



**Bluestone Bridge Family User Guide
Desktop-Version 2.0**

The Bluestone Bridge is a secure online communication tool that allows members of a patient’s care team (family, nursing staff, provider team, home health or hospice agency, etc.) to exchange medically relevant messages between regular visits.

Family may access the Bluestone Bridge to correspond with provider teams regarding their loved ones. This access will allow family to send, receive, and view care messages thereby keeping family up to date on the patient's current care. Please note that all users who have access to a patient (service partners, Bluestone care team, community staff and family) must have individual logins. **All users are able to see the patient’s entire message history.**

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GAINING ACCESS TO BLUESTONE BRIDGE (3 step process)

STEP 1 - Complete User Account Registration

Go to BluestoneMD.com and in top right corner of web page click on “New User” link under Bluestone Bridge button.



User will be prompted to create account by completing various fields including name, email, user type, etc. Once finished click Next.



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Register

Tell us about yourself

*First Name:	<input type="text" value="Test"/>
*Last Name:	<input type="text" value="Family"/>
*Email:	<input type="text" value="family6@bluestonemd.com"/>
*Phone:	<input type="text" value="612-555-2930"/>
Mobile:	<input type="text" value="999-999-9999"/>

***required** Next

Select Family Members as user type and choose relationship to patient. Also, fill in all fields for patient demographics including patient first name, last name and date of birth.



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The screenshot shows the 'Register' page for Bluestone Bridge. The form is titled 'Specify User Type' and contains the following fields and text:

- *Type of User:** A dropdown menu with 'Family Members' selected.
- *User Type Desc:** I am a family member who oversees care of a Bluestone Patient, and I have Medical Power of Attorney for the patient.
- *Relationship to Patient:** A dropdown menu with 'Son' selected.
- *Patient First Name:** Text input field containing 'Test'.
- *Patient Last Name:** Text input field containing 'Patient'.
- *Patient DOB:** Text input field containing '1/1/1932' with a calendar icon to its right.

Below the fields, there is a note: "Please note, due to HIPAA Privacy Laws, Bluestone requires Medical Power of Attorney or Health Care Directive paperwork be on file prior to account activation. These forms can be faxed to 651-342-1428 or mailed to 270 Main Street N, Suite 300, Stillwater, MN 55082. *For MN Health Care Directive forms and information. www.mnaging.net/en/Advisor/HealthCareDirective.aspx"

At the bottom left, it says '*required'. At the bottom right, there are 'Back' and 'Next' buttons.

After completion, user will receive automated email registration confirmation to instruct user to click on link to validate email address and complete second step of registration.

STEP 2 - Family Registration Form

Fill out a Bridge/Patient Portal Registration Form which can be found on BluestoneMD.com under Home->Patients & Family ->Forms at the top of the page. **In addition to form, due to HIPAA Privacy laws, Bluestone requires Medical Power of Attorney or Health Care Directive paperwork on file in order to activate account.** Once complete, fax forms to appropriate number.

LOGGING ONTO BLUESTONE BRIDGE ACCOUNT

Log in to the Bluestone Bridge, at BluestoneMD.com and click on “**Bluestone Bridge**” in the upper right hand corner to get directed to the Bridge login page.



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Enter email address and password created from registration step. Click blue hyperlinks if unsure of username or password to be forwarded to appropriate area. **Please note, usernames and passwords cannot be shared, each user must register individually.**

Bridge Login

Email Address:

Password:

Remember my email address

Secure Login [Forgot Login Info?](#) | [Enroll for Bridge Access](#)

NAVIGATING THE BLUESTONE BRIDGE

Once logged in, two tabs are located in the upper right side of the Bridge - Home and Messages.



Messages tab will be the screen to view message inbox.

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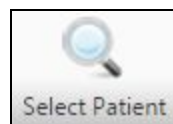
SEARCHING FOR A PATIENT

The most efficient way to search for a family member is via the search bar in the upper right corner of the page. This search bar appears on all tabs. Search by typing in patient's last name and results will appear in the drop down window. Click on patient's name.



