BlueJay*ENGAGE*

Telehealth and Patient Engagement Platform

Developed by:

BlueJay
mobile health

BlueJay*ENGAGE*

- Communication & Telehealth
- Home Exercise Video Prescription
- Compliance/ Outcomes Tracking
- Care Coordination
- Clinical Decision Mapping (Premium Feature)

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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**

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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

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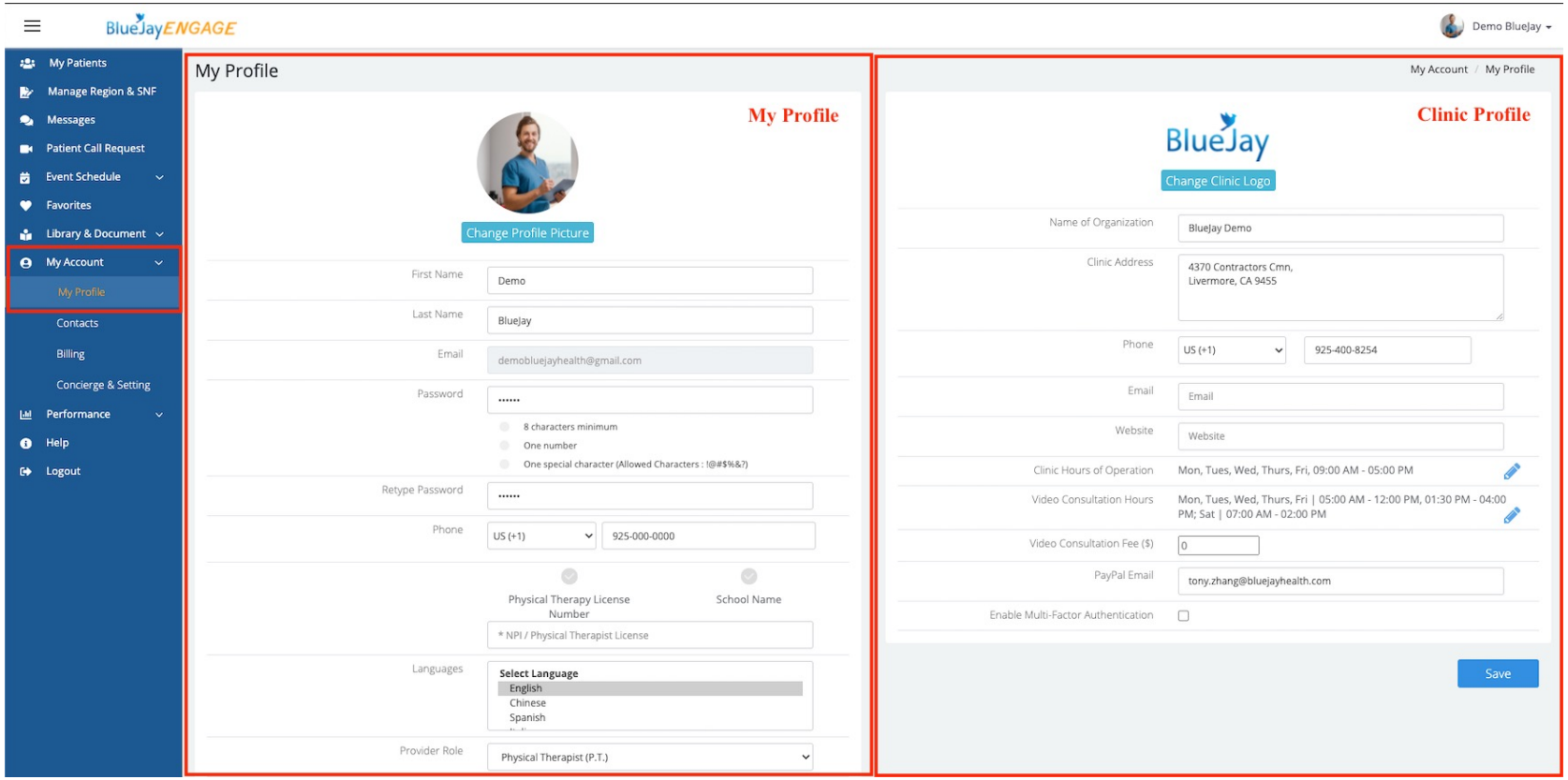
Account Setup

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.



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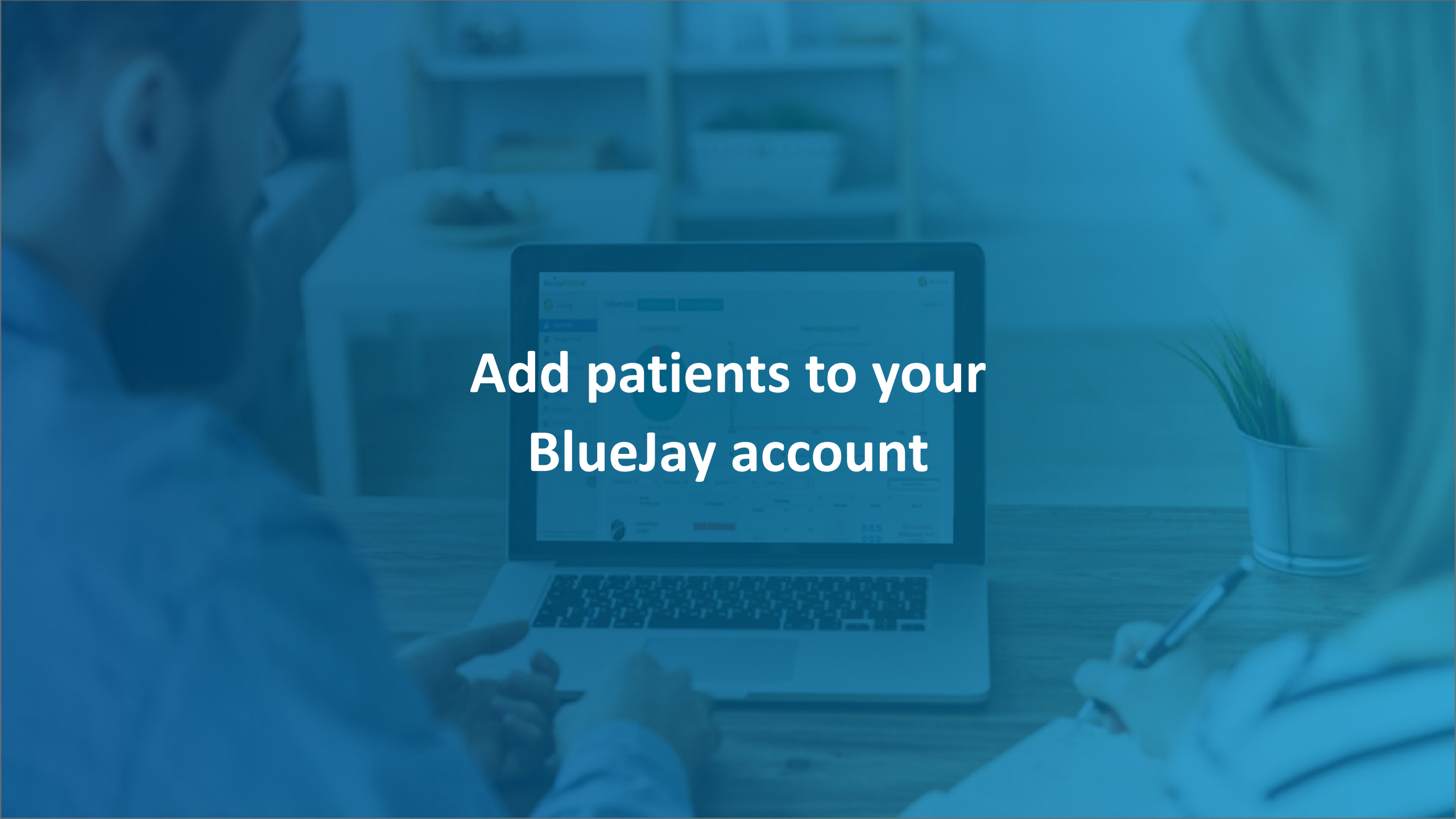
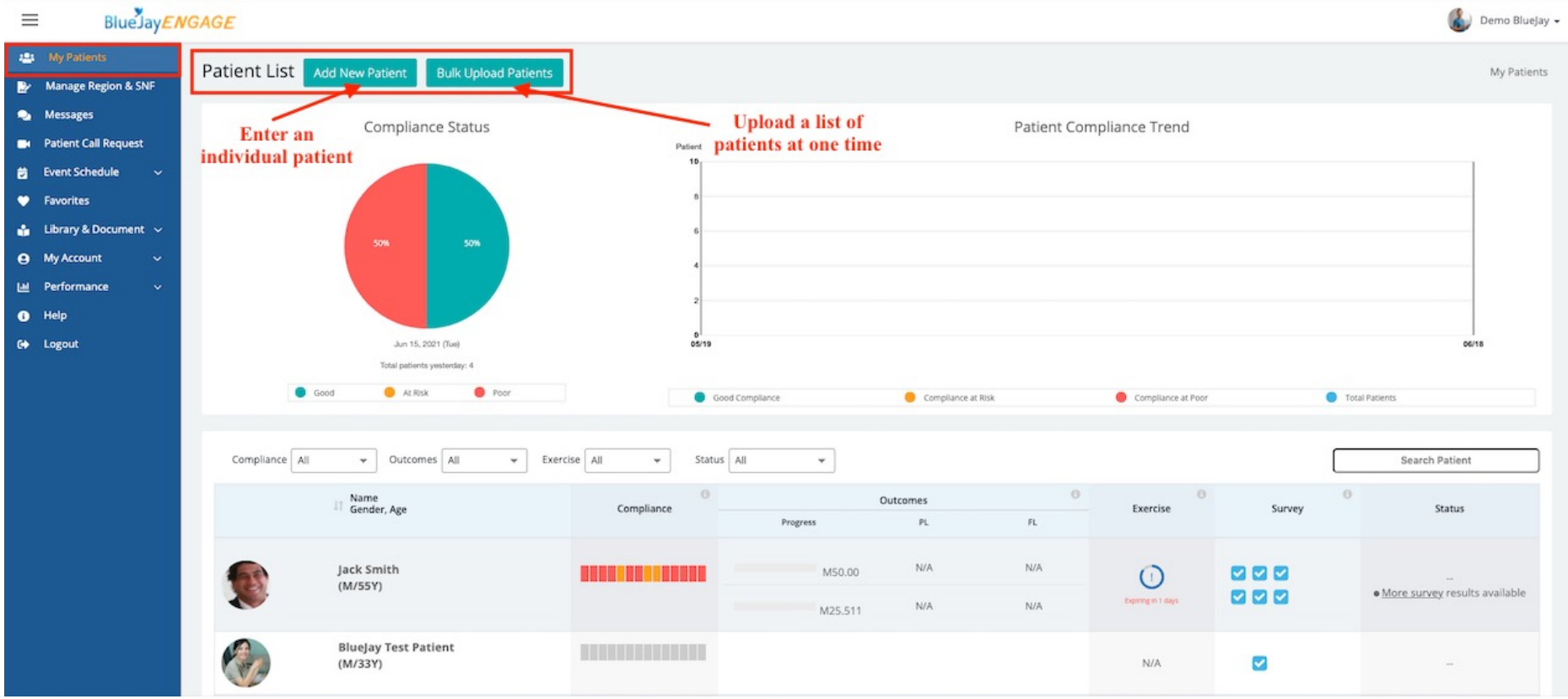

