Bluestone Bridge

A GUIDE FOR FAMILY MEMBERS

How do I register for the Bluestone Bridge?

Registration for the Bluestone Bridge requires two action steps.

1.) Complete the family registration form which is found in your loved ones enrollment packet. This form must be filled out in its entirety and faxed back to the office. **For patients unable to fill out this form**: Family members will need to submit proof of Medial Power of Attorney, Health Care Agent or Guardianship to our office via fax prior to receiving access to the site.

2.) Once the form has been faxed to our office, each family member must go online at https://mankato.bluestonebridge.com/. Click on "enroll for portal access" and enter in requested information.

3.) Once **BOTH** steps have been completed, an email will be sent to you stating you have been granted access. This can take up to 3 business days. If you do not hear from us within 3 business days, please contact your facility nurse who can provide information for your Team Coordinator.
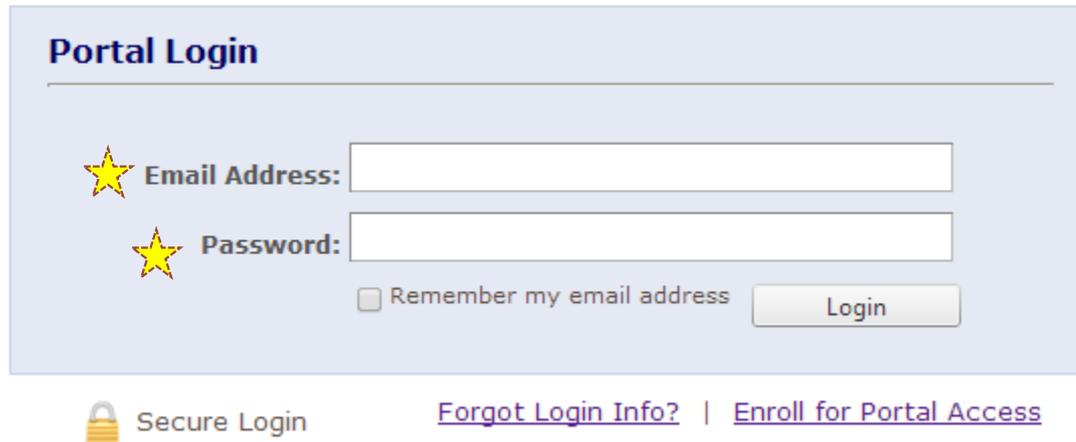
Portal Login

Email Address: [   ]

Password: [   ]

☐ Remember my email address   Login

🔒 Secure Login   Forgot Login Info? | Enroll for Portal Access

How do I use the Bluestone Bridge once I have been granted access?

1.) You will be notified via email once access has been granted to the Bluestone Bridge.

2.) Once you have been granted access, sign on to the Bluestone Bridge by going to the following link: https://mankato.bluestonebridge.com/

3.) Enter in your email/username and the password that you created during the online registration process.

Portal Login

⭐ **Email Address:** [   ]

⭐ **Password:** [   ]

☐ Remember my email address   [Login]

🔒 Secure Login   Forgot Login Info? | Enroll for Portal Access

Navigating the Bluestone Bridge

Every time you login, you will see the welcome screen.

Click on the messages tab in the upper right hand corner of your screen to get to your inbox. This is where you can view and send messages to/from your facility nurses and Bluestone provider team.

Navigating the Bluestone Bridge

The "inbox" screen is divided into two sections. The left portion of your screen displays your inbox and any messages you have received from your Bluestone provider team or facility nursing staff. The right portion of your screen will be where you can view all past messages that have been sent on your loved ones behalf.

Please note: Not every message you view in your loved ones account will have come directly to you so you will not have seen an "inbox" message for it. You will only receive an inbox message when a facility staff member or provider sends a message directly to you (similar to an email).

How do I view my loved ones account?

Nothing will be displayed on the "patient" portion of your screen until you select your loved ones name. The three stars below indicate the three places where you are able to look up your loved ones name. Once you have selected your loved one, his/her name will pop up on the screen along with any messages that may have been created on his/her behalf.