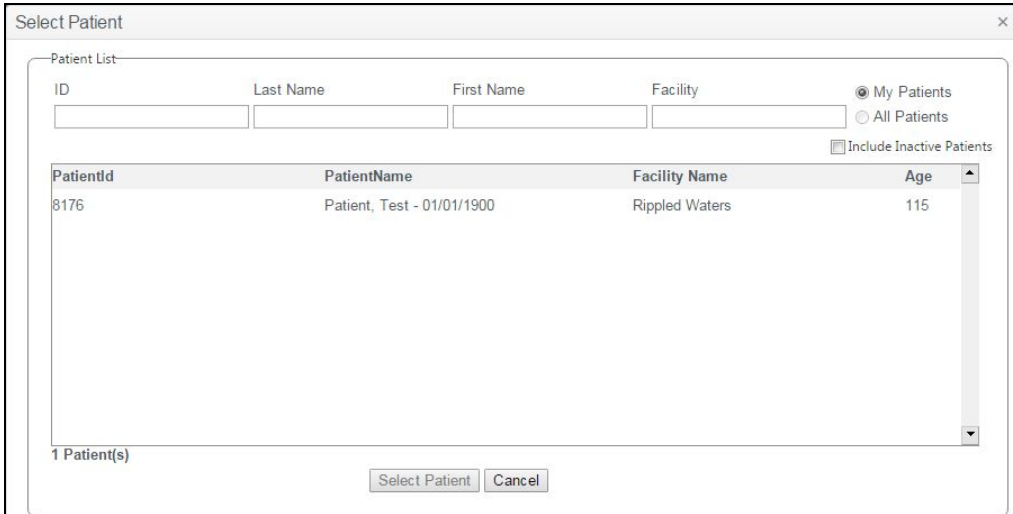
Selecting a patient within the Messages tab

Use the search bar or click on Select Patient magnifying glass icon.



This will open up a window to type in the patient's first or last name.

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Select Patient

Patient List

ID Last Name First Name Facility My Patients
 All Patients
 Include Inactive Patients

PatientId	PatientName	Facility Name	Age
8176	Patient, Test - 01/01/1900	Rippled Waters	115

1 Patient(s)

Select Patient Cancel

MANAGING YOUR INBOX

Click on Messages tab at top right hand corner to access inbox.



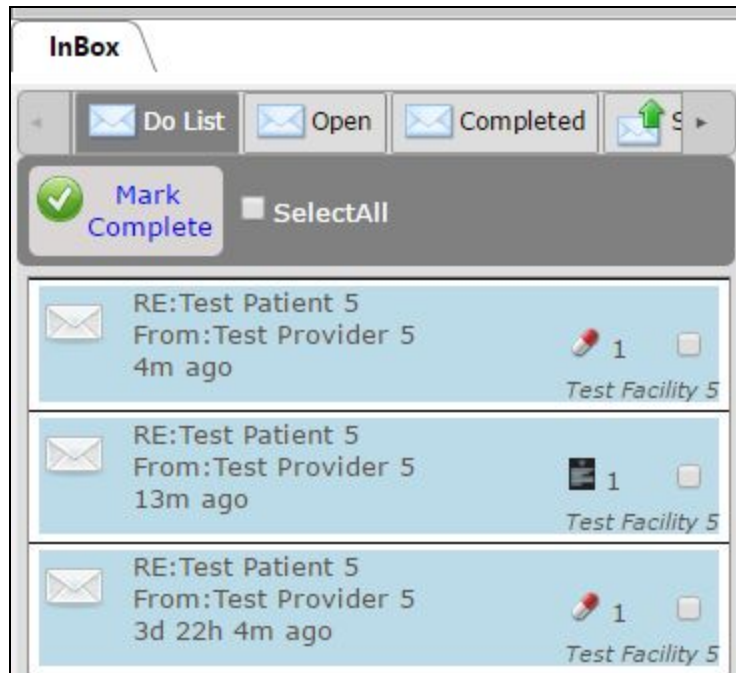
Welcome Back Test Family Member My Account Logout

Home Messages

Select Patient




Any messages in the inbox will appear on the left hand side of the message's page.

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All messages sent to Family member are under the **Inbox** Tab.

The following Icons may be shown within any individual message

Icon	Function
	Indicates message has not been opened or reviewed.
	Indicates message has been opened or reviewed by user.
	Indicates order attached to message (with the number of orders)

The following colors designating user type may appear in the inbox

User Type
Bluestone Physician Services Provider Team



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Community Staff
Non-Clinical Community Staff
Service Partner
Family
Bluestone Physician Services Admin

Click on an individual message to open it.

