



BlueJay*ENGAGE*

Telehealth and Patient Engagement Platform

Developed by:

BlueJay
mobile health





Communication & Telehealth



Home Exercise Video Prescription



Compliance/Outcomes Tracking



Care Coordination

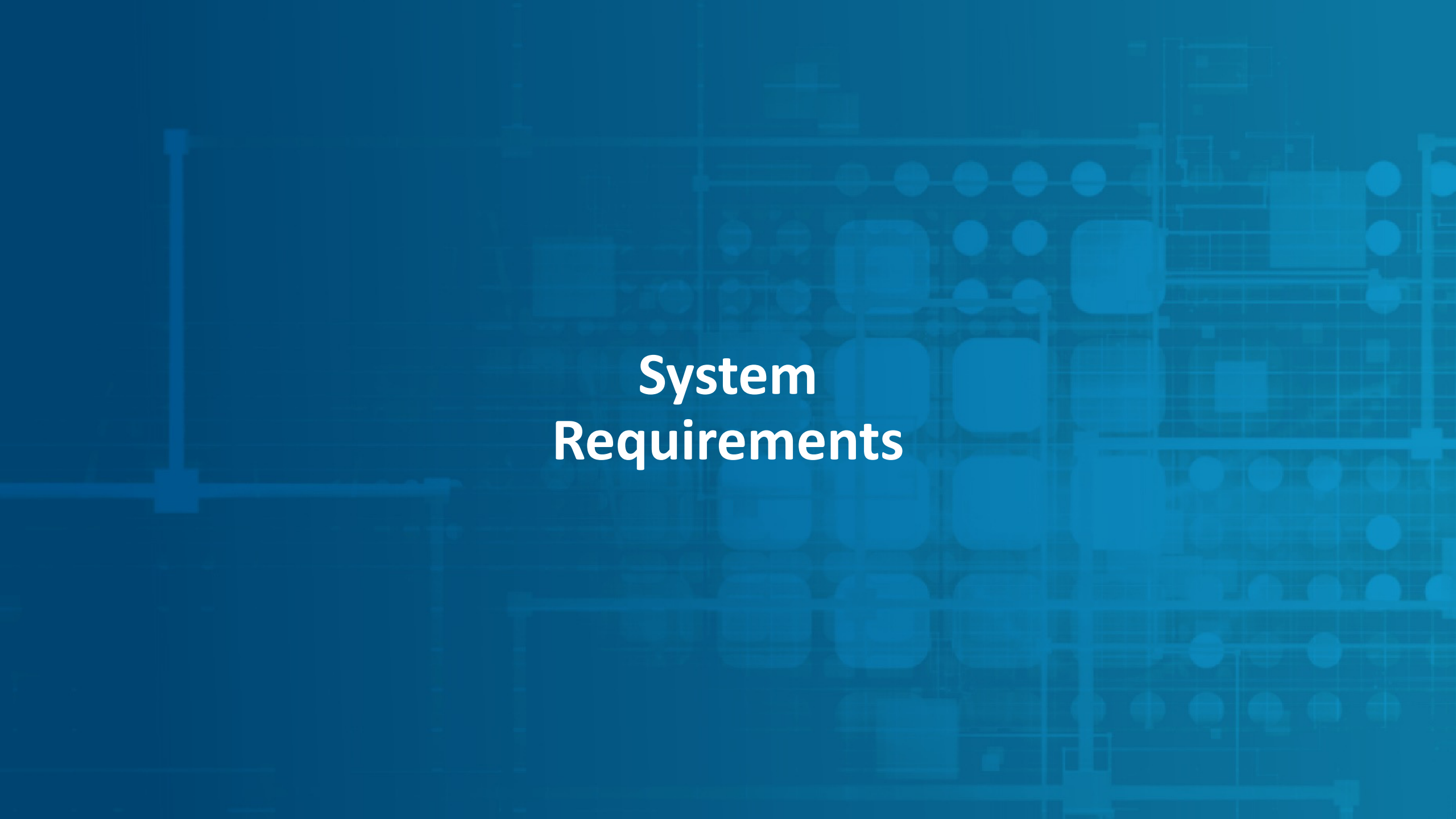


Clinical Decision Mapping
(Premium Feature)



Topics

- **System Requirements**
- **Account Setup**
- **Add patients to your BlueJay account**
- **Home Exercise Programs**
 - How to prescribe exercise programs?
 - My Favorite vs Clinic Library
- **Compliance & Outcome tracking**
 - How to set a goal for your patient
- **Scheduling & Telehealth**
 - How to schedule/modify an appointment?
 - How to start an appointment?
 - What features are included in Telehealth?
 - Where to find call records and saved notes?
- **Clinical Decision Mapping (Premium feature)**
- **Additional Resources**
- **Help & Support**

The background is a solid blue color with a faint, light-blue grid pattern. Overlaid on the grid are various geometric shapes, including squares, circles, and lines, some of which are slightly offset or layered, creating a sense of depth and complexity. The overall aesthetic is technical and modern.

System Requirements

System Requirements

Browsers:



Latest release version



Latest release version



Safari 11.0 and above

Mobile App (For both –Providers and Patients):



iOS 9.0 and above

- iPhone 5S and later version



Android 5.2 and above

More information: <https://bluejayhealth.freshdesk.com/support/solutions/articles/9000093329-what-are-the-compatible-browsers-and-devices>



Account Setup

Account Setup

Log on your BlueJay account at <https://provider.bluejayhealth.com>. Once you do so, you will be taken to the following page. Navigate to “My account > My Profile” to edit your personal profile. If you are also acting as Clinic Admin/Owner, you can change the clinic’s info on the right-hand side.

