



TIP SHEET

Version March 23rd, 2020

BlueJeans Patient Instructions

BlueJeans is a platform Penn Medicine uses to conduct video visits.

You may receive a call by telephone from your provider or representative to help you with optimal set up of your device prior to your visit.

*Please ensure you follow the below instructions and download the BlueJeans application **the day before your scheduled visit.***

You can choose to have your video visit on your desktop computer equipped with a webcam **OR** your mobile device.

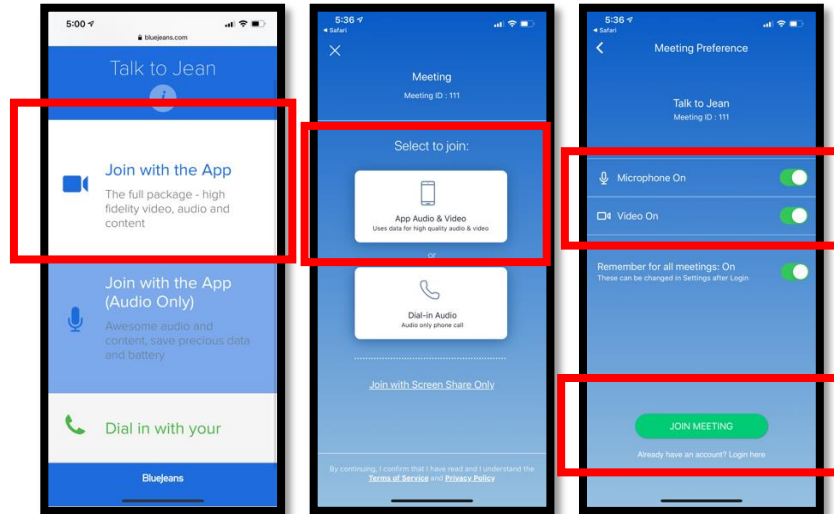
Tips for Optimal Video Visit Experience

BlueJeans on your mobile device (RECOMMENDED CONNECTION METHOD)

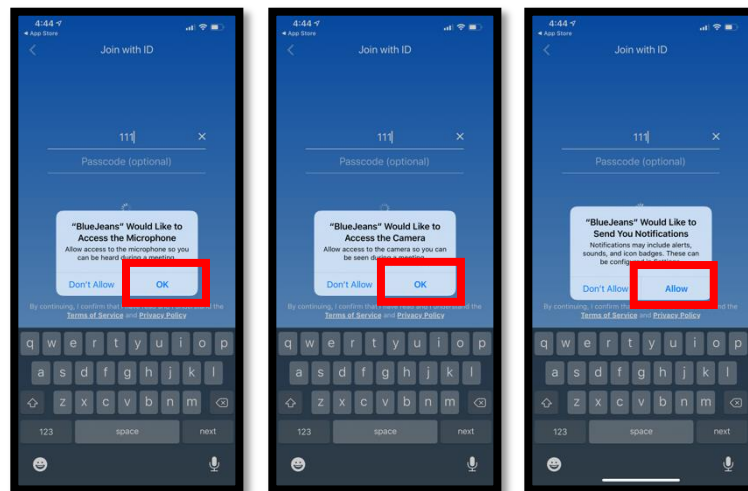
1. Ensure you have a device that is compatible with BlueJeans (**iPhone, iPad, iPod touch w/ iOS11 or later OR Android version 6.0 and later**) and has a camera.
2. Ensure you are on a Wi-Fi or cellular data connection.
3. Double check that your Wi-Fi doesn't say "not connected".
4. Make sure you have full "staircase" bars on the top corner of your phone indicating strong data connection.
5. Download the BlueJeans app on your phone from its App Store. **Please ensure this is done the day prior to your visit with your provider.**
6. Please make sure you have any medical devices (like blood pressure cuffs, scale, and pulse oximeter) available at the time of the scheduled appointment.
7. At the time of your scheduled appointment, tap/type in the link to the BlueJeans meeting room that your provider sent to you **into your phone Internet browser.** The BlueJeans welcome page below will appear. Tap "Join with the App". Make sure you allow the BlueJeans app any permissions it requests to access your microphone or camera. Make sure to join with "App Audio and Video" and allow your microphone and video to be on.

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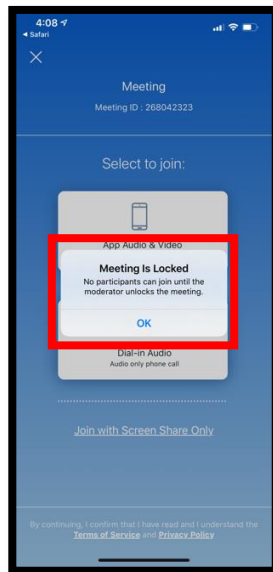
8. Make sure you allow the BlueJeans app any permissions it requests to access your microphone or camera. Make sure to join with “App Audio and Video” and allow your microphone and video to be on.



9. If your provider is seeing another patient when you connect, you will receive the below message. **Please try again in 1-2 minutes.** When your provider is ready, you will be joined into the room.

