



Teladoc Health®
Bi-Monthly Release Notes

Table of Contents

Release Notes for January 17, 2024	3
Solo Platform	4
Provider App	5
Patient App	10
Analytics	11

Release Notes for January 17, 2024

The following is a list of features included in this software release. Clients can request a feature be enabled in their production organization by contacting our Technical Assistance Center via email at TAC@TeladocHealth.com.

General Application Improvements

This release includes various bug, performance, maintenance fixes that improve the stability and performance of the application. We have addressed several issues reported by our users. This release also includes several performance and technology updates to ensure that our software remains compatible with the latest operating systems and hardware.

Browser Support: Available on Edge, Chrome, Safari, and Firefox.

Solo Platform

Feature Enhancement:

Configurable Patient and Provider Survey Data in Report Generator: Previously, provider and patient survey data was always displayed in the Report Generator if a survey had been configured.

Because all other data in the Report Generator extract can be configurable, we have now made it so you can enable or disable each individual patient or provider survey data field depending on what your team has configured for this survey.

This change can be seen when the Release Toggle "UnifiedSoloReporting2023Q3" is enabled.

Key	Component	Version	Operating System
HHSINT-622	Solo Platform	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: UnifiedSoloReporting2023Q3			

Feature Enhancement:

External Visit Id in Reports: "External Encounter ID" has now been renamed to "External Visit ID" to more accurately reflect what the data element represents.

This change can be seen when the Release Toggle "UnifiedSoloReporting2023Q3" is enabled.

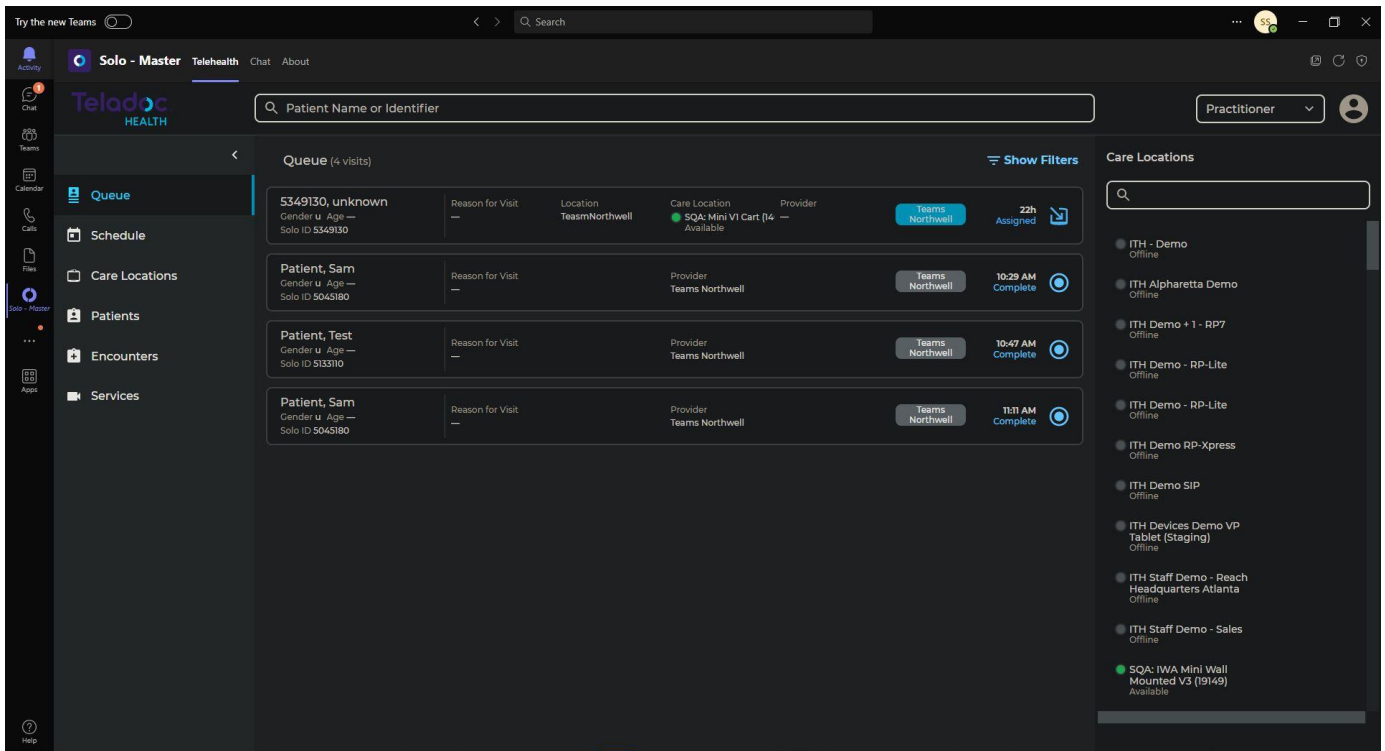
Key	Component	Version	Operating System
HHSINT-578	Solo Platform	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: UnifiedSoloReporting2023Q3			

