

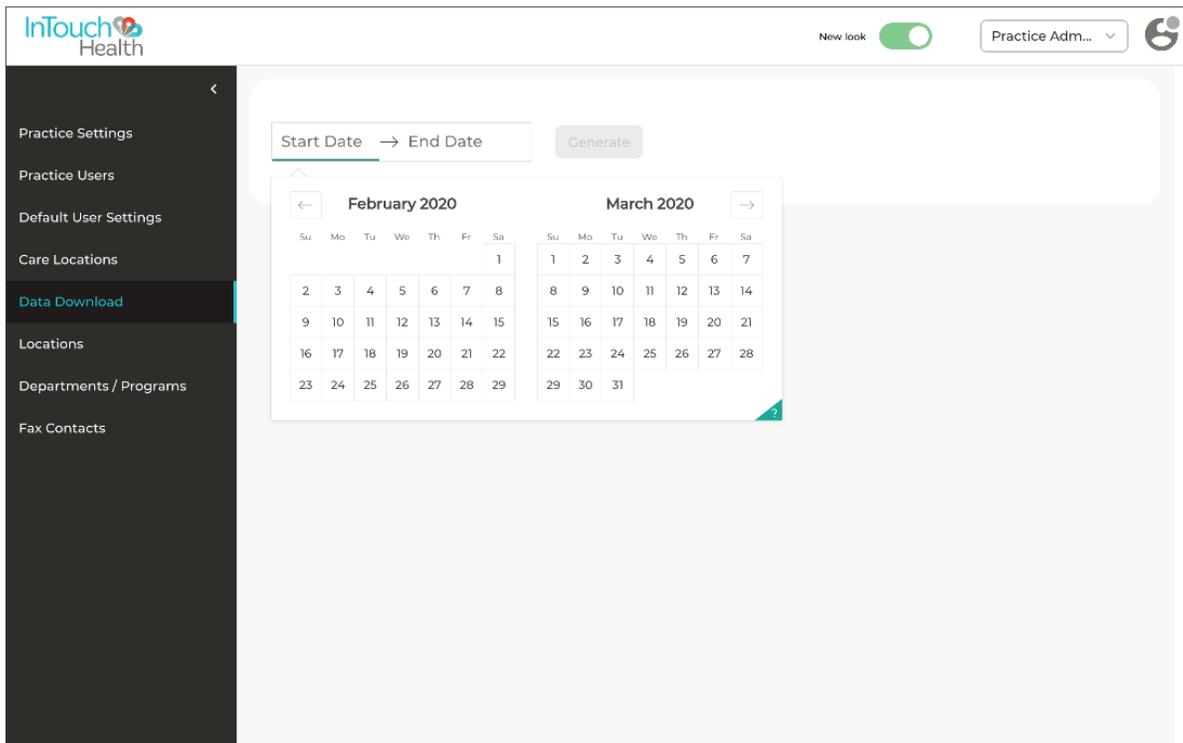
# SOFTWARE UPDATE

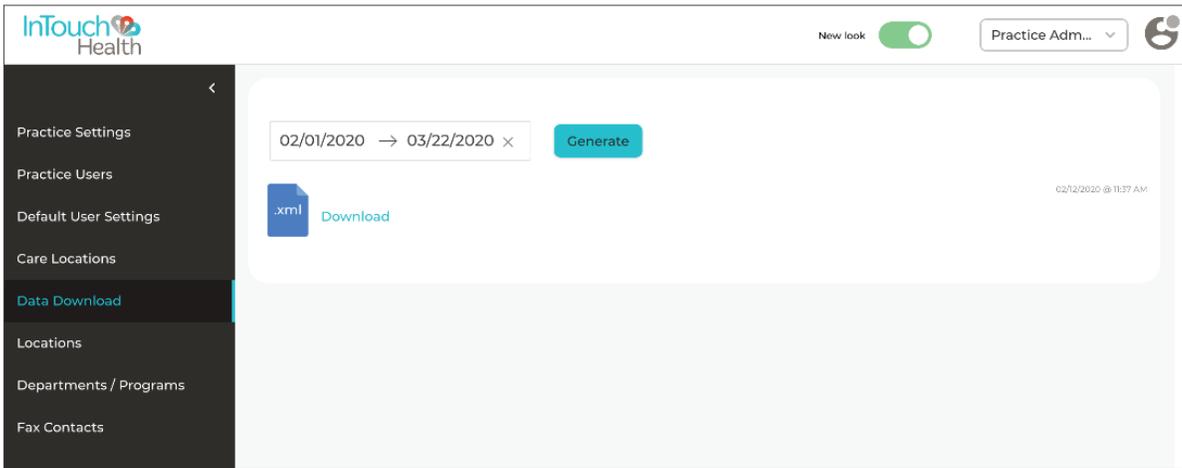
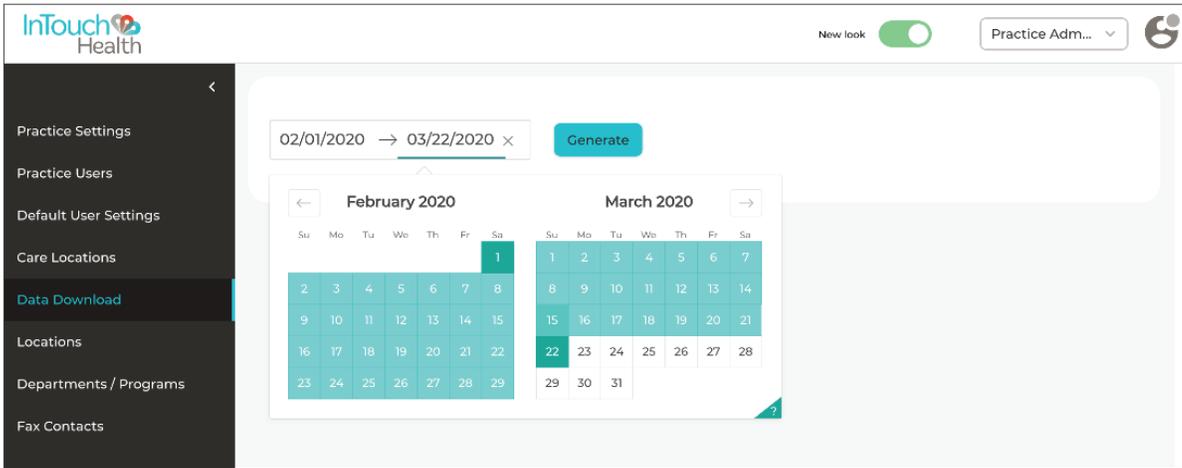
RELEASE NOTES  
Q1 2020

**Important:** To enable these features please contact your InTouch Health representative

## Provider Access Web App (Web Browser)

**Practice Administrators are now able to download session and provider survey data in XML format.** Exporting data from the Provider Access Web App allows Practice Administrators to measure user performance metrics to adhere to standards such as the Joint Commission.





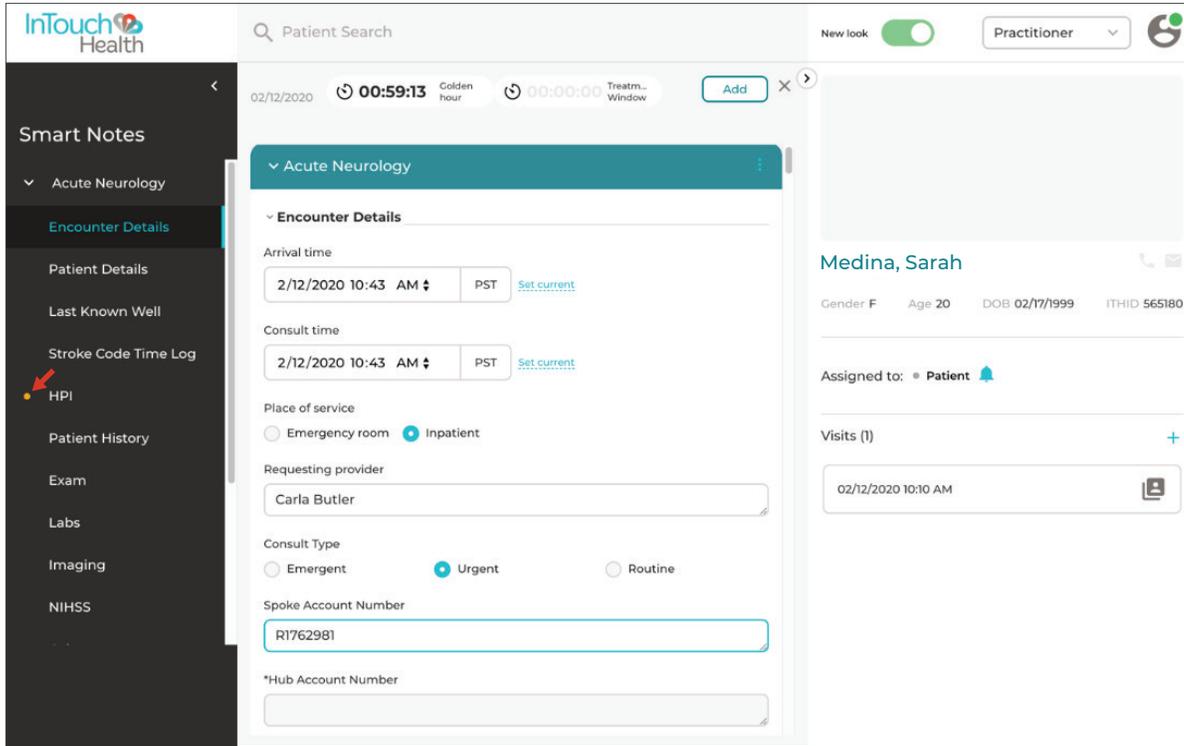
**Safari is now supported on Mac, iPad, and iPhone.** Users will be able to use their personal Mac, iPad, or iPhone devices to access their InTouch Health account.

