DO YOU CALL MASK WITH MOBILE HEARTBEAT?

Dr. Smith does not want patients to have her personal phone number, 555-555-5550, when she calls them from Mobile Heartbeat on her iPhone.

She uses call masking to set her Alternate Caller ID to her office’s phone number, 555-555-5551.

When Dr. Smith calls her patient, the patient’s phone rings, displaying 555-555-5551 on the caller ID.

Through call masking, Dr. Smith’s personal phone number privacy has been protected.

Are you using call masking in Mobile Heartbeat?

The newest version of the Mobile Heartbeat app (MH-CURE White) offers iOS personal device users call masking, also called Alternate Caller ID, which is like Doximity Dialer, to set the number that displays on the receiver’s caller ID. Note, you or Beaumont must own the number you set. Call masking is only available for iOS users. An update will be provided once available for Android.

Click here or scan this QR code with your iPhone camera to learn more about Alternate Caller ID, parameters for use and how to configure within the app.

Development for proxy numbers to further mask your personal cell phone number within the app itself is in development.

If any questions or issues, please contact the Service Desk at 888-481-2448 or your local Provider Support Representative.