Add patients to your
BlueJay account

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.



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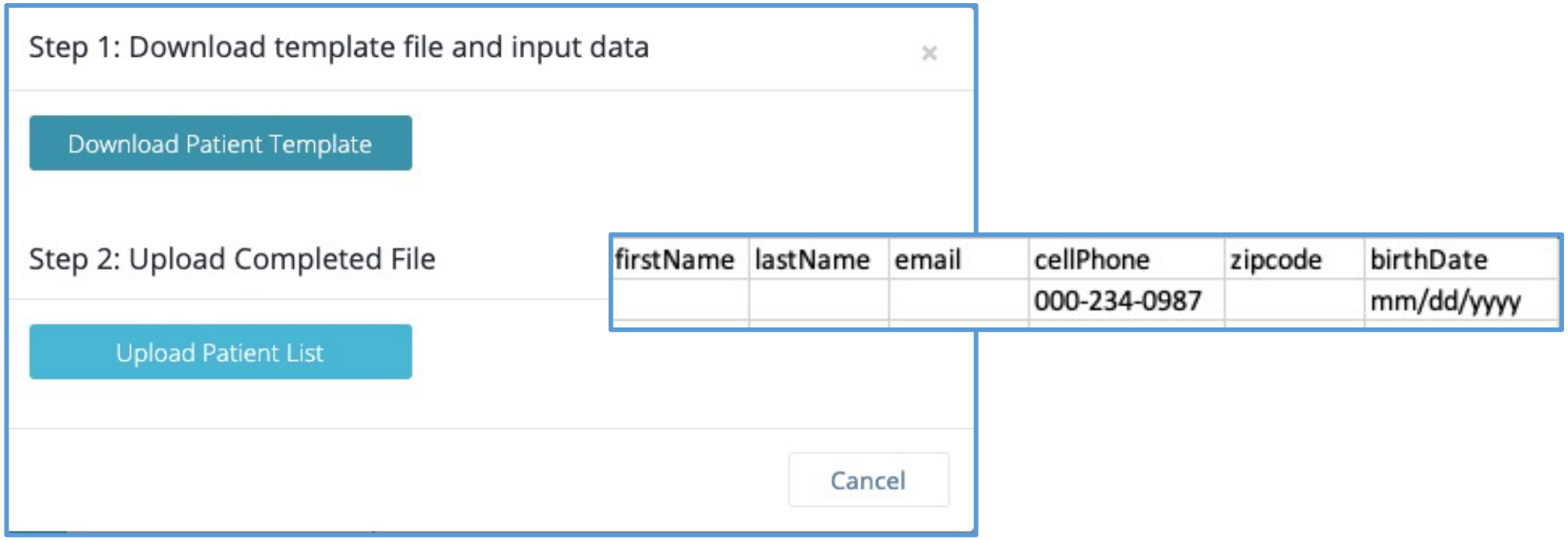
Add patients to your BlueJay account

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.



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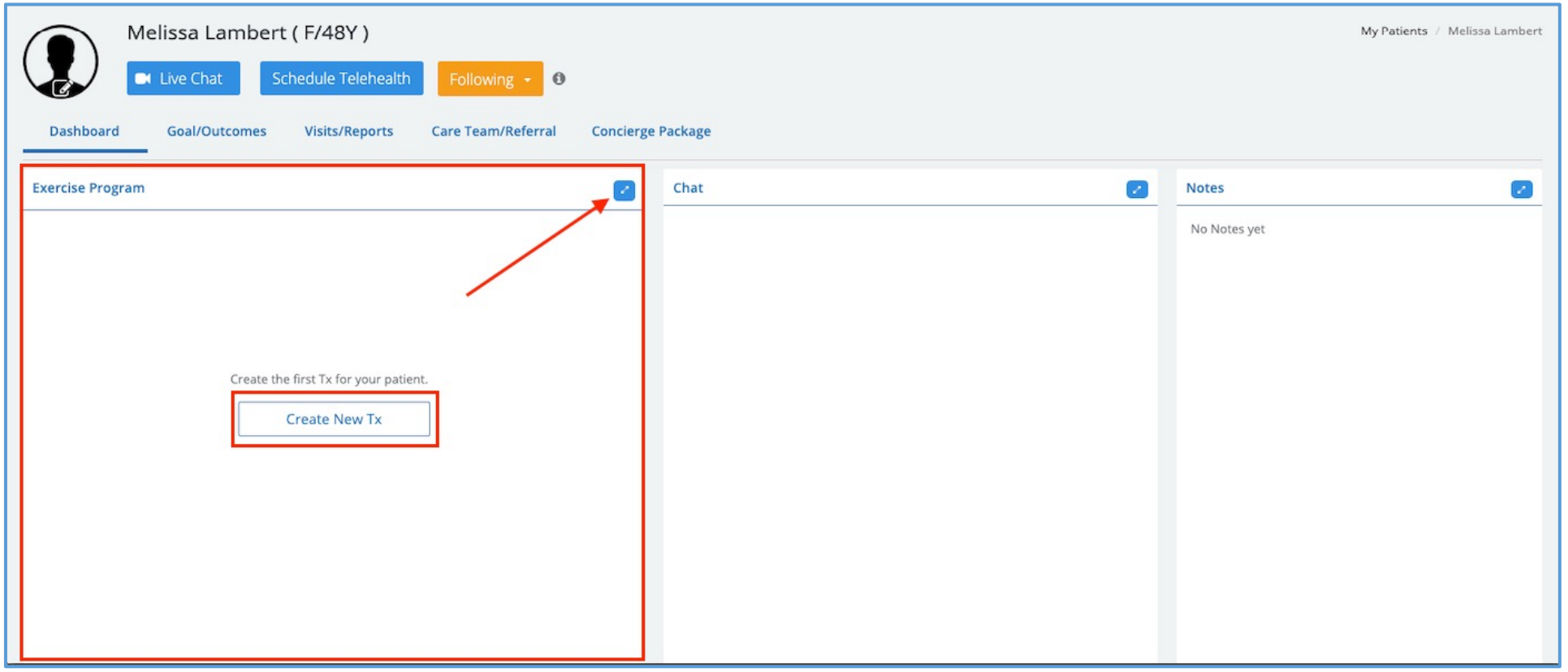
Home Exercise Program

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.