**New labels underneath control buttons.** Additional information advising Users how controls function is now shown.

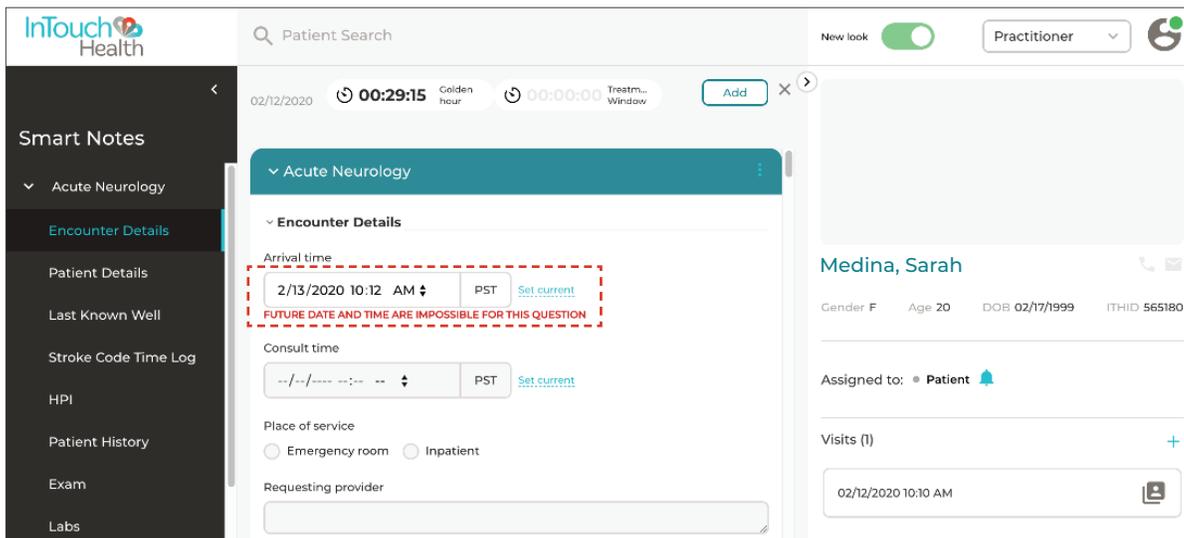


## Improvements to Smart Notes

**Practitioners now see where colleagues are documenting on the same encounter.** Each User documenting in Smart Notes will be prompted to view which sections have data that has been added or edited, via a highlighted orange dot on the left *Navigation Panel*. Once a Practitioner views the modified section, the orange dot will disappear.



**Users are restricted from entering future dates using date/time stamps.** When a User attempts to enter a future date, an alert will be provided in red under the modified date field indicating an error. The field value will revert to the current date.



## Improvements to Smart Notes (continued)

Users can now use 'Select all' and 'Unselect all' options for closed-ended questions with multiple choices. Users can quickly toggle all check boxes for a specific question with a single click, improving user efficiency.

The screenshot shows the InTouch Health Smart Notes interface. On the left is a navigation menu with 'Smart Notes' expanded to 'Acute Neurology'. The main content area is titled 'Review of Symptoms' and features a grid of checkboxes for various symptoms, all of which are currently checked. A red dashed box highlights the 'Unselect all' button at the top left of this section. Below the symptom grid are sections for 'Unobtainable Details', 'Constitutional' (with a 'Select all' link), and 'Head ears nose throat' (with a 'Select all' link). The right sidebar shows patient information for Sarah Medina, including gender, age, DOB, and ITHID, along with visit history.

Providers can document the administration of Alteplase. This allows bedside users to confirm the recommended Alteplase recommendation is accurate prior to administration.

The screenshot shows the InTouch Health Smart Notes interface for documenting Alteplase administration. The 'Alteplase' section includes a dosage input field (100.0 kg) and a 'Weight Source' dropdown menu with options for 'Actual', 'Estimated', and 'Family/Patient Reported'. Below this is a blue informational banner: 'This is a recommended dosage based on the drug manufacturer's formulas. Independently verify and recommend dosage.' The 'Alteplase Discard' field is set to 10.0 mg, the 'Bolus' field to 9.0 mg, and the 'Infusion' field to 81.0 mg. An 'Alteplase Review' section provides a summary: 'Current weight unit is kg (kilograms), Weight input is 100.00 kg, Dosage 0.9 mg/kg x 100.00 kg = 90.0 mg, Alteplase discard: 100 mg - 9.0 mg - 81.0 mg = 10.0 mg, Bolus dose: 10% of 90.0 mg = 9.0 mg, Infusion dose: Total dose - bolus dose = 90.0 mg - 9.0 mg = 81.0 mg'. The right sidebar shows patient information for Sarah Medina and visit history.

## Improvements to Smart Notes (continued)

**Unit of measurements can now be automatically converted to alternative units.** Smart Notes Users can input data measurements in one unit and convert to a separate unit type, such as from kilograms to pounds for weight.

The screenshot shows the InTouch Health Smart Notes interface. On the left is a navigation menu with options like Patient History, Exam, Labs, Imaging, etc. The main area displays patient information for Sarah Medina, including gender, age, and DOB. The 'Weight' field is highlighted with a red dashed box and contains the value '100.00 kg'. Below this are sections for 'Handedness' (Right is selected), 'Last Known Well' (Unknown is selected), and 'Stroke Code Time Log' with various time and time zone inputs.

This screenshot is identical to the one above, but the 'Weight' field now displays '220.46 lb', demonstrating the automatic unit conversion from kilograms to pounds.

## Improvements to Imaging

**Updates to Internet Explorer 11 and Mozilla internet browsers.** Now, InTouch Imaging supports multiple concurrent viewing sessions and multiple tabs to see various studies at once.

**Users can access 100+ locations with one username and password.** Up from 40 locations, Users can now support up to 100+ locations with their InTouch Imaging license.

## New developments to Intake

**Update a Patient's Reason for Visit.** A Practitioner may update a Patient's Reason for a Visit by selecting the *Edit* button from the *Appointment Summary* screen. The Reason for Visit text in the Patient panel will be updated accordingly. If no reasons were selected, an *Add* button will appear in the Appointment Summary screen, rather than an *Edit* button. This allows for more flexibility to ensure the correct reason for visit is recorded.

The screenshot shows the InTouch Health interface for an appointment summary. The patient is Sarah Medina, with a reason for visit of 'Dizziness'. The appointment is scheduled for Wednesday, Feb 12, 2020, at 11:30 AM. The interface includes a sidebar with navigation options like Dashboard, Queue, Schedule, Care Locations, Analytics, Smart Notes, Waiting rooms, and My Apps. The main content area shows the appointment details, a share URL, and options to send email or SMS invitations. The right sidebar shows patient information for Sarah Medina, including gender, age, DOB, and ITH ID, along with a 'Start new note' button and a list of visits.

The screenshot shows the InTouch Health interface for an appointment summary. The patient is Sarah Medina, with a reason for visit of 'Dizziness'. The appointment is scheduled for Wednesday, Feb 12, 2020, at 11:30 AM. The interface includes a sidebar with navigation options like Dashboard, Queue, Schedule, Care Locations, Analytics, Smart Notes, Waiting rooms, and My Apps. The main content area shows the appointment details, a share URL, and options to send email or SMS invitations. The right sidebar shows patient information for Sarah Medina, including gender, age, DOB, and ITH ID, along with a 'Start new note' button and a list of visits.

## New developments to Intake (continued)

**Practitioners and Schedulers are able to schedule an appointment and start a video call using their current device.** Nurses with a patient can initiate a session from their device for a second opinion or for provider assistance when a patient is in a virtual Waiting Room and the *My current device* option is selected. The User will select what *Patient will connect through* along with *Patient's personal device* (default) from a drop-down menu. To enable this feature, the *Emergent* toggle should be enabled.

The screenshot shows the 'New Visit' form in the Intouch Health interface. The patient is Sarah Medina. The form includes fields for Patient Name, Waiting Room (set to 'Visit a Provider Now'), Date (02/12/2020), Start Time (12:05 PM), and End Time (12:20 PM). A dropdown menu for 'The patient will connect through' is set to 'Patient's personal device'. A 'Confirm' button is located at the bottom right of the form.

## Coordinator improvements

**Display patient's location in the Patient panel.** When a Care Location is selected during the scheduling of a consult and a Care Location is tied to a specific Location, that Location will be shown on the Patient panel. This will add clarity for remote Users to schedule patients at a specific Location they may be unfamiliar with.