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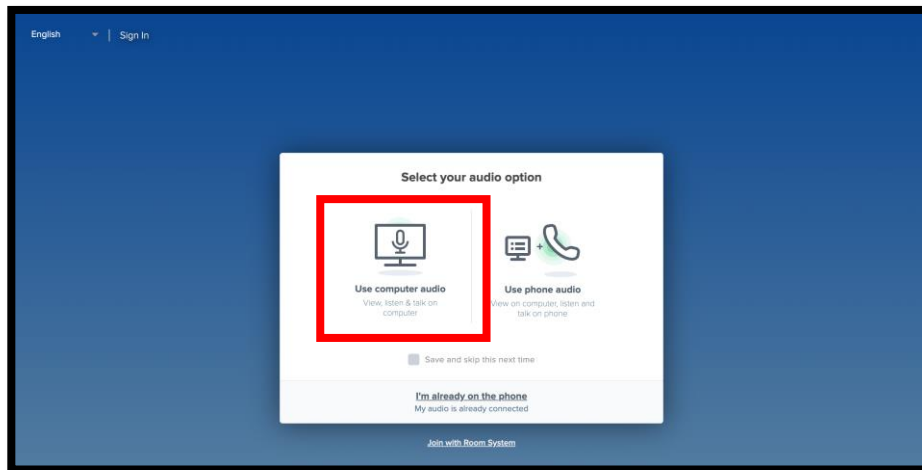


BlueJeans on your desktop computer

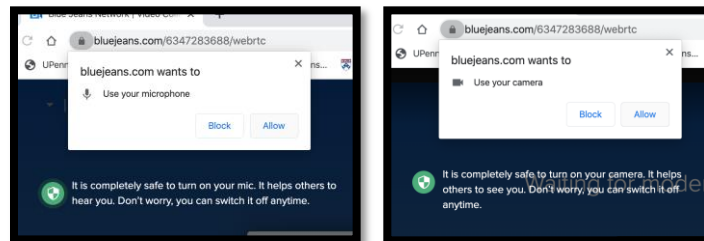
1. Ensure your computer is less than 5 years old and in good working condition with Windows 7 (SP1) or 10 or macOS 10.11 or later installed. You should have one of the following Internet browsers – Google Chrome (version 42 or later), Firefox (version 47 or later), Safari (version 11 or later), Opera (version 35 or later), Internet Explorer (version 11 or later), or Edge (version 79 or later).
2. Make sure you have a webcam and microphone attached to your computer.
3. Confirm you are connected to high speed Wi-Fi/broadband Internet.
4. At the time of your scheduled appointment, tap/type in the link to the BlueJeans meeting room that your provider sent to you **into your phone Internet browser**. The BlueJeans welcome page below will appear.

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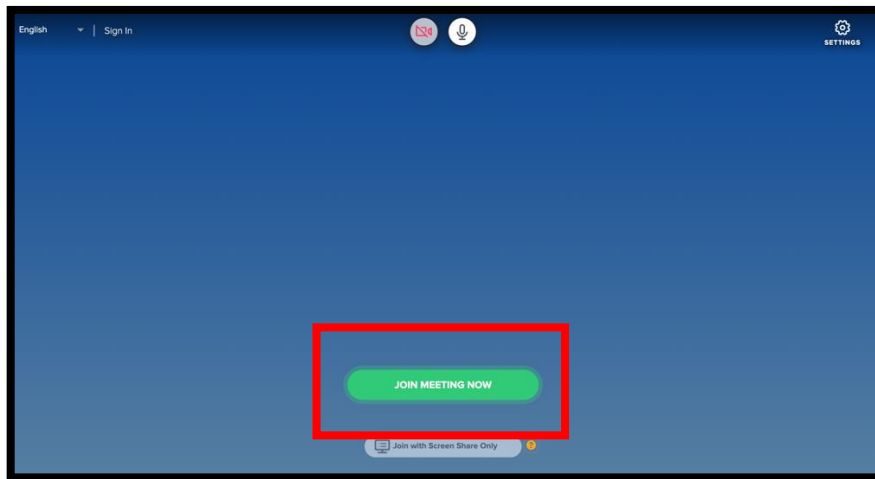
5. Click to “Use computer audio” if you have a computer microphone. If you do not have a microphone, click “Use phone audio”.
6. If you are prompted to allow BlueJeans access to your microphone and camera, please allow this.



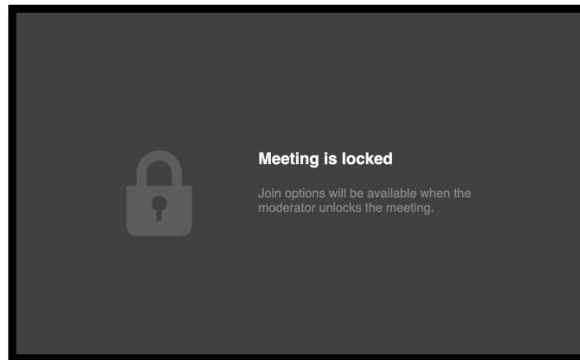
7. Click the “Join Meeting Now” button on the next screen.

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8. If you receive the “Meeting is locked” message, then your provider is with another patient. Please wait and you will be allowed to enter the room when your provider is done visiting with the previous patient.



9. When you enter the room, at the top of the screen, make sure the camera and microphone buttons are clear (as below) and **NOT red**. If either one is **red**, then click to unmute your audio and video.



10. You will be placed in the meeting and your provider will join when ready.