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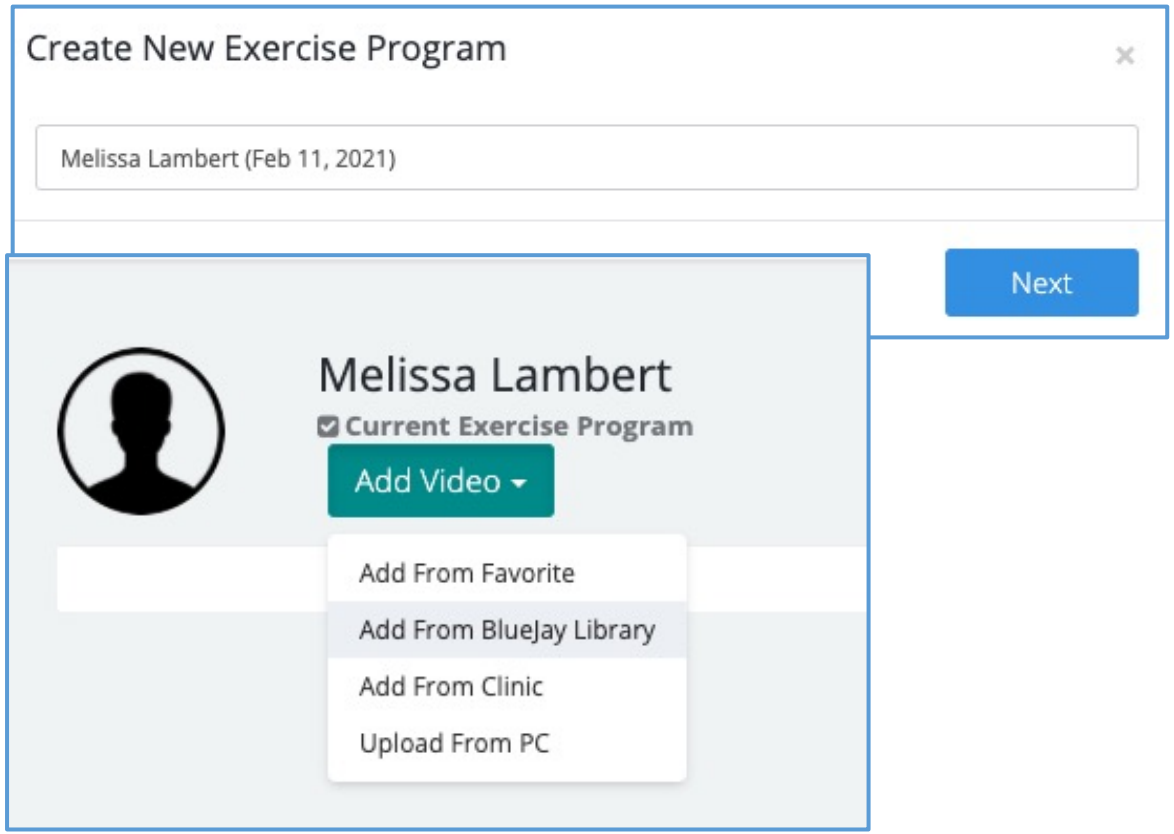
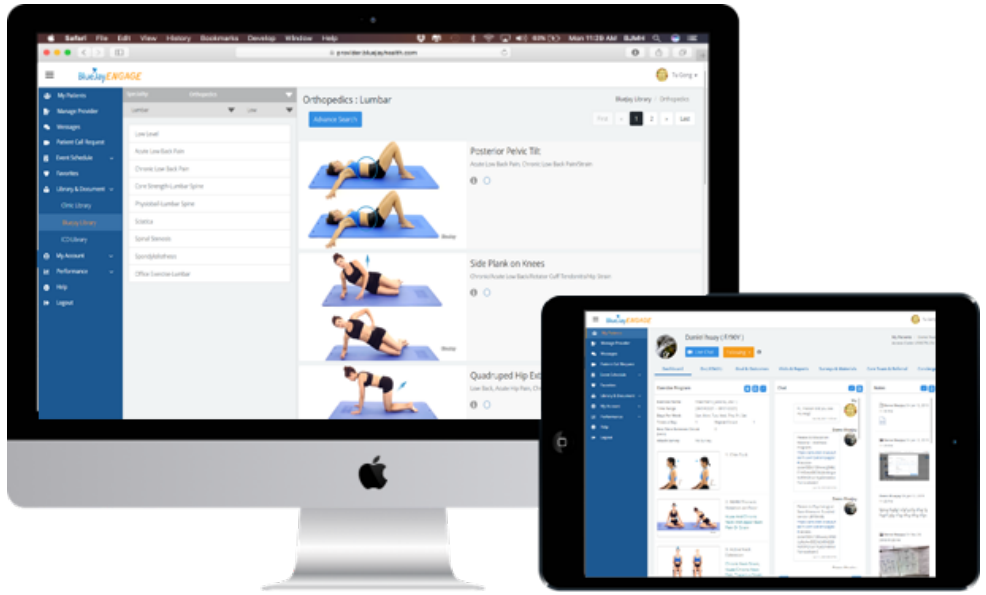
Home Exercise Program- How to send exercise program?

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.





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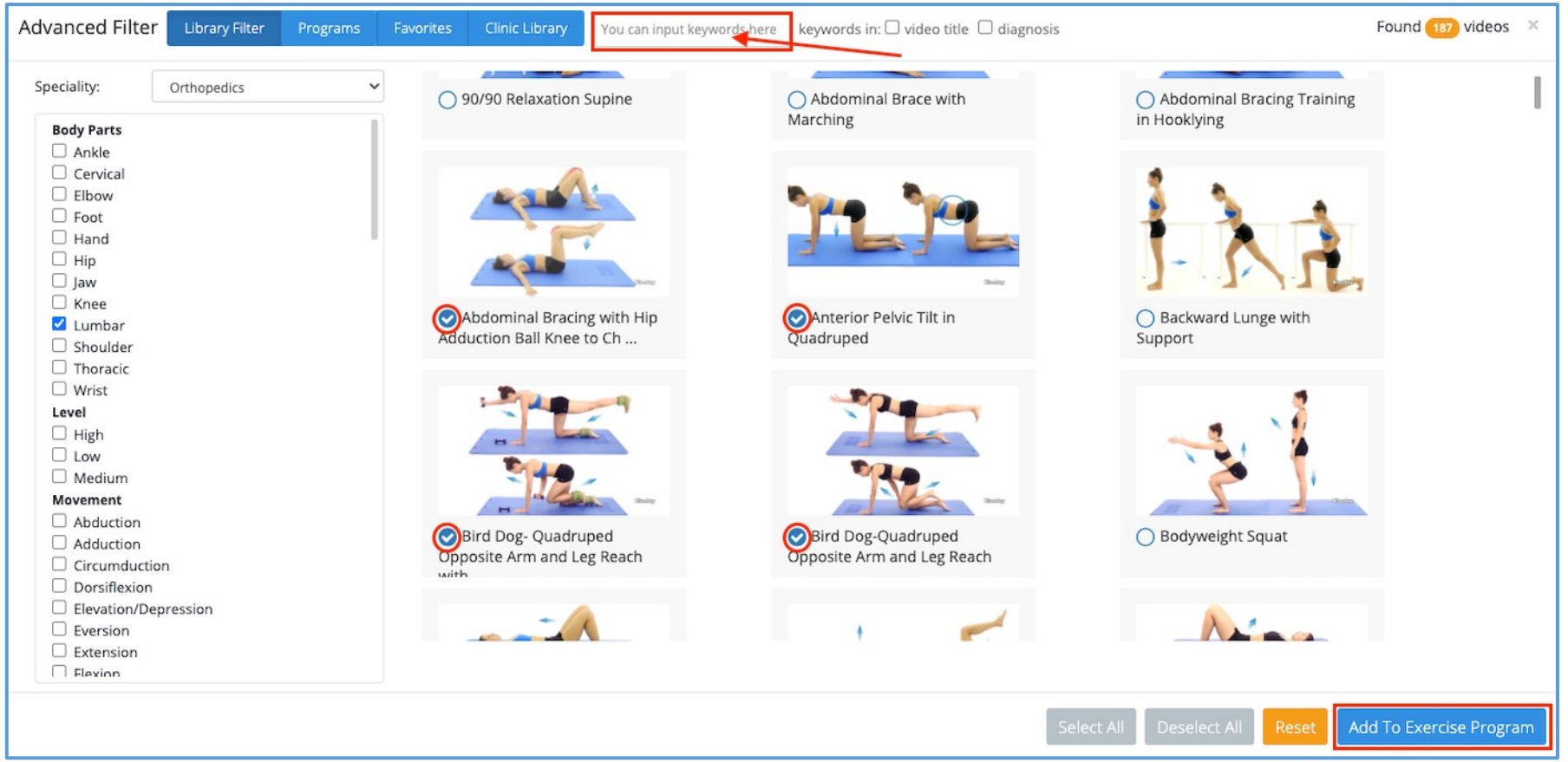
Home Exercise Program- How to send exercise program?