The screenshot shows the 'Patient panel' for Sarah Medina. The appointment is for 'Acute Stroke' on Wednesday, Feb 12, 2020, at 11:35 AM. The appointment is scheduled. The care locations are ER 1 and ER 2, with ER 2 selected. The location is Douglas Emergency Dept.

## Coordinator improvements (continued)

**See Location availability when scheduling.** More efficient workflows are now available when scheduling a patient visit at a specific Location. Providers can view the availability of a Location from a drop-down menu in the InTouch Provider App and from the *Patient Info* panel. Locations are configured from *Practice Settings* and from the patient scheduling form in the InTouch Provider App. The *Telehealth* toggle should be enabled.

The screenshot displays the InTouch Health Provider App interface for scheduling a new visit. On the left is a navigation menu with options: Dashboard, Queue (0/3), Schedule, Care Locations, Analytics, Smart Notes, Waiting rooms, and My Apps. The main area is titled 'New Visit' and contains the following fields:

- PATIENT:** Name / ID: Medina, Sarah
- VISIT:** Waiting Room: Acute Stroke
- Location:** Douglas clinic
- Carelocation:** Douglas TV Pro
- Date:** 02/12/2020
- Start Time:** 10:35 AM
- End Time:** 10:50 AM
- Duration:** 15 m

A calendar view for 02/12/2020 shows a grid of time slots from 08a to 03p. A slot is highlighted in green from 10:35 AM to 10:50 AM. A 'Confirm' button is visible at the bottom right of the form. The right-hand panel shows patient details for Sarah Medina (Gender F, Age 20, DOB 02/17/1999, ITH ID 953440) and a 'Live Chat with support' button at the bottom.

## Coordinator improvements (continued)

**Users can immediately connect to patients from Care Location Queue.** Users are now able to begin emergency consults before getting all the patient's information. Users will determine priority within the queue, then the User selects an emergent consult, such as *Acute Stroke*. Once selected, the Practitioner can immediately connect with the patient from the *Queue* at the Care Location. Practitioners in a Waiting Room will be notified when their Waiting Room is selected at a Care Location. When connected to a call, a Practitioner's name will be listed in the *Patient Info* panel. The *Emergent* toggle should be enabled as well as the *Telehealth* and *Care Location* toggles.

**Practice Admin...**

- Scheduling
- Insurance
- Payment
- Consent forms
- Medical Questionnaires
- Telehealth
- Survey
- Thank you page
- Emergent

**General Settings**

- Hours of operation
- Reasons
- Visit Window
- Patient Notifications
- Provider Notifications

[Live Chat with support](#)

**Practitioner**

February 12

Reason	Carelocation	Status
Emergent request	Douglas TV Pro	50292 m Resolved
Emergent request	Douglas TV Pro	50292 m Resolved
Emergent request	Douglas TV Pro	50273 m Resolved
Emergent request	Douglas TV Pro	50250 m Resolved
Emergent request	Douglas TV Pro	43266 m Resolved
Emergent request	Douglas TV Pro	7352 m Waiting

[Live Chat with support](#)

# New Practice Settings

**A Practice Administrator can accept or decline a Fax Number.** By manually entering a new fax number in the *Consult Note Fax* screen, *Practice Administrators* can then review all unknown numbers in *Fax Contacts* under *Practice Settings*. Practice Administrators will now have the ability to better maintain accurate fax contacts and save fax numbers for quicker faxing in the future.

The screenshot shows the InTouch Health interface. On the left is a sidebar with 'Smart Notes' and 'Acute Neurology' selected. The main area displays patient information for Medina Sarah, including demographics, encounter details, patient details, and stroke code time log. At the bottom, there is a 'Send' button and a 'Cancel' button. On the right, there is a patient profile card for Medina Sarah with her gender, age, DOB, and ITHID. Below the profile card, there is a section for 'Assigned to: Patient' and a 'Visits (1)' section with a single visit on 02/12/2020 at 10:10 AM.

The screenshot shows the InTouch Health interface in the 'Practice Settings' section, specifically the 'Fax Contacts' area. A modal window titled 'Unknown numbers' is displayed, containing a table with the following data:

	NUMBER	LAST USAGE AT	
1	+18448810521	02/12/2020 10:25 AM	<a href="#">Add New Fax Contact</a> <a href="#">Remove number</a>

## New Practice Settings (continued)

The screenshot shows the 'Change Fax Contact' form within the InTouch Health application. The left navigation bar includes 'Practice Settings', 'Practice Users', 'Default User Settings', 'Care Locations', 'Data Download', 'Locations', 'Departments / Programs', and 'Fax Contacts'. The form contains the following fields:

- Name:** West Hills Medsurg
- Number:** +1 (844) 881-0521
- Add care locations:** (Empty text input)
- Add consult note forms:** (Empty text input)

At the bottom right of the form, there are two buttons: 'Remove' (red) and 'Save' (teal).

**Practice Administrators can view and edit all User settings.** Administrators now control User settings and can set notification preferences. This is done by selecting *Practice Settings* from the pull-down and then *Practice Users* from the left navigation bar.

The screenshot shows the 'Austin Phillips: personal settings' form within the InTouch Health application. The left navigation bar includes 'Practice Settings', 'Practice Users', 'Default User Settings', 'Care Locations', 'Data Download', 'Locations', 'Departments / Programs', and 'Fax Contacts'. The form contains the following settings:

- Do not disturb:**
  - Automatically disable notifications from:
  - 10:00 PM to 08:00 AM
- Notifications:**

Notifications	Email	SMS	Browser
Patient arrived	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient's visit complete	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient's visit incomplete	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient LWBS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient on hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient no show	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patients with updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## New Practice Settings (continued)

**Default to a specific page after the appointment is confirmed.** From *Practice Settings*, any User can set a screen to launch after scheduling an encounter to redirect Users to either an Appointment Summary or Smart Notes form.

The screenshot shows the InTouch Health Practice Settings interface. On the left is a navigation menu with options: Practice Settings, Practice Users, Default User Settings, Care Locations, Data Download, Locations, Departments / Programs, and Fax Contacts. The main content area includes a 'New look' toggle (on), a 'Practice Adm...' dropdown, and a table of notification settings:

Notification from Provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult Note Was Signed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult Note Was Amended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Field Notification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Below the table is the 'Start Page' section with a dropdown menu set to 'Patient queue'. The 'Screen to launch after scheduling encounter' section has a dropdown menu with 'Appointment S...' selected, which is highlighted by a red dashed box. Other options in the dropdown are 'Smart Notes' and 'Template'. The 'Video Session Settings' section has a toggle for 'Connect to InTouch device with desktop/mobile app' which is currently off. A 'Save' button is at the bottom.

**Automatically fax electronically signed consult notes.** Practice Administrators can fax one or more signed consult notes to multiple fax contacts and locations.

The screenshot shows the 'Change Fax Contact' dialog box in the InTouch Health interface. The dialog has a close button (X) in the top right corner. It contains the following fields:

- Name:** West Hills Medsurg
- Number:** +1 (844) 881-0521
- Add care locations:** wesj

Below the 'Add care locations' field, a list of locations is shown, with 'West Hills Emergency Department' selected. At the bottom right of the dialog are 'Remove' and 'Save' buttons.

## New Practice Settings (continued)

The screenshot shows the 'Change Fax Contact' form. The left sidebar contains a navigation menu with 'Fax Contacts' highlighted. The form has a title bar with a close button (X). It includes the following fields and elements:

- Name:** A text input field containing 'West Hills Medsurg'.
- Number:** A text input field containing '+1 (844) 881-0521' with a country code dropdown set to 'US'.
- Add care locations:** An empty text input field.
- West Hills Emergency Department:** A label with a blue 'x' icon.
- Add consult note forms:** A text input field containing 'acu'.
- Acute Neurology:** A label below the 'Add consult note forms' field.
- Buttons:** A red 'Remove' button and a teal 'Save' button at the bottom right.

The screenshot shows the 'Fax Contacts' table. The left sidebar contains a navigation menu with 'Fax Contacts' highlighted. The table has a title bar with 'Unknown numbers' and 'Add new' links. The table structure is as follows:

	NAME	NUMBER	AUTO FAXING CARE LOCATIONS	AUTO FAXING CONSULT NOTE FORMS
1.	<a href="#">West Hills Medsurg</a>	+1 (844) 881-0521	West Hills Emergency Department	Acute Neurology

