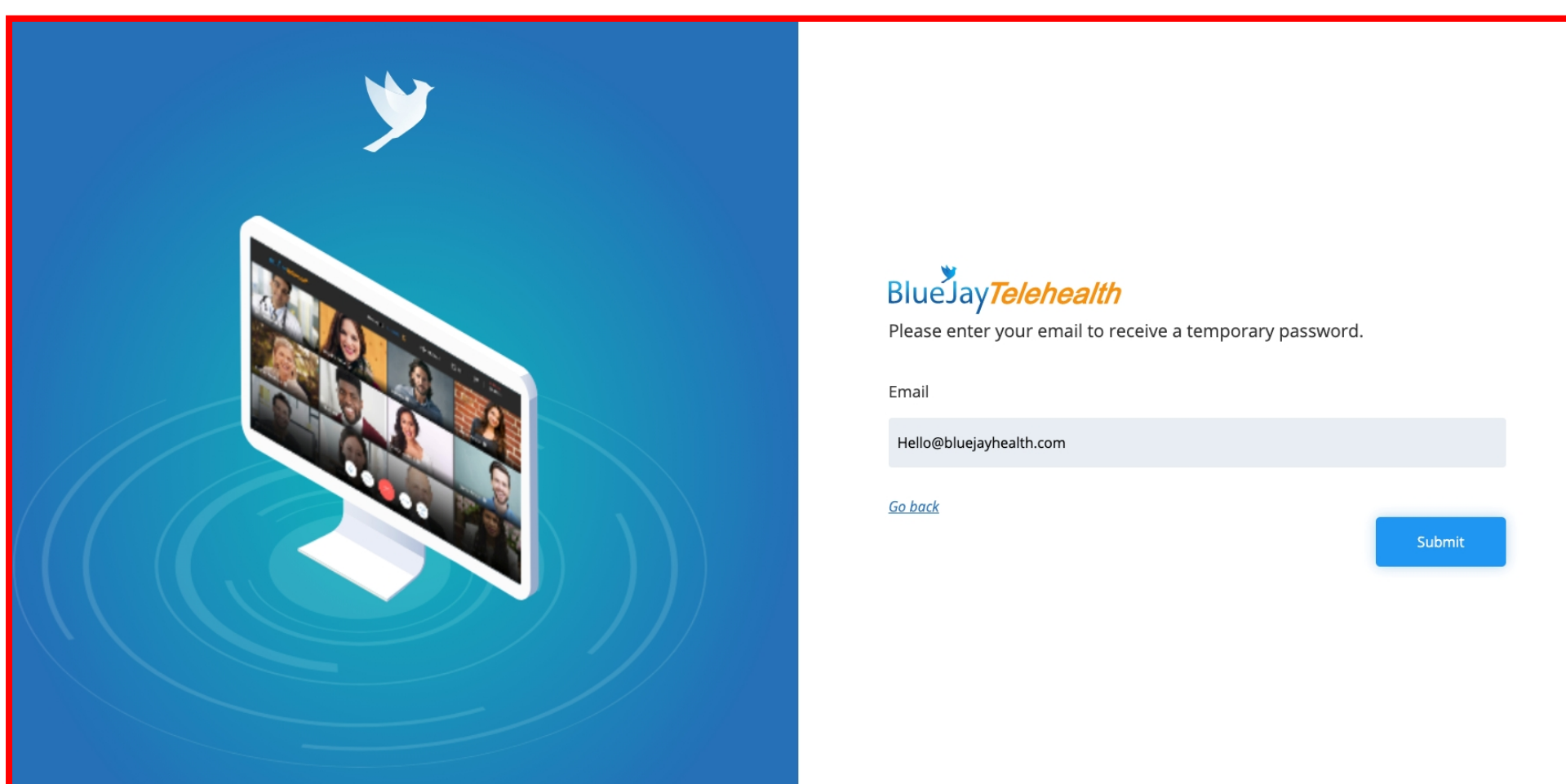
1.2. Sign in as a Provider

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'

Upcoming History Usage Report Schedule **Manage**

Manage Provider

Clinics Providers

Email
pctest@grr.la

First « 1 » Last

Bulk Upload Add Provider

Action

✕

Add Provider

First Name * : First Name

Last Name * : Last Name

Email * : Email

User Type (DD) * : User Type (DD) ▼

Speciality * : Select Speciality ▼

Cell Phone : US (+1) ▼ Cell Phone

License Number : License Number

☐ Allow Region Admin Role? (Region Admin Role if checked, will have the authority to add more therapist under the same region.)

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.

Personal Meeting Room: Start
<https://betameeting.myhomept.co/room/952655686>

Bluejay Admin

Upcoming History Usage Report Schedule **Manage**

Manage Provider

Providers Patients Search Patient By Name Add Patient

Patient Name	DOB	Clinic	Action
Betty Ford	Jan 01, 1925	Bluejay Clinic	
Bluejay Engage	Apr 01, 1980	Bluejay Clinic	
Bluejay Patient	Apr 01, 1990	Bluejay Clinic	
Henry Smith	Jun 10, 1950	Bluejay Clinic	
Jane Doe	Jan 01, 1990	Bluejay Clinic	
Jane Smith	Jan 24, 1934	Bluejay Clinic	
Joshua Watson	Jul 28, 1990	Bluejay Clinic	
Kelly Yee	Nov 01, 1995	Bluejay Clinic	
NEW Patient	Nov 13, 1996	Bluejay Clinic	
November Patient	Nov 13, 2001	Bluejay Clinic	
Patient Test	Aug 13, 1996	Bluejay Clinic	
Sebastian Sanders	Jul 25, 1987	Bluejay Clinic	
Test Patient	May 13, 1990	Bluejay Clinic	
Testing Patient0000001	Feb 29, 2000	Bluejay Clinic	

First « 1 » Last

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.

BlueJay

Personal Meeting Room:

Start

https://betameeting.myhomept.co/room/324578198

Organizational Admin ▼

?

Upcoming

History

Usage Report

Schedule

Manage

Manage Region & SNF

Region

Providers

SNF

SNF Providers

Patients

Search Region By Name

Add Region

Region Name	Address	Providers	SNF	Action
CA - Kelowna	Kelowna, BC	View Providers	View SNF	
CA - San Joaquin County	800 Sky St.	View Providers	View SNF	
CA- East Bay	277 Park Street, Oakland, CA, 94612	View Providers	View SNF	
CA- Los Angeles	3553 Rhode Island Ave, Los Angeles, CA 90001	View Providers	View SNF	
CA- San Francisco	2120 Fulton St., San Francisco, CA 94117	View Providers	View SNF	
NY - Manhattan	3708 Brentwood Dr.	View Providers	View SNF	
NY- Brooklyn	2863 3rd Ave	View Providers	View SNF	
OR - Portland	2813 3rd Ave	View Providers	View SNF	

First

«

1

»

Last

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’.

BlueJay

Personal Meeting Room: Start
https://betameeting.myhomept.co/room/324578198

Organizational Admin

Upcoming

History

Usage Report

Schedule

Manage

Manage Region & SNF

Region

Providers

SNF

SNF Providers

Patients

Search Region By Name

Add Region

Region Name	Address	Providers	SNF	Action
CA - Kelowna	Kelowna, BC	View Providers	View SNF	
CA - San Joaquin County	800 Sky St.	View Providers	View SNF	
CA- East Bay	277 Park Street, Oakland, CA, 94612	View Providers	View SNF	
CA- Los Angeles	3553 Rhode Island Ave, Los Angeles, CA 90001	View Providers	View SNF	
CA- San Francisco	2120 Fulton St., San Francisco, CA 94117	View Providers	View SNF	
NY - Manhattan	3708 Brentwood Dr.	View Providers	View SNF	
NY- Brooklyn	2863 3rd Ave	View Providers	View SNF	
OR - Portland	2813 3rd Ave	View Providers	View SNF	

First

<

1

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Last

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.

BlueJay

Personal Meeting Room: Start
https://betameeting.myhomept.co/room/324578198

Organizational Admin

Upcoming

History

Usage Report

Schedule

Manage

Manage Region & SNF

Region/Organization: CA- San Francisco

Region

Providers

SNF

SNF Providers

Patients

Active

Deleted

Search Provider

Bulk Upload

Add Provider

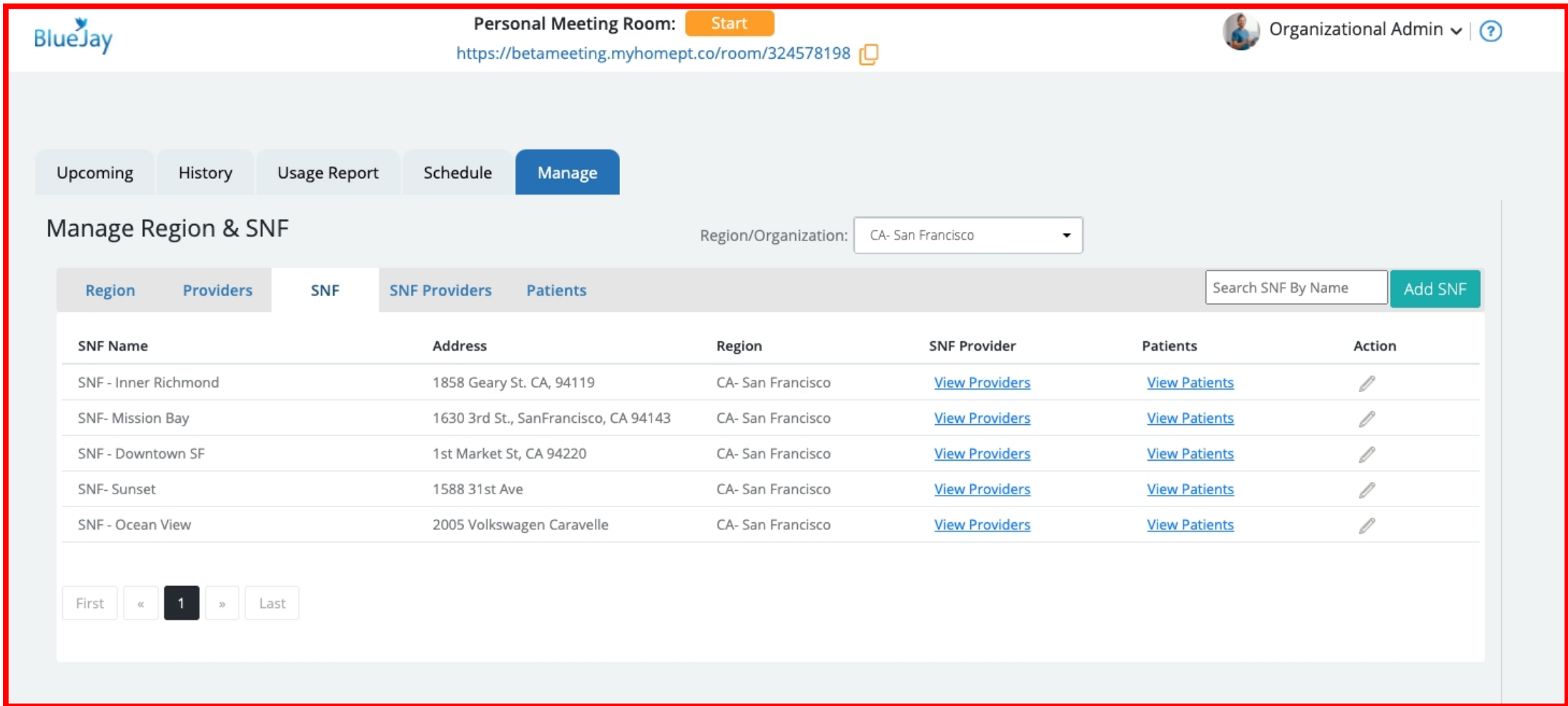
Email	Provider Name	Region	Assigned SNFs	User Role	Admin	Action
mike.smith@grr.la	Mike Smith	CA- San Francisco		BlueJay Admin		Edit Assign SNF Assign Region
outpatientpt2@grr.la	Jane Smith	CA- San Francisco		Physical Therapist (P.T.)		Edit Assign SNF Assign Region
outpatientot1@grr.la	Josh Smith	CA- San Francisco		Occupational Therapist (O.T.)		Edit Assign SNF Assign Region
outpatientpt1@grr.la	Bob Smith	CA- San Francisco		Physical Therapist (P.T.)		Edit Assign SNF Assign Region
sfsnf5@grr.la	Alex Chapman	CA- San Francisco	SNF - Ocean View	Facility Program Manager/Facilitator		Edit Assign SNF Assign Region
sfsnf6@grr.la	Jessica Gomez	CA- San Francisco	SNF- Sunset, SNF- Mission Bay	Facility Program Manager/Facilitator		Edit Assign SNF Assign Region
sfpt2@grr.la	Pablo Ginn	CA- San Francisco	SNF - Inner Richmond, SNF- Mission Bay	Physical Therapist (P.T.)		Edit Assign SNF Assign Region