Navigating the Inbox

1.) Messages in your inbox have been sent directly to you from either your Bluestone provider team or the facility nursing staff.

2.) Messages that have not been viewed by you will display a white envelope.

3.) Messages that have been viewed by you will display a white envelope with a blue piece of paper sticking out of it.
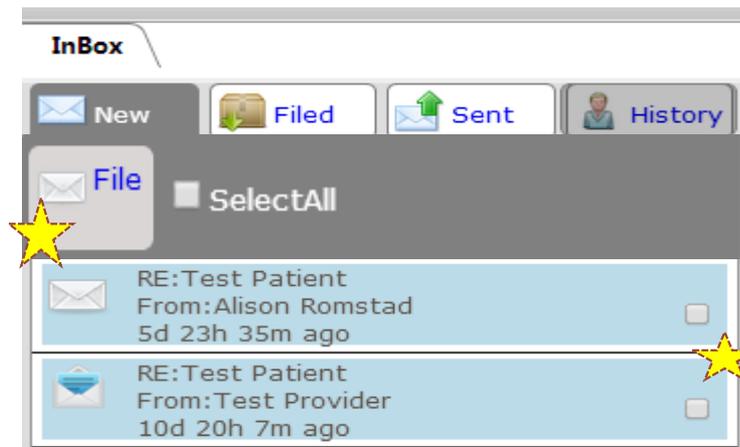
4.) You need to file your messages when you have finished reading/responding to them. You can file them by clicking on the white box next to the message and then clicking on "file" at the top portion of the inbox screen (indicated by stars above).

Navigating the Inbox

5.) Messages you have filed can be found under the "filed" button.

6.) Messages you have sent can be found under the "sent" button.

7.) If you click on the "history" button, it will display all messages that have been created for your loved one.
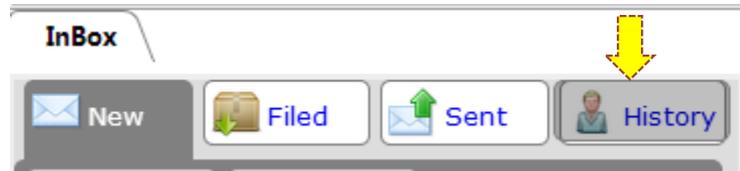
How do I send a message to my care team?

1.) Click on "new message".
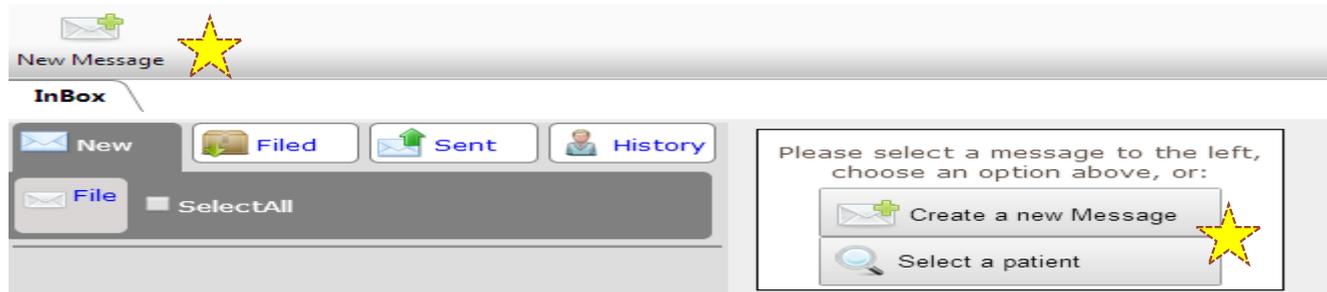
2.) Family members are automatically able to send messages directly to their **facility nursing team members.** If you want to include your Bluestone provider team to your message, you will need to enter them in manually for EACH message that you send. This step is discussed on the next page.