The screenshot displays the BlueJay ENGAGE user interface. On the left is a dark blue sidebar with a menu containing: My Patients, Manage Region & SNF, Messages, Patient Call Request, Event Schedule, Favorites, Library & Document, My Account (highlighted with a red box), My Profile (highlighted with a red box), Contacts, Billing, Concierge & Setting, Performance, Help, and Logout. The main content area is divided into two panels. The left panel, titled 'My Profile', contains a profile picture of a man in a blue shirt, a 'Change Profile Picture' button, and form fields for First Name (Demo), Last Name (Bluejay), Email (demobluejayhealth@gmail.com), Password (with strength indicators: 8 characters minimum, One number, One special character), Retype Password, Phone (US (+1) 925-000-0000), Physical Therapy License Number, School Name, Languages (a dropdown menu showing English, Chinese, Spanish), and Provider Role (Physical Therapist (P.T.)). The right panel, titled 'Clinic Profile', features the BlueJay logo, a 'Change Clinic Logo' button, and form fields for Name of Organization (BlueJay Demo), Clinic Address (4370 Contractors Cmn, Livermore, CA 9455), Phone (US (+1) 925-400-8254), Email, Website, Clinic Hours of Operation (Mon, Tues, Wed, Thurs, Fri, 09:00 AM - 05:00 PM), Video Consultation Hours (Mon, Tues, Wed, Thurs, Fri | 05:00 AM - 12:00 PM, 01:30 PM - 04:00 PM; Sat | 07:00 AM - 02:00 PM), Video Consultation Fee (\$), PayPal Email (tony.zhang@bluejayhealth.com), and an 'Enable Multi-Factor Authentication' checkbox. A 'Save' button is located at the bottom right of the Clinic Profile section.

The image shows two healthcare professionals, likely doctors or nurses, in white coats, sitting at a desk and looking at a laptop. The laptop screen displays the BlueJay Medical dashboard, which includes a sidebar with navigation options like 'Home', 'Patients', 'Prescriptions', 'Reports', and 'Settings'. The main area of the dashboard shows a 'Completed Status' section with a large blue circle and a line graph. The background is a blurred office setting with a bookshelf and a small potted plant on the desk. The entire image has a blue tint.

**Add patients to your
BlueJay account**

Add patients to your BlueJay account

Now let's add your patients into BlueJay system. To enter an individual patient, simply tap on the "Add New Patient" button and fill in the relevant information.

The screenshot displays the BlueJay ENGAGE dashboard. On the left is a navigation menu with options: My Patients, Manage Region & SNF, Messages, Patient Call Request, Event Schedule, Favorites, Library & Document, My Account, Performance, Help, and Logout. The main area features a 'Patient List' header with two buttons: 'Add New Patient' and 'Bulk Upload Patients'. Red arrows point from these buttons to the text 'Enter an individual patient' and 'Upload a list of patients at one time' respectively. Below the buttons is a 'Compliance Status' pie chart showing 50% Good (red) and 50% At Risk (teal). To the right is a 'Patient Compliance Trend' line graph. At the bottom, there are filters for Compliance, Outcomes, Exercise, and Status, followed by a search bar and a table of patients.

Name Gender, Age	Compliance	Outcomes		Exercise	Survey	Status
		Progress	PL			
Jack Smith (M/55Y)	<div><div></div></div>	M50.00	N/A	Expiring in 1 day	<div><div></div></div>	... • More survey results available
		M25.511	N/A			
Bluejay Test Patient (M/33Y)	<div><div></div></div>			N/A	<div><div></div></div>	...

Add patients to your BlueJay account

The “Bulk Upload Patients” option allows you to add multiple patients at one time without any hassle. To do so, download our template, then fill up the template and upload it back to the system.

Please notice: Follow the format we provide in the template; do not leave any extra columns or rows. We recommend adding no more than 1,000 patients at a time.

Step 1: Download template file and input data

Download Patient Template

Step 2: Upload Completed File

Upload Patient List

Cancel

firstName	lastName	email	cellPhone	zipcode	birthDate
			000-234-0987		mm/dd/yyyy

A woman with short grey hair is sitting cross-legged on a dark yoga mat in a living room. She is wearing a light-colored short-sleeved shirt and leggings, and she is smiling while waving her right hand. In the foreground, a laptop is open on the floor to her right, and a pair of small blue dumbbells is on the floor to her left. In the background, there is a grey sofa on the left and a tall, thin bookshelf on the right. A large blue exercise ball is on the floor behind her. The entire image has a blue color overlay.

Home Exercise Program

Home Exercise Program- How to send exercise program?

BlueJay Library contains a variety of home exercise videos. The exercise videos can be tailored for each individual patient.

To prescribe a home exercise program, the first step is to select a patient from the patient list. Then navigate to the “Exercise Programs” section, click the arrow button to expand. Or use the “Create New Tx” button to create a new one.

The screenshot displays the BlueJay mobile health interface for a patient named Melissa Lambert (F/48Y). The interface includes a patient profile header with a profile picture, name, and age, and buttons for Live Chat, Schedule Telehealth, and Following. Below the header is a navigation bar with tabs: Dashboard, Goal/Outcomes, Visits/Reports, Care Team/Referral, and Concierge Package. The main content area is titled 'Exercise Program' and contains a red-bordered box with the text 'Create the first Tx for your patient.' and a 'Create New Tx' button. A red arrow points to a small blue square icon with a white arrow in the top right corner of the 'Exercise Program' section. To the right of the 'Exercise Program' section are two panels: 'Chat' and 'Notes'. The 'Notes' panel shows 'No Notes yet'.


Home Exercise Program- How to send exercise program?

Enter the name of the program, then click “Next” to continue. You can add videos from BlueJay Library, or upload the file from the local PC. BlueJay also allows you to create your personal favorite list and clinic favorite list as well.