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’.

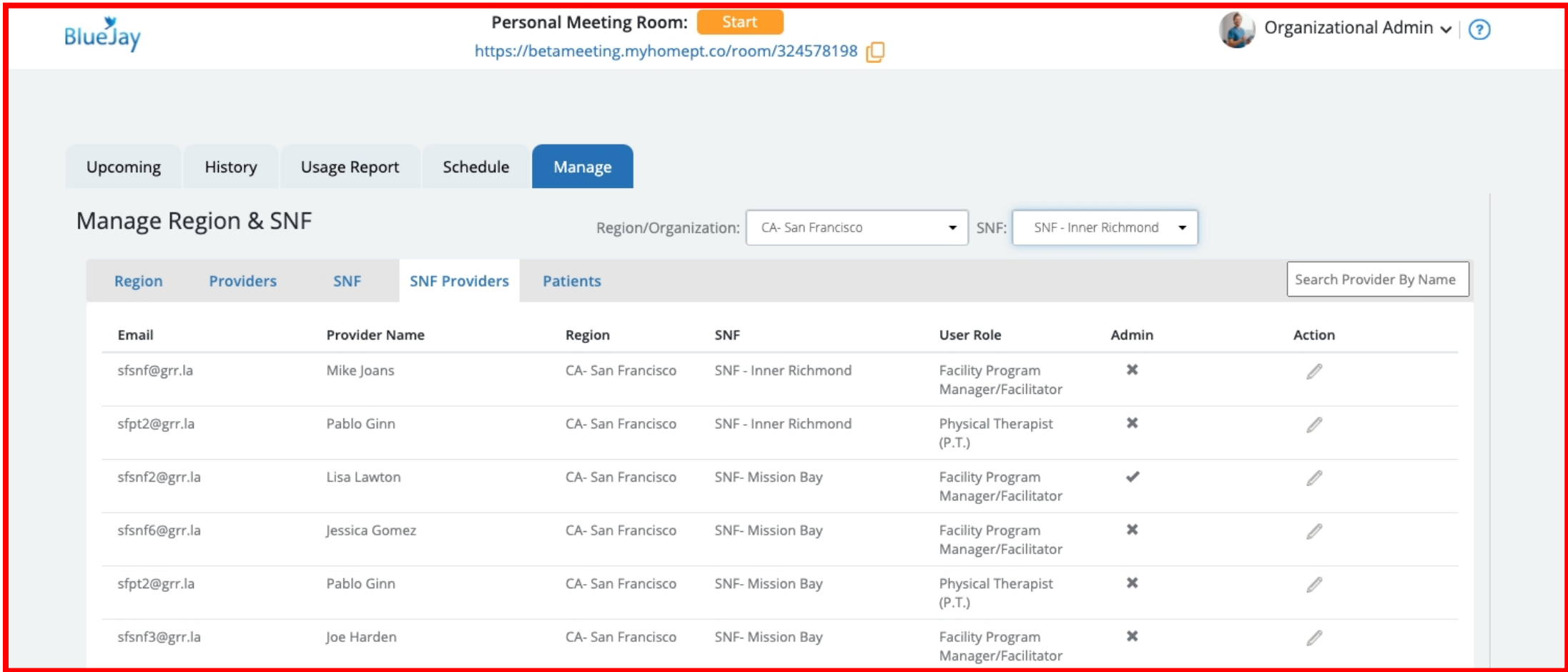
- **Adding an SNF**

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.



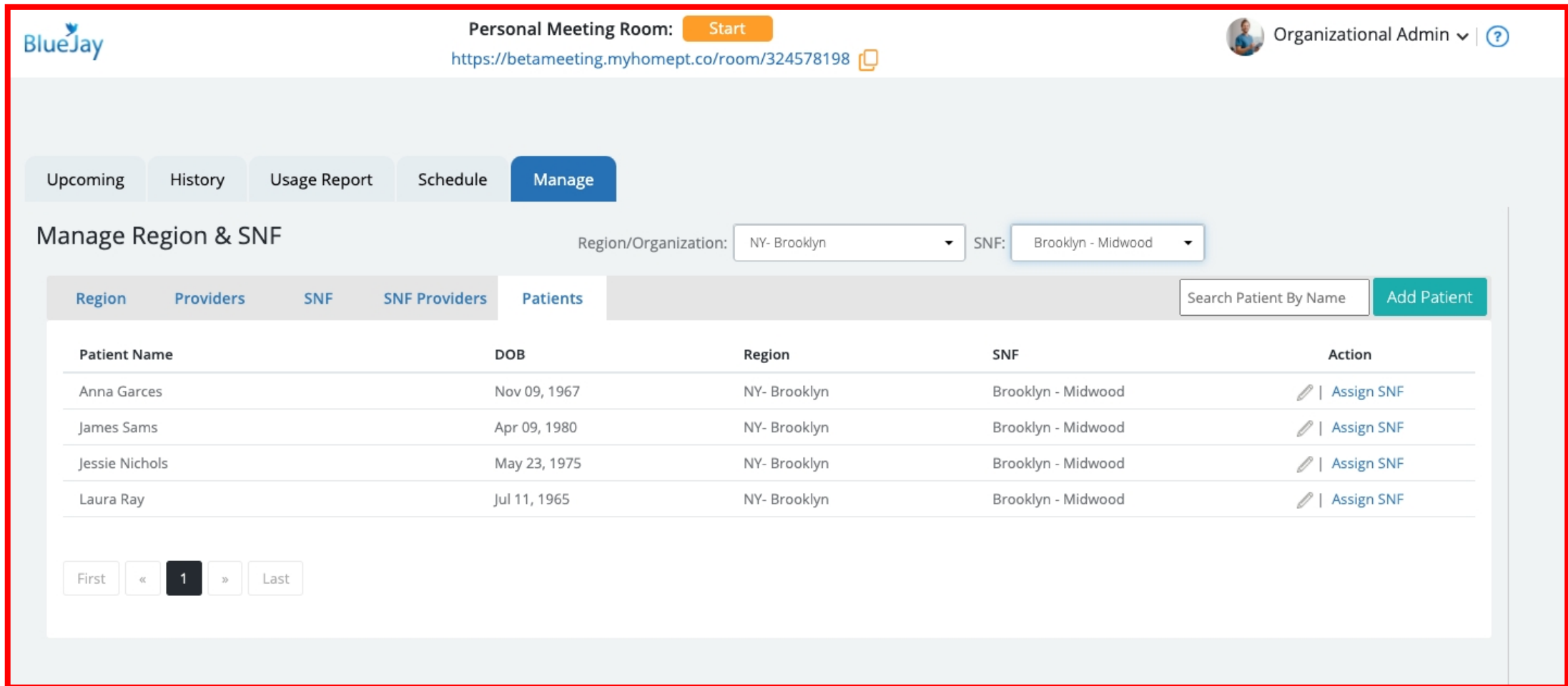
3.4. SNF Providers

“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

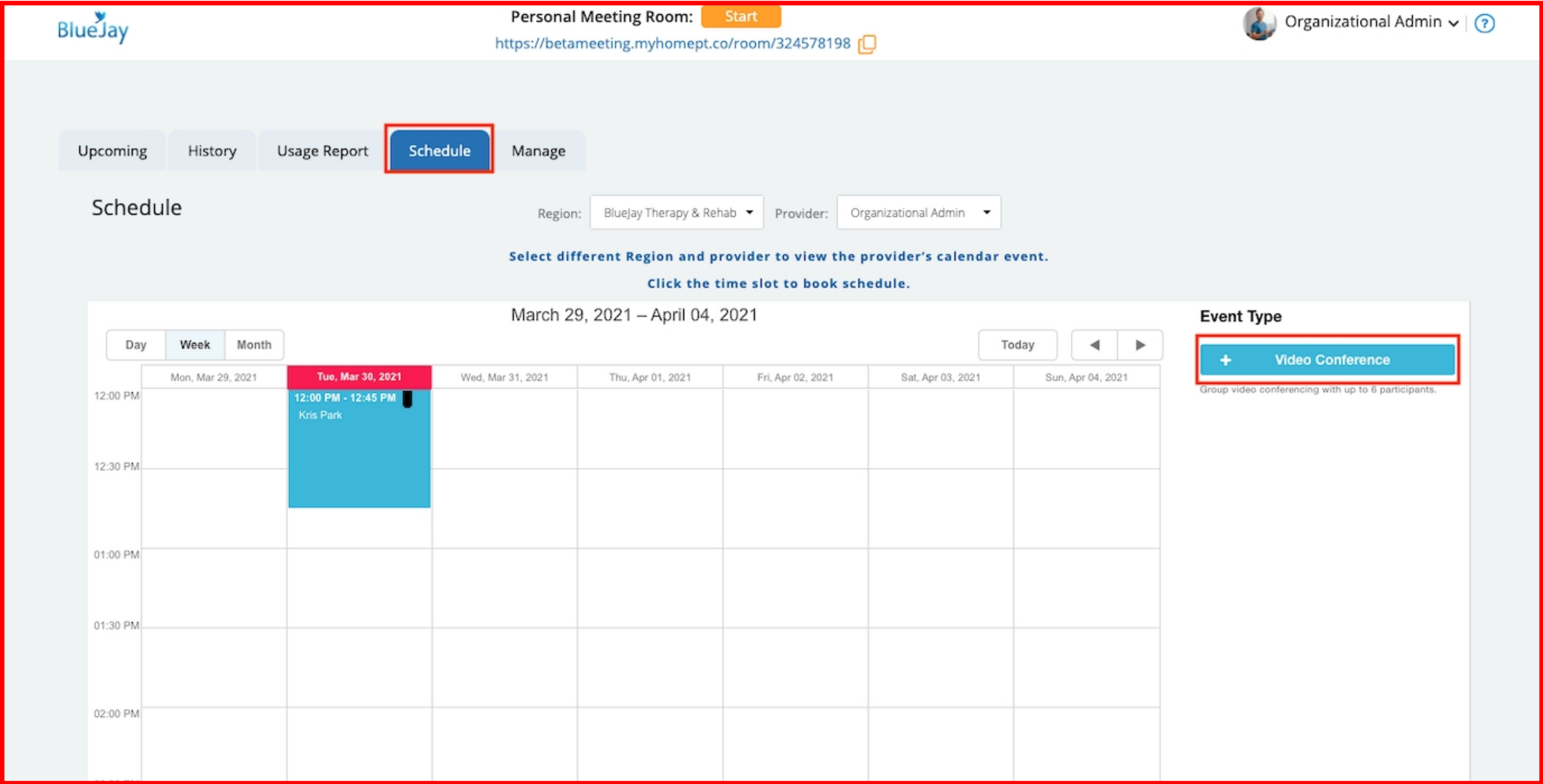
This last tab lists the information of the patients and the SNF’s that they belong to.