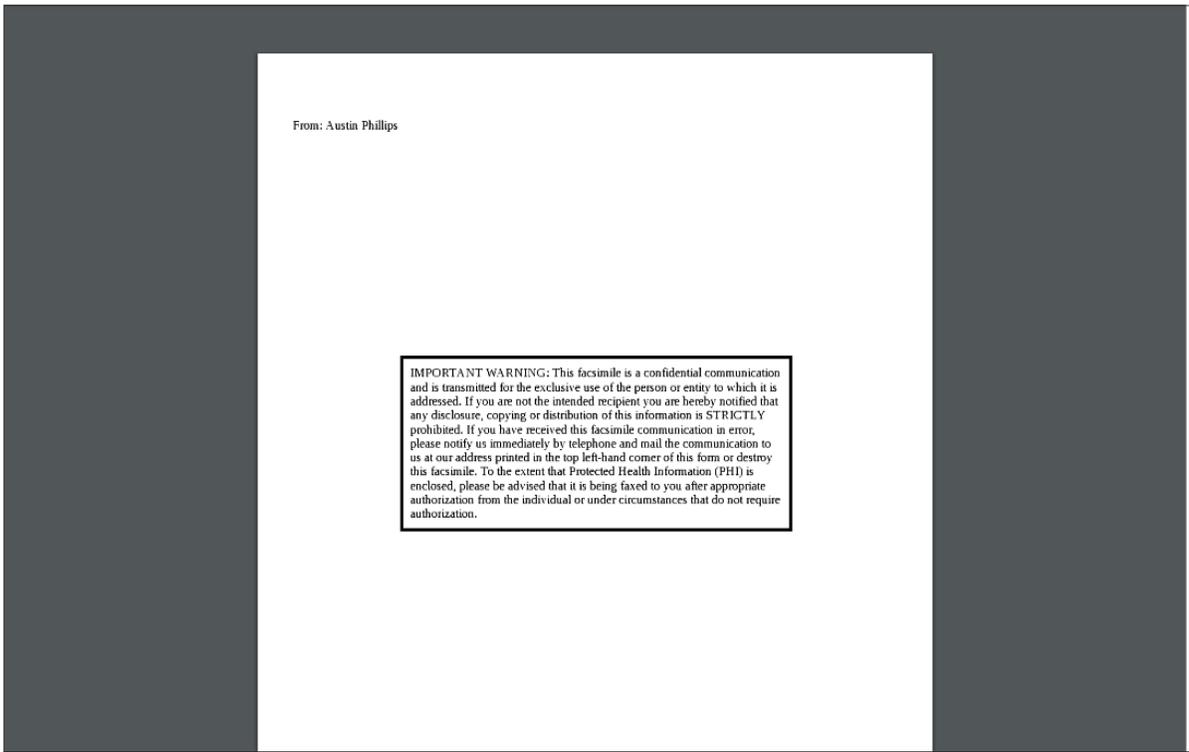
## New Practice Settings (continued)

**A Practitioner can now include a cover page for their faxed documents.** A confidentiality disclaimer can be included as a cover page of the electronically signed consult note to adhere to PHI guidelines.

The screenshot shows the InTouch Health Practice Settings interface. The left sidebar contains navigation options: Practice Settings (selected), Practice Users, Default User Settings, Care Locations, Data Download, Locations, Departments / Programs, and Fax Contacts. The main content area is divided into three sections: 1. Practice Settings: Includes checkboxes for 'Provider Survey' (checked), 'Two-factor Authentication' (unchecked), 'Select a service page' (checked), and 'Patient Search Bar' (checked). A text input field contains the URL 'https://demo.visitnow.org/intouch/select-a-service'. There are also checkboxes for 'Episodes of Care' (unchecked) and 'Patient Search Bar' (checked). 2. Start Page: A dropdown menu is set to 'Care Locations'. 3. Fax settings: A 'Save' button is visible. A 'New look' toggle is turned on in the top right corner.

This screenshot shows the 'Fax settings' section of the InTouch Health Practice Settings interface. The 'Fax Cover' checkbox is checked. Below it is a text area for the 'Fax Cover Description' containing the following text: 'IMPORTANT WARNING: This facsimile is a confidential communication and is transmitted for the exclusive use of the person or entity to which it is addressed. If you are not the intended recipient you are hereby notified that any disclosure, copying or distribution of this information is STRICTLY prohibited. If you have received this facsimile communication in error, please notify us immediately by telephone and mail the communication to us at our address printed in the top left-hand corner of this form or destroy this facsimile. To the extent that Protected Health Information (PHI) is enclosed, please be advised that it is being faxed to you after appropriate authorization from the individual or under circumstances that do not require authorization.' A 'Save' button is located at the bottom of this section. The 'Start Page' dropdown remains set to 'Care Locations'. The 'New look' toggle is still turned on.

## New Practice Settings (continued)

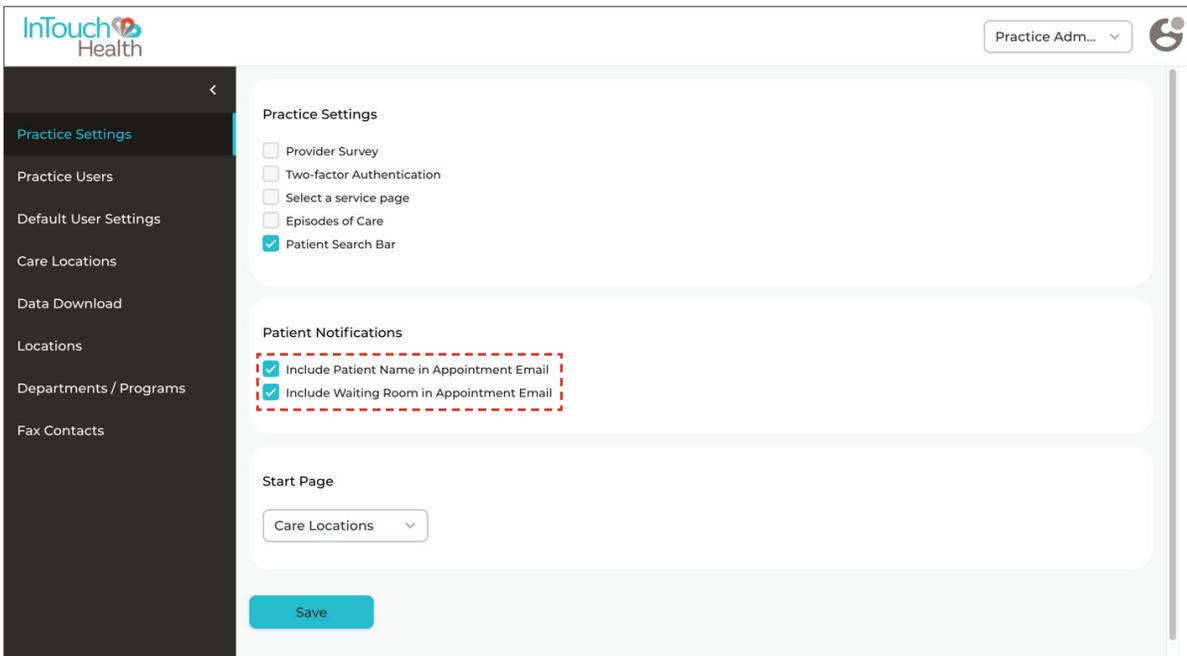
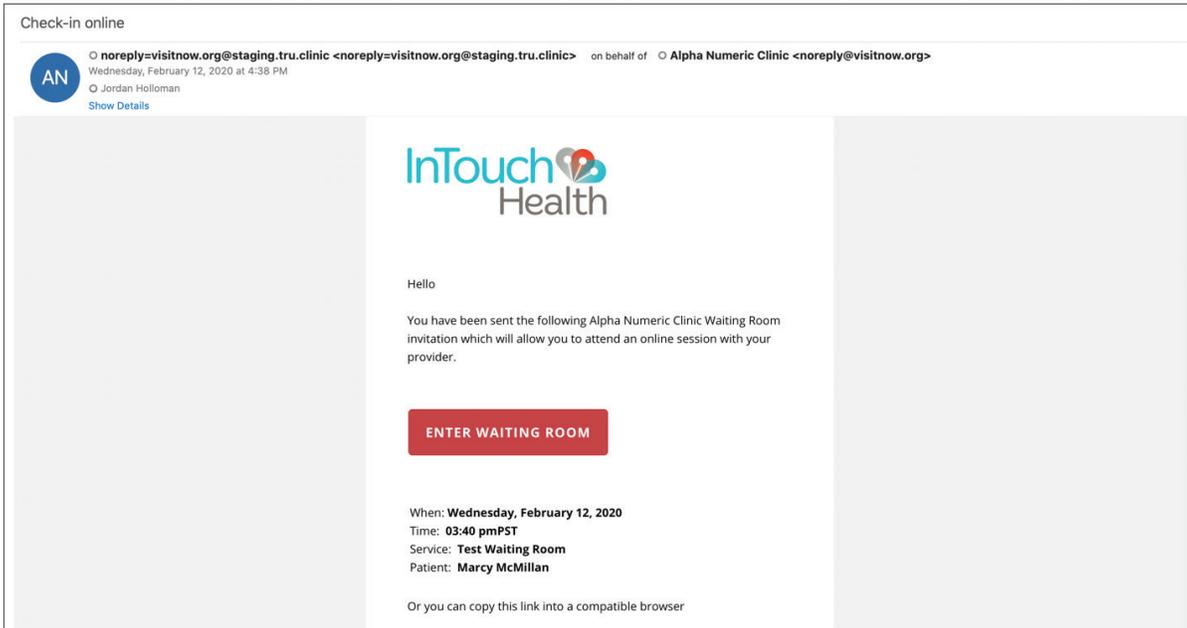


**Practitioners can choose the notifications they receive about their patients.** The selection options are listed in *User Settings* under *Practice Settings*. User Notifications are disabled by default. In addition to traditional notification methods, TigerConnect is now supported (a TigerConnect user license is required).

