How to Use BlueEye

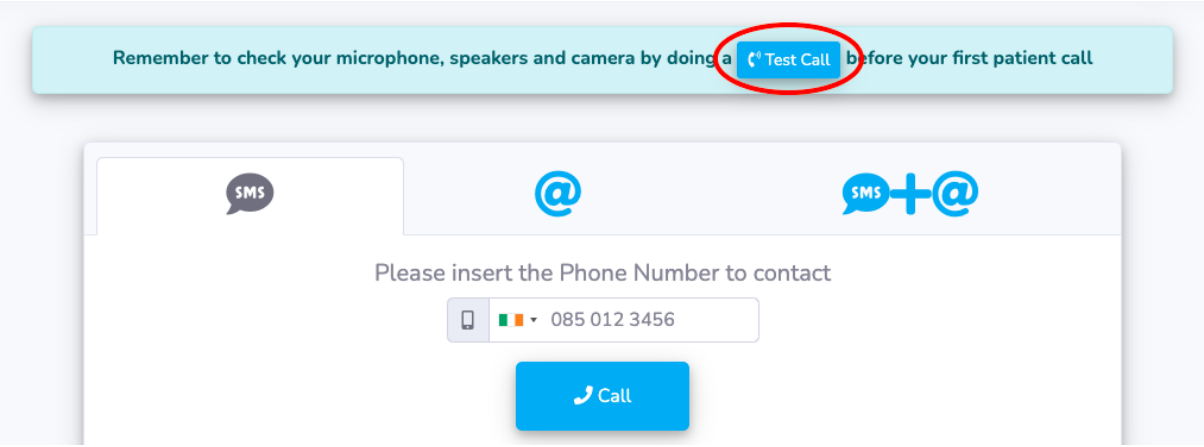
Healthcare Provider Guide

1. How to login to the service portal?

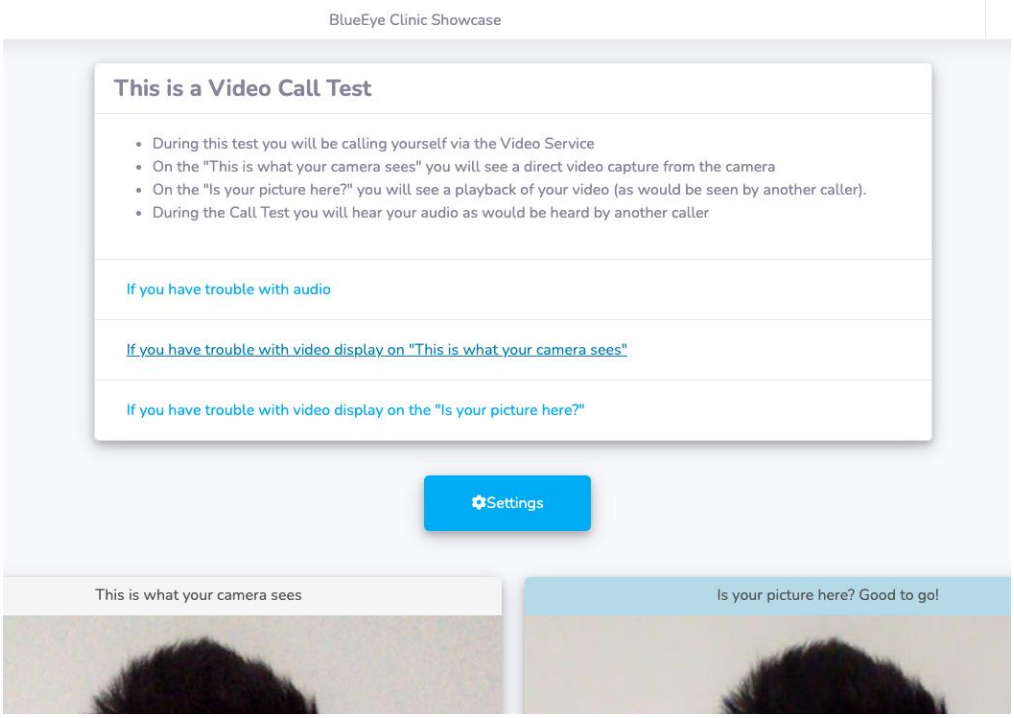
You must have received an email from RedZinc with the subject "Welcome to BlueEye Clinic". This email contains your login details (username and password) along with the set-up instructions.
Visit https://blueeye.video/ and sign in using your username and password.