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’.

Cancel

Save

Appointment Type *

Video Conference

Provider *

BlueJay Therapist

☒ Include Patient in conference

Select Patient *

Larry Synder

+ Add New Patient

Patient Phone

000-987-5864

Appointment Date *

August 14, 2020

Appointment Time *

10:30 PM

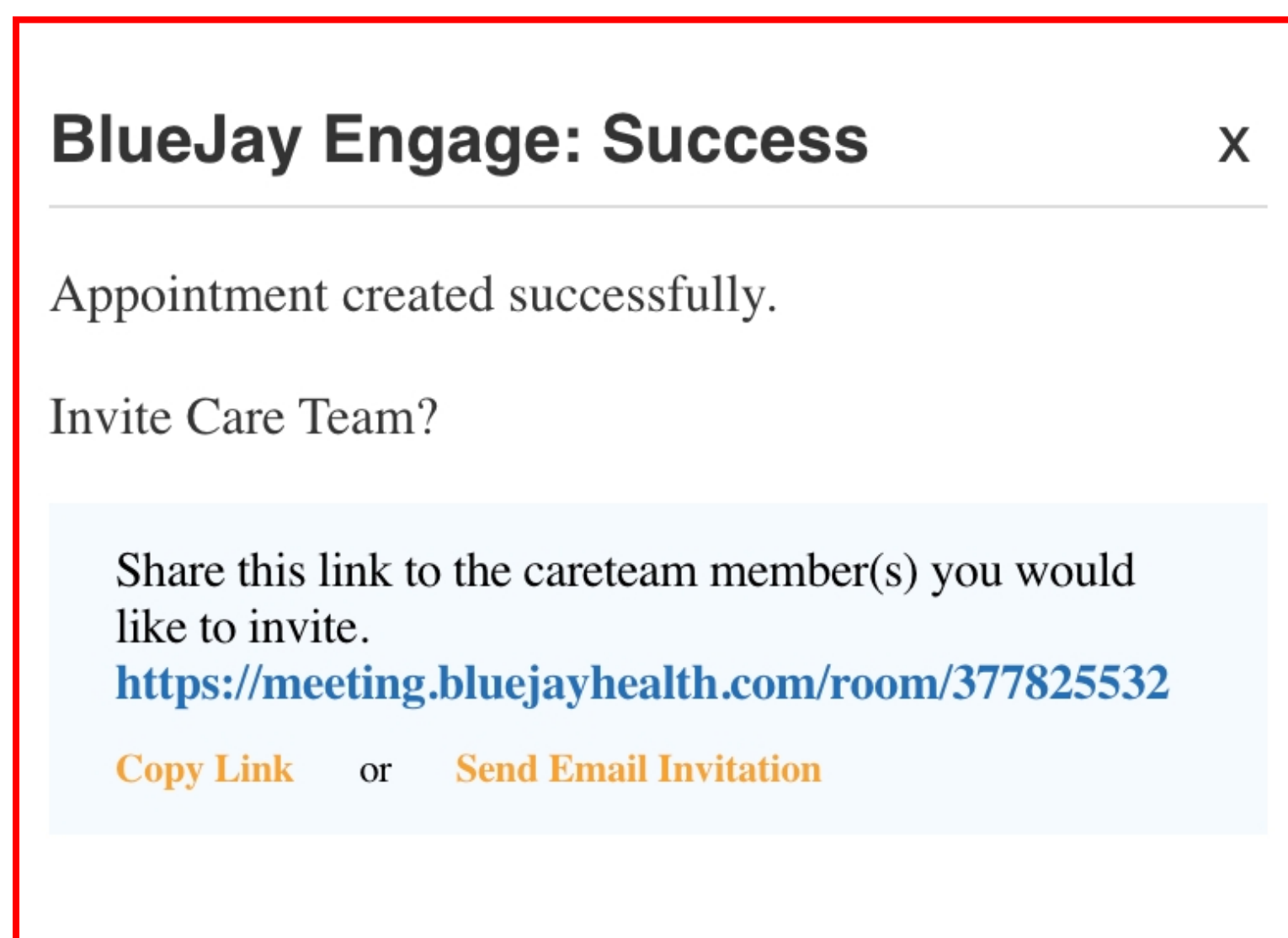
Duration *

30 Mins

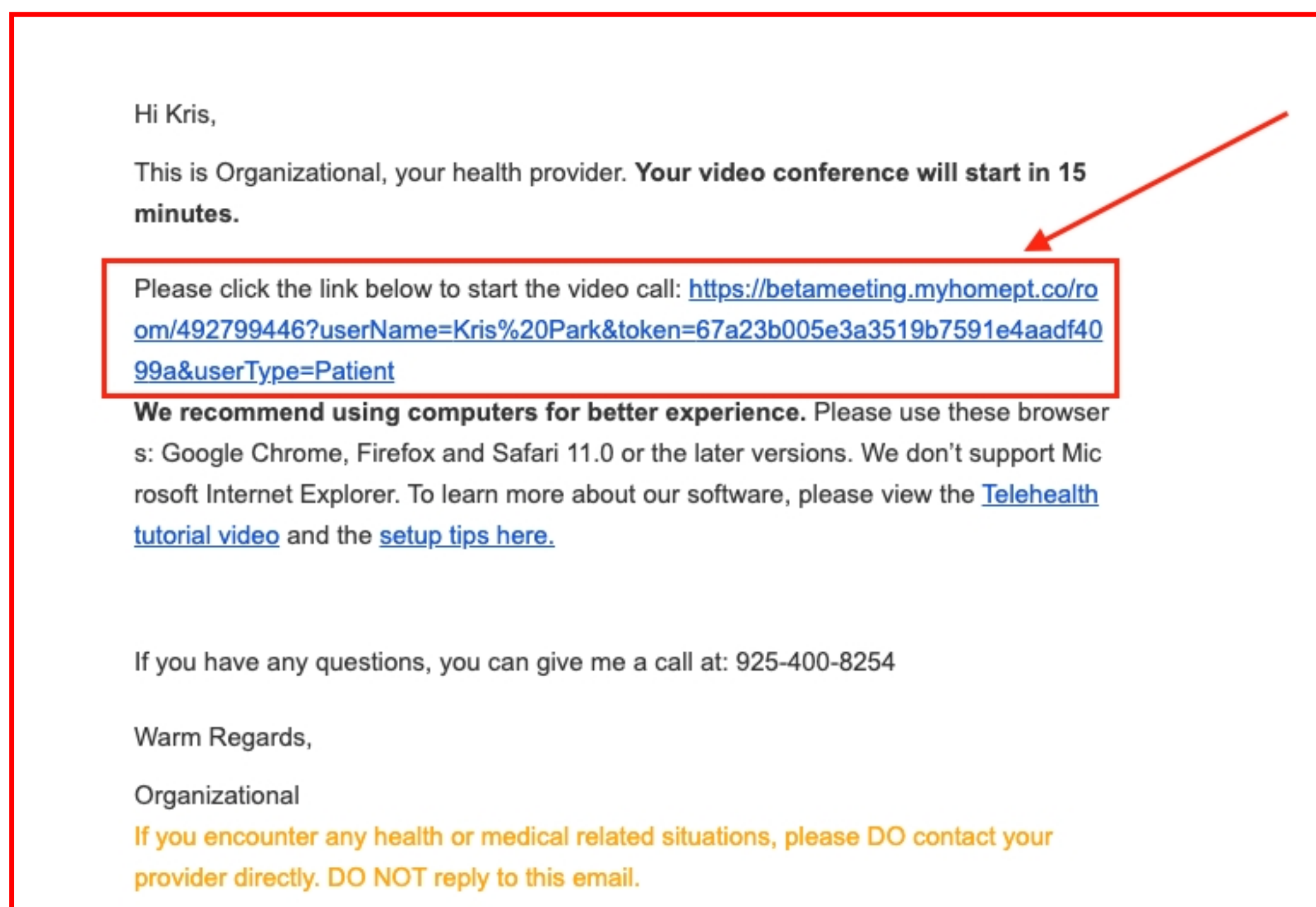
☒ Send reminder to patient

(prior to 7 days, 24hrs and 15 mins)