	Email	SMS	Browser	TigerConnect
Patient arrived	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient waiting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient's visit complete	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient's visit incomplete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient LWBS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient on hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient no show	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patients with updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patients with complete forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit Notes with comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patients with device readings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provider to Provider	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notification from Provider	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult Note Was Signed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult Note Was Amended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Field Notification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## New Practice Settings (continued)

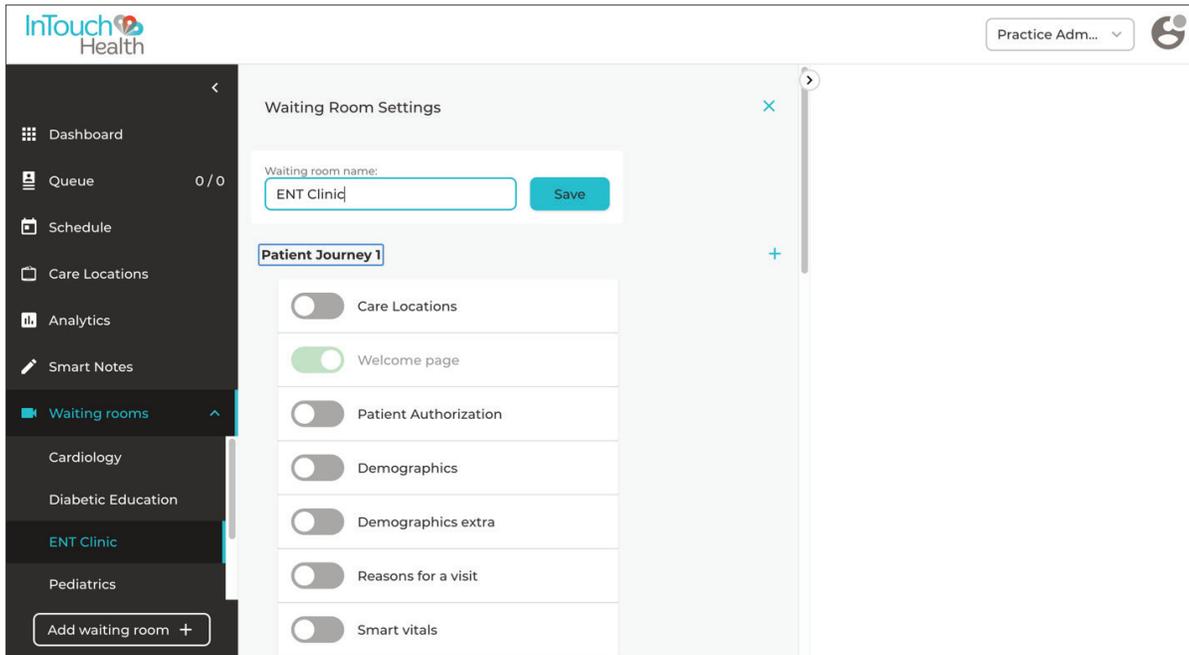
**Practice Administrators can format patient emails.** In *Practice Settings*, Practice Administrators can include personalized data such as Names and Waiting Rooms to populate emails by clicking on the checkboxes for each respective option. This feature will allow for email personalization and more specific appointment details.



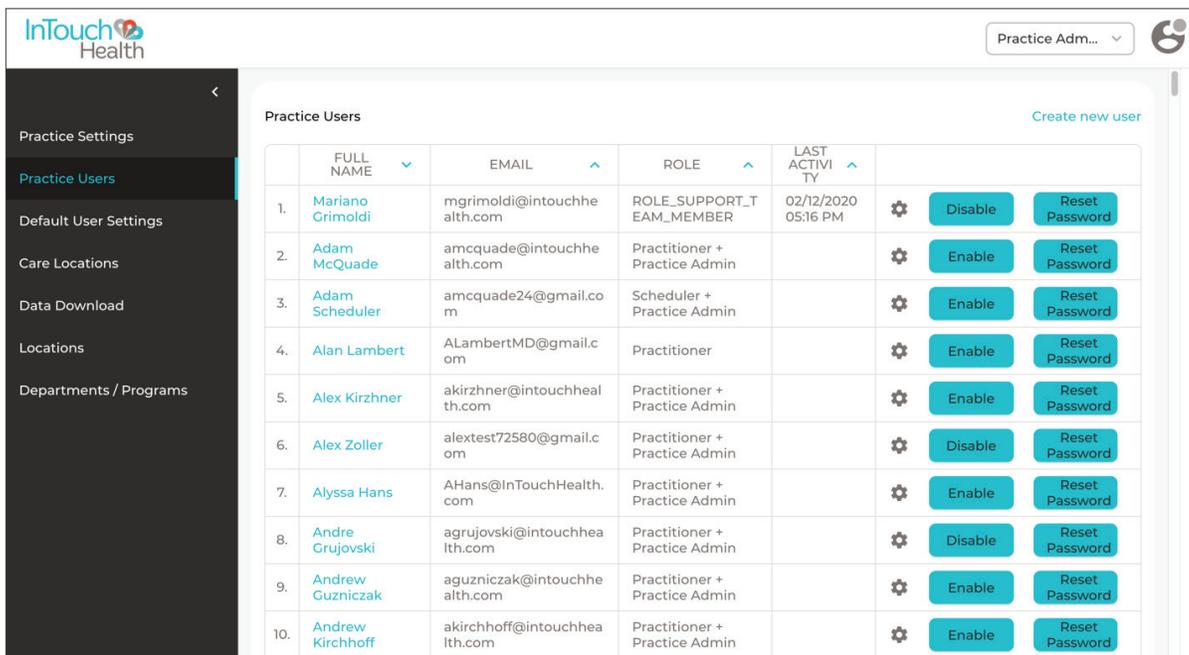
## New Practice Settings (continued)

**Practice Administrators can End Call(s) for all participants.** When Practice Administrators click on the button in the *Patient Info Panel*, they will receive a warning when attempting to end a session. This is an important feature for security purposes.

**Practice Administrators can edit a Waiting Room name.** Practice Administrators can take ownership over their naming conventions for Waiting Rooms for better organization.



**Practice Administrators can view and modify the notification scheme.** A new icon in the *Practice User* table is now supported.



## New Practice Settings (continued)

**InTouch Health** Practice Adm...

Practice Settings  
Practice Users  
Default User Settings  
Care Locations  
Data Download  
Locations  
Departments / Programs  
Fax Contacts

**Jordan Holloman: personal settings**

Do not disturb

Automatically disable notifications from:

10:00 PM to 08:00 AM

Notifications	Email	SMS	Browser
Patient arrived	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient's visit complete	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient's visit incomplete	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient LWBS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient on hold	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**InTouch Health** Practice Adm...

Practice Settings  
Practice Users  
Default User Settings  
Care Locations  
Data Download  
Locations  
Departments / Programs  
Fax Contacts