2. How to run a test call?

After logging in, you will see below options on the screen



Click on the 'Test Call' option either on the menu bar at the left side of the screen or as marked red in the above image. Allow the browser to access your camera and microphone to initiate the test call. During the Test Call, you will see a screen as in the image below:

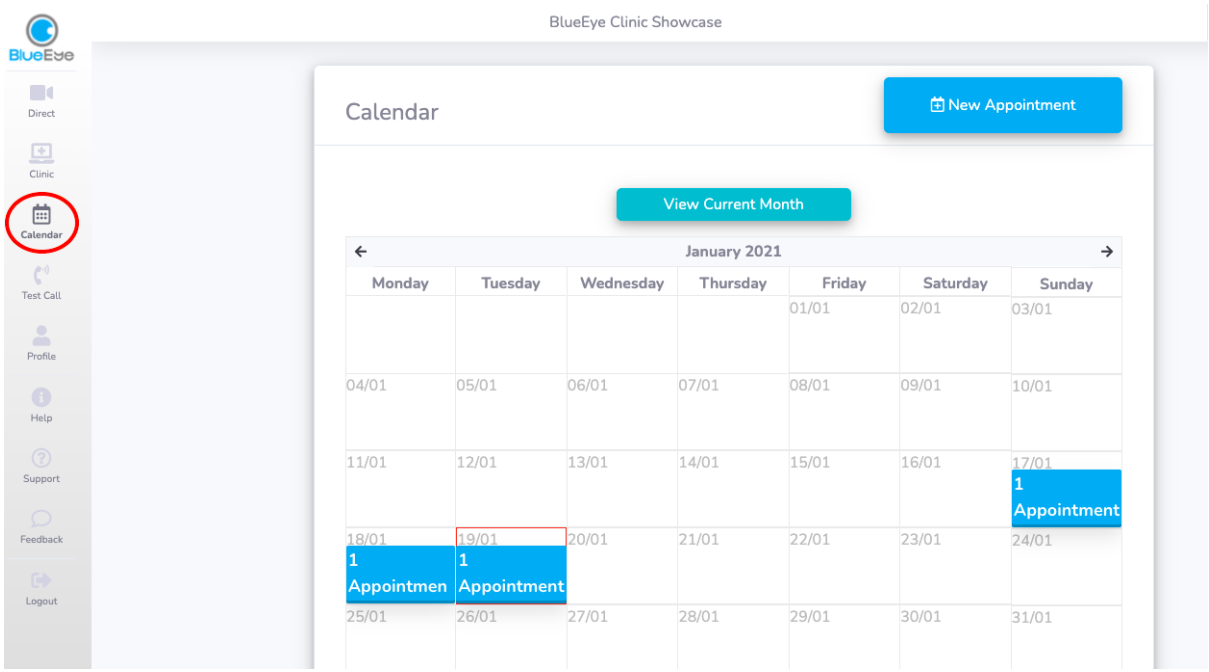


Please Note: From the two videos shown on the screen, 'This is what your camera sees' is how the patient will appear to you and 'Is your picture here? Good to go!' is how your video will appear to the patient.

Click on 'End Test' icon just below the two videos to end the test call.