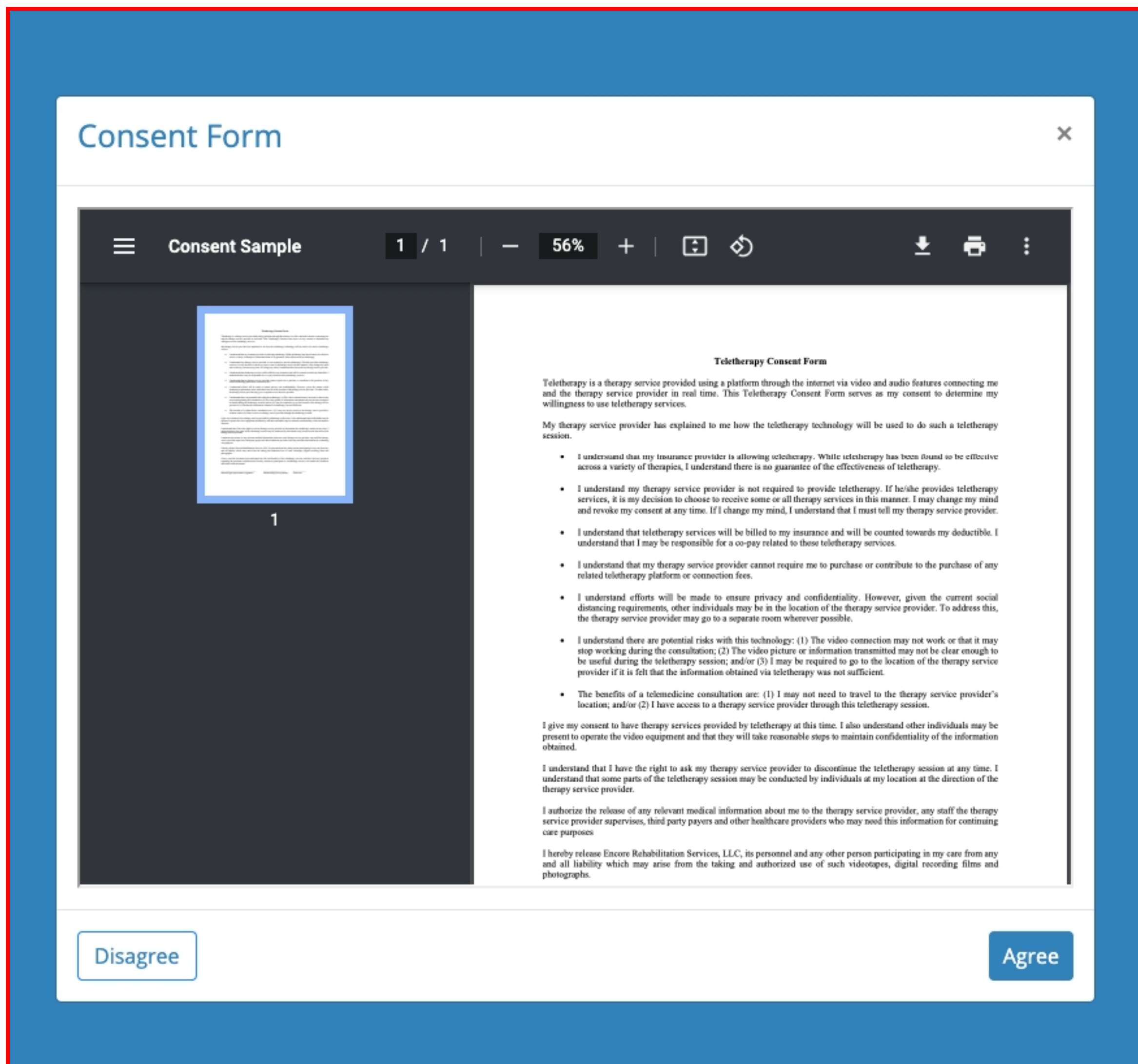
6. Now a pop-up window will appear notifying the successful appointment creation.
7. You can invite Care Team for the Telehealth meeting by either copying the meeting link and then sharing it with the Care Team or by simply sending an Email invitation.



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)



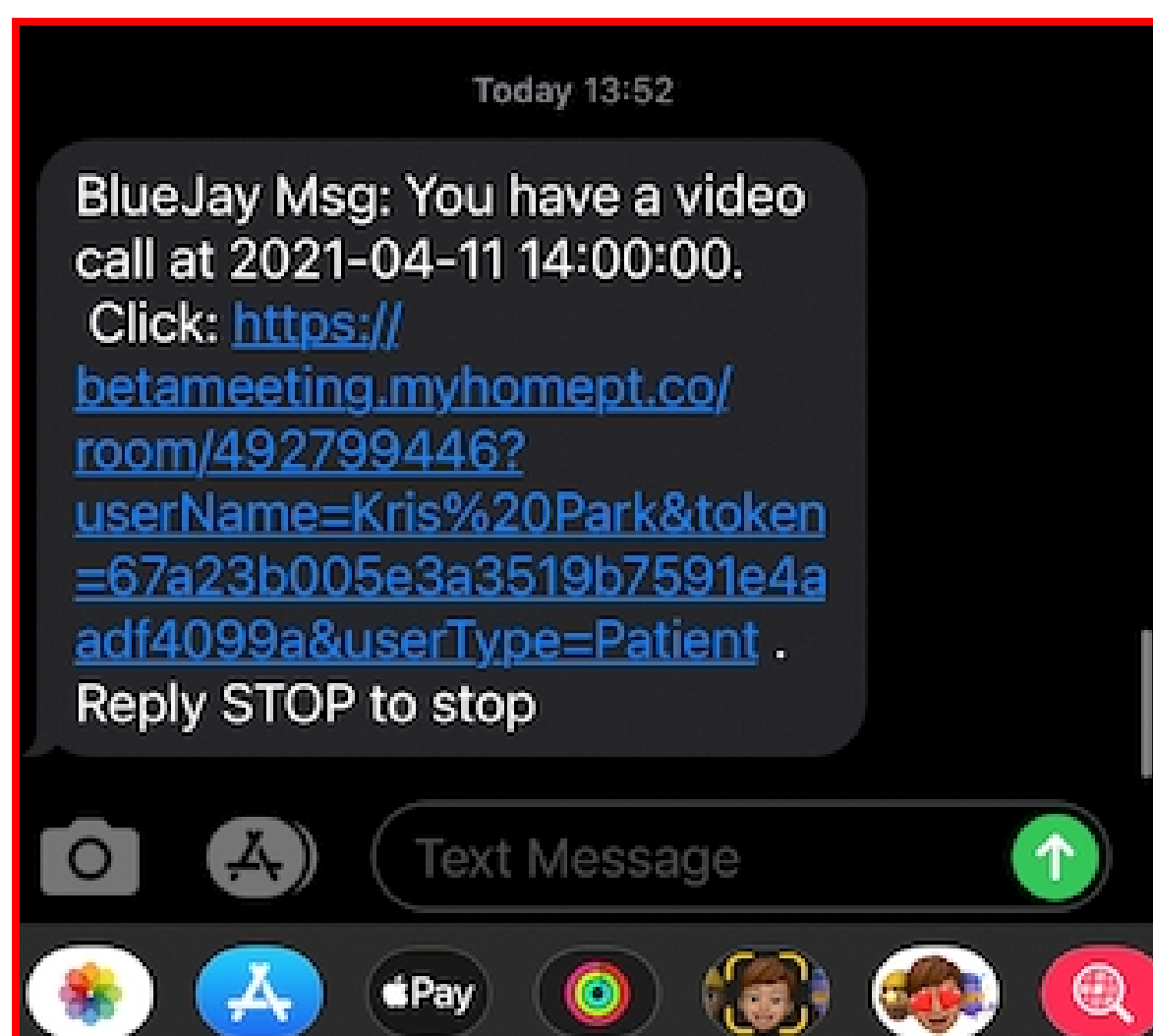
I. Patient needs to read and agree to the Telehealth Appointment Consent form



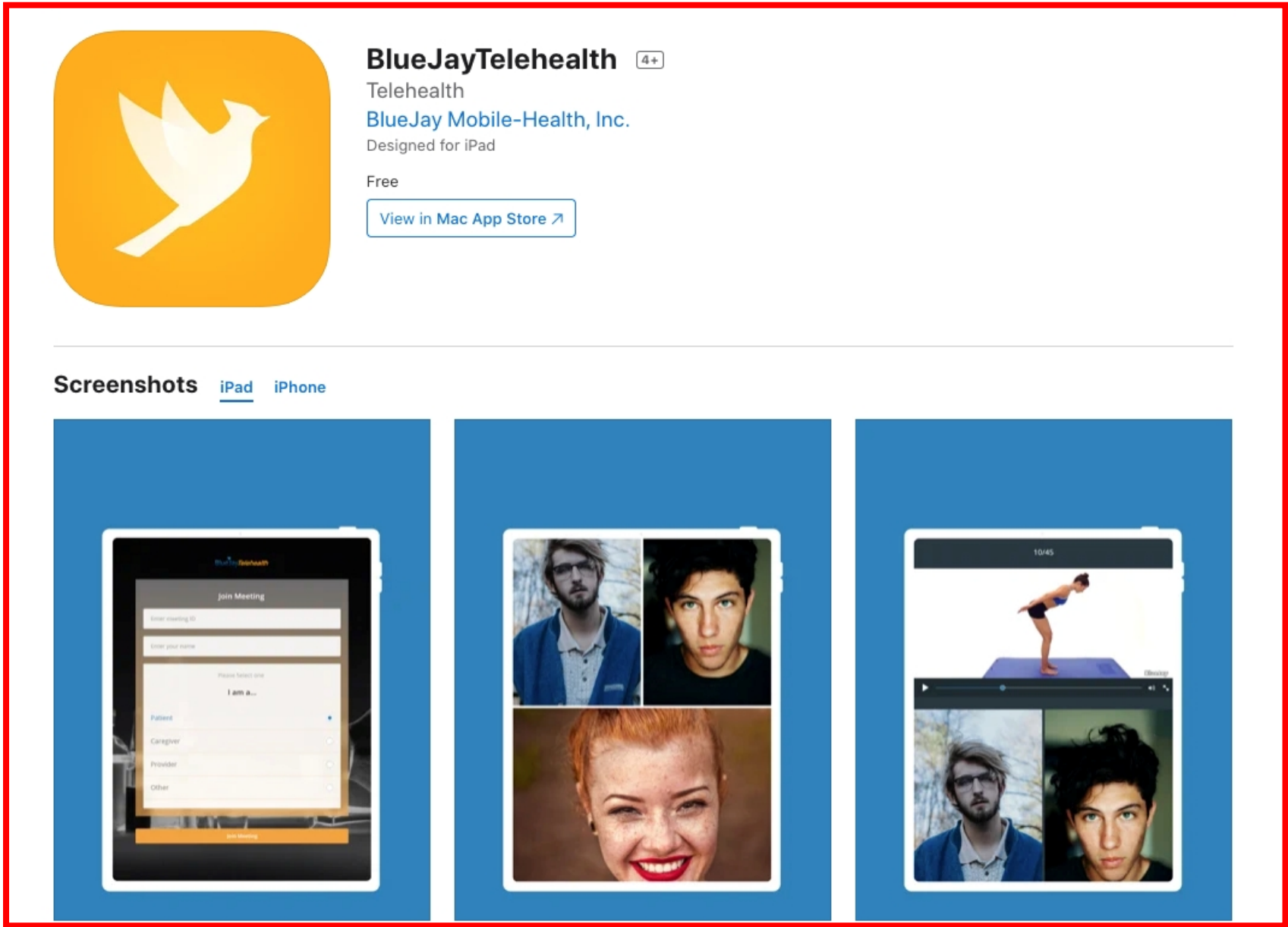
ii. Then the patient has to wait for the healthcare provider to join the call

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)

16:57

Gmail

Consent

1 of 1

Teletherapy Consent Form

Teletherapy is a therapy service provided using a platform through the internet via video and audio features connecting me and the therapy service provider in real time. This Teletherapy Consent Form serves as my consent to determine my willingness to use teletherapy services.