Provider App

Feature Enhancement:

UI/UX Tab Management: As a client administrator, you can now control whether tabs (e.g., Patients) are displayed or hidden based on your clinical needs; this simplifies the experience so users are not confused on which tab to be working in/on for virtual telehealth visits.

If the “SoloTeamsTabManagement” release toggle is ON and Teams integration is ON for your practice AND manifest >=4.0.0 was uploaded to the Teams tenant; then the Solo navigation panel is now used inside the Solo application for Solo+Teams integration and the top tabs navigation is removed.



Key	Component	Version	Operating System
ACS-1867	Web Provider App	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: SoloTeamsTabManagement			

Feature Enhancement:

Add QA comments to Nurse Role: This update enables Nurse users to contribute QA comments in Smart Notes, allowing them to evaluate virtual consults.

If Smart Notes product is ON and the Nurse role user has the "Ability to View and Add Visit Note Comments" ON permission created; then the nurse user can leave and read QA comments in Smart Notes. Nurse QA comments go to reports, as well.

Create Nurse in Practice:

The screenshot shows the 'Create User' form within the Teladoc Health practice settings. The form is titled 'Create User' and includes the following fields and options:

- Search:** A search bar at the top with the placeholder text 'Patient Name or Identifier'.
- First Name:** A text input field.
- Last Name:** A text input field.
- Email:** A text input field.
- Mobile Phone:** A text input field with a country code dropdown (currently showing '+1').
- Role(s):** A dropdown menu with 'Nurse' selected. Below it is a link 'See Role Descriptions'.
- Permissions:** A section with two checkboxes:
 - Sign off Consult Note
 - Ability to View and Add Visit Note Comments
- InTouch ID:** A text input field.

The left sidebar contains the following navigation items: Practice Settings, Practice Labels, Patient Profile, Practice Users, Default User Settings, Default Service Settings, Video Call Settings, Care Locations, Patient Groups, Locations, Integrations, Departments / Programs, Fax Contacts, and Exit Settings.

Create Nurse in Super Admin:

The screenshot shows the 'Add practice user' form in the Super Admin interface. The form is titled 'Add practice user' and includes the following fields and options:

- Search:** A search bar at the top with the placeholder text 'Patient Name or Identifier'.
- User Details:**
 - First Name (required):** A text input field.
 - Last Name (required):** A text input field.
 - Email (required):** A text input field.
 - NPI:** A text input field.
 - Mobile Phone:** A text input field with a country code dropdown (currently showing '+1').
 - User Role:** A dropdown menu with 'Nurse' selected.
 - Permissions:** A section with two checkboxes:
 - Sign off Consult Note
 - Ability to View and Add Visit Note Comments
- Associations:** A section below the permissions, currently empty.

The left sidebar contains the following navigation items: Tenants, Practices, Ihar Practice, Practice Settings, Users, Private Label, Integrations, Products, Locations, Care Locations, Patient Identifiers, Provider Survey, Templates, Custom Toggle Report, API Key Management, Support Information, Batch Robot Device Mapping, Service Line, Forms, Users, and Services.