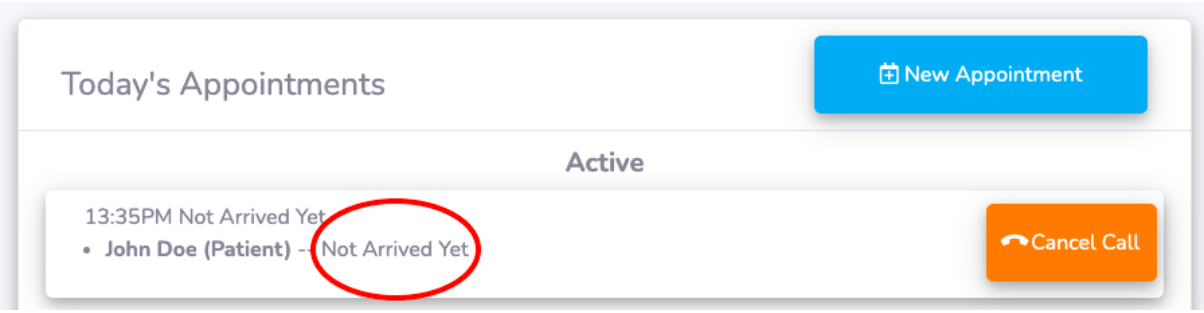
3. Calendar and Waiting room feature

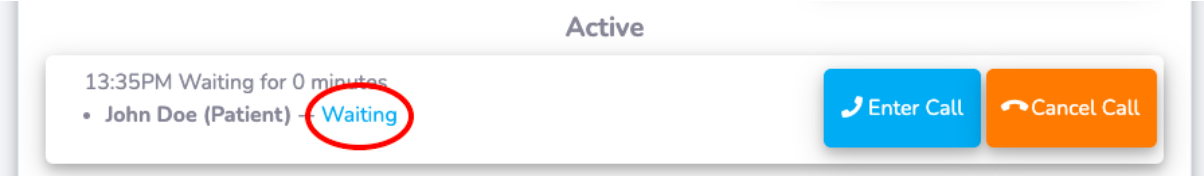
Calendar With help of calendar, you can view the list of appointments scheduled across the months. You can also set up new appointment or edit existing appointments from the calendar page. Please note that the appointments occurred in previous dates cannot be edited.



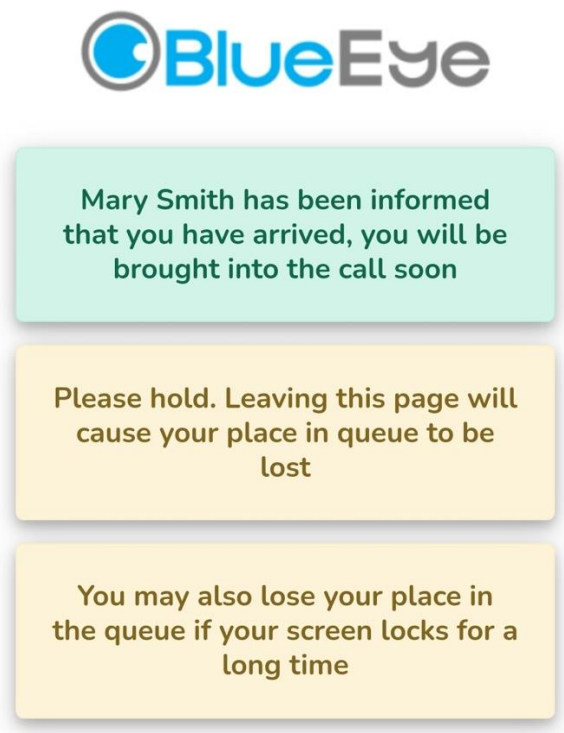
Waiting Room As soon as the patient clicks the link to video call in text message or email, they are directed to the self- test page with an option to enter the waiting room.

When the patient clicks on “Enter Waiting Room” option in self-test page, they enter the waiting room. As soon as the patient enters the waiting room, the patient status on your clinic page changes from “Not arrived yet” to “Waiting” under ‘Today’s Appointments’ section.





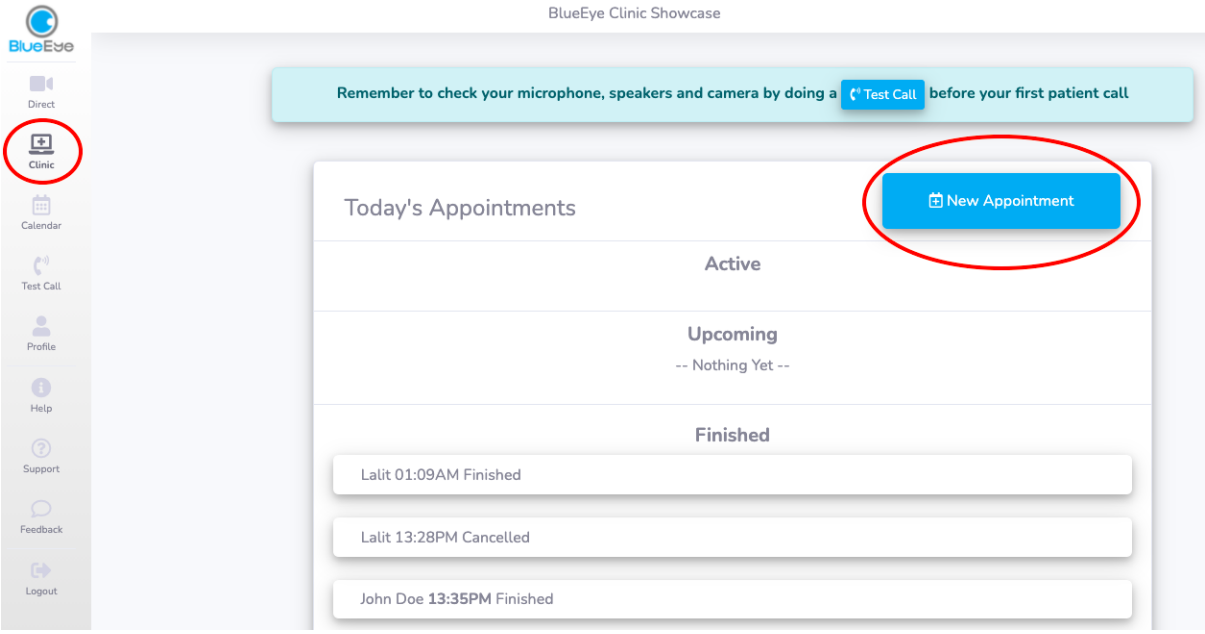
While the patient waits in the waiting room, they are displayed below messages on the screen:



4. Appointment instructions

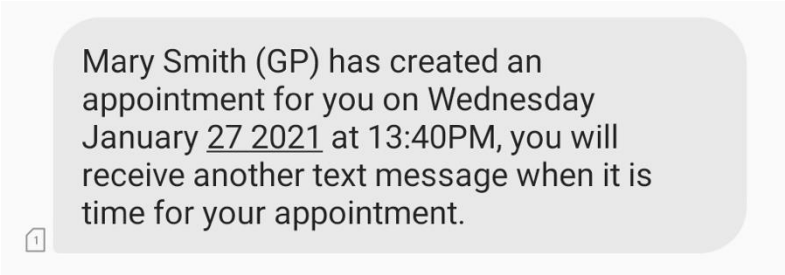
4.1. How to schedule an appointment with a patient?

Click on 'Clinic' option on the menu bar at the left side of the screen. Then click on the blue coloured 'New Appointment' icon, select the appropriate date & time, fill the patient details (Patient initials, Patient number, Patient email) and click on 'Create' option to schedule the appointment.



4.2. How is the patient notified about the scheduled appointment?

After you enter the patient details in the patient information section and click on 'Create' option, the patient receives a notification on their mobile number and/ or email id (registered while booking the appointment). The sample message and email are given below:



BlueEye Clinic Video Appointment

B

BlueEye <invite@blueeye.video>

To: lalit@redzinc.net

BlueEye Clinic video service

Connecting you to your clinician by secure video

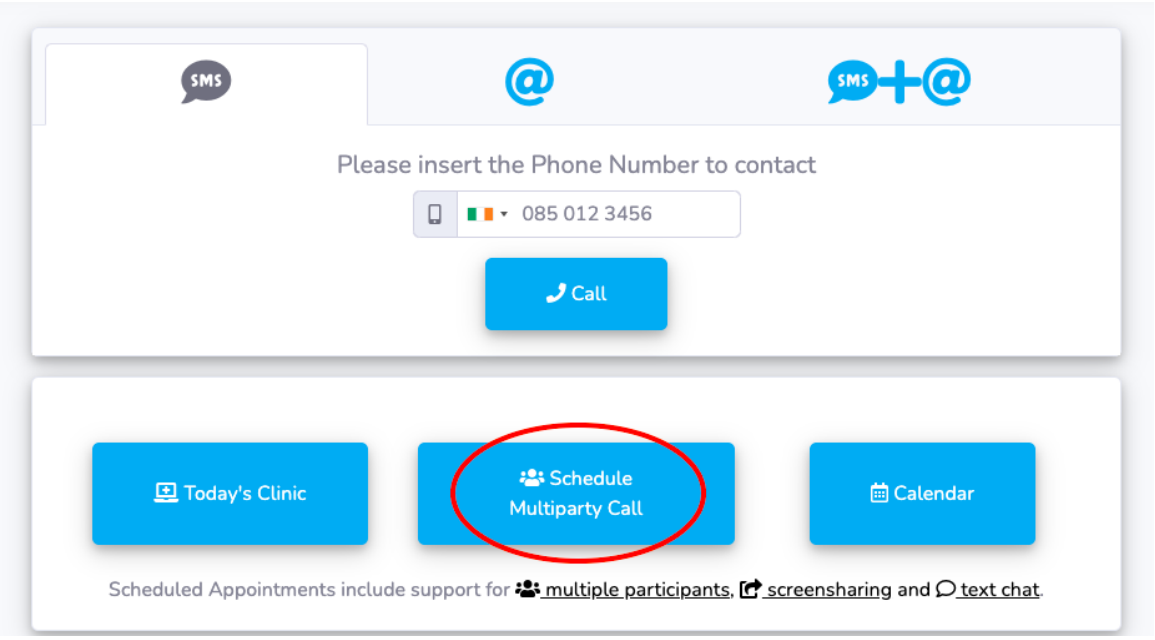
Your clinician, Mary Smith (GP), has created an appointment for you on Wednesday January 27 2021 at 13:40PM, you will receive another message when it is time for your appointment.