**Jordan Holloman: personal settings**

Do not disturb

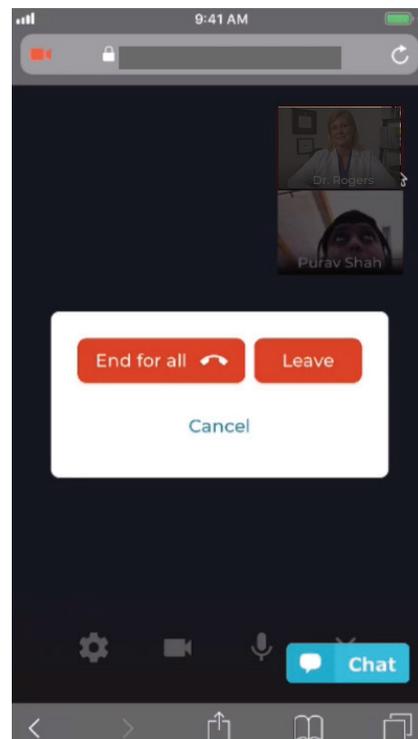
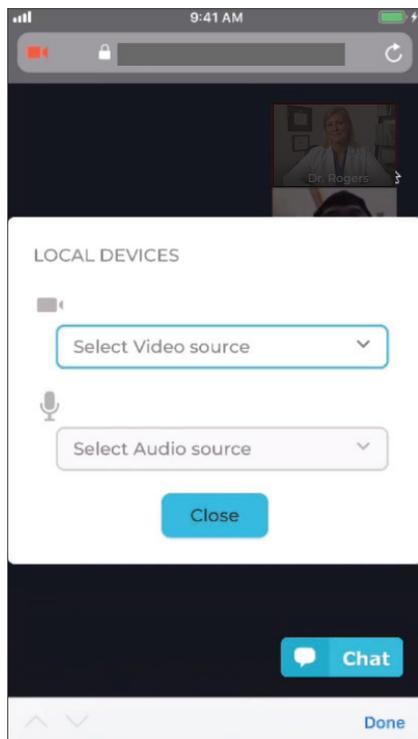
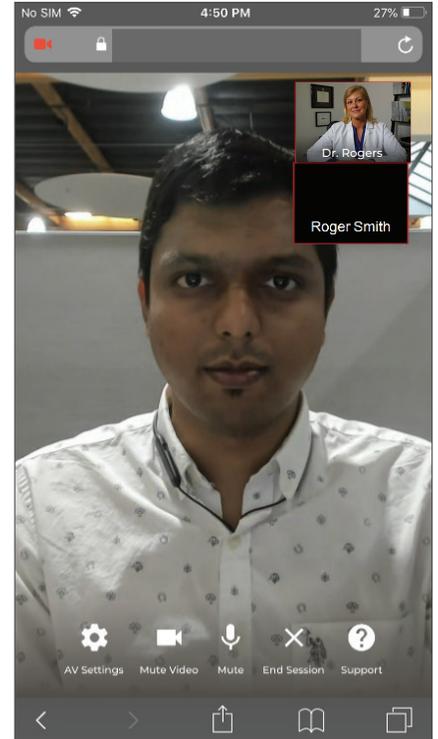
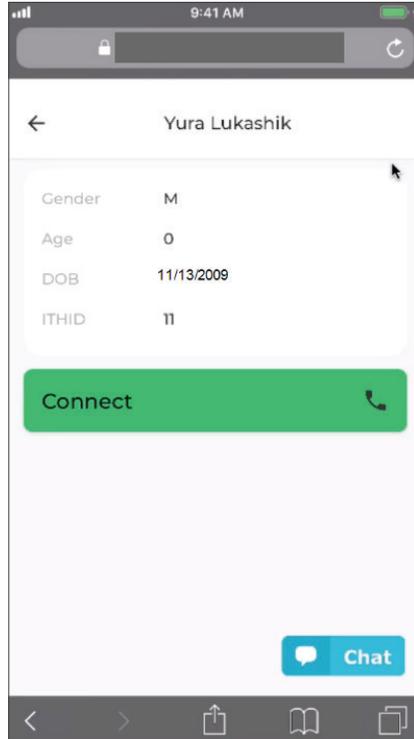
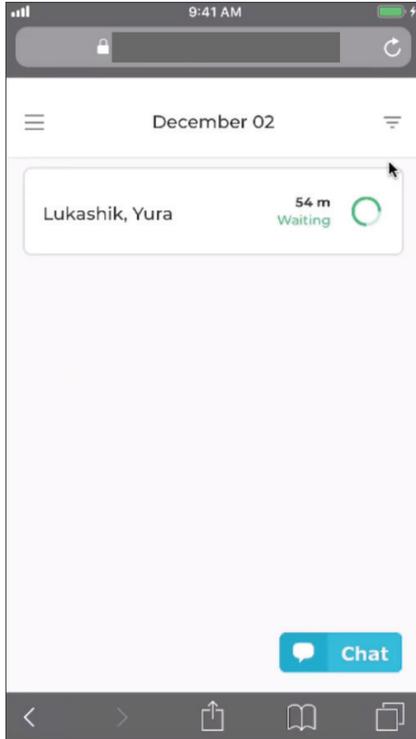
Automatically disable notifications from:

10:00 PM to 08:00 AM

Notifications	Email	SMS	Browser
Patient arrived	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient waiting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient's visit complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient's visit incomplete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient LWBS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient on hold	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## New mobile features

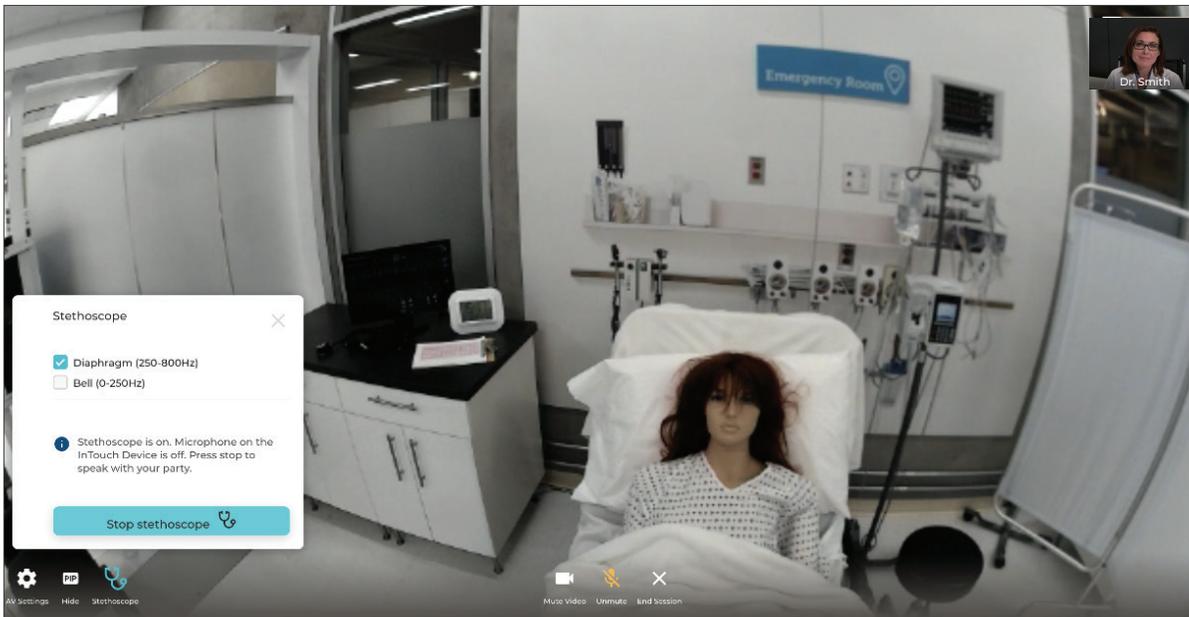
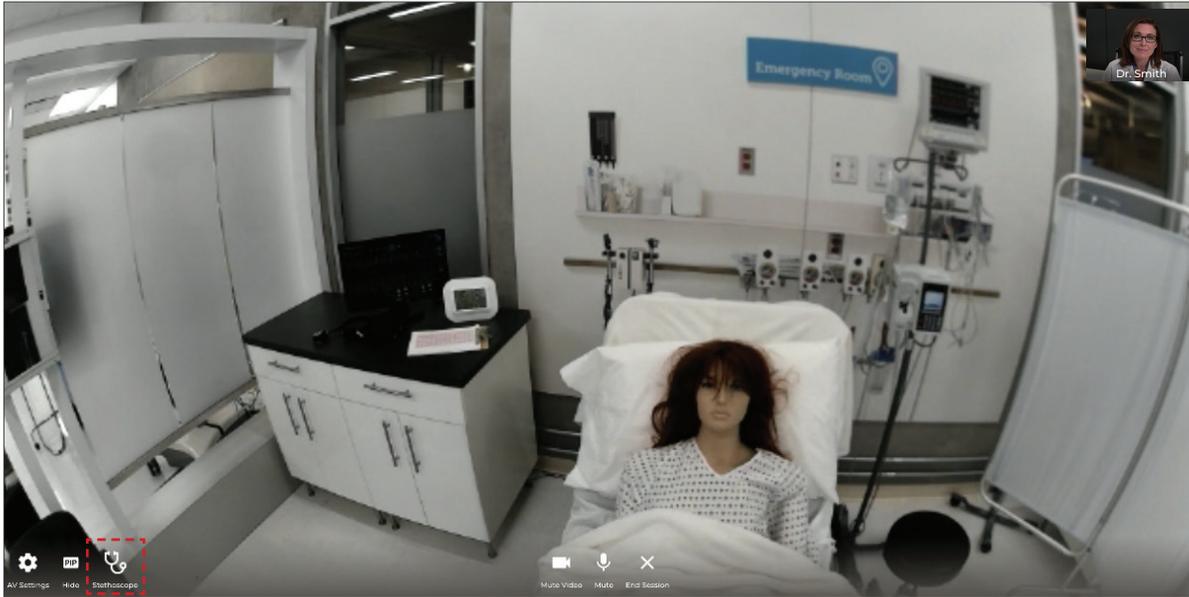
**Practitioners can now use compatible browsers (Safari/Chrome) on their mobile phones (iPhone/Android).** Practitioners have access to only a *Queue* page to connect with patients. The Practitioner can connect to a call with a patient, but is limited to the controls like Mute Audio and Video, Switch Audio and Video, and Leave or End the call. Practitioners can also filter their *Queue* page.



## Enhancements to peripheral support

**Users can connect to a device and listen to lossless auscultations from remote locations.**

Now, Users click on the *Stethoscope* icon located on the bottom toolbar to listen to peripherals streaming audio. The types of supported stethoscopes include the Eko, Littman, and USB PCP streaming stethoscopes.



