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

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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.

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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			

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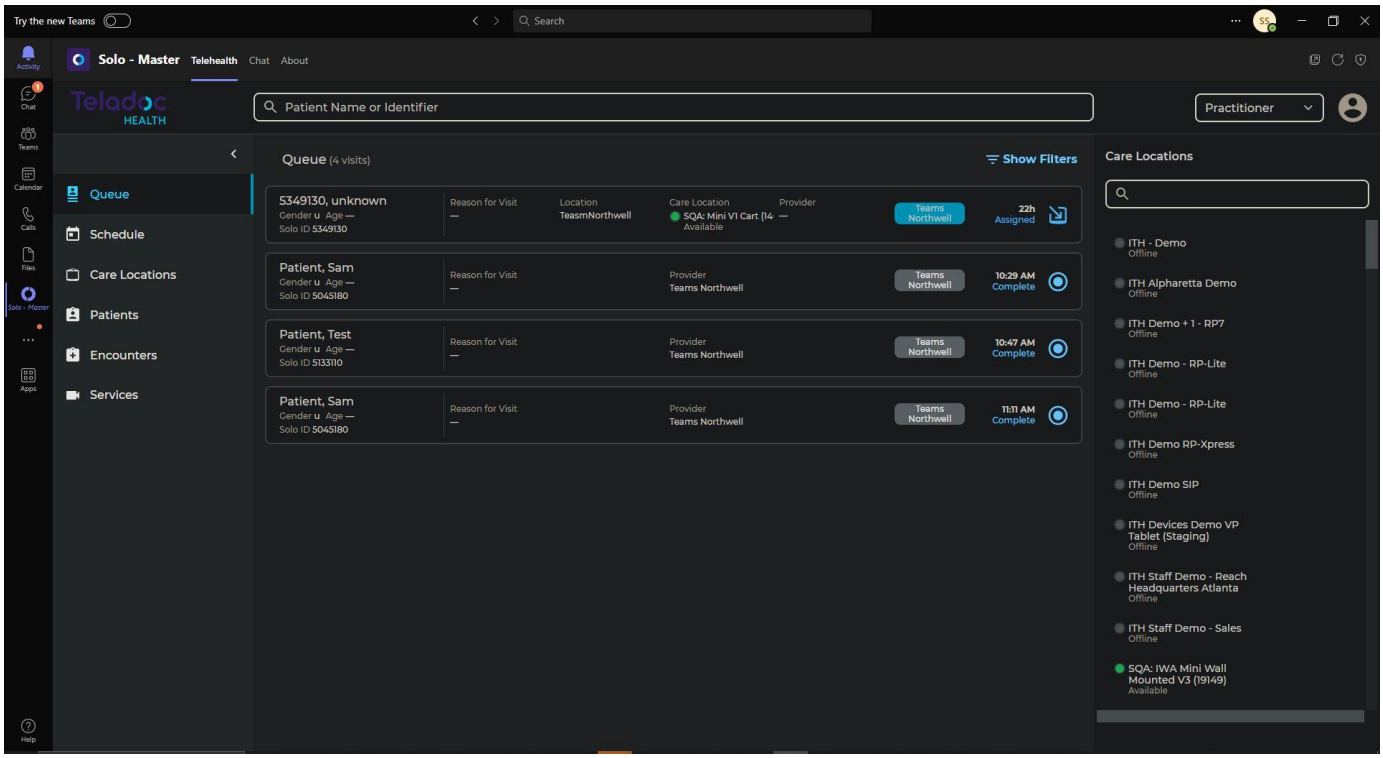
Provider App

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.