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.



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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.

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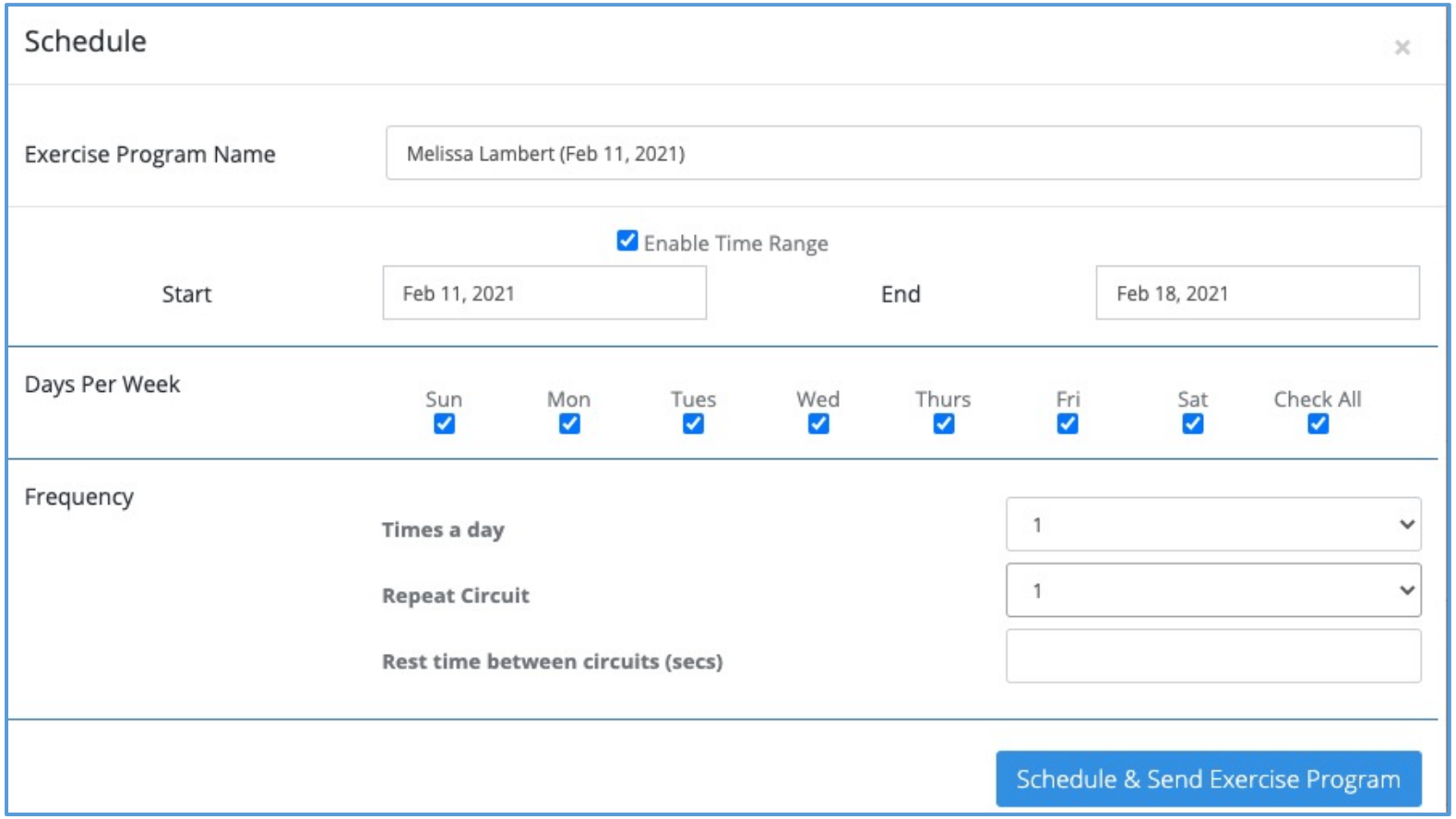
Home Exercise Program- How to send exercise program?

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.



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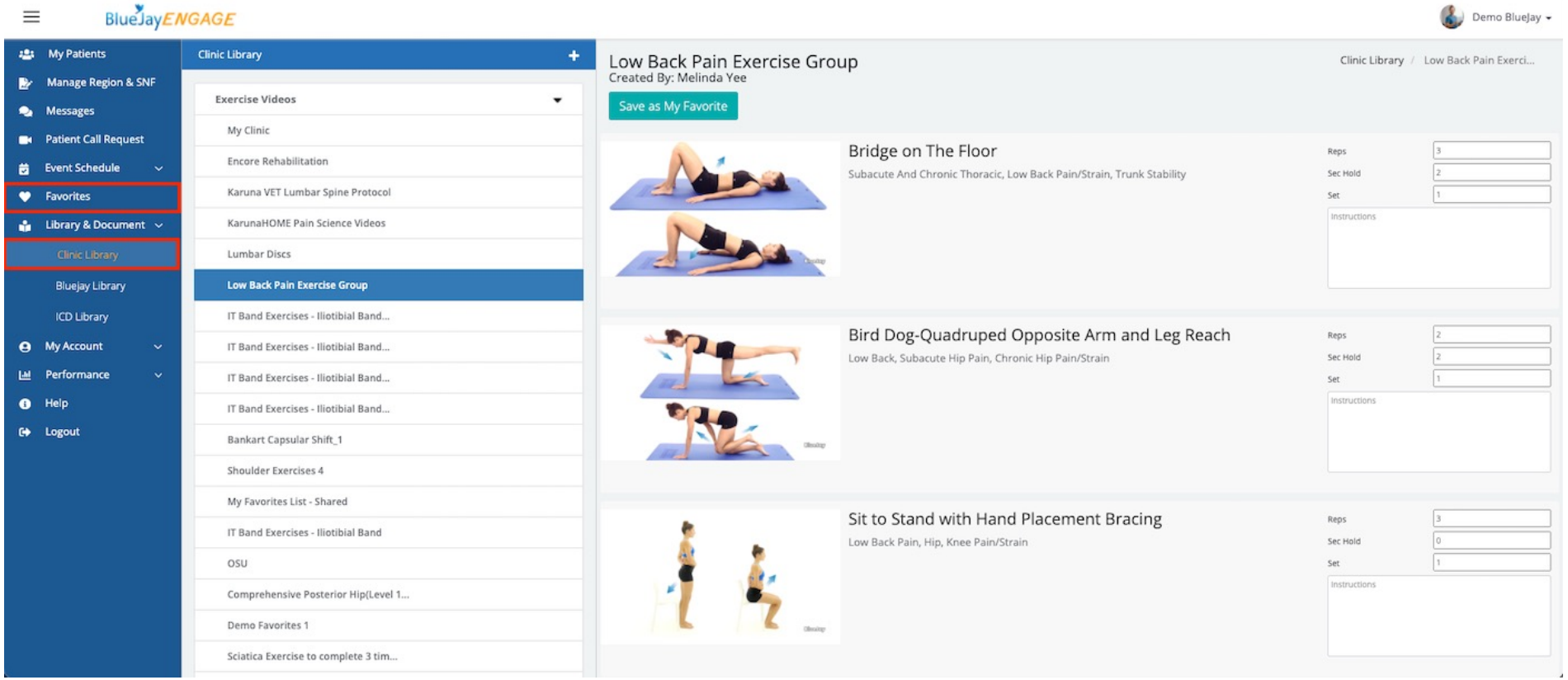
Home Exercise Program- My Favorite vs Clinic Library

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.



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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.

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

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

Compliance Status

Green	Good	The percentage of patients completed the all the tasks yesterday.
Yellow	At Risk	The percentage of patients partially completed the task yesterday.
Red	Poor	The percentage of patients did not do any task yesterday.