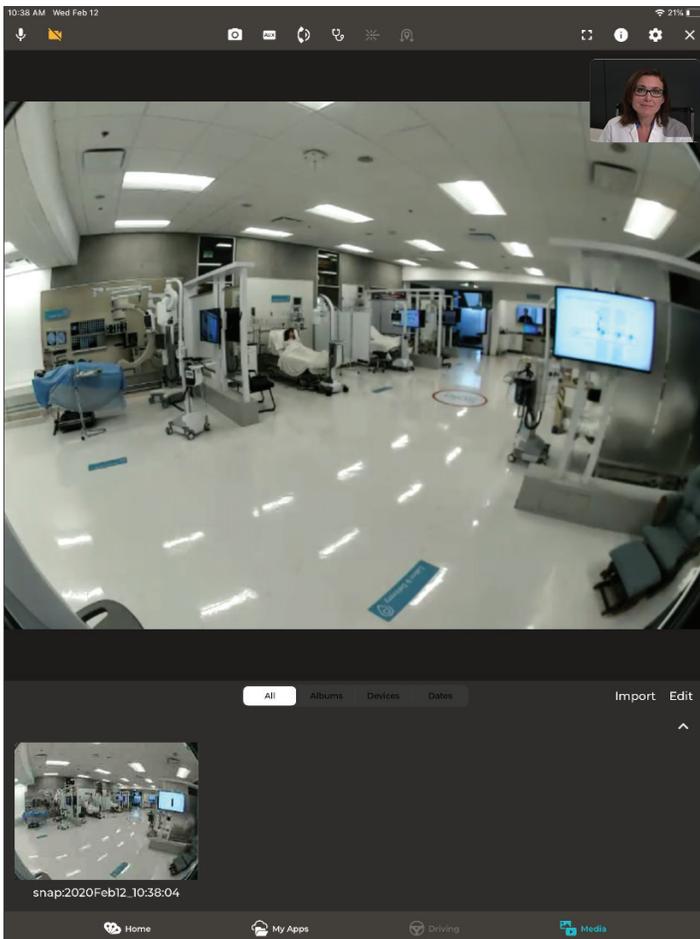
## Provider Access Software (Desktop)

### Improvements to Provider Access Software for Windows

**Performance has been significantly increased when local video usage is muted.** This reduction in CPU usage allows Users to run most 3rd party apps while running the InTouch Health apps. For large 3rd party apps, this may not be the case.

### Improvements to Provider Access Software for iOS

**Users can now view and share media in a multiparty call just like in a single user call.** This brings feature parity to iOS software.



**A new .html User Guide makes access to and searching of information easier.** This guide is constantly updated to provide Users with current versions. Select the  icon to access the list with *Guide* selected.

# InTouch Provider App (Mobile iOS)

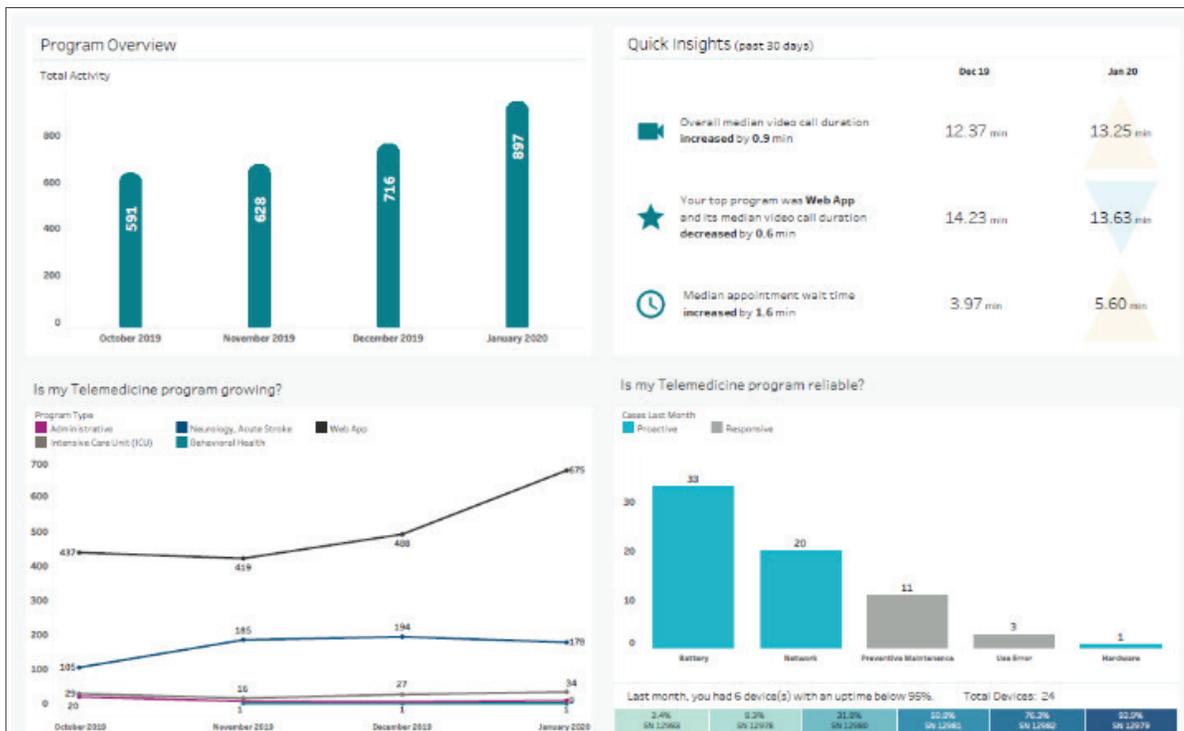
**InTouch Provider App now supports iPhone.** Practitioners can use InTouch Provider App on their iPhone to view their *Queue* page to connect with patients. Practitioners can Mute Audio and Video, End or Leave a call, and switch the front and back camera on an iPhone. Practitioners can also filter their *Queue* page (already available on iPad).



**InTouch Provider** 12+  
 InTouch Technologies, Inc.  
 Free

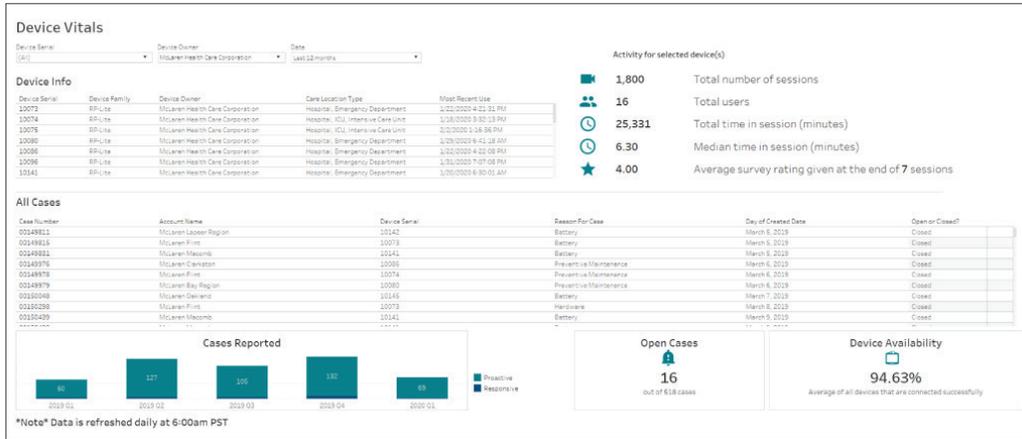
## InTouch Analytics

**New Solo Performance Report.** The Solo Performance Report provides simplified charts and graphs that provide Users with data about how their telehealth program is performing in a quick snapshot. Easy to read reports provide quantitative and qualitative key performance indicators from both a business and strategic standpoint. When a User wants to dig deeper, raw data is provided via an attached Excel file. If a User is already an Analytics Portal customer, their email will include a link to directly connect them. For those who have not purchased the Analytics Portal, the link will take them to a customer service contact page.



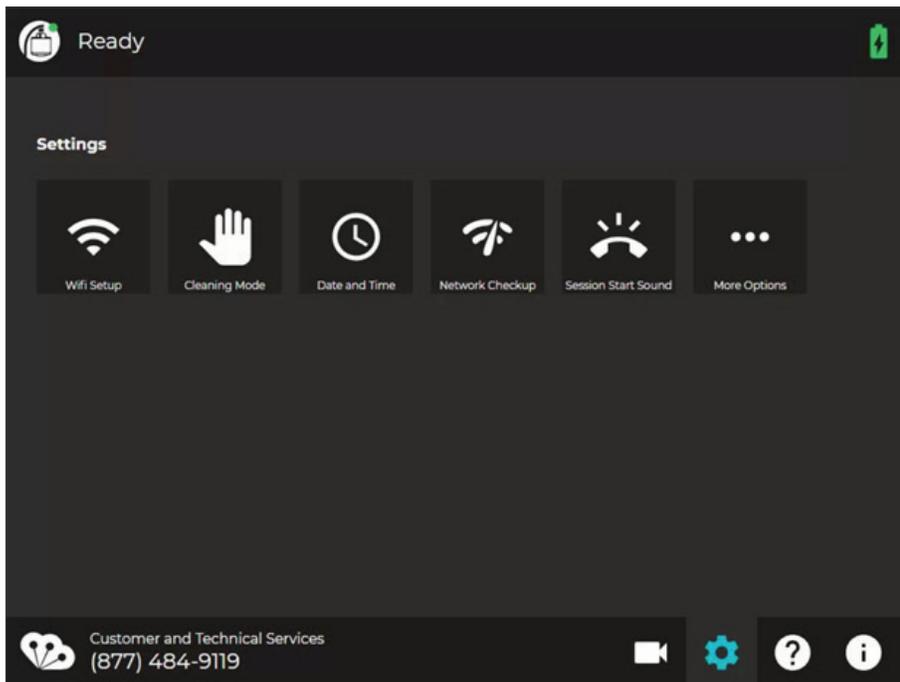
## InTouch Analytics (continued)

**A Reliability Dashboard has been created for the Analytics Portal to provide more insights into the day-to-day operations of devices.** Customers can now view where, when, and how their devices are used, their availability, and cases opened with our Technical Assistance Center (TAC).