My therapy service provider has explained to me how the teletherapy technology will be used to do such a teletherapy session.

- I understand that my insurance provider is allowing teletherapy. While teletherapy has been found to be effective across a variety of therapies, I understand there is no guarantee of the effectiveness of teletherapy.
- I understand my therapy service provider is not required to provide teletherapy. If he/she provides teletherapy services, it is my decision to choose to receive some or all therapy services in this manner. I may change my mind and revoke my consent at any time. If I change my mind, I understand that I must tell my therapy service provider.
- I understand that teletherapy services will be billed to my insurance and will be counted towards my deductible. I understand that I may be responsible for a co-pay related to these teletherapy services.
- I understand that my therapy service provider cannot require me to purchase or contribute to the purchase of any related teletherapy platform or connection fees.
- I understand efforts will be made to ensure privacy and confidentiality. However, given the current social distancing requirements, other individuals may be in the location of the therapy service provider. To address this, the therapy service provider may go to a separate room whenever possible.
- I understand there are potential risks with this technology: (1) The video connection may not work or that it may stop working during the consultation; (2) The video picture or information transmitted may not be clear enough to be useful during the teletherapy session; and/or (3) I may be required to go to the location of the therapy service provider if it is felt that the information obtained via teletherapy was not sufficient.
- The benefits of a telemedicine consultation are: (1) I may not need to travel to the therapy service provider's location; and/or (2) I have access to a therapy service provider through this teletherapy session.

I give my consent to have therapy services provided by teletherapy at this time. I also understand other individuals may be present to operate the video equipment and that they will take reasonable steps to maintain confidentiality of the information obtained.

I understand that I have the right to ask my therapy service provider to discontinue the teletherapy session at any time. I understand that some parts of the teletherapy session may be conducted by individuals at my location at the direction of the therapy service provider.

I authorize the release of any relevant medical information about me to the therapy service provider, any staff the therapy service provider supervises, third party payers and other healthcare providers who may need this information for continuing care purposes

I hereby release Encore Rehabilitation Services, LLC, its personnel and any other person participating in my care from any and all liability which may arise from the taking and authorized use of such videotapes, digital recording films and photographs.

I have read this document and understand the risk and benefits of the teletherapy services and have had my questions regarding the procedure explained and I hereby consent to participate in a teletherapy services visit under the conditions described in this document.

Patient/legal representative signature

Relationship (if not patient)

Date/time

Disagree

Agree

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.

Patient

Larry Synder

Edit

Visit Date and Time

Aug 14,2020 10:30 pm to 11:00 pm

Reminder

7 days, 24 hrs and 15 mins before event

Appointment Type

Video Conference

Conference Invitation

Share this link to the careteam member(s) you would like to invite.

<https://meeting.bluejayhealth.com/room/377825532>

Copy Link or Send Email Invitation

Delete Appointment

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..

BlueJay

Personal Meeting Room: Start
<https://betameeting.myhomept.co/room/324578198>

Organizational Admin

Upcoming

History

Usage Report

Schedule

Manage

Note: The start button will automatically be enabled when the patient is in the waiting room.

NAME	PHONE NUMBER	MEETING ID	DATE & TIME	
Kris Park	415-555-1234	211571824	30 March, 2021 at 01:30 pm	Start
Jane Smith	000-348-6979	719142242	31 March, 2021 at 10:00 am	Start
Kris Park	415-555-1234	156759737	06 April, 2021 at 12:00 pm	Start

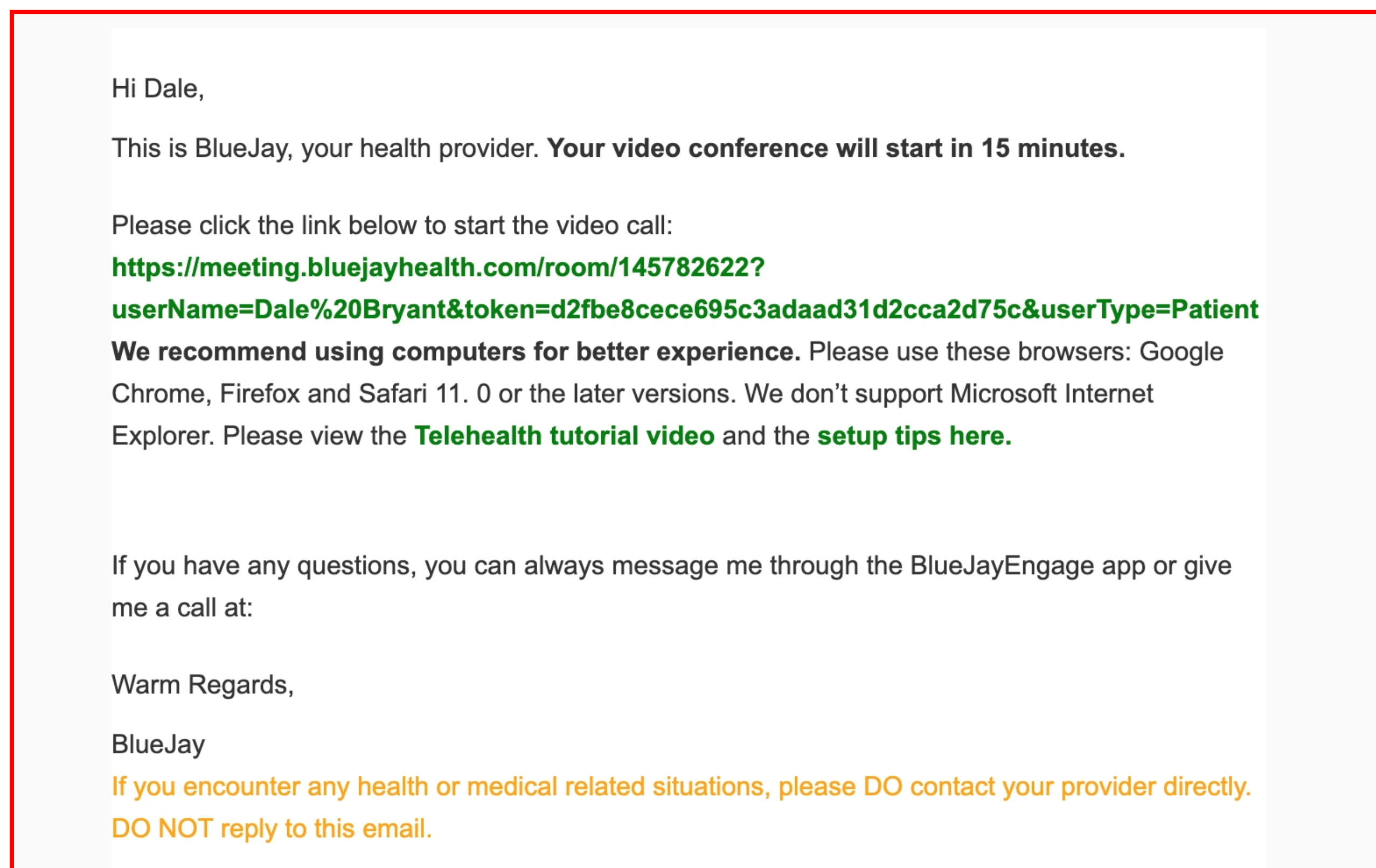
<

1

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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:



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.