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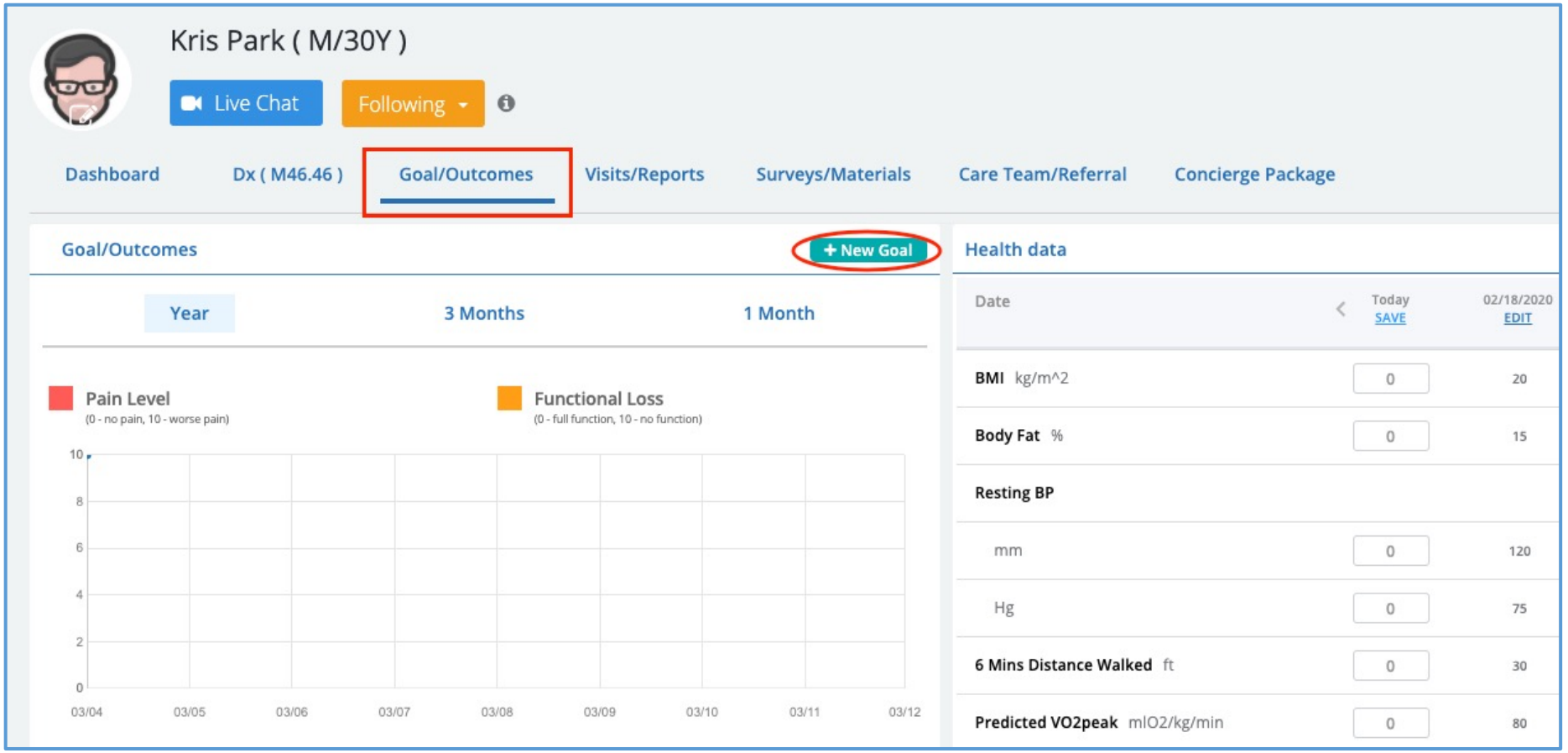
Outcome & Compliance Tracking- How to set a goal for your patient?

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.



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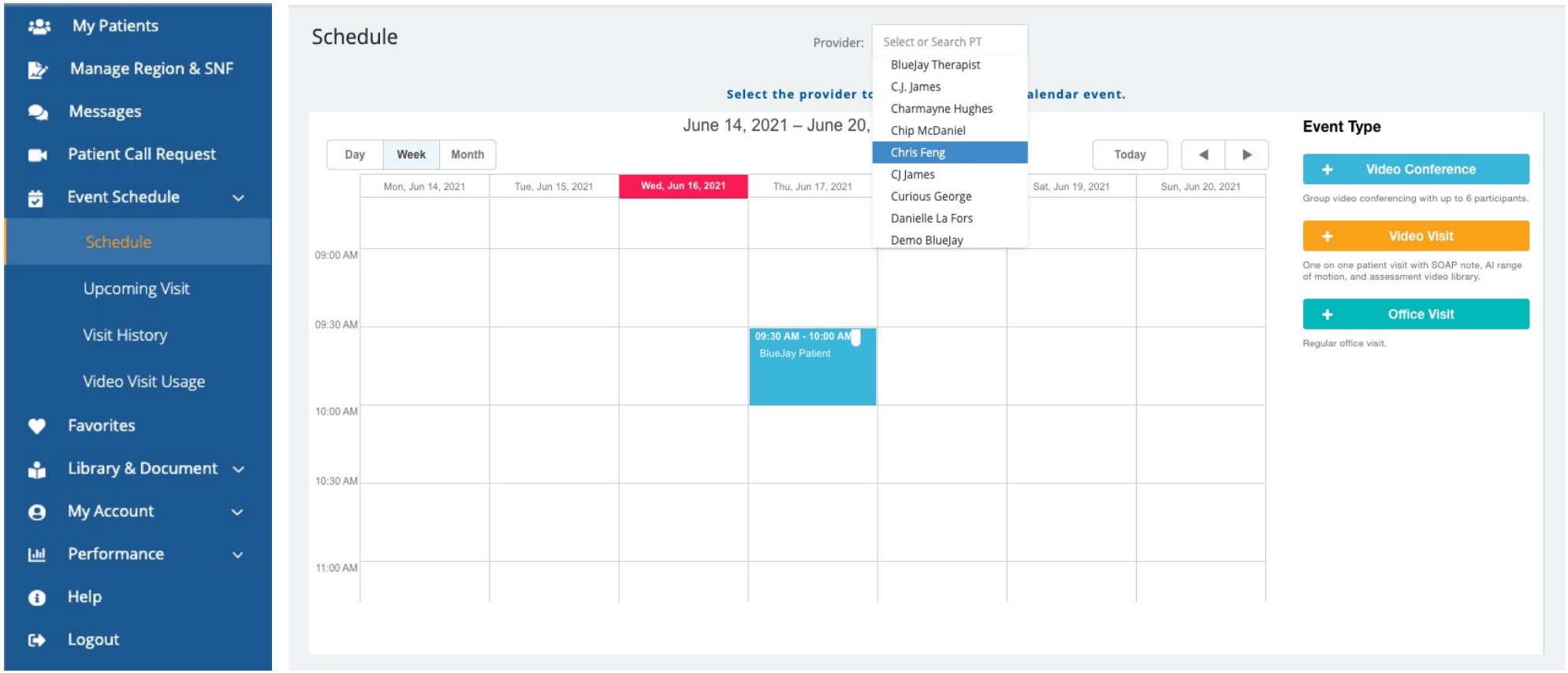
Scheduling & Telehealth

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.



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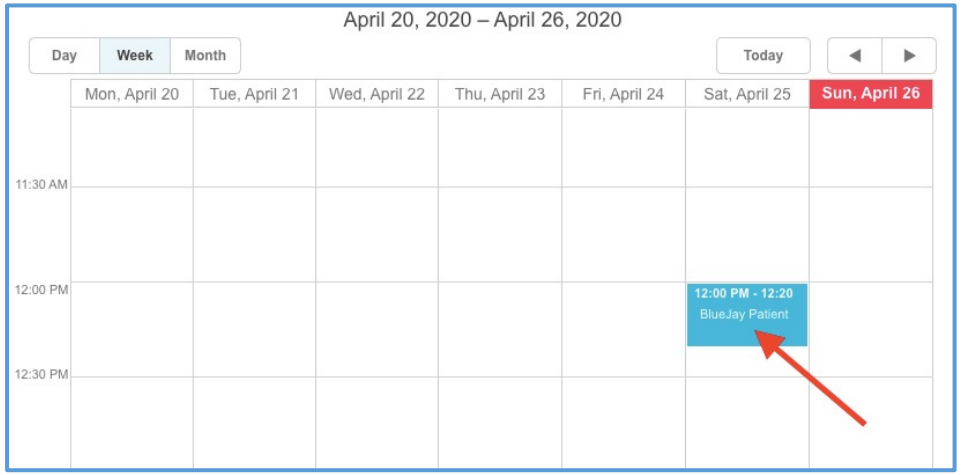
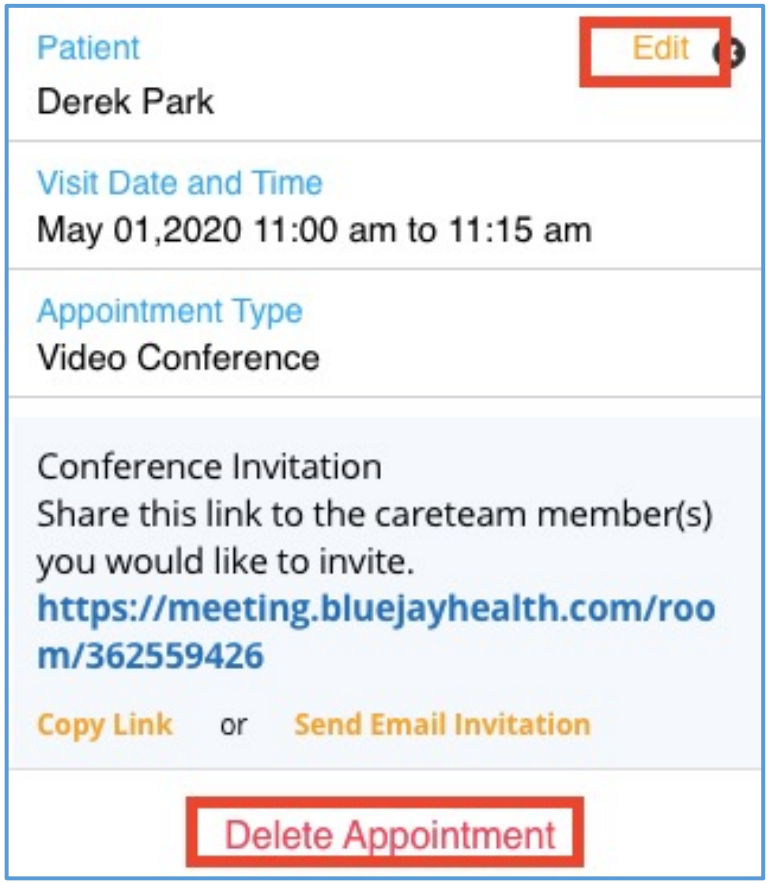
Scheduling & Telehealth- How to schedule/modify an appointment

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”.





