

Practitioner Mobile

Secure Calls

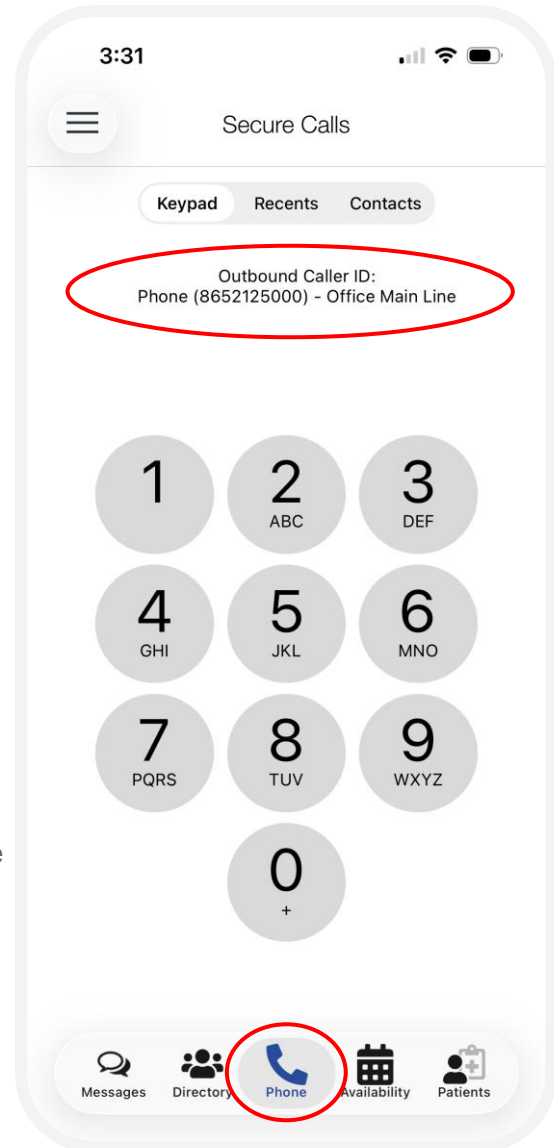
Phone: Outbound and Inbound

The Phone feature provides a secure method for you to place outbound calls to patients and other providers. There are several folders that allow you to easily navigate within **Phone**.

- **Keypad** – Free form keypad to dial any 10-digit number
- **Recents** – A list of all recently dialed numbers
- **Contacts** – Hospital credentialed practitioners

PerfectServe protects the privacy of the practitioners we serve. To activate the caller ID mask functionality, all calls must be routed through the PerfectServe exchange. Whether you use the keypad in **Phone** or choose a practitioner by name, PerfectServe will display **855-299-4500** as the number you are calling. This indicates that the call is routing through the exchange to protect your ID.

NOTE: All calls placed through the PerfectServe Practitioner mobile app protect your caller ID, including responses to text messages.



1. For all inbound calls, PerfectServe will display **877-844-0550** when a physician or care team member calls using the PerfectServe care team collaboration platform. PerfectServe recommends you save **877-844-0550** in your phone as **PerfectServe** to avoid confusion.
2. Swipe to answer the call. A prompt will play announcing who is on the line and if you would like to answer the call. Respond "yes" or "no."

TIP: Avoid answering the phone saying "hello," as this can cause the system to think you said "no" and send the caller to voicemail.

Note: If the system does not understand your voice command, press 1 for "yes" and press 2 for "no".

Outbound Call Failing

If your phone's own Caller ID blocking (also called "masking") is on at the device level, outbound secure calls placed through the app will fail to connect. Your phone's settings conflicts with the caller ID PerfectServe applies when it routes the call, and the two cannot both control what the recipient sees.

To fix this, turn off Caller ID blocking on your device. PerfectServe will still protect your privacy, since that happens through the exchange, not your phone's setting.

iPhone (iOS)

1. Open **Settings**.
2. Open the **Apps**.
3. Tap **Phone**.
4. Tap **Show My Caller ID**.
5. Turn the toggle **ON** (green).

Android (OS)

1. Open the **Phone app**.
2. Tap the **three-dot menu (:)** or the **Settings** gear icon.
3. Got to **Settings**, then **Calls**, then **Caller ID**.
4. Select **Show Number**.

Note: Menu names and steps vary slightly by phone manufacturer (Samsung, Pixel, etc.) and carrier.

Do not see this setting? Some carriers control Caller ID at the network level, so the option may not appear on your device at all, or it may be greyed out. If that is the case, contact your carrier directly and ask them to disable Caller ID blocking (Calling Line Identification Restriction, or CLR) for your line.