Create New Exercise Program

Melissa Lambert (Feb 11, 2021)

Next



Melissa Lambert

Current Exercise Program

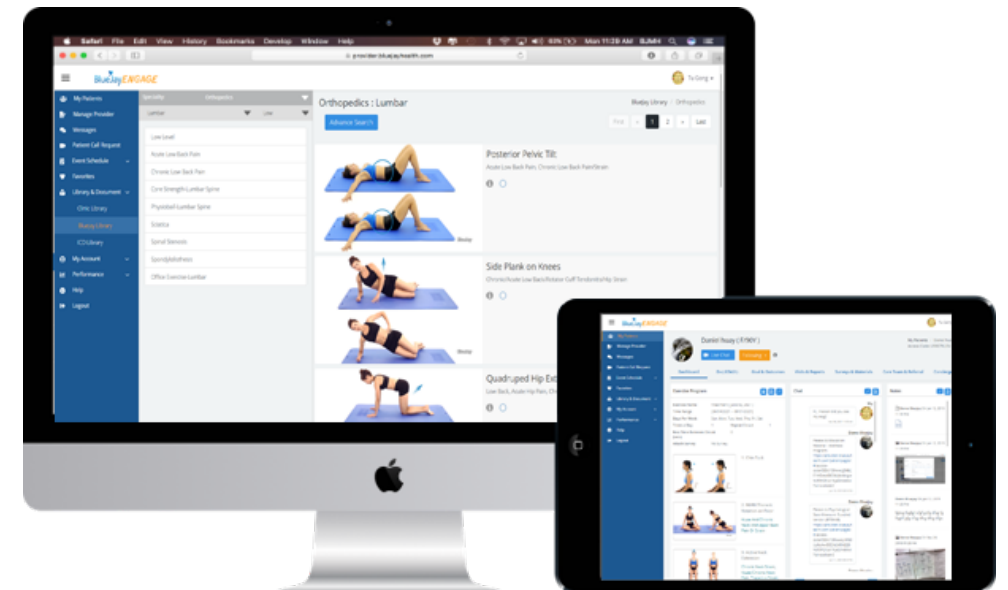
Add Video

Add From Favorite

Add From BlueJay Library

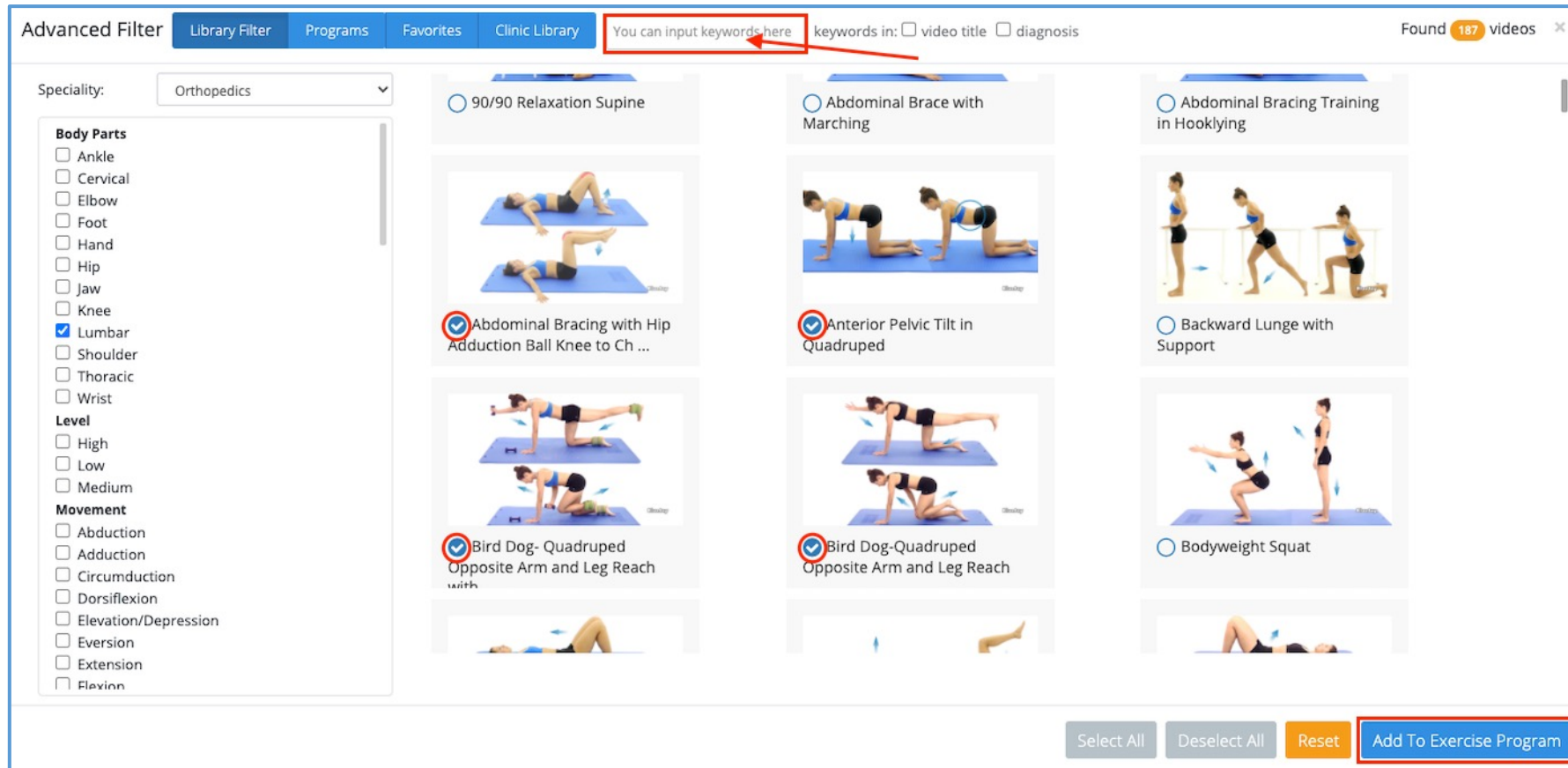
Add From Clinic

Upload From PC




Home Exercise Program- How to send exercise program?

Let's use BlueJay Library as example. You can use the filters to narrow down the results, or type the keywords in the search box. Select all the exercises that you want to send to your patients. Once you finished, tap on the "Add to Exercise Program" button at the right corner.



Home Exercise Program- How to send exercise program?

Then you will be taken to the following page. Modify the number of repetitions, second hold, number of sets, or add instruction message, if necessary. When you finish editing, click on the “Next” button to continue.



Melissa Lambert

☒ Current Exercise Program


Add Video ▾

Save as My Favorite

Melissa Lambert / Exercise Programs





[« Back To Dashboard](#)

Next



1. Anterior Pelvic Tilt in Quadruped

Acute/Subacute/Chronic Low Back Strain/Back Pain/Sprain, Radiculopathy



Reps

4

Sec Hold

0

Set

1

Instructions

Home Exercise Program- How to send exercise program?