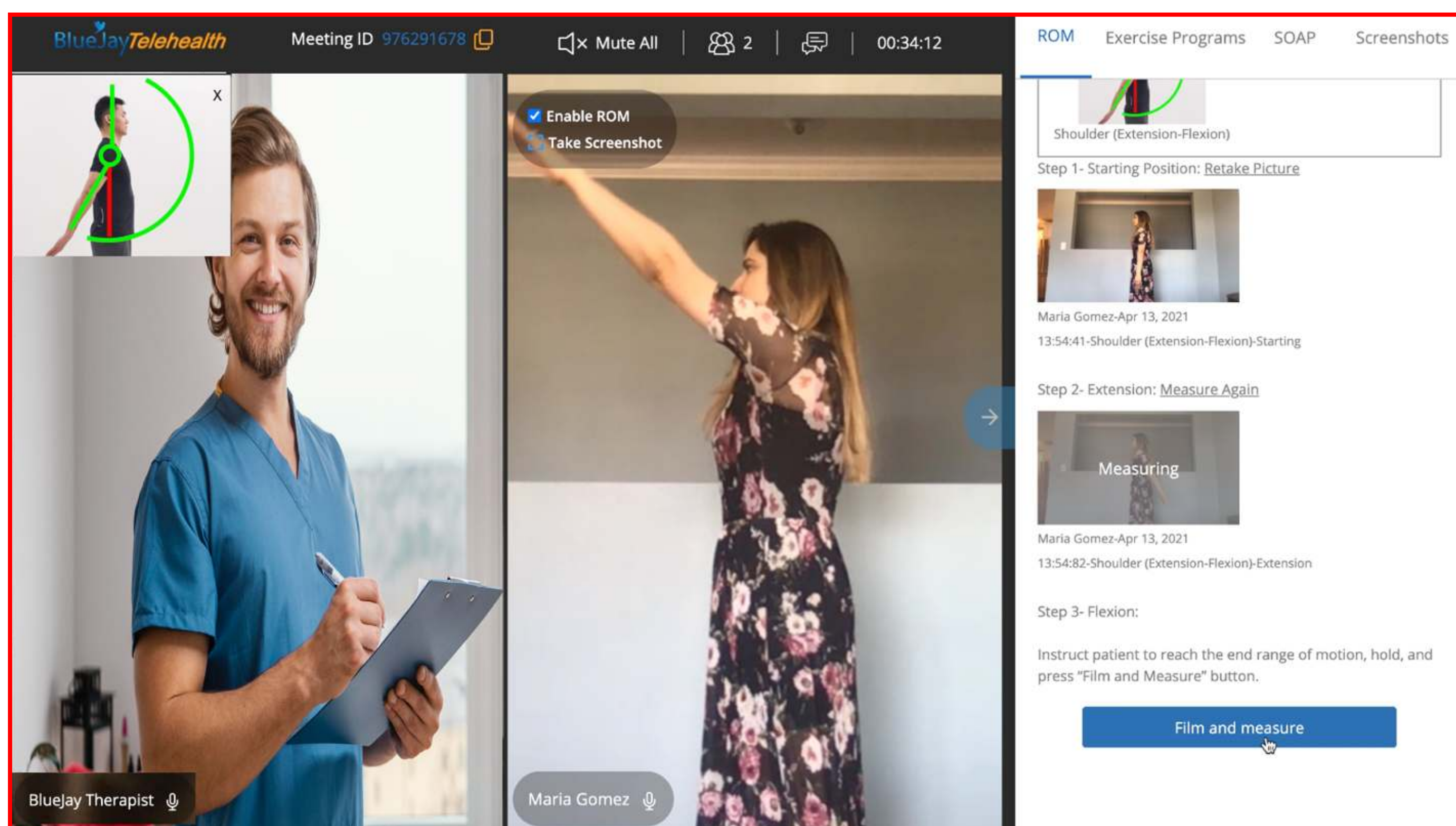
5. BlueJayTelehealth Features

5.1. AI-ROM & Manual ROM

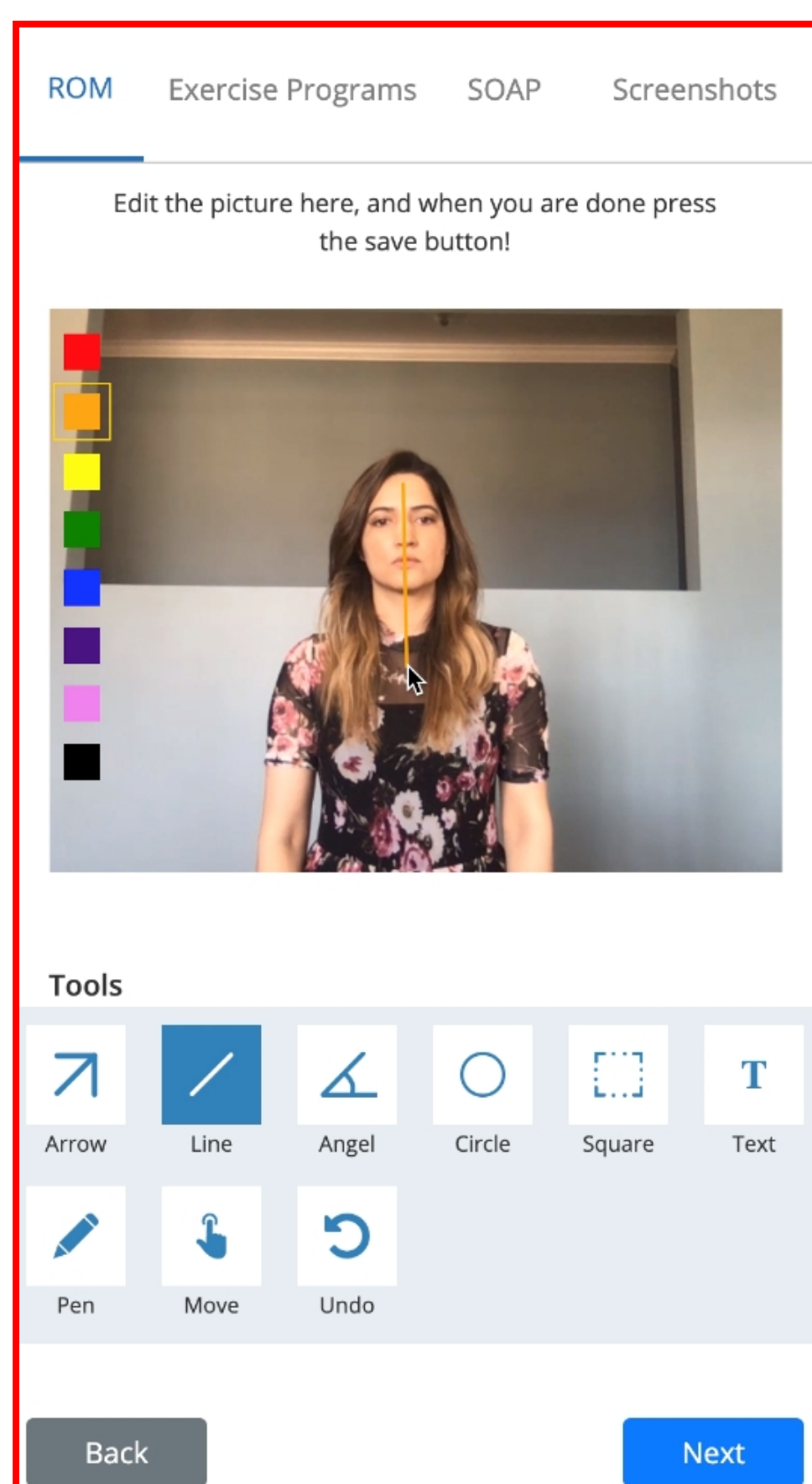
ROM is helpful when the provider wants to measure or analyze the post-treatment effects on the body of the patient.

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.

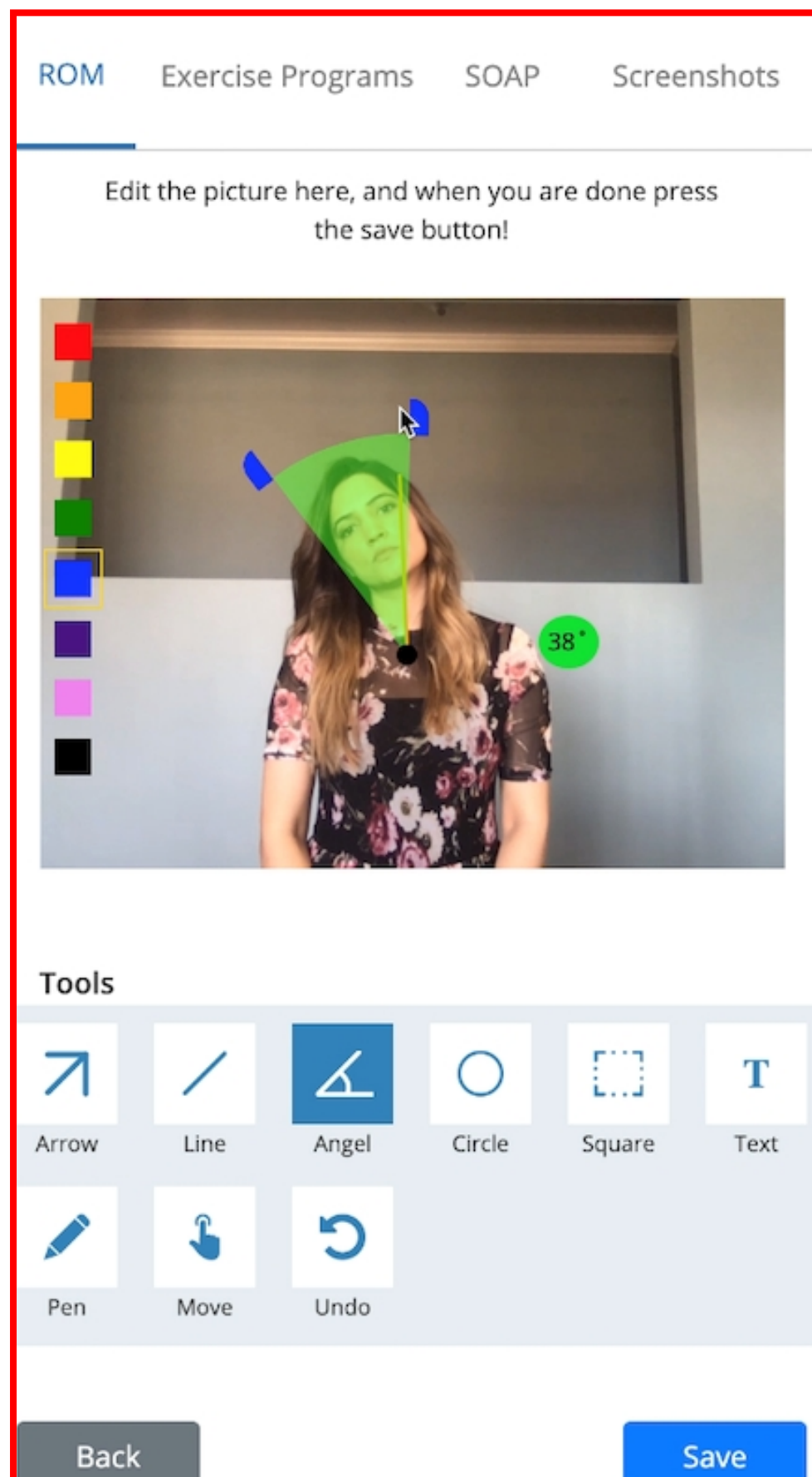


In addition to the AI-ROM, you can also use the “Manual ROM” option to manually measure your patients’ range of motion.