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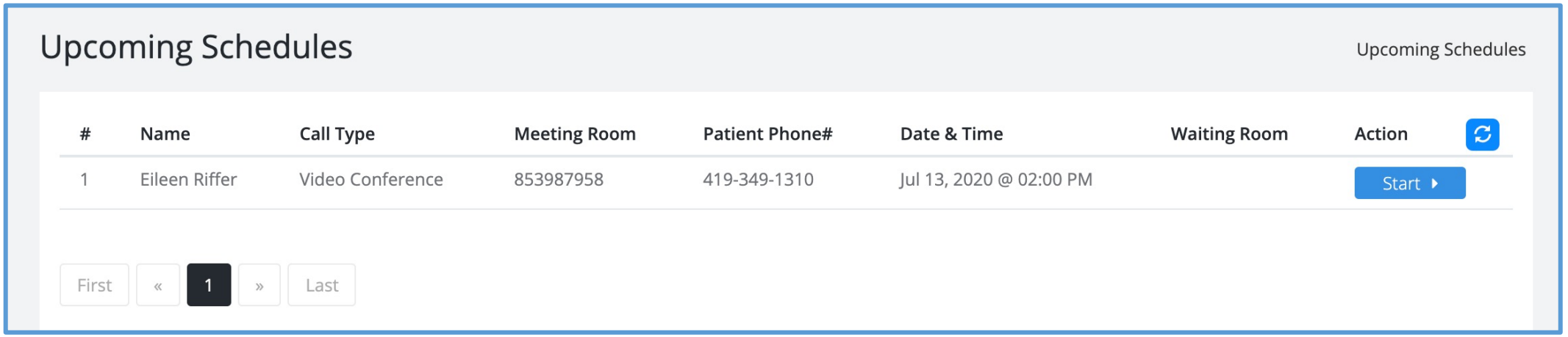
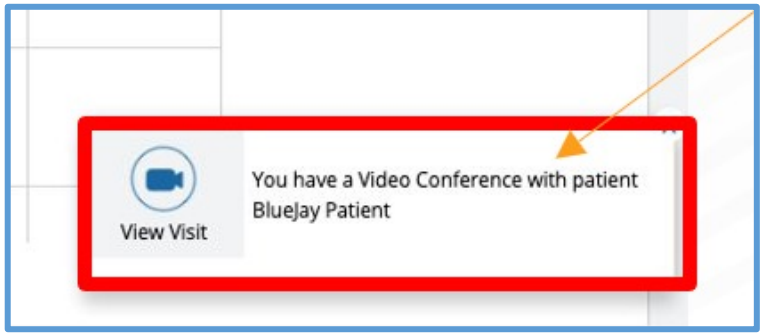
Scheduling & Telehealth- How to start an appointment?

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.





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

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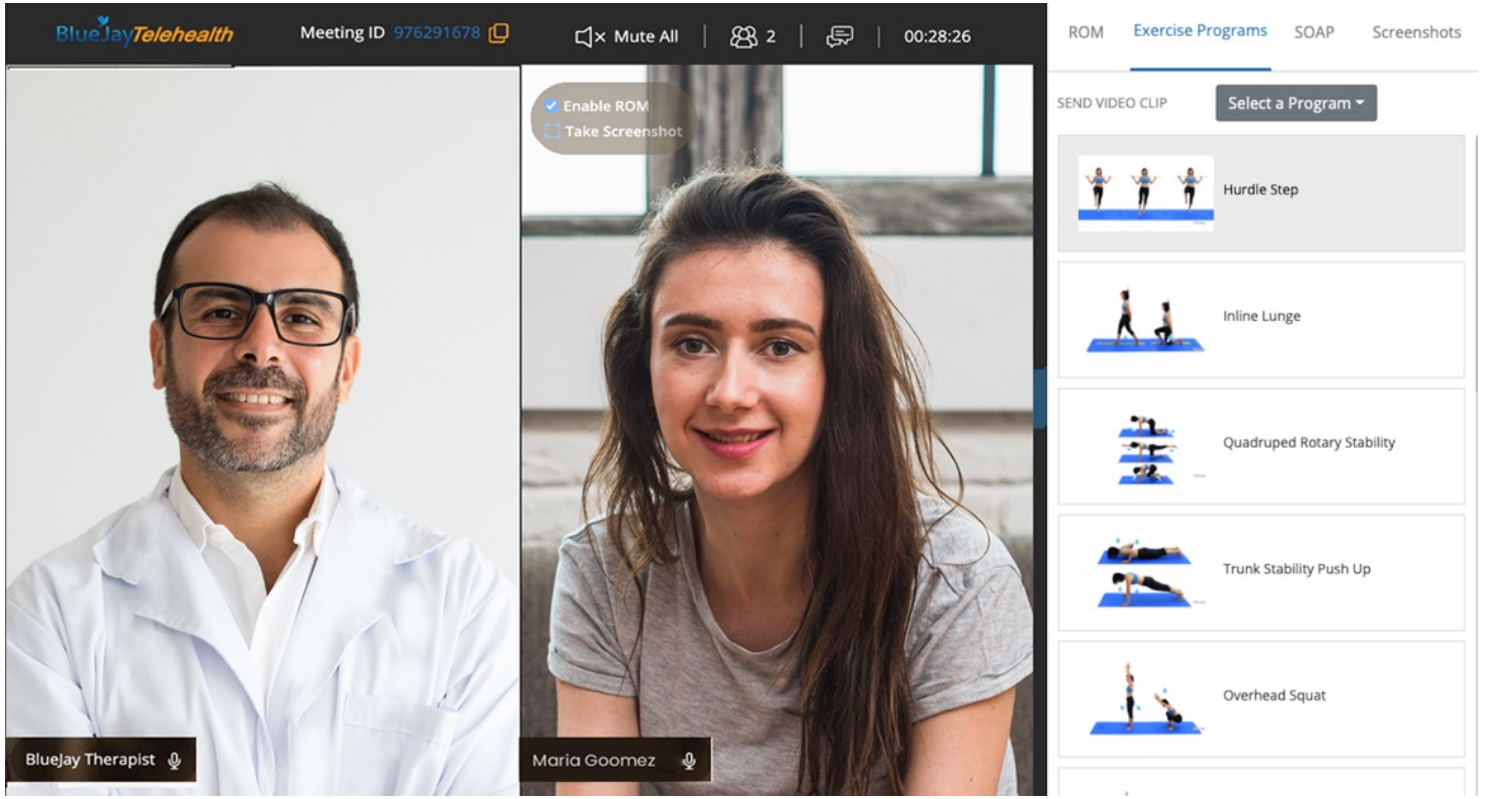
Scheduling & Telehealth- What are included in Telehealth