Data Download report_csv_Nurse Consult Note comments:

Is there any other feedback you would like to share about the Virtual Care?	Is there any other feedback you would like to give us at this time?	Comments
		test 1 Brayan Bello, 01/06/2024 5:47 PM nurse test 1 Nurse 1, 01/06/2024 6:15 PM

Data Download report_xml_Nurse Consult Note comments:

```
<Export xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="/gapi/reports/clinical-data-export.xsd">
  <Encounters>
    <Encounter id="5933271" service="Test_2" datetime="2024-01-04T14:35:00+01:00" userName="" waitingDuration="0" callDuration="0" status="scheduled" reasons="" serviceLine="services.Urgent Care">
      <serviceType="services.Urgent Care">
        <VisitFee amount="0">
          </VisitFee>
        </serviceType>
        <VideoCalls/>
        <Patient id="222" firstName="Patient" lastName="01" middleName="" DOB="1988-03-12" gender="female" email="ihar001test+01patient@gmail.com" phone="+48519510839"/>
        <Location id="" name=""/>
        <OnCallProviders/>
        <Comments>
          <Comment id="d7466273-014f-46da-b663-9ddc8275c187" postedAt="2024-01-04T08:36:05-05:00" author="Brayan Bello">test 1</Comment>
          <Comment id="b9a089b1-c2f2-4e6f-8d94-e131d729580e" postedAt="2024-01-04T08:37:36-05:00" author="Nurse 2">nurse test 1</Comment>
          <Comment id="7be97d06-ec78-45e3-840d-a97a75f8878d" postedAt="2024-01-04T08:39:49-05:00" author="Brayan Bello">test 2</Comment>
          <Comment id="20e7c0cb-92c5-4dde-8285-e8a7577faef2" postedAt="2024-01-04T08:42:37-05:00" author="Nurse 2">nurse test 2</Comment>
        </Comments>
      </Encounter>
    </Encounters>
  </DirectCalls/>
</Export>
```

Nurse can see and add comments in Consult Notes:

02, Patient
Reason for Visit
Visit Date
Patient Location
Physician

Solo ID 5271800 DOB 09/03/1967
01/06/2024 CET

Addendum
01/06/2024 19:22 CET

Calculators

Consultation Note (Test)

General Comments

Add Note +

Addendum
Added on 01/06/2024 19:22 CET

Calculators

Patients Weight

Consultation Note (Test)

View >

QA Comments

General comments will not appear in the Note. Drafts are visible to other users.

test comment 1	Walter Brass on 01/06/2024 at 7:24 PM
test 2	Brayan Bello on 01/06/2024 at 7:29 PM
test 3	Brayan Bello on 01/06/2024 at 7:29 PM Draft
nurse test 1	Nurse 1 on 01/06/2024 at 7:31 PM
nurse test 2	Nurse 1 on 01/06/2024 at 7:31 PM Draft

Comment

nurse test 2 ✕

Add Comment

02, Patient

Gender M Age 56 DOB 09/03/1967

Demographics

< All Visits 47

Visit Show Details

01/06/2024 19:20 - 19:35 Scheduled

Need reason for visit

Care Locations

CL_1 Offline

Assign

Patient Appointment Link

Copy Link 🗑 Share Link >

Solo Visit ID
4089500

Provider Edit

Visit's Documents 2

Northwell test multifold
01/06/2024 19:20

ACE 1994 HQ Multifold

Nurse in Users in Practice Settings:

The screenshot shows the 'Practice Settings' interface for a user named 'Nurse 1'. At the top left is the Teladoc Health logo. A search bar at the top contains the text 'Patient Name or Identifier'. A left-hand navigation menu lists various settings categories: Practice Settings, Practice Labels, Patient Profile, Practice Users, Default User Settings, Default Service Settings, Video Call Settings, Care Locations, Patient Groups, Locations, Integrations, Departments / Programs, Fax Contacts, and Exit Settings. The main content area is titled 'Nurse 1' and contains the following fields and controls:

- InTouch ID:** An empty text input field.
- Role(s):** A dropdown menu currently set to 'Nurse'. Below it is a link 'See Role Descriptions'.
- Permissions:** Two checkboxes: 'Sign off Consult Note' (unchecked) and 'Ability to View and Add Visit Note Comments' (checked).
- Buttons:** A blue 'Save' button, a 'User Settings' button, a 'Reset Password' button, and a red 'Disable' button.