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

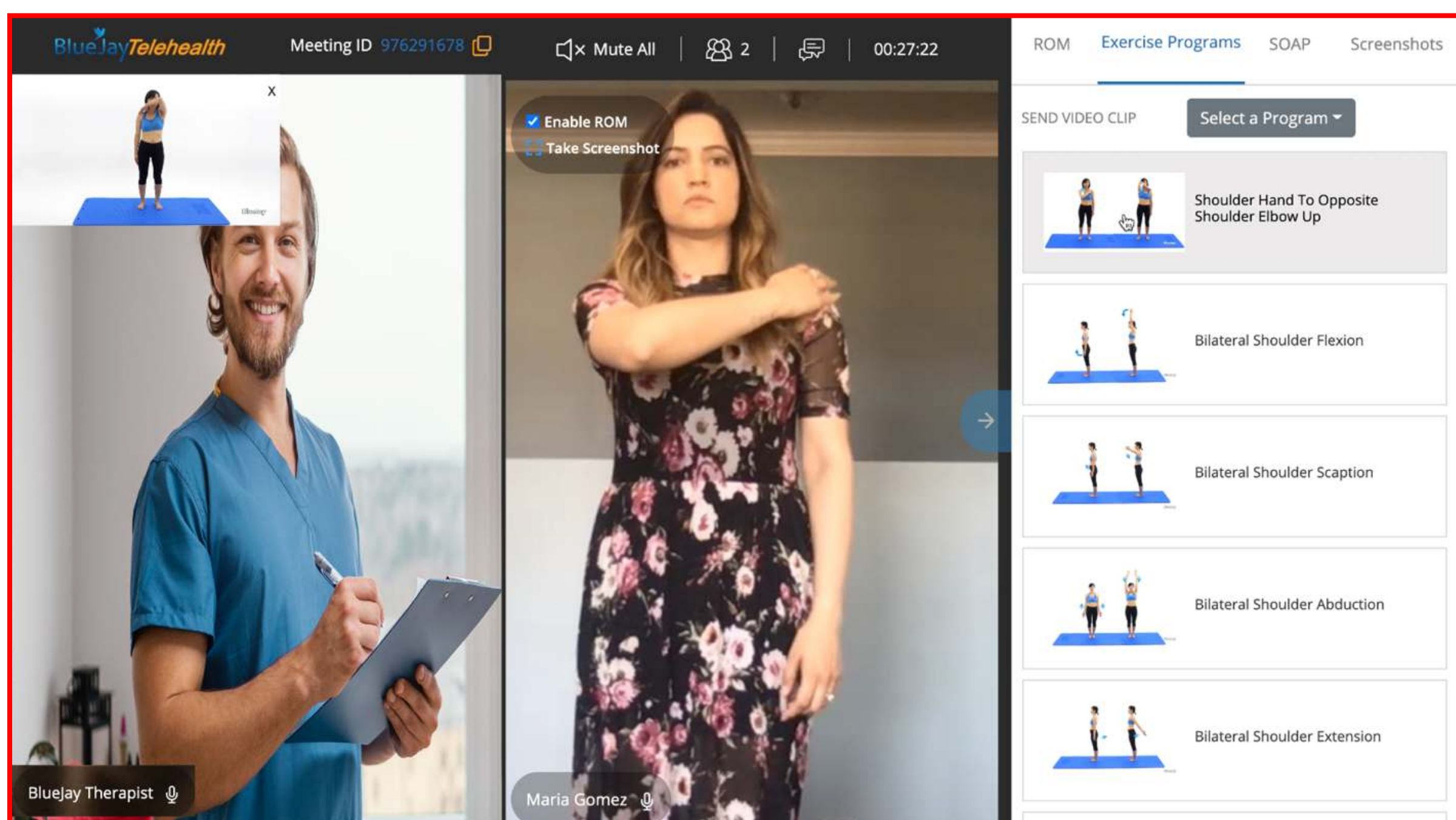


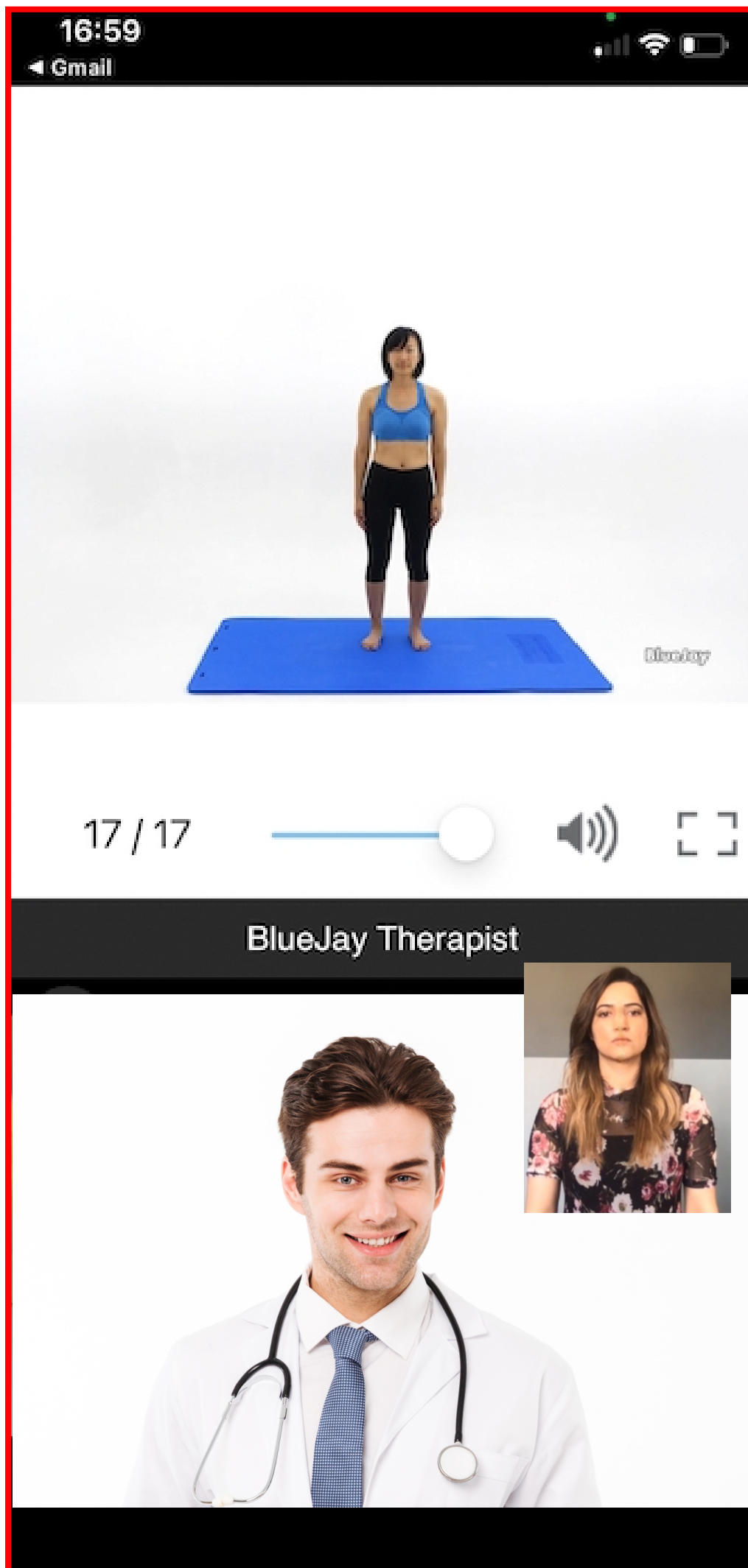
- Instruct your patient on the ROM assessment, then take another picture
- On the second picture, you will see the start line that you marked initially.
- Use the “Angle” option to get the measurement result.
- Once you are finished, click on the “Save” button.

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’

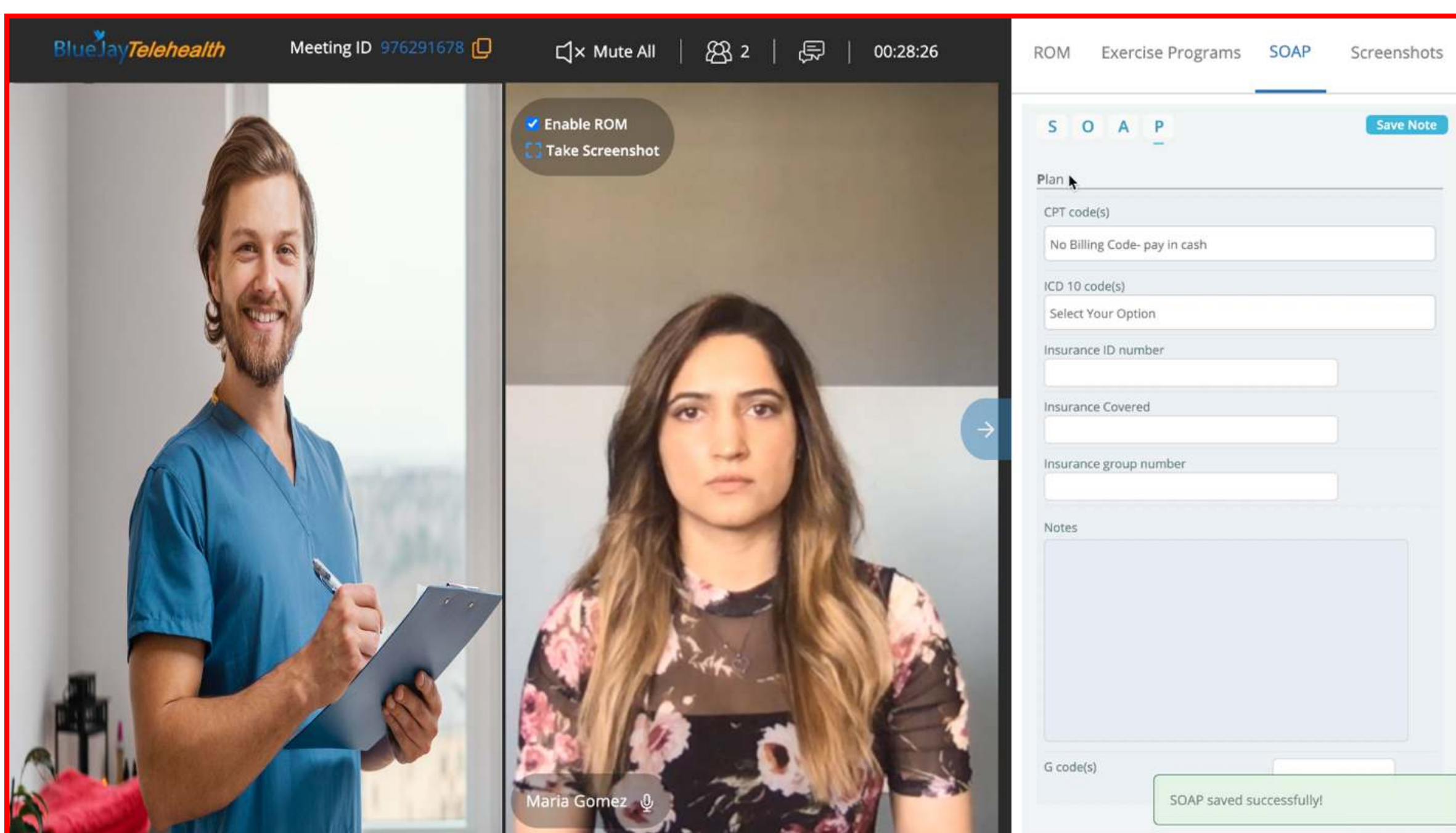




- Patients can also join the Telehealth meeting and access these exercise videos through their BlueJayTelehealth mobile application.