The final step is to define the Start Date, End Date, and the Frequency of this treatment. Your patient will receive an email notification from BlueJay regarding his/her scheduled treatment plan. Patients can also use our mobile app to access their treatments.

Schedule

Exercise Program Name

Melissa Lambert (Feb 11, 2021)

☒ Enable Time Range

Start

Feb 11, 2021

End

Feb 18, 2021

Days Per Week

Sun

Mon

Tues

Wed

Thurs

Fri

Sat

Check All

☒

☒

☒

☒

☒

☒

☒

☒

Frequency

Times a day

1

Repeat Circuit

1

Rest time between circuits (secs)

Schedule & Send Exercise Program

Home Exercise Program- My Favorite vs Clinic Library

All the exercise videos in BlueJay Library can be pre-grouped and added into your favorites list. You can also pre-group the exercise videos and save them under the “My Favorite”.

Clinic library is a collaborative working space where you can share the content with your colleagues.

The screenshot displays the BlueJay ENGAGE web application interface. On the left is a dark blue sidebar with navigation options: My Patients, Manage Region & SNF, Messages, Patient Call Request, Event Schedule, Favorites (highlighted with a red box), Library & Document (highlighted with a red box), Clinic Library (highlighted with a red box), BlueJay Library, ICD Library, My Account, Performance, Help, and Logout. The main content area is titled 'Clinic Library' and shows a list of exercise videos. The 'Low Back Pain Exercise Group' is selected, showing a list of exercises including 'Bridge on The Floor', 'Bird Dog-Quadruped Opposite Arm and Leg Reach', and 'Sit to Stand with Hand Placement Bracing'. Each exercise entry includes a thumbnail image, the exercise name, a brief description, and a 'Save as My Favorite' button. To the right of each exercise, there are input fields for 'Reps', 'Sec Hold', and 'Set', along with an 'Instructions' text area. The user 'Demo BlueJay' is logged in, as indicated in the top right corner.

BlueJay ENGAGE

My Patients
Manage Region & SNF
Messages
Patient Call Request
Event Schedule
Favorites
Library & Document
Clinic Library
BlueJay Library
ICD Library
My Account
Performance
Help
Logout

Clinic Library

Low Back Pain Exercise Group
Created By: Melinda Yee
Save as My Favorite

Bridge on The Floor
Subacute And Chronic Thoracic, Low Back Pain/Strain, Trunk Stability
Reps: 3
Sec Hold: 2
Set: 1
Instructions

Bird Dog-Quadruped Opposite Arm and Leg Reach
Low Back, Subacute Hip Pain, Chronic Hip Pain/Strain
Reps: 2
Sec Hold: 2
Set: 1
Instructions

Sit to Stand with Hand Placement Bracing
Low Back Pain, Hip, Knee Pain/Strain
Reps: 3
Sec Hold: 0
Set: 1
Instructions



Outcome & Compliance Tracking

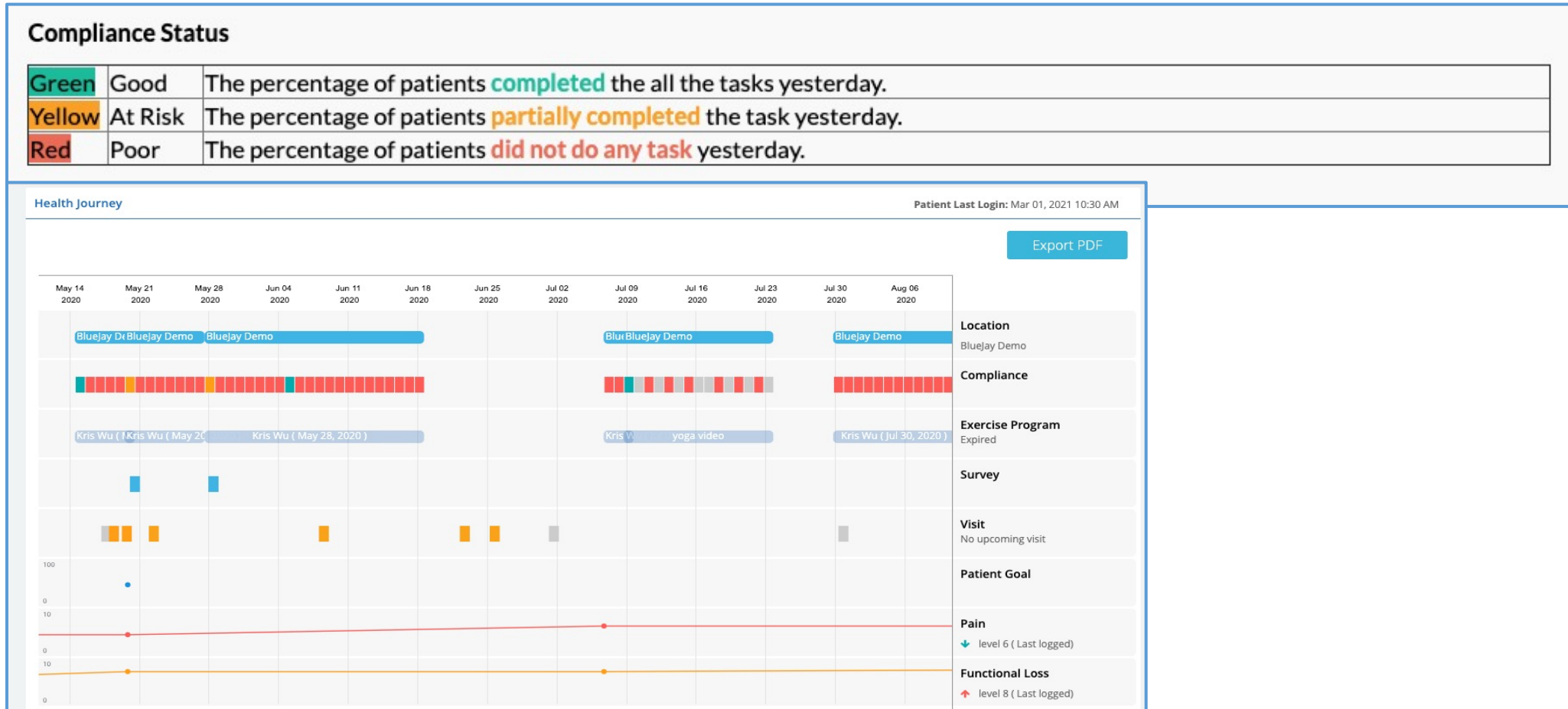
Outcome & Compliance Tracking

The “My Patient” dashboard gives you the overall review of all your patients’ compliance & outcomes status. You can also go to a particular patient’s dashboard to view his/her journey to health.



