

How To Make Telephone Calls from Haiku/Doximity

These instructions will help you utilize your iPhone along with the Haiku and Doximity apps to make phone calls to your patients but make it appear like the phone call came from your practice phone number via caller ID.

The Doximity app and Doximity Dialer function allow you to call a patient from your own cell phone but masks your personal cell phone number in caller ID and replaces it with a practice/entity phone number chosen by you.

When combined with the Haiku app, you can open a patient chart in Haiku and pass the patient phone number in the chart through to Doximity with one tap.

1. Make sure you have Haiku installed on your iOS-based device. If you do not have it installed, go to your iOS camera and point it at the "Get It" QR code below and a banner should appear (tap it) with a link to Haiku installation. Once Haiku is installed, point your iOS camera to the "Set It" QR code below and a banner should appear (tap it) which will **automatically** set up Haiku for Penn Medicine settings.

Get It

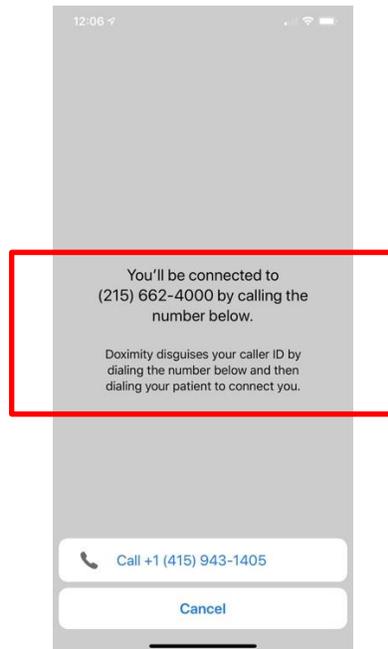


Set It



2. **Of note**, if you did not originally set up Haiku through this method, it is highly recommended you delete the current app and reinstall the app via this method. It will enable the latest settings such as persistence of Touch ID/Face ID based login for 30 days.
3. If you do not already have the Doximity app, download it from the App Store. You will need to sign up for a Doximity account at www.doximity.com if you don't already have one. Once you have a Doximity account, sign into the Doximity app.
4. **If you are a nurse or administrative assistant**, you will need to specifically request access to the Doximity Dialer app function by sending an email to support@doximity.com requesting access to Doximity Dialer. You will receive a link to complete a form which will take 24 hours to be process after which time you will have access to the Doximity Dialer function.
5. **To use the Doximity Dialer function**, in the Doximity App, tap the "Dialer" icon at the at the bottom of the screen. You will be brought to a screen with a phone dial pad. At the top, there should be a option to "Add Caller ID". Tap this and add the number you would like the patient to see. For example, for HUP, the "Nickname" is HUP and the phone number would be 215-662-4000. Tap "Save". When using this app to dial patients, the call will be routed

through Doximity servers to disguise your true phone number. This means the app will ask you to dial an intermediary number as in the screenshot below.



6. To link Doximity to Haiku, go to the Settings app on your phone and swipe to the bottom of the list of settings to app-specific settings. Find the Haiku app and tap on its name. Swipe to the bottom of the page that appears and change "Place calls using" from "Phone" to "Doximity". You will now be able to tap phone numbers in Haiku and dial through Doximity in order to mask/disguise your true number and replace with your practice or entity phone number.