Nurse in Users in Super Admin:

The screenshot shows the 'Super Admin' interface for 'Practice User Settings' for a user named 'Nurse 1'. The top left navigation menu includes: Super Admin, Tenants, Practices, Users, Nurse 1, User Settings, Integrations, External Associations, Services, Care Locations, Locations, Release Management, Custom Toggles, Batch Processing, Shared Templates, Logs, and Reports. The main content area is titled 'Practice User Settings' and contains the following fields and controls:

- User Details:** A section header.
- First Name (required):** Text input field containing 'Nurse'.
- Last Name (required):** Text input field containing '1'.
- Email (required):** Text input field containing 'lhar001test+121n@gmail.com'.
- NPI:** An empty text input field.
- Phone:** A dropdown menu for country code (USA) and a text input field containing '+1'.
- FMS Integration ID:** Text input field with a note 'Not syncing to FMS'.
- User Role:** A dropdown menu currently set to 'Nurse'.
- Permissions:** Two checkboxes: 'Sign off Consult Note' (unchecked) and 'Ability to View and Add Visit Note Comments' (checked).

Report Generator report_Nurse Consult Note comments:

bf7e9a44-2045-4c89-a39a-98938ebb2946

id	Addendum - Consultation Note (Test) - Who Amended	Addendum - Comments	Provider Survey - 11Which Virtual Care platforms are you using? Choose all that apply. P
		test comment 1 Walter Brass, 01/06/2024 6:24 PM test 2 Brayan Bello, 01/06/2024 6:29 PM nurse test 1 Nurse 1, 01/06/2024 6:31 PM	

Key	Component	Version	Operating System
ACS-1864	Web Provider App	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Patient App

Feature Enhancement:

When Provider Ends the Call, Patient Lands on the “You left the call” Page with “Leave site” Pop up Confirmation: The Solo+Microsoft Teams integration has a new bug fix. Upon the provider ending the call, patients will now be correctly redirected to the Patient Survey and subsequently to the Thank You page.

Key	Component	Version	Operating System
ACS-1833	Web Patient App	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Analytics

All Workbooks Enhancement:

Updated Date and Time Slider to 01-01-23 thru 12-31-23 for All Workbooks: The default date ranges have been updated to 01-01-23 thru 12-31-24 for all workbooks. These include the following:

1. Administrative Management
2. Program Management
3. Reliability
4. Appointment Overview
5. AV Quality Surveys

Key	Component	Version	Operating System
DT-5104	Analytics Portal	2023.3.9	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Feature Toggle: NO			

Appointment Overview Enhancement:

Update Appointment Overview Workbook: Date filters have been added to the following tabs:

1. Users
2. Waiting Rooms
3. Care Locations

The new date filters affect both the summary bar and chart for a given tab.

Key	Component	Version	Operating System
DT-5110	Analytics Portal	2023.3.9	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Feature Toggle: NO			

Program Management Enhancement:

Add User Specialty & Program Tabs to Program Management Workbook:

A new User Specialty tab has been added.

A new Program tab has been added.

The "Select User or User Specialty" dropdown from the "Users" tab has been removed.

The "Select Program or Program Type" dropdown from the "Program Type" tab has been removed.

Key	Component	Version	Operating System
DT-5075	Analytics Portal	2023.3.9	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Feature Toggle: NO			

Program Management Enhancement:

Issue: Inconsistency between tabs for value "all" for Care location filter: The following bug has been resolved:

When selecting a user, the value in the Care Location filter shows "All" but in the Users and Program Type tabs, the value in the Care Location changes to *

The Care Location filter now consistently shows "All".

Key	Component	Version	Operating System
DT-4967	Analytics Portal	2023.3.9	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Feature Toggle: NO			

Cases Enhancement:

In an effort to provide more valuable data to our clients, "Care Location" and "Reported By" are being added to the Cases data set.

Impact:

1. Emailed Reports
2. Automated Delivery Service

Key	Component	Version	Operating System
DT-4855	Data Sets	2023.3.9	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Feature Toggle: NO			



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About Teladoc Health

Teladoc Health is the global virtual care leader; helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

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