

PATIENT  
GUIDE TO  
BLUEJEANS FOR  
**TELE-HEALTH**  
APPOINTMENTS

# Welcome to our tele-health platform, **Bluejeans!**

Tele-health visits are a great way to help protect patient and staff safety due to the ongoing developments of COVID-19.

We want your tele-health visit to be as similar to an office visit as possible so **please try and follow these general recommendations:**

- ✓ Please find a quiet space for your visit to ensure that conversation is confidential and free from distractions.
- ✓ If possible, we advise that you use headphones and connect to WiFi.
- ✓ Please ensure that you have access to a camera on your computer or mobile device.
- ✓ During your tele-health visit, we will be trying to offer the same level of care as we would if you were in our office. Please sign-on 15 minutes prior to your appointment. A Health Care Assistant will call you to help you troubleshoot any technology issues and check you in. Please anticipate dedicating 40 minutes to your tele-health visit.

Additionally, be prepared to answer the following questions:

- 1 Do you consent to doing your visit by tele-health?
- 2 Where are you calling in from today and are you in a safe place to discuss your health information privately?
- 3 Can you please confirm your name, DOB and your insurance ID number or address?

*Please be aware that PPLM will attempt to bill your insurance for our tele-health visit, just as we would if your appointment was in the health center. If you have any concerns about billing or insurance, please let us know and we can connect you with our billing department.*

# There are two different ways to access **BlueJeans**:

- 1 Mobile Device App\* (see instructions on page 4)
- 2 Computer\* (see instructions on page 5)

# Steps for Accessing a BlueJeans Appointment through the App

## Downloading the App

- You will receive your BlueJeans information in a message sent through your patient portal account.
- In that message, there will be a direct link to the App Store (Apple) or Google Play (Android) BlueJeans application. Alternatively, you can go into the App Store or Google Play store and search for "BlueJeans." It will be the first option, and the application is free.
- Download the app.

## Using the App

- 15 minutes prior to your appointment, open the BlueJeans app on your device.
- At the bottom middle of the screen, tap the plus icon.
- Tap "Join with ID."
- Enter the Meeting ID and Passcode as sent via your patient portal.
- Select "App Audio and Video."

# Steps for Accessing a BlueJeans Appointment on Your Computer

## Downloading BlueJeans on Your Computer

- You will receive your BlueJeans information in a message sent through your patient portal account.
- In that message, there will be a direct link to the BlueJeans website. Alternatively, you can navigate directly to [www.bluejeans.com/downloads](http://www.bluejeans.com/downloads).
- Depending on whether you have an Apple or Windows device, select the appropriate "Download" button.

## Using BlueJeans on your Computer

- 15 minutes prior to your appointment, go to [Bluejeans.com](http://Bluejeans.com).
- In the upper right corner, click "Join Meeting" (this is surrounded by a blue circle).
- Enter your meeting ID, passcode, and first name.
- Click "Enter Meeting" and the meeting should launch automatically.