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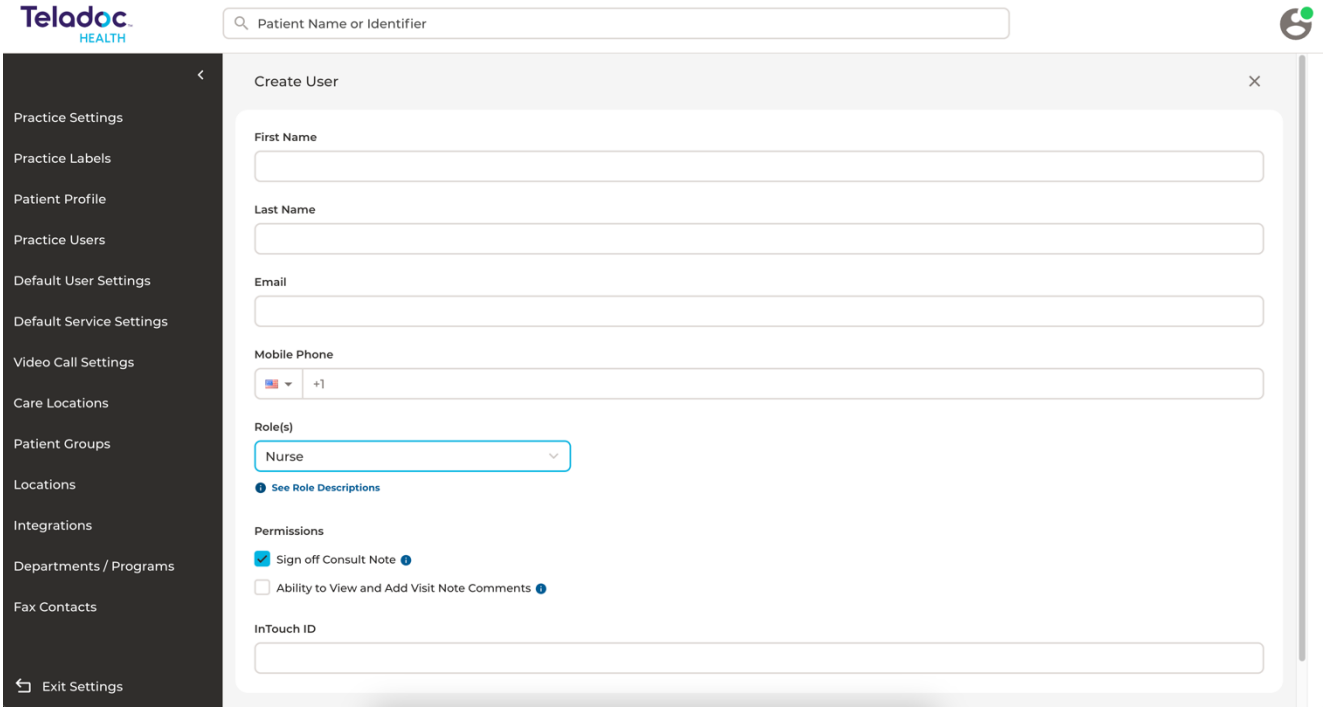
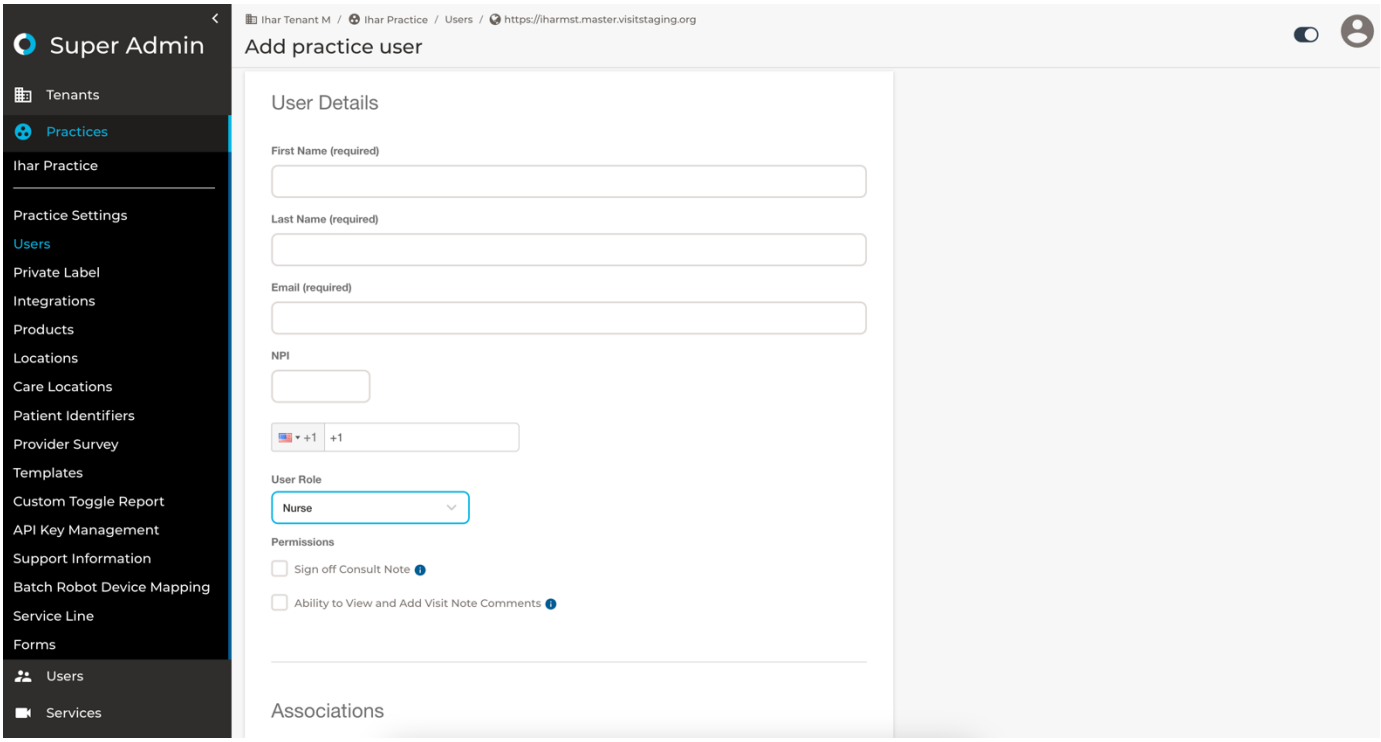
Create Nurse in Practice:



Create Nurse in Super Admin:



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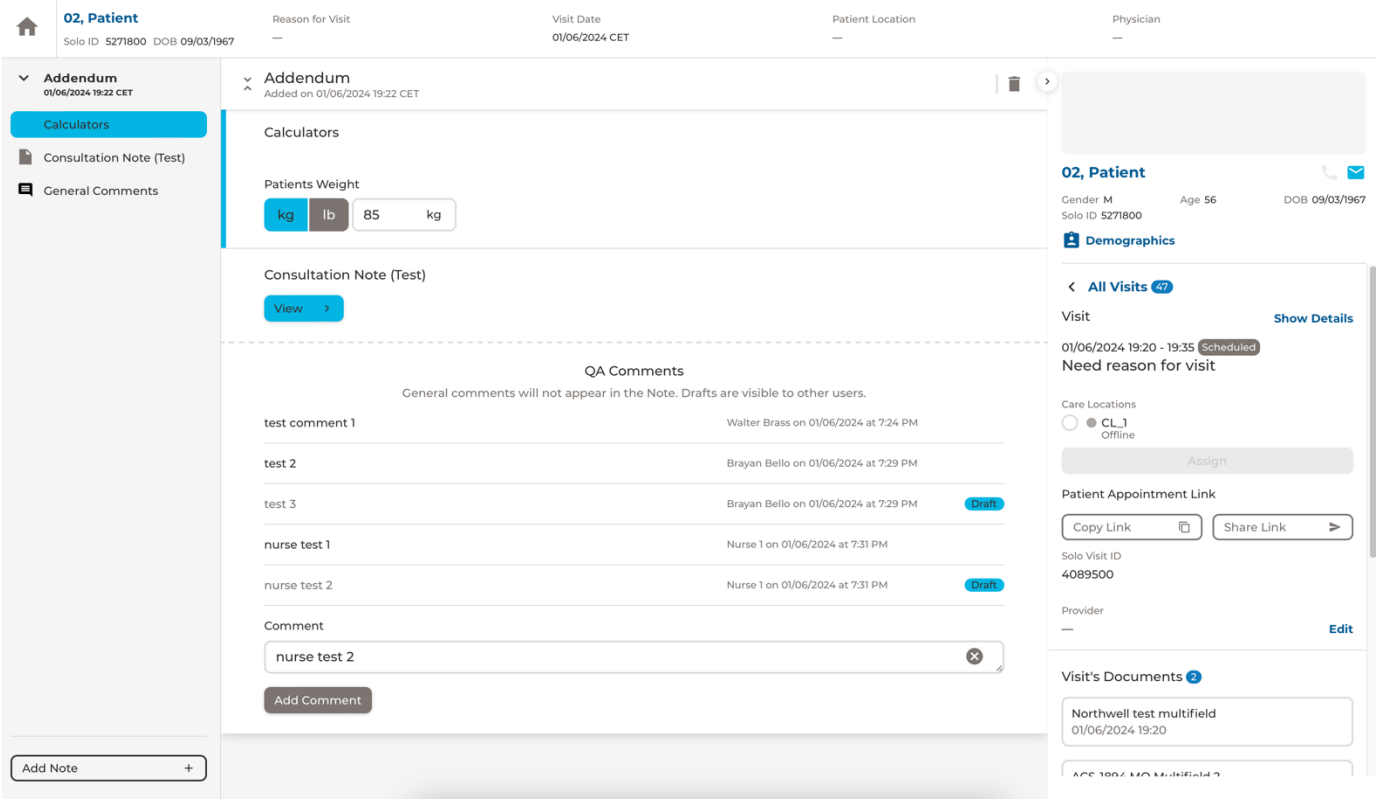
Data Download report_csv_Nurse Consult Note comments:

