Teladoc Health™
Quarterly Release Notes
Q3 2020

Teladoc.
HEALTH

Software User Experience Updates

In July, Teladoc Health finalized the acquisition of InTouch Health. Since then, our product teams have closely evaluated the combined portfolio of capabilities, working toward opportunities to integrate, enhance, and innovate our technologies to create even greater value for our clients. Over the coming months, we will gradually release updates to our applications to reflect the Teladoc Health brand, such as logos, colors, and updates to align closely with the Teladoc Health applications.

Creating a Unified Experience

We are taking a thoughtful approach to all branding updates to ensure your users remain focused on delivering uninterrupted, high-quality virtual care, and that we maximize the value of your investment in our current solutions.

It is important to know:

- No migrations are required for these updates, and the products you have deployed today will remain uninterrupted.
- Updates will not impact your clinical workflows or configurations.
- This process for rebranding from InTouch Health to Teladoc Health will occur over several months. **We will communicate any updates before any changes occur via the quarterly release notes and/or direct emails.**

Branding Updates:

The October 2020 release will include minimal branding updates to reflect the Teladoc Health corporate branding. Below is the update that will be available to deploy to your instances:

Device software user interface will include an updated branding

Current branding	Updated branding to be released

Release Notes for Quarter 3, 2020

To support the growth of your telehealth programs, we continue to enhance our software platform. As a fully-integrated virtual care platform, Solo™, our next generation software platform, allows users to access their entire virtual care practice via a single dashboard. Please refer to the most recent release notes for a comprehensive summary of new features, benefits, and changes to the Solo platform. Included with these regular software updates will be changes to the platform's interface; any changes in functionality will be communicated.

> **NOTE:** Contact your Teladoc Health Technical Assistance Center to have feature toggles set. (877) 484-9119

Solo Platform

Practice Administration

"Select All" Option for User Notifications: Users can now select all notification events for a particular notification method (i.e., email, SMS, browser). This saves users time in the event they need to select all notifications.

| Key	COMPONENT	Browser(s)	Operating Systems
SCIT-128	Practice Administration	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64 bit
Release Toggle: None			
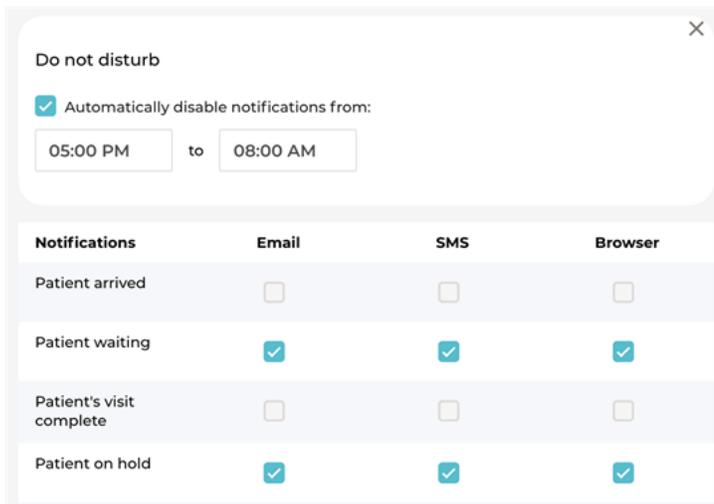
Platform Enhancement

Archive Waiting Room Pop-up Modal Updated to Unify Standards: Improves user experience and eliminates potentially confusing user interface elements.

Key	COMPONENT	Browser(s)	Operating Systems
SCIT-560	Platform Enhancement	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64 bit
Release Toggle: DetailedEncounterBar			
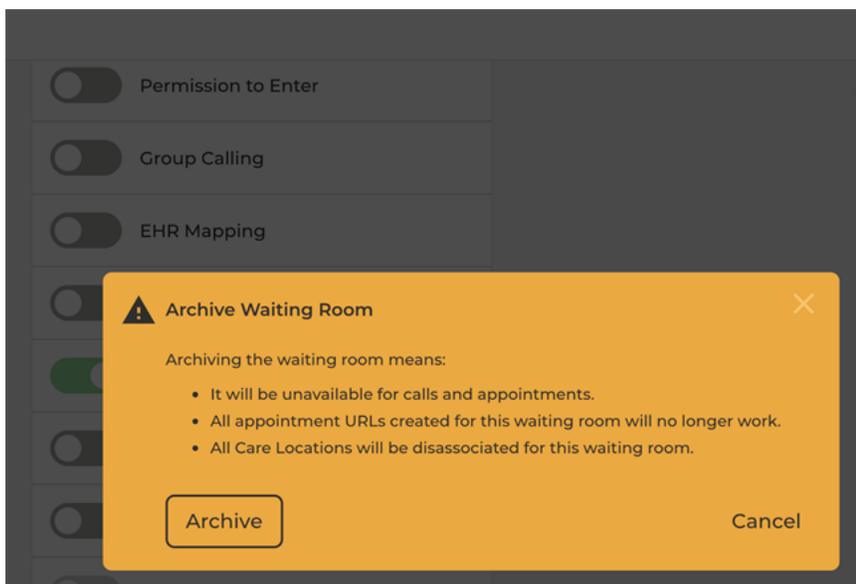
Encounters Dashboard Patient Bar Improved: The Patient Bar has been redesigned to focus on the needs of emergent workflows, including displaying MRN, Reasons for Visit, Location, Provider, and Consult Notes among other information.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1052	Platform Enhancement	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: DetailedEncounterBar			
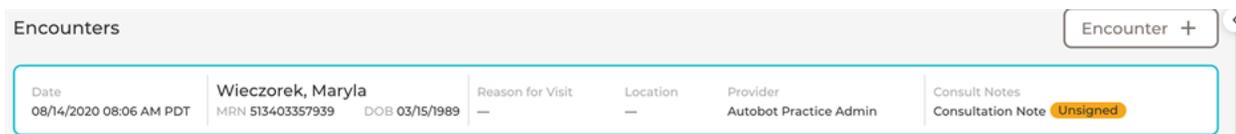
Encounters Tab: The Smart Notes tab in the global left navigation panel has changed to Encounters.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-2070	Platform Enhancement	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64 bit
Release Toggle: None			

Data Download

XML Data Download: Now includes the provider-to-provider call data.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1367	Data Download, Administration	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64 bit
Release Toggle: DirectCallsInXmlExport			

CSV Download Enhancement: Administrative users can now export lists of patients, along with attributes in a CSV file by clicking on the Export Results.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1823	Data Download, Administration	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: PatientListExport			

Data Download: Comments from the Smart Notes form are now included in the data download.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-2123	Data Download, Administration	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64 bit
Release Toggle: None			

CSV Data Download: Administrative users can now select individual Smart Notes data fields to be exported into a CSV formatted file.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-2242	Data Download, Administration	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64 bit
Release Toggle: ExtendedReportExport			

Provider App

Provider Access Software (PAS)

Enhanced User Experience: Updated the "Show Recent Sessions" dialogue for better user experience.

Key	COMPONENT	Browser(s)	Operating Systems
PAS-1110	Windows PAS	None	Windows
Release Toggle: None			