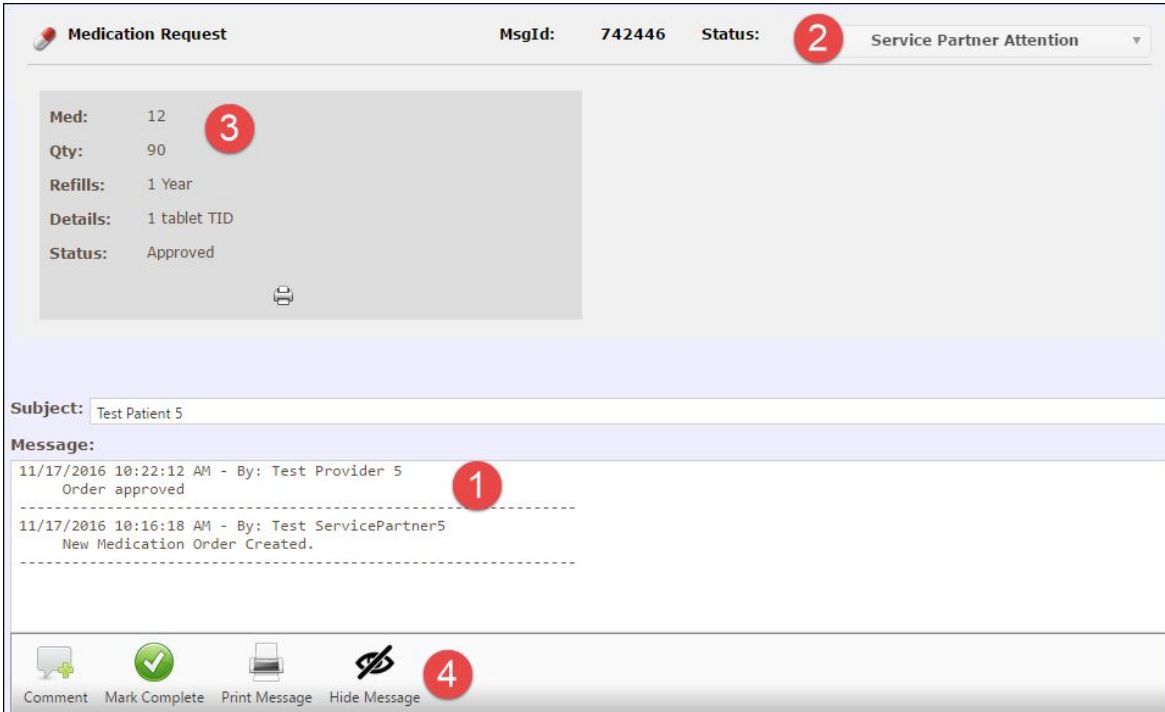
The screenshot displays an email interface. On the left is a list of five messages, each with a subject line, sender information, and time. The second message is highlighted in blue, and a red arrow points from it to the right-hand pane. The right-hand pane shows the details of the selected message, including the subject 'Order Request', the message ID '742165', and the status 'Approved'. The main content of the message is 'Start Speech Therapy for aspiration risk and swallow study.' Below this, there is a printer icon.

Update screenshot?

The message content will populate on the right side of the screen and you will see the following:

- Message from provider team and message history.
- Current message status i.e. Nursing attention, provider attention, etc.
- Order details if applicable. Please note, to print signed order - user will click on printer icon.
- Actions for message - Comment, Mark Complete, Print or Hide Message

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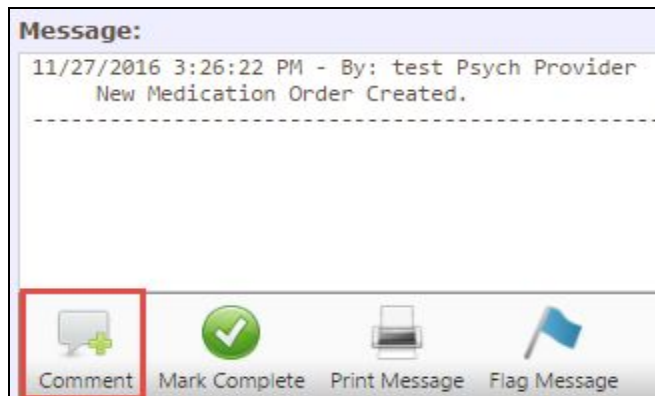
The screenshot shows a 'Medication Request' window. At the top, it displays 'MsgId: 742446' and 'Status: 2' (with a red circle callout '2'). A dropdown menu is set to 'Service Partner Attention'. Below this is a medication details box with 'Med: 12' (callout '3'), 'Qty: 90', 'Refills: 1 Year', 'Details: 1 tablet TID', and 'Status: Approved'. A 'Subject' field contains 'Test Patient 5'. The 'Message' section shows two entries: '11/17/2016 10:22:12 AM - By: Test Provider 5' with 'Order approved' (callout '1'), and '11/17/2016 10:16:18 AM - By: Test ServicePartner5' with 'New Medication Order Created.'. At the bottom, there is a toolbar with icons for 'Comment', 'Mark Complete', 'Print Message', and 'Hide Message' (callout '4').

