Attention Personal Device Users

Uninstall MDM and download the MH-CURE White app directly from the App Store for iOS and the Play Store for Android by Nov. 30, 2020.

Mobile Heartbeat no longer requires the use of a Mobile Device Management (MDM) solution for personal device users. This brings you a more intuitive and user-friendly experience while still maintaining necessary security compliance.

1. Follow these links to uninstall MDM, called The Hub, for Android or iOS devices.

2. When you uninstall MDM, it will automatically remove Mobile Heartbeat and Airstrip (if you also have this on your phone).

3. Simply reinstall the Mobile Heartbeat app (MH-CURE White) back on your Android or iOS device, as well as AirStrip for those that view cardiac strips. Tip: Be sure to use bhp-p as the username with no password the first time you access after reinstalling.

MDM is no longer required because Mobile Heartbeat has enhanced the MH-CURE White app with new security features that further protect patient data and our caregivers using the system.

a. It enforces encryption through a 4-digit passcode that must be set on your device before logging into Mobile Heartbeat.

b. Mobile Heartbeat will not let you log in if your device is jailbroken.

These two new features complement existing security features that require a 4-digit passcode to log into the app and a two-minute inactivity timeout.

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