Outcome & Compliance Tracking- How do we track compliance & outcomes?

BlueJay tracks patients' compliance based on the Home Exercise completion.



Outcome & Compliance Tracking- How to set a goal for your patient?

To send a goal to your patient, go to “Goal/Outcomes” > “New Goal”. Our system will send weekly survey to help you to track patient’s pain score, functional loss level, and goal completion.

Kris Park (M/30Y)

Live Chat Following ⓘ

Dashboard Dx (M46.46) **Goal/Outcomes** Visits/Reports Surveys/Materials Care Team/Referral Concierge Package

Goal/Outcomes **+ New Goal**

Year 3 Months 1 Month

Pain Level
(0 - no pain, 10 - worse pain)

Functional Loss
(0 - full function, 10 - no function)

Health data

Date	< Today SAVE	02/18/2020 EDIT
BMI kg/m^2	<input type="text" value="0"/>	20
Body Fat %	<input type="text" value="0"/>	15
Resting BP		
mm	<input type="text" value="0"/>	120
Hg	<input type="text" value="0"/>	75
6 Mins Distance Walked ft	<input type="text" value="0"/>	30
Predicted VO2peak mlO2/kg/min	<input type="text" value="0"/>	80

Scheduling & Telehealth



Scheduling & Telehealth- How to schedule/modify an appointment

To book an appointment, go to Event Schedule > Schedule > Select a provider from the provider list.

Tap on “Video Conference” under the Event Type, and you will be greeted with a prompt asking for: Patient Selection, Appointment Date, Appointment Time, Duration, as well as reminder to patient.

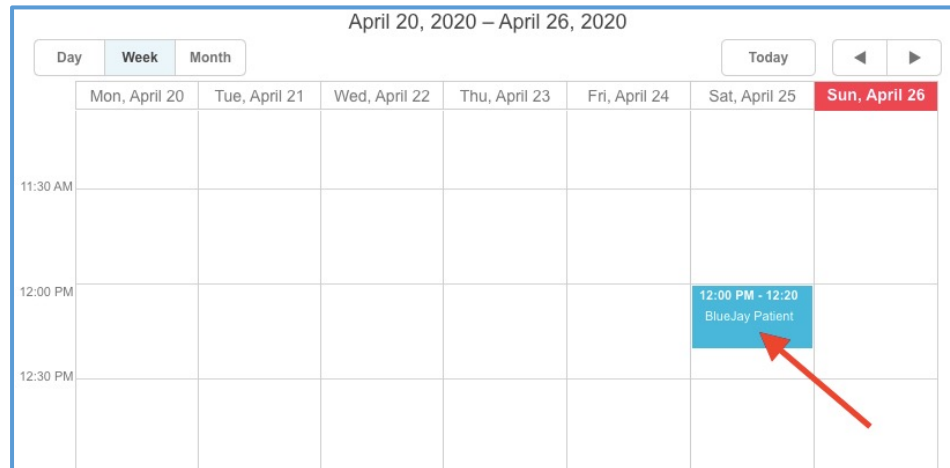
You can also use the “Video Visit” option to book a one-on-one visit.

The screenshot displays the 'Schedule' screen in the BlueJay Mobile Health app. On the left is a dark blue sidebar menu with icons and text for: My Patients, Manage Region & SNF, Messages, Patient Call Request, Event Schedule (with a dropdown arrow), Schedule (highlighted in orange), Upcoming Visit, Visit History, Video Visit Usage, Favorites, Library & Document (with a dropdown arrow), My Account (with a dropdown arrow), Performance (with a dropdown arrow), Help, and Logout. The main content area is titled 'Schedule' and shows a calendar for the week of June 14, 2021, to June 20, 2021. The 'Week' tab is selected. A dropdown menu for 'Provider:' is open, listing: Select or Search PT, BlueJay Therapist, C.J. James, Charmayne Hughes, Chip McDaniel, Chris Feng (highlighted), C.J. James, Curious George, Danielle La Fors, and Demo BlueJay. The calendar grid shows a blue appointment slot on Thursday, June 17, 2021, from 9:30 AM to 10:00 AM, labeled 'BlueJay Patient'. To the right of the calendar, there is a section titled 'Event Type' with three buttons: '+ Video Conference' (blue), '+ Video Visit' (orange), and '+ Office Visit' (teal). Below each button is a brief description: 'Group video conferencing with up to 6 participants.' for Video Conference, 'One on one patient visit with SOAP note, AI range of motion, and assessment video library.' for Video Visit, and 'Regular office visit.' for Office Visit.

Scheduling & Telehealth- How to schedule/modify an appointment

To edit an existing appointment, navigate to "Schedule" > then click on the appointment.

If canceling a meeting, simply press "Delete Appointment". If rescheduling or editing an appointment, select "Edit".



Patient Edit

Derek Park

Visit Date and Time
May 01, 2020 11:00 am to 11:15 am

Appointment Type
Video Conference

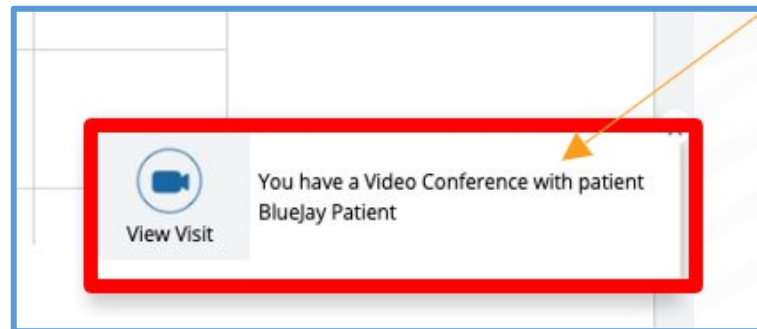
Conference Invitation
Share this link to the careteam member(s) you would like to invite.
<https://meeting.bluejayhealth.com/room/362559426>
Copy Link or Send Email Invitation

Delete Appointment

Scheduling & Telehealth- How to start an appointment?