Thank you,
The BlueEye Team

Note- Another message and email are sent to the patient 5 minutes before the scheduled appointment time which contain the secure link for the video call.

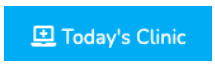
4.3. How to schedule a multiparty call?

Click on the 'Schedule Multiparty Call' icon on the home page as marked red in the below image. In the corresponding 'New Appointment' window, select the appropriate date & time, fill the participant details (Patient initials, Patient number, Patient email) and click on the 'Add Participants' icon to add the details of other participants. After entering all the details, click on 'Create' to schedule an appointment for a multiparty call.



Please Note: The system allows multiparty call between up to 6 participants, so you would be able to enter details of up to 5 patients/colleagues.

4.4. How to view the list of all the appointments scheduled for the day?

Click on the 'Today's Clinic' icon 

on the home page (or 'Clinic' option on the menu bar at the left side of the screen). This will open a page displaying a list of all the appointments scheduled for the day under the heading 'Today's Appointments'.
Under the sub- heading 'Active' are all the appointments where the link for the video call has been sent to the patient and they need to initiate the call from their end.
The sub-heading 'Upcoming' includes all the appointments which are scheduled for the rest of the day and the link for the video call has not yet been sent to the patient.
Whereas the sub- heading 'Finished' includes a list of all the appointments in the day which have already been attended.

4.5. How to view the list of past or future appointments?

Click on the 'Calendar' icon 

on the home page (or 'Calendar' option on the menu bar at the left side of the screen). This will open a calendar for the current month showing the number of appointments scheduled on particular dates. Click on the blue box under a date to view further details on all the appointments scheduled on the corresponding day.

4.6. How to reschedule or cancel an appointment?

Click on 'Calendar' option on the menu bar at the left side of the screen. Then click on the blue box under the appropriate date, which will open a list of all the appointments scheduled on that date. Check the patient name and appointment time and click on 'Edit' option to cancel or reschedule an appointment.

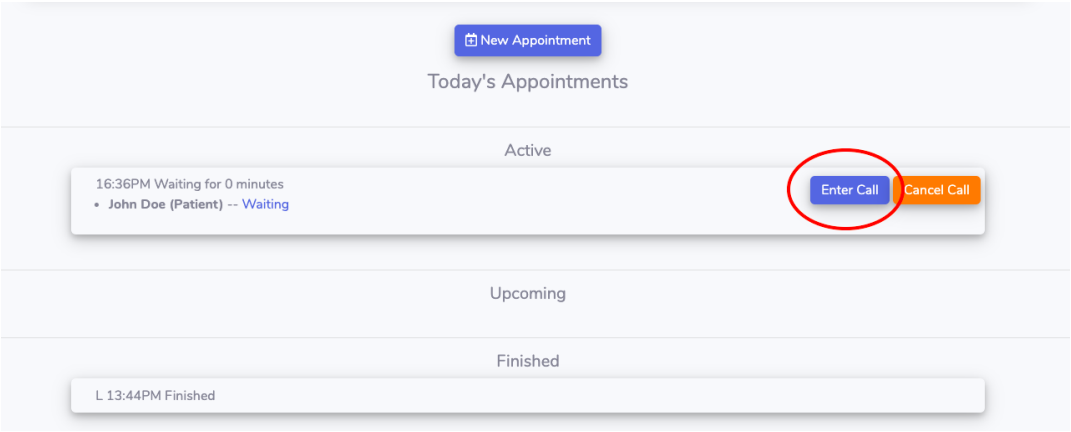
4.7. How to access the historical call details?