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



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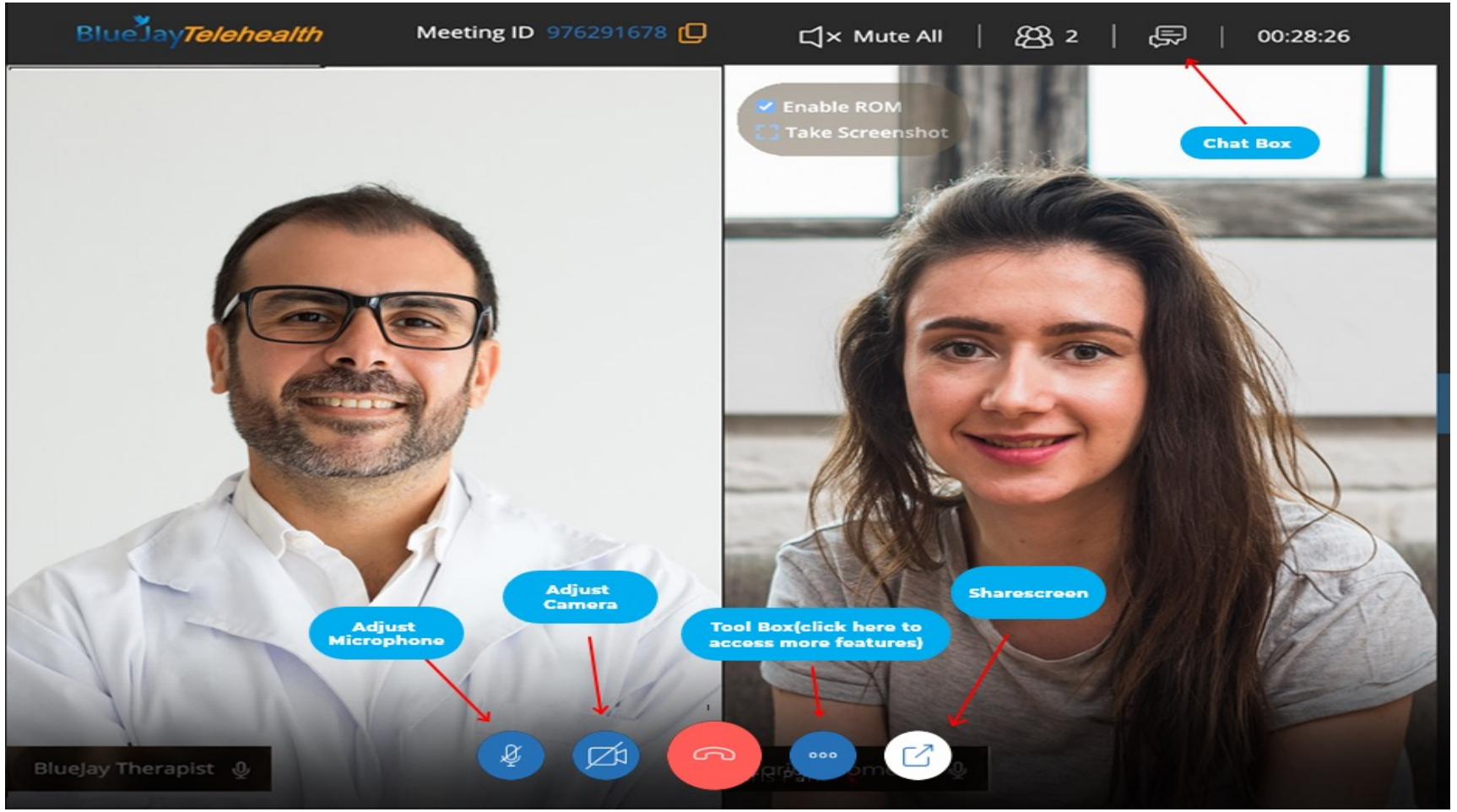
Scheduling & Telehealth- What are included in Telehealth

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



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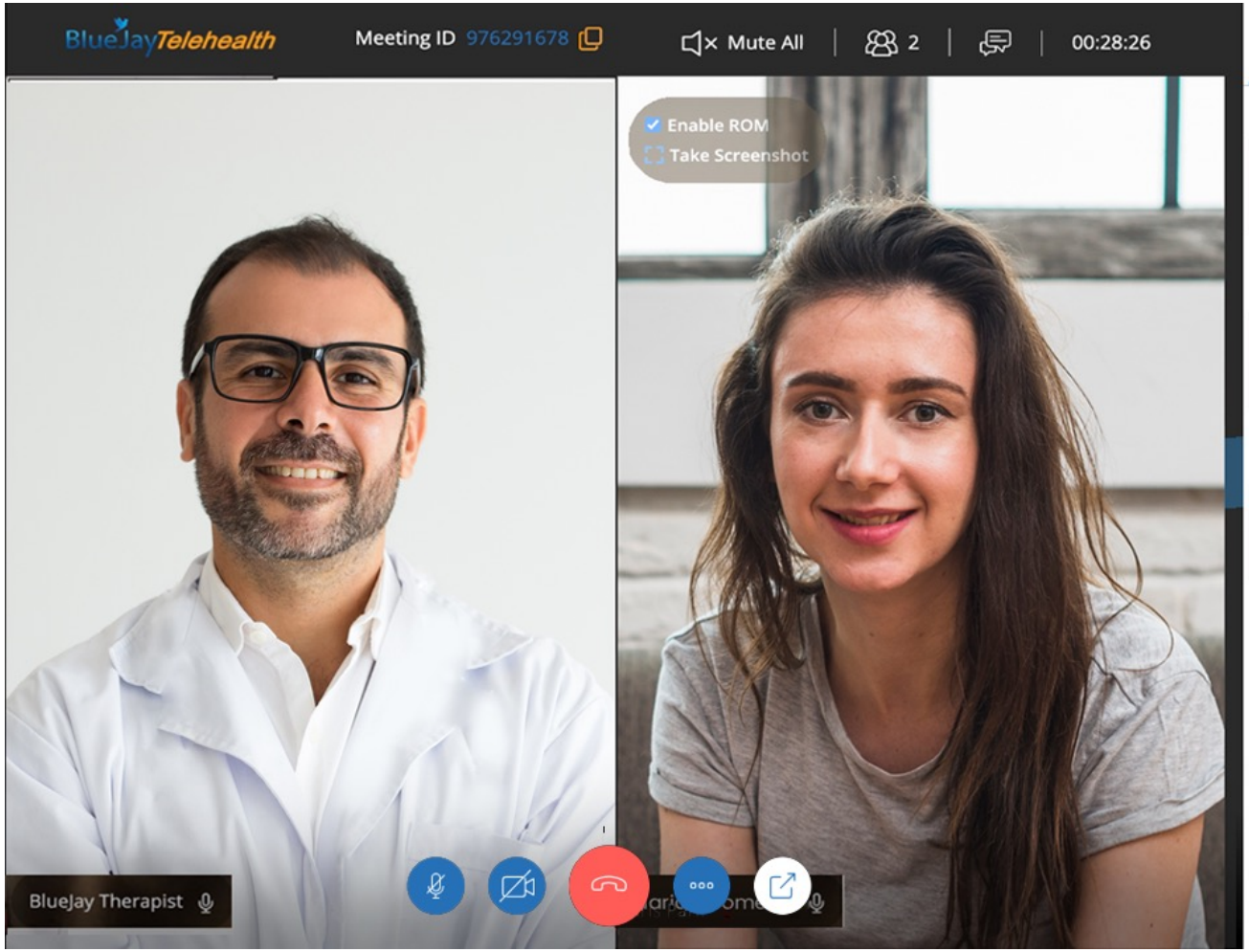
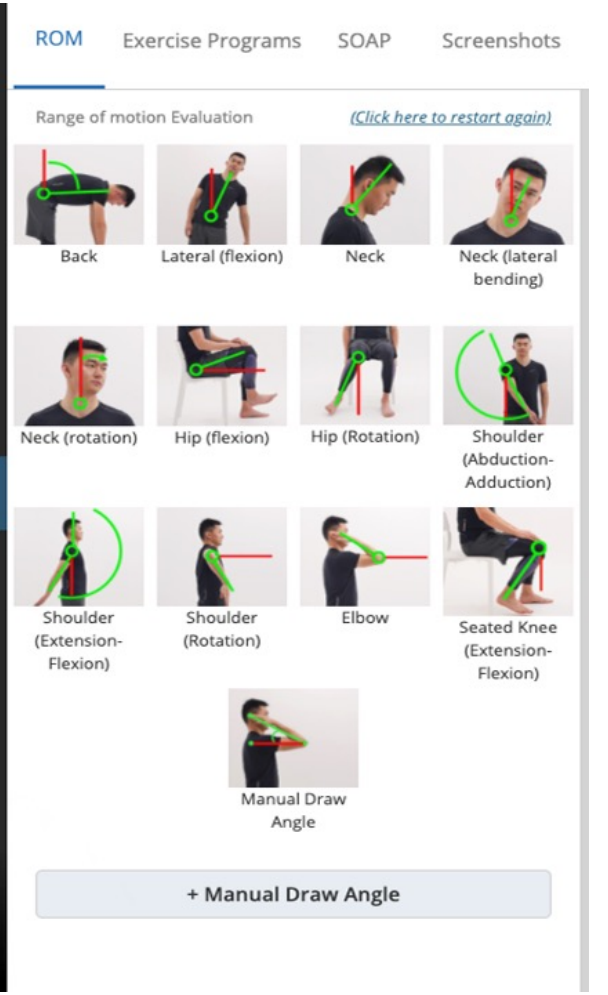
Scheduling & Telehealth- What are included in Telehealth