To start a scheduled telehealth call, simply log on your BlueJay account> navigate to Event Schedule > Upcoming Visit> find the appointment under the “Upcoming” tab > click then “Start”. Or click the pop-up reminder on the right corner to start the call.

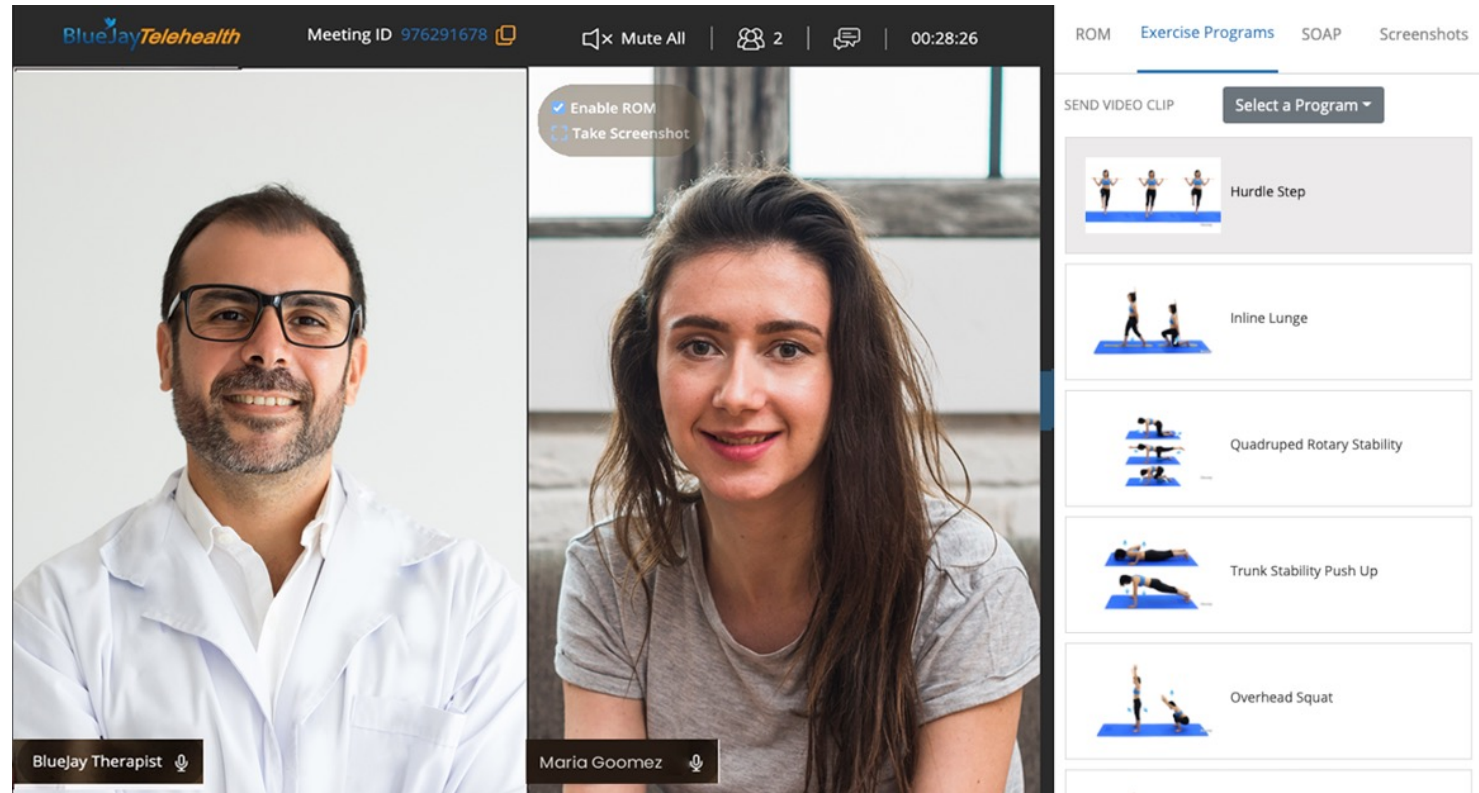
Upcoming Schedules							
#	Name	Call Type	Meeting Room	Patient Phone#	Date & Time	Waiting Room	Action
1	Eileen Riffer	Video Conference	853987958	419-349-1310	Jul 13, 2020 @ 02:00 PM		Start ▶
First « 1 » Last							