Click on 'Calendar' option on the menu bar at the left side of the screen. This will open a calendar showing the appointments in the current month. You can navigate between months by using   icons given on top of the calendar. Navigate to the appropriate month and click on the blue box under the relevant date in the calendar. From the list of appointments, click on the view icon against the relevant appointment to view the call details.

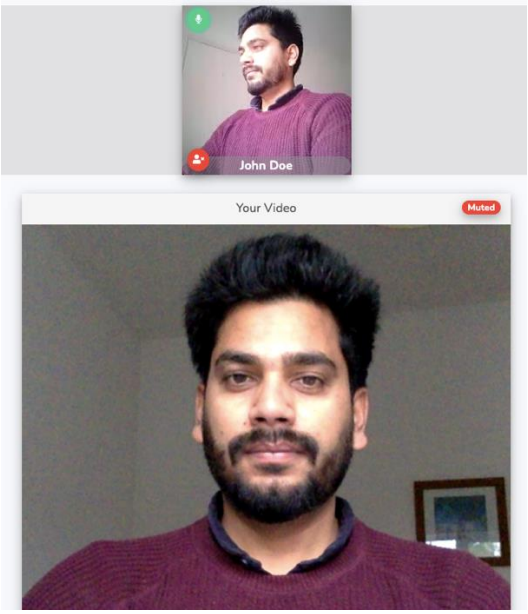
5. Video call instructions

5.1. How to establish the video connection at the time of the appointment?

After you schedule a call, the patient receives an email/ message with the information that the call has been scheduled at a specified time. Another email/ message is sent to the patient 5 minutes before the call which contains the link and the PIN code for the video call.
At the scheduled time, after the patient clicks on the video link and allows the browser to access their camera and microphone, you will see an 'Enter call' option appear with the patient name under Today's Appointments heading in Clinic. Click on 'Enter call' icon and allow the browser to access your camera and microphone in order to successfully establish the video connection.



After you allow the browser to access camera and microphone, you will see below screen:



The small video on the top is that of the patient and the one below titled 'Your Video' is your own video.

After the consultation is concluded, you can end the call for all the participants by clicking on the 'End call' icon given at the bottom of 'Your Video'.

5.2. How to add participants during an ongoing call?

Click on the 'Add Participant' icon + Add Participants given at the top of the screen, enter the participant details and click on invite to send a call invitation to the participant. The invitation message/ email contains the link for the video call and the PIN code.

After the participant clicks on the video link, they are automatically guided to the call via waiting room after they allow the browser to access their camera and microphone.

5.3. Controls on your own video

Pause video option You can click on the video icon at the bottom of 'Your Video' window to pause the video transmission from your end. Click on the icon again to resume the video transmission.

Mute audio option You can click on the microphone icon at the bottom of 'Your Video' window to mute the audio transmission from your end. Click on the icon again to resume the audio transmission.

Settings You can change the microphone, camera and speaker settings by clicking on the settings icon given on the menu bar above the video. These options allow you to select the appropriate microphone, camera and speaker.

5.4. Controls on the other participants' video

Mute audio option You can mute a participant during the video call by clicking on the microphone icon in the corresponding patient window.

Remove patient option You can remove a participant from the group call by clicking on the participants icon in the corresponding participant window.

5.5. Time limit for the group video call

There is no time limit for the video call. The call can be carried out as long as needed.

5.6. How to share system screen with the other participants?

Click on the 'Share Screen' icon Share Screen given at the top of the screen. This will open a pop up showing the options to share entire screen, application window or a particular web browser tab. Select the suitable option and click on share to start sharing screen with the patients.

To stop sharing the screen with the patients, either click on the 'Stop' icon Stop showing on the screen which is being shared or click on the 'Stop Sharing' icon Stop Sharing showing in the BlueEye tab.

5.7. What to resolve an issue with the audio/ video transmission during a call?

Click on the 'Refresh Videos' icon Refresh Videos given at the top of the screen if you encounter an issue with the audio/ video transmission during the call.

5.8. How to chat with the patients during the group video call?

Click on the 'Chat' icon Chat to access the chat window. In the chat window, select 'All participants' if you want to chat with the whole group or select the participant name if you want to chat privately with a single participant.

Please Note: The patients can either chat with the whole group or with the healthcare provider privately. They cannot chat with other patients privately.