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





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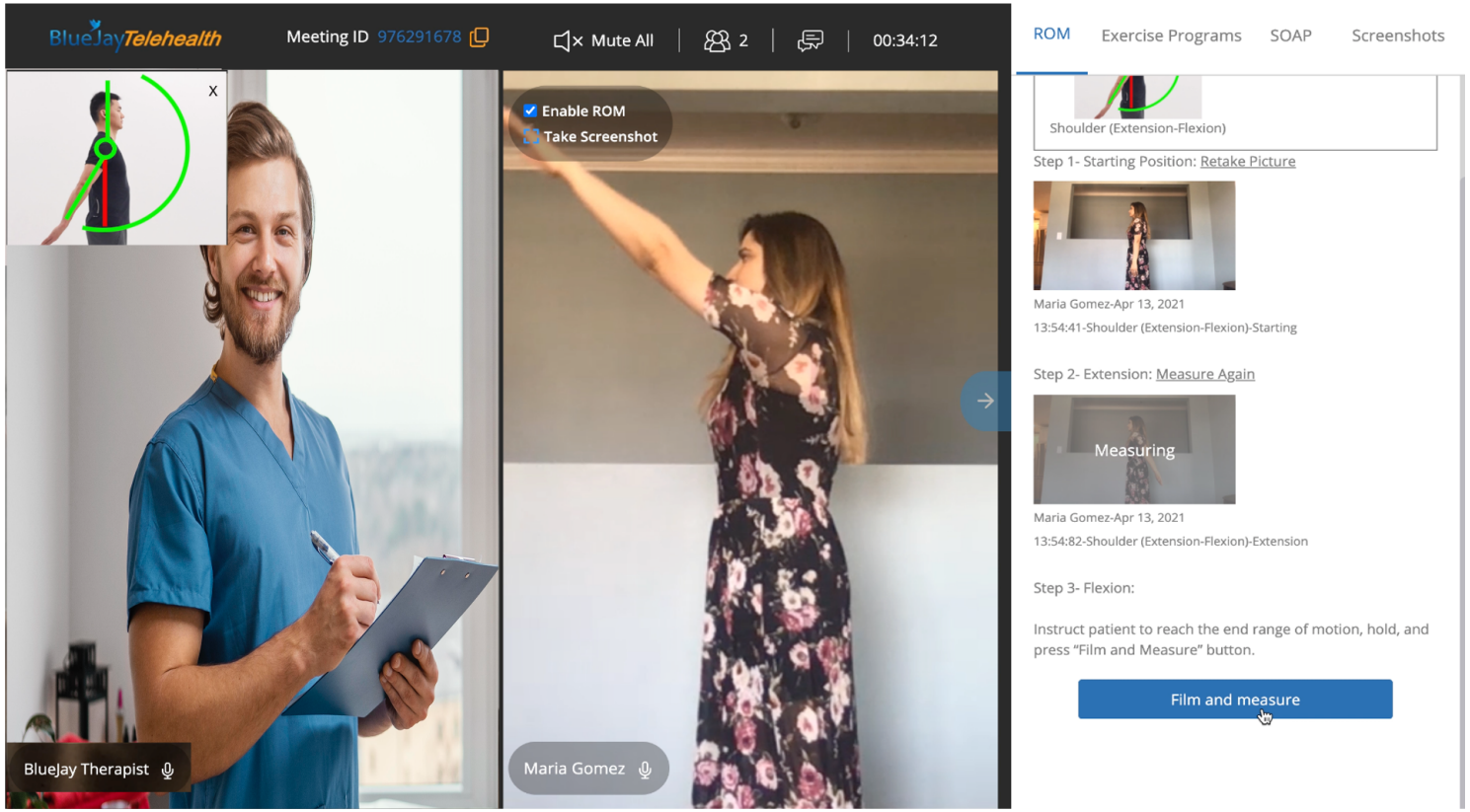
Scheduling & Telehealth- AI & Manual Range of Motion

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 the "Manual ROM" option to measure your patients.



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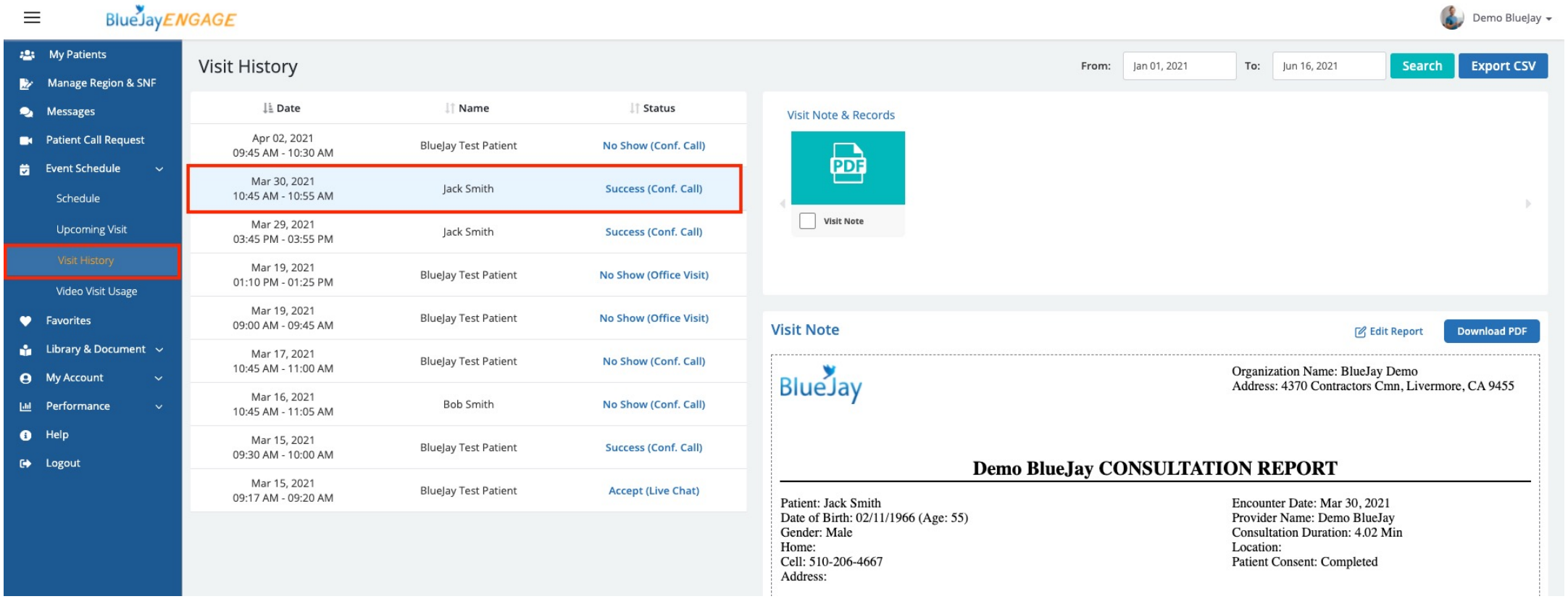
Scheduling & Telehealth- Where to find check call records and saved notes?

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



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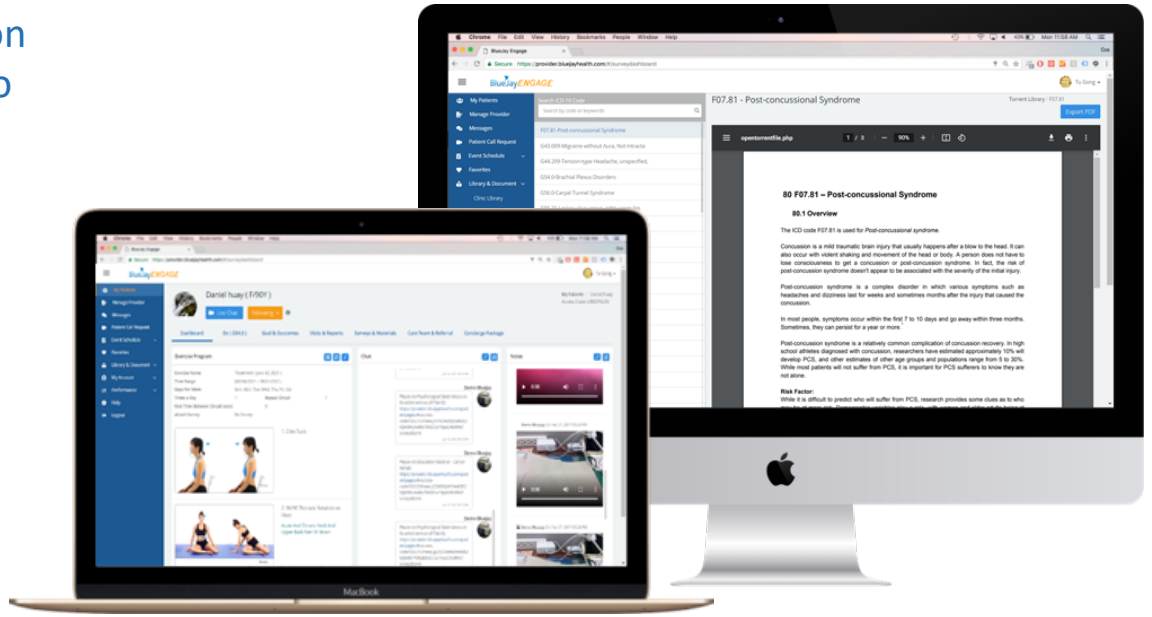
Clinical Decision Mapping

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.



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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

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Help, Support and Contacts

BlueJay Support Platform

Online Tutorials

Contact us

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Thank you !

Contacts

Support Team

support@bluejayhealth.com