You will see this pop-up reminder when your patient arrives

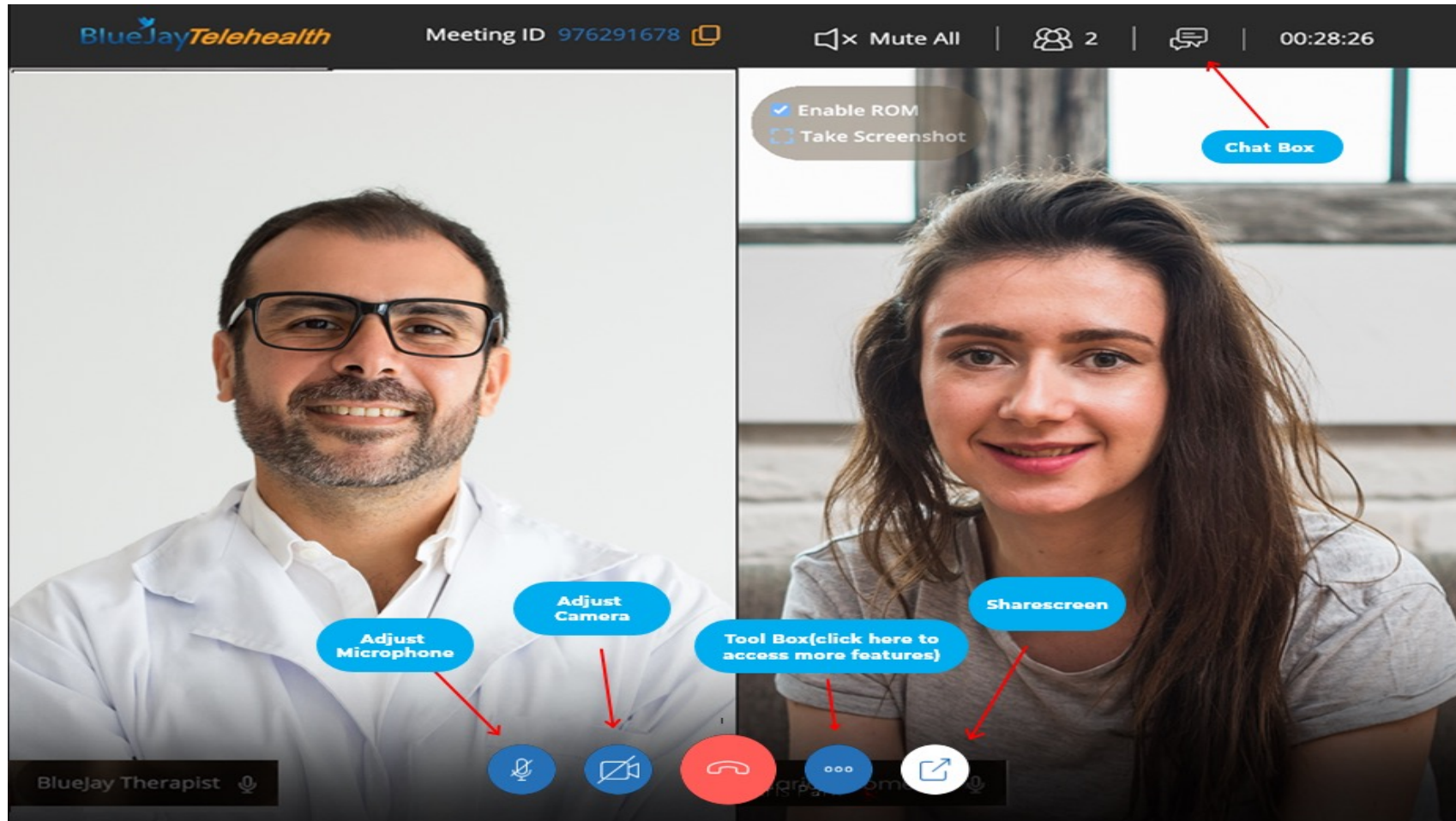
Scheduling & Telehealth- What are included in Telehealth

- ✓ Chat
- ✓ AI-ROM & Manual ROM
- ✓ Exercise Program
- ✓ SOAP Note
- ✓ Share Screen
- ✓ Screen Capture



Scheduling & Telehealth- What are included in Telehealth

A control panel will appear when you move your cursor to the bottom of the screen.



Scheduling & Telehealth- What are included in Telehealth

Go to the tool box to access more features such as “ROM” , ”Exercise Program” , and “SOAP”.

The screenshot displays the BlueJay Telehealth interface. At the top, the header includes the BlueJay Telehealth logo, Meeting ID 976291678, and controls for Mute All, participants (2), chat, and a timer (00:28:26). The main area is split into two video feeds: a male therapist on the left and a female patient on the right. A floating toolbar over the patient's video includes 'Enable ROM' (checked) and 'Take Screenshot'. On the right side, a sidebar titled 'ROM' is active, showing a 'Range of motion Evaluation' section with a grid of 11 icons for different body parts: Back, Lateral (flexion), Neck, Neck (lateral bending), Neck (rotation), Hip (flexion), Hip (Rotation), Shoulder (Abduction-Adduction), Shoulder (Extension-Flexion), Shoulder (Rotation), Elbow, and Seated Knee (Extension-Flexion). A 'Manual Draw Angle' button is at the bottom of the sidebar. A link '(Click here to restart again)' is located at the top right of the ROM sidebar.

Scheduling & Telehealth- AI & Manual Range of Motion

BlueJay's Artificial Intelligence Algorithm assists the healthcare providers in screening, measuring, tracking patients' range of motion during a telehealth visit. To activate this feature, go to the "ROM" tab. Once you do so, a window will pop up and ask you to select a joint from BlueJay's AI library. A feature instruction will appear on the following page as well. You can also use the "Manual ROM" option to measure your patients.

The screenshot displays the BlueJay Telehealth interface during a session. The top bar shows the meeting ID 976291678, a mute button, a participant count of 2, and a timer at 00:34:12. The main video feed is split: the left side shows a male therapist in blue scrubs holding a clipboard, and the right side shows a female patient, Maria Gomez, in a floral dress performing a shoulder extension-flexion movement. A small inset in the top left of the therapist's video shows a diagram of a human figure with a green arc indicating the range of motion. On the right side of the patient's video, there are two buttons: "Enable ROM" (checked) and "Take Screenshot".

To the right of the video feed is a sidebar with tabs for "ROM", "Exercise Programs", "SOAP", and "Screenshots". The "ROM" tab is active, showing a workflow for "Shoulder (Extension-Flexion)". The steps are:

- Step 1- Starting Position: [Retake Picture](#)
- Step 2- Extension: [Measure Again](#)
- Step 3- Flexion: Instruct patient to reach the end range of motion, hold, and press "Film and Measure" button.

A blue button labeled "Film and measure" is visible at the bottom of the sidebar. The patient's name "Maria Gomez" is displayed in a bubble at the bottom of the video feed.

Scheduling & Telehealth- Where to find check call records and saved notes?

Go to Event Schedule > Visit History > view/download the documents

The screenshot displays the BlueJay ENGAGE web application. On the left is a dark blue sidebar with navigation options: My Patients, Manage Region & SNF, Messages, Patient Call Request, Event Schedule (with a dropdown arrow), Schedule, Upcoming Visit, Visit History (highlighted with a red box), Video Visit Usage, Favorites, Library & Document (with a dropdown arrow), My Account (with a dropdown arrow), Performance (with a dropdown arrow), Help, and Logout. The main content area is titled 'Visit History' and includes a date range filter (From: Jan 01, 2021 To: Jun 16, 2021) with Search and Export CSV buttons. Below the filter is a table with columns for Date, Name, and Status. The table lists several visits, with the entry for Mar 30, 2021, 10:45 AM - 10:55 AM with patient Jack Smith and status 'Success (Conf. Call)' highlighted by a red border. To the right of the table is a 'Visit Note & Records' section featuring a PDF icon and a 'Visit Note' checkbox. Below this is a 'Visit Note' section with an 'Edit Report' link and a 'Download PDF' button. The visit note content includes the BlueJay logo, organization name (BlueJay Demo), address (4370 Contractors Cmn, Livermore, CA 9455), and a title 'Demo BlueJay CONSULTATION REPORT'. The report details patient information (Jack Smith, DOB 02/11/1966, Age 55, Male) and encounter details (Date: Mar 30, 2021, Provider: Demo BlueJay, Duration: 4.02 Min, Location, Patient Consent: Completed).