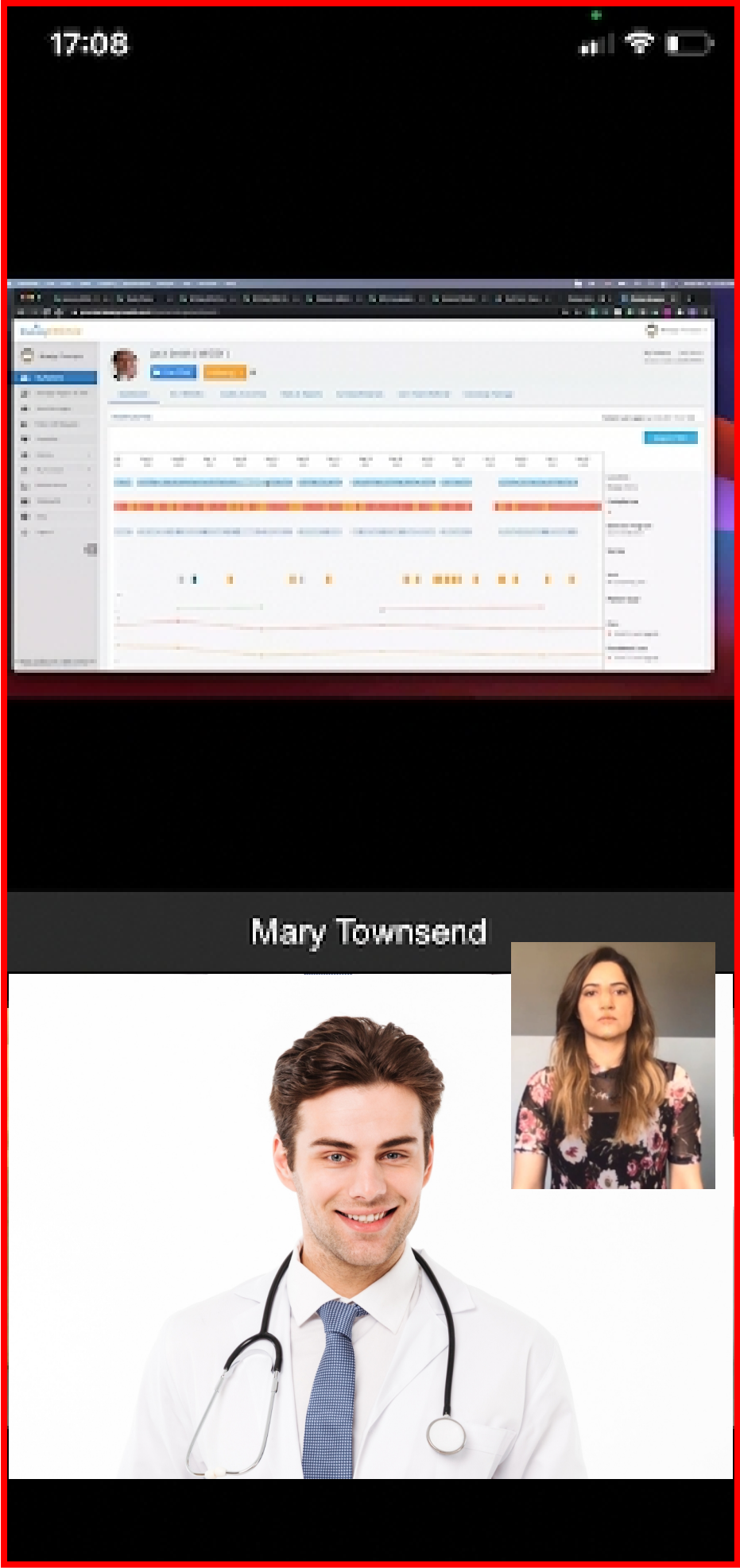
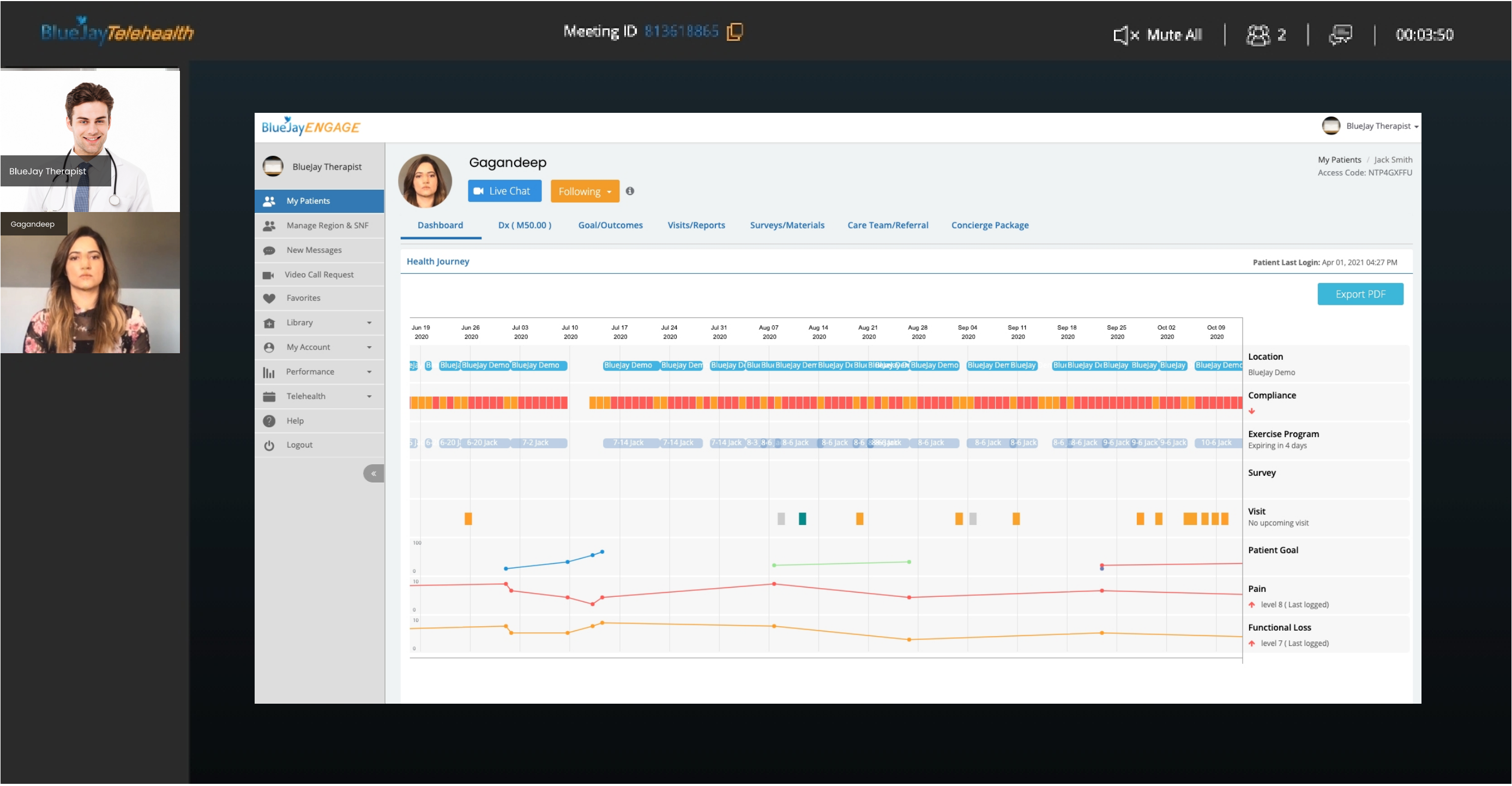
5.3. S.O.A.P Notes

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

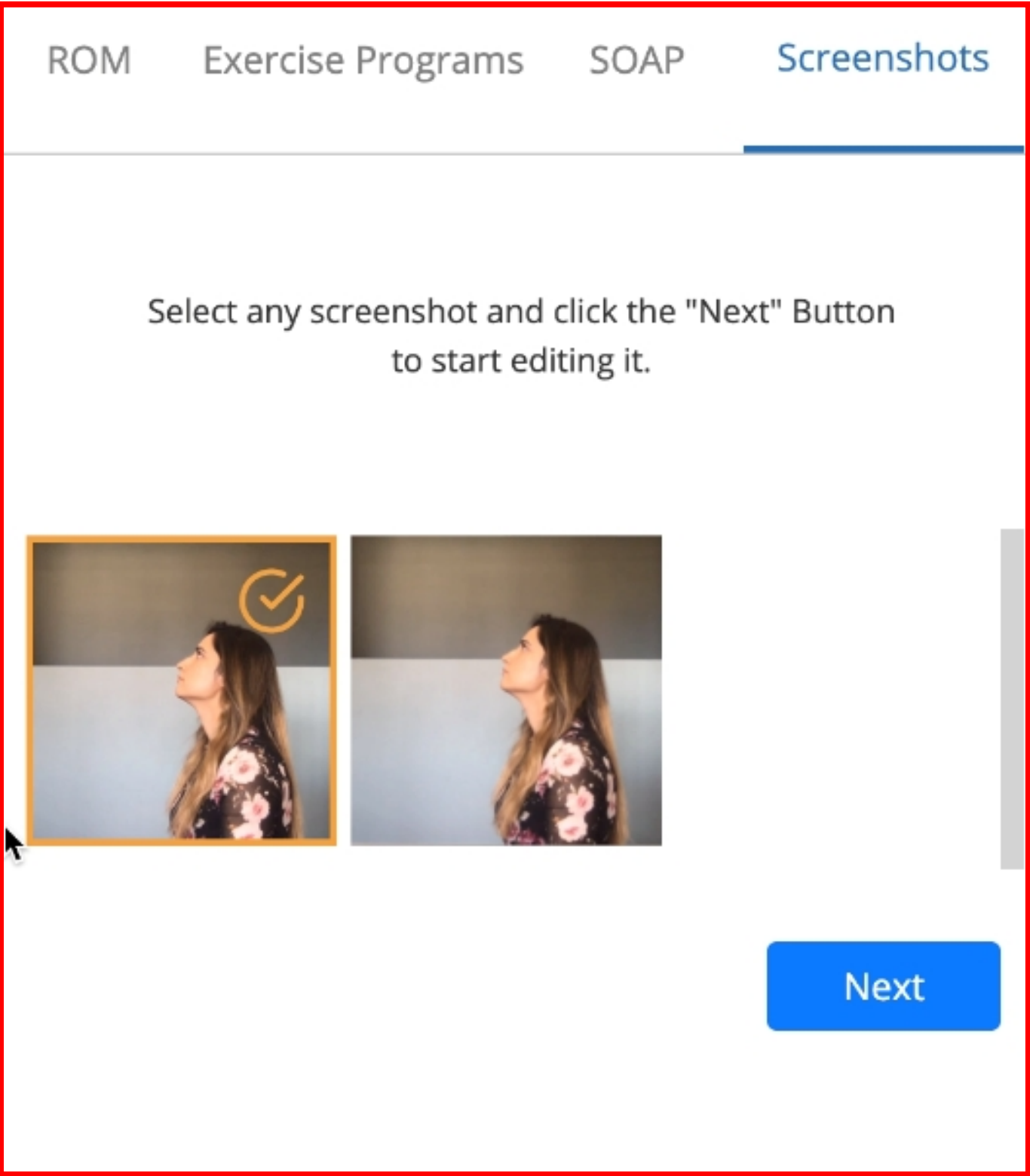
During online healthcare consultations, screen-sharing can encourage patient engagement. Providers and patients can share their screens during BlueJayTelehealth meetings. Providers can share patients’ electronic medical records with them



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’..

BlueJay

Personal Meeting Room: Start
<https://betameeting.myhomept.co/room/324578198>

Organizational Admin

Upcoming

History

Usage Report

Schedule

Manage

Tele-Usage Data

Region

All Regions

Oct 01, 2020

Mar 30, 2021

Search

Export CSV

Search by Patient Name

Patient Name	Payer Type	Provider	Job Role	Call Type	Start Time	End Time	Duration	Consent	Region	SNF
KK	Other	Organizational Admin	Physical Therapist (P.T.)	Video Conference	03-30-2021 08:58PM	03-30-2021 09:06PM	00:08:26	Yes	BlueJay Therapy & Rehab	
Kris Park	Medicare A	Organizational Admin	Physical Therapist (P.T.)	Video Conference	03-30-2021 01:35PM	03-30-2021 01:59PM	00:24:50	Yes	BlueJay Therapy & Rehab	
Kris Park	Other	Organizational Admin	Physical Therapist (P.T.)	Video Conference	12-19-2020 02:32PM	12-19-2020 02:44PM	00:11:36	Yes	BlueJay Therapy & Rehab	
Kris Park	Other	Organizational Admin	Physical Therapist (P.T.)	Video Conference	12-15-2020 02:55PM	12-15-2020 03:21PM	00:26:10	Yes	BlueJay Therapy & Rehab	

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