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="/qapi/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">
     <Transactions/>
    </VisitFee>
    <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:



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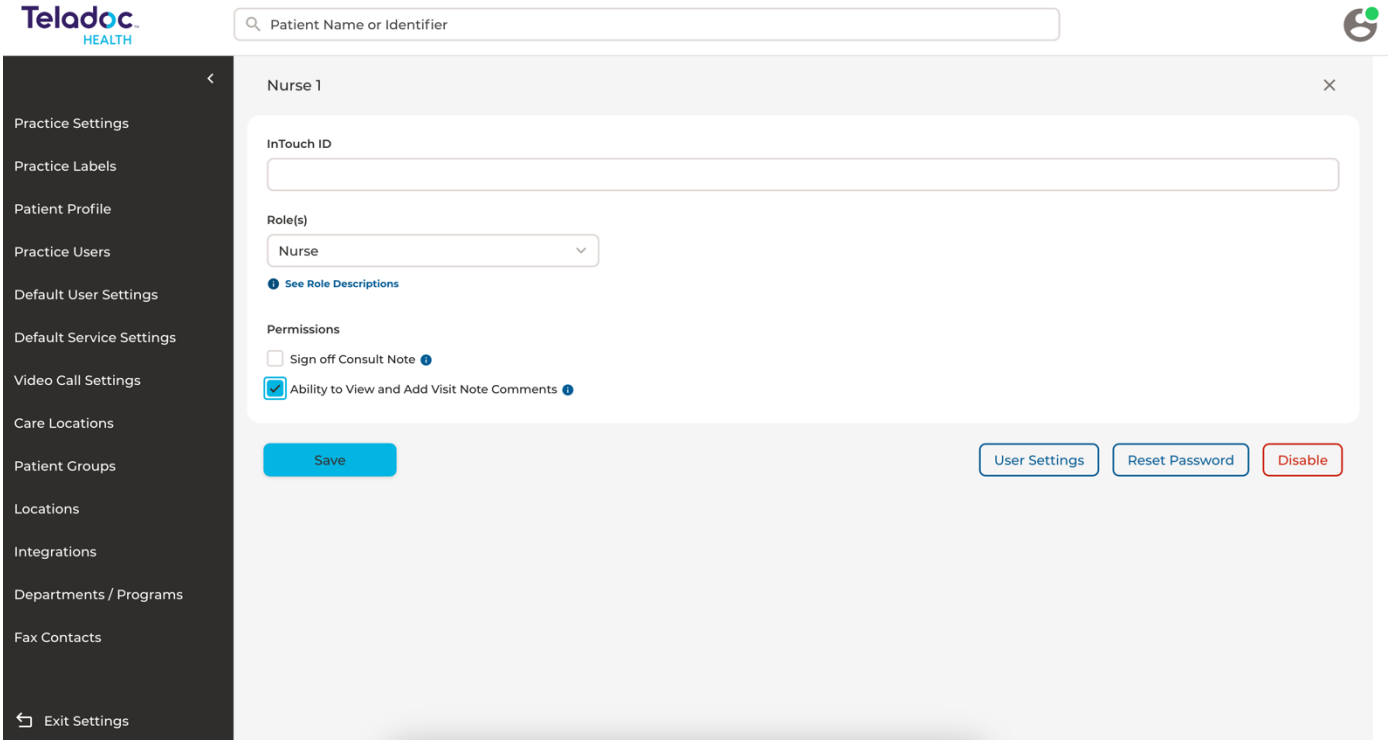
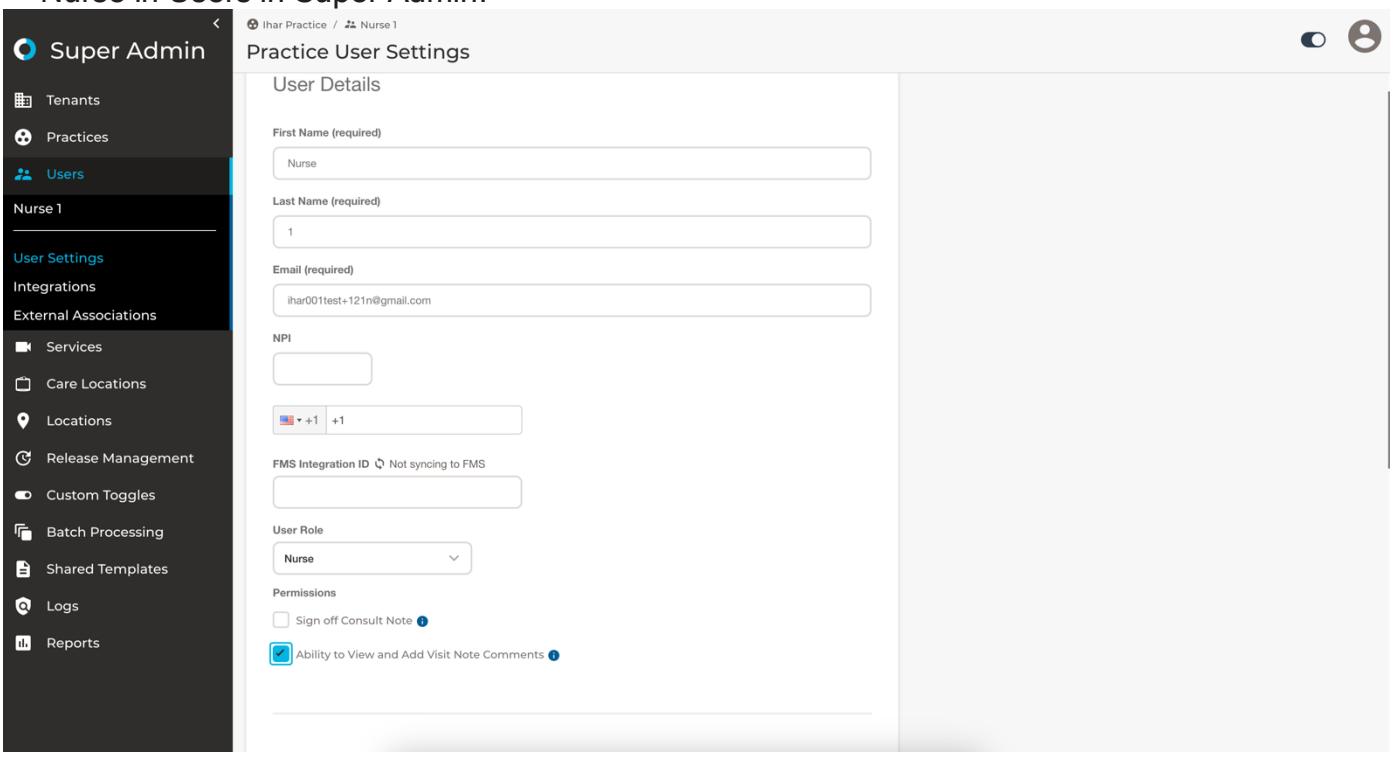
Nurse in Users in Practice Settings:



Nurse in Users in Super Admin:



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Report Generator report_Nurse Consult Note comments:

bf7e9a44-2045-4c89-a39a-98938ebb2946

d	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			

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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			

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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.

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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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