Date	Name	Status
Apr 02, 2021 09:45 AM - 10:30 AM	BlueJay Test Patient	No Show (Conf. Call)
Mar 30, 2021 10:45 AM - 10:55 AM	Jack Smith	Success (Conf. Call)
Mar 29, 2021 03:45 PM - 03:55 PM	Jack Smith	Success (Conf. Call)
Mar 19, 2021 01:10 PM - 01:25 PM	BlueJay Test Patient	No Show (Office Visit)
Mar 19, 2021 09:00 AM - 09:45 AM	BlueJay Test Patient	No Show (Office Visit)
Mar 17, 2021 10:45 AM - 11:00 AM	BlueJay Test Patient	No Show (Conf. Call)
Mar 16, 2021 10:45 AM - 11:05 AM	Bob Smith	No Show (Conf. Call)
Mar 15, 2021 09:30 AM - 10:00 AM	BlueJay Test Patient	Success (Conf. Call)
Mar 15, 2021 09:17 AM - 09:20 AM	BlueJay Test Patient	Accept (Live Chat)

Visit Note & Records

Visit Note

Visit Note [Edit Report](#) [Download PDF](#)

Organization Name: BlueJay Demo
Address: 4370 Contractors Cmn, Livermore, CA 9455

Demo BlueJay CONSULTATION REPORT

Patient: Jack Smith
Date of Birth: 02/11/1966 (Age: 55)
Gender: Male
Home:
Cell: 510-206-4667
Address:

Encounter Date: Mar 30, 2021
Provider Name: Demo BlueJay
Consultation Duration: 4.02 Min
Location:
Patient Consent: Completed

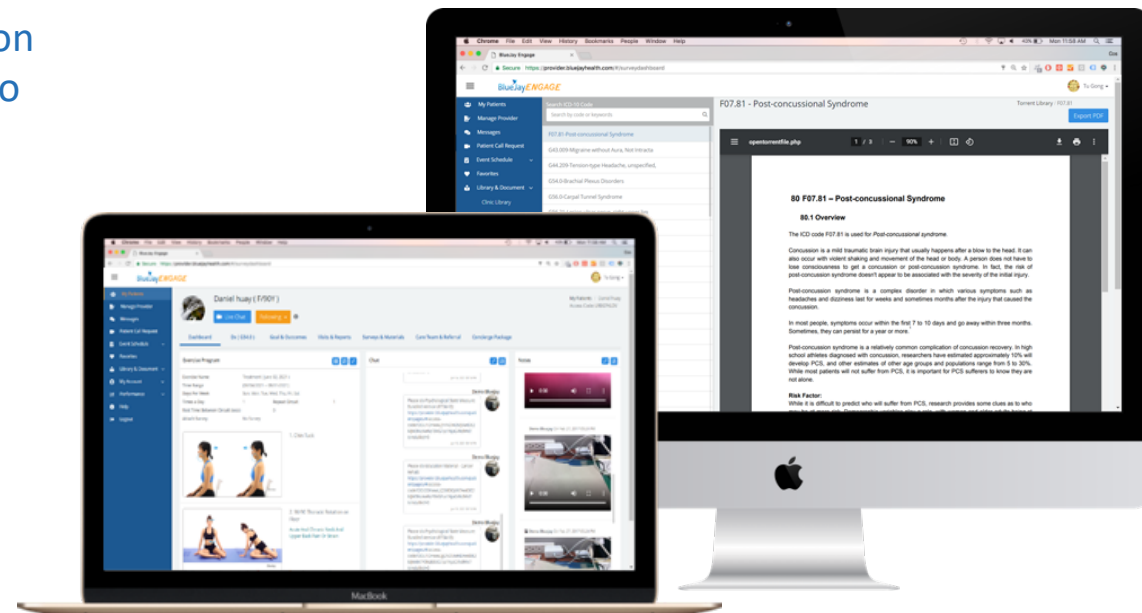
The background is a solid blue color. On the left side, there are several faint, circular icons arranged in a grid-like pattern. These icons include a handshake, a heart, a stethoscope, a pill, a DNA helix, and a medical cross. On the right side, there is a faint, semi-transparent image of a doctor in a white coat, holding a tablet and pointing at the screen with their right hand. The text "Clinical Decision Mapping" is centered in the middle of the image in a white, bold, sans-serif font.

Clinical Decision Mapping

Clinical Decision Mapping (Premium Feature)

Clinic Decision Mapping module empowers treatment decisions for rehab clinics/hospitals to achieve the best outcomes.

PS: Clinical Decision Mapping (Dx Feature) is an add-on function, contact us at support@bluejayhealth.com to unlock this feature.



Additional Information

1. BlueJayENGAGE Tutorial video for providers on our YouTube channel - <https://youtu.be/1S1vkcUAZsU>
2. BlueJayENGAGE user manual, click this [link](#) to get a copy.
3. BlueJay Tips Video on YouTube - https://www.youtube.com/playlist?list=PLjJ7kqg_ReaE6fYW_6u0Resg82C3PFsp1
4. Patient App Tutorial - https://www.youtube.com/playlist?list=PLjJ7kqg_ReaGMDW2ZsN1wLjdPvVsRj28_
5. BlueJay Support Platform (Help & Report issue) - <https://bluejayhealth.freshdesk.com/support/home>

Help, Support and Contacts

BlueJay Support Platform

Online Tutorials

Contact us



Thank you !

Contacts

Support Team

support@bluejayhealth.com