3.) To send message to your facility nursing team members, type your message and hit "send".

How do I add my Bluestone care providers or Team Coordinator to my message?

1.) As a reminder, your Bluestone provider team will always need to be added to your messages manually. The only time they will automatically populate as a recipient to your message, is if you are responding to a message they directly sent you.

2.) To add the Bluestone provider team to your message, click on the purple "care recipients" button.
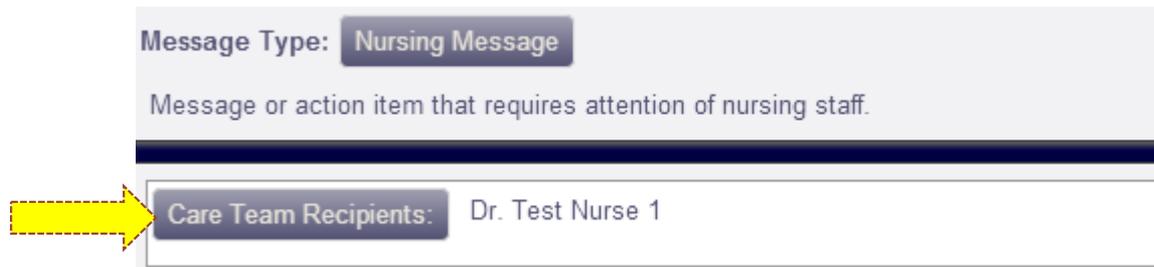
3.) Colored tabs will then appear with several titles. You will want to select "Physician" and "Nurse Practitioner" in order to have your Bluestone provider team added to your message. You can also choose to add your Team Coordinator.

4.) If you accidentally add someone and want to remove them from your message, simply click on the "X" by their name.

Changing your account settings

To change your account settings, click on "My account,"
found in the upper right hand corner of the screen.
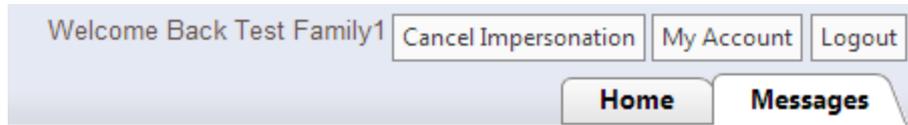
Under "My account," you can change your password and how you receive
notifications that a message has been sent to you via the Bluestone Bridge.

First Name:	Test
Middle Name:	
Last Name:	Family1
Email:	family1@bluestonemd.com
Email Notification:	None
Phone:	1234567890
Mobile:	
SMS Notification:	None

Update Profile

Username:	family1@bluestonemd.com
Password:	********************************

Change Password

Helpful "tips" for the Bluestone Bridge

1.) The Bluestone Bridge is NOT compatible with Internet Explorer 7 or less. If you are using this server, you will not be able to complete the registration process or view the site appropriately. Examples of servers to us with the Bluestone Bridge are: Internet Explorer 8 or higher, Mozilla, Google Chrome or Safari.

2.) If you are experiencing difficulty with the Bluestone Bridge, please contact your facility nurse who can provide you with your Team Coordinator's (TC) information. We ask for at least 1 business day to look into your concerns. If your TC is unable to assist in the issue, he/she will connect you with the Bluestone Bridge support team.

3.) If you are registered on the Bluestone Bridge, you will receive a monthly update after each visit. If you chose not to be on the bridge, we encourage you to check in with your facility staff for an update. Phone calls will only be placed to family members after the initial visit and whenever a provider deems it necessary.

4.) The Bluestone Bridge is accessible via any computer and can be used 24/7. Response time will be within 24 hours Monday-Friday. For messages posted on Saturday or Sunday, a response will occur no later than the next business day.

5.) We highly encourage family members to remain in communication with their nursing staff. They are an extension of our team and have access to the providers as needed. Visit dates/schedules will **not** be sent to families via the Bluestone Bridge. Please connect with your nursing staff if you are interested in knowing upcoming visit dates.