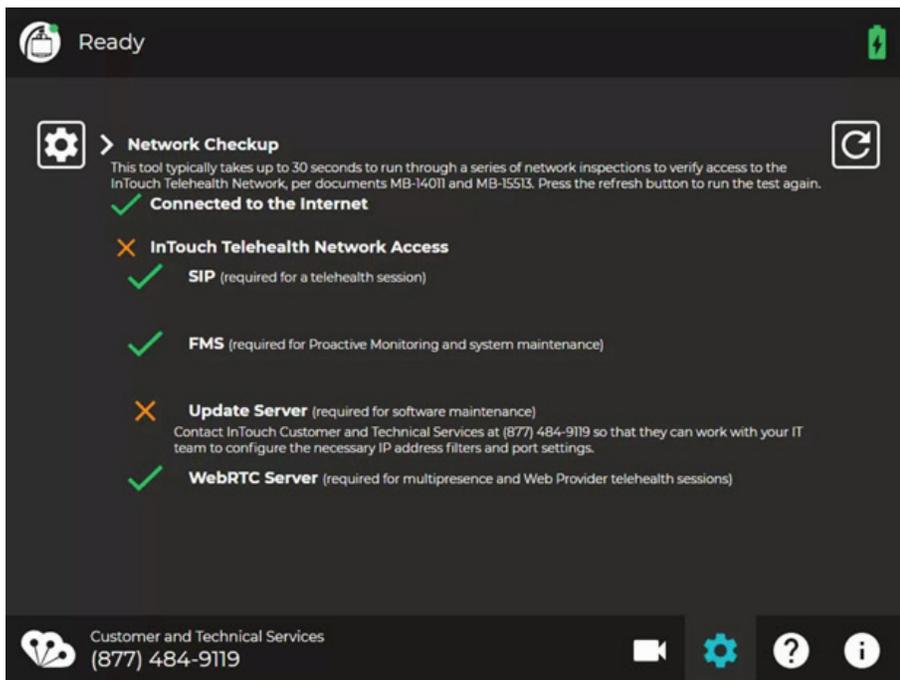
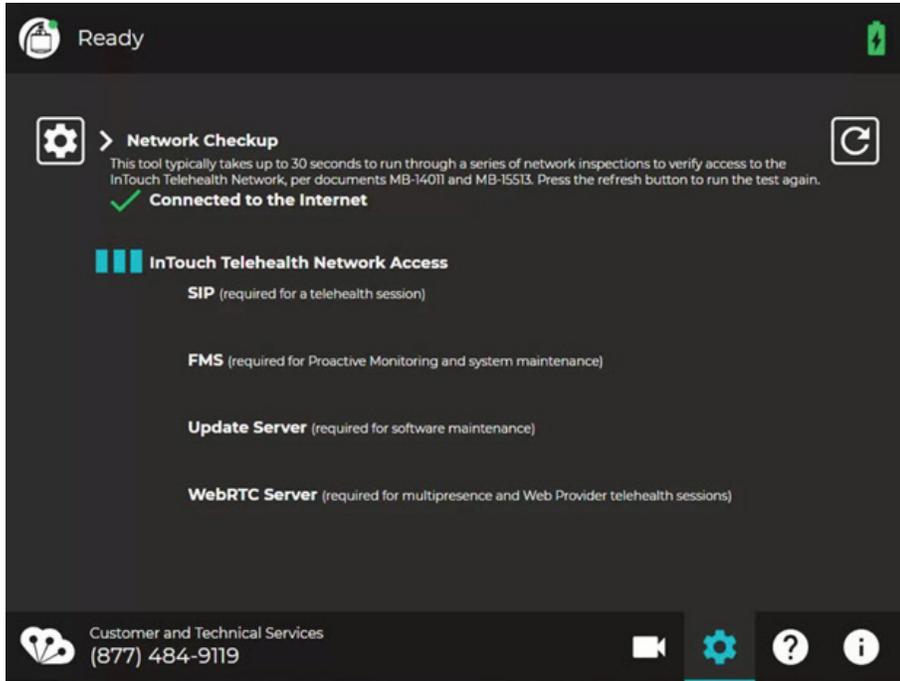
## Devices

**New Settings options in devices.** Under *Settings*, Users can access *Network Checkup*, *Session Start Sound*, and *Hide In-Session* controls.



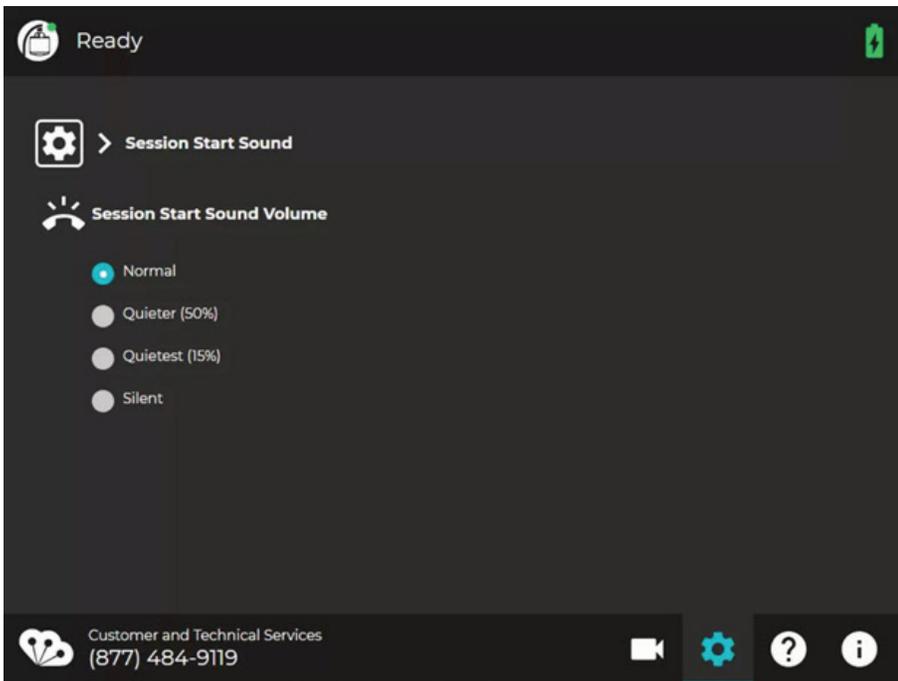
## New device improvements (continued)

**Check connectivity status to InTouch Telehealth Network on patient side devices.** For the first time, patient side Users can check the connectivity status and access to the InTouch Telehealth Network. Within *Settings*, choosing *Network Checkup* runs a series of network inspections in the background for 30 seconds, and then displays the access status.

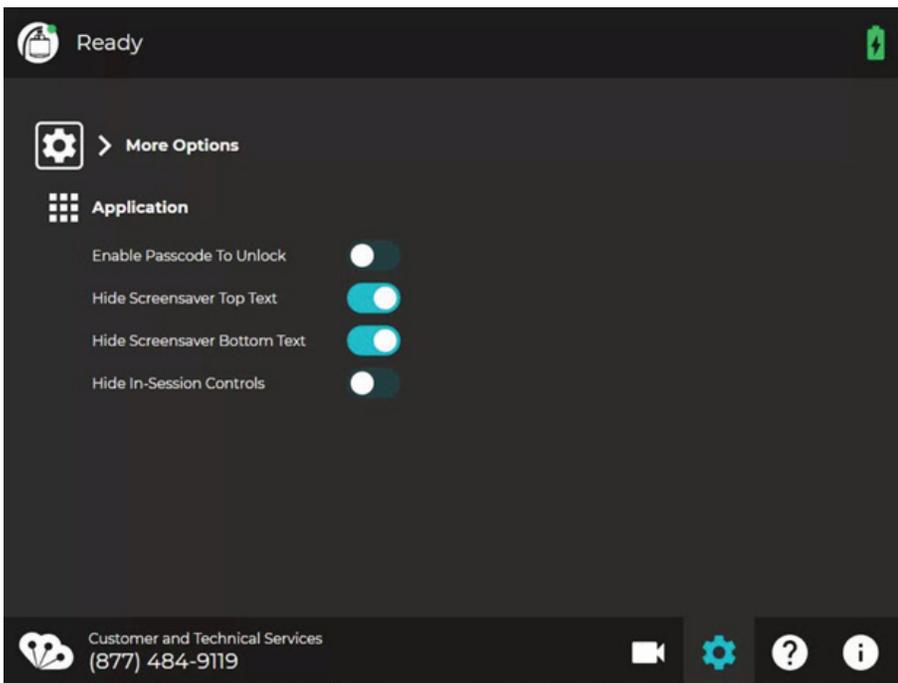


## New device improvements (continued)

**Adjust session start sound on devices.** Under *Settings, Session Start Sound*, Users can customize their consult experience by adjusting the volume of the session start sound.



**Hide in-session controls on devices.** Under *Settings, More Options*, Users can customize their consult experience by hiding in-session controls.



## Updates to the Care Location App

**New UI for the Care Location App.** The Care Location App, used for patient intake workflows, will have a new and improved user interface enabled. This will not impact core functionality or workflows.