Update screenshot?

Message Actions

Commenting

Users can comment on messages if needed using the “Comment” button. Commenting on a message will add a note to the message history and change the message status to Provider Attention. Once the provider team comments on a message it will switch back to Nursing Attention.



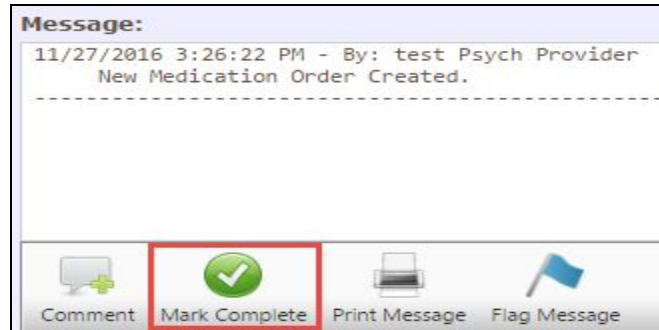
This close-up shows the 'Message:' section with the text '11/27/2016 3:26:22 PM - By: test Psych Provider' and 'New Medication Order Created.'. Below the message is a toolbar with four buttons: 'Comment' (highlighted with a red box), 'Mark Complete', 'Print Message', and 'Flag Message'.



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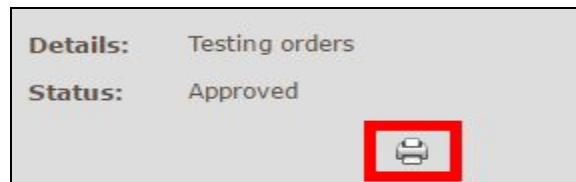
Marking Complete

To mark a message complete, click on the message from your “Do List”. Click on “Mark Complete.” **Please note, this will place the message in the Completed folder of the inbox and will fall off ALL user’s Do List.**



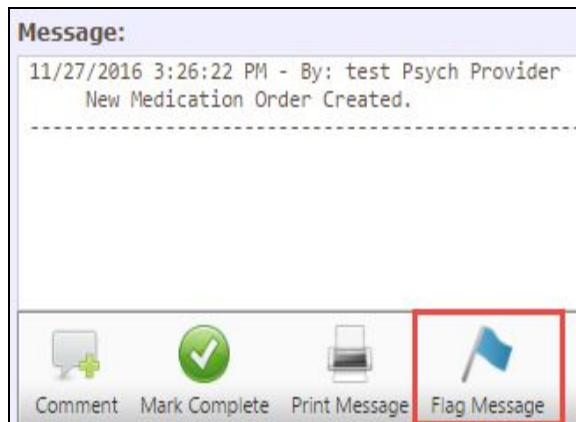
Printing Orders

To print orders first select the message from the inbox. If a message has orders attached they will appear above the message. Approved orders can be printed by selecting the Printer icon.



Flag Message

User can click “Flag Message” to save the message to the inbox for later review.

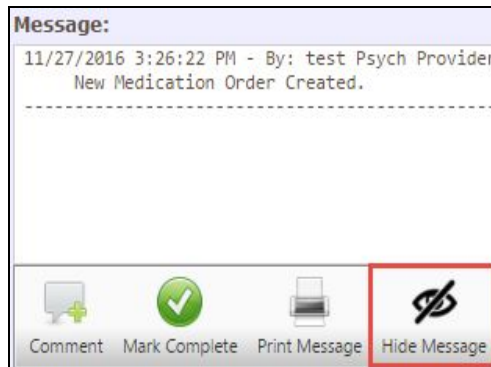


Hide Message

User can click “Hide Message” and this will hide the message from the user's inbox.



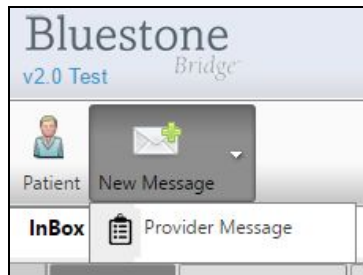
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CREATING MESSAGES

Provider Message

User will click on “New Message” and select “Family Message” message type.



Add the message for provider in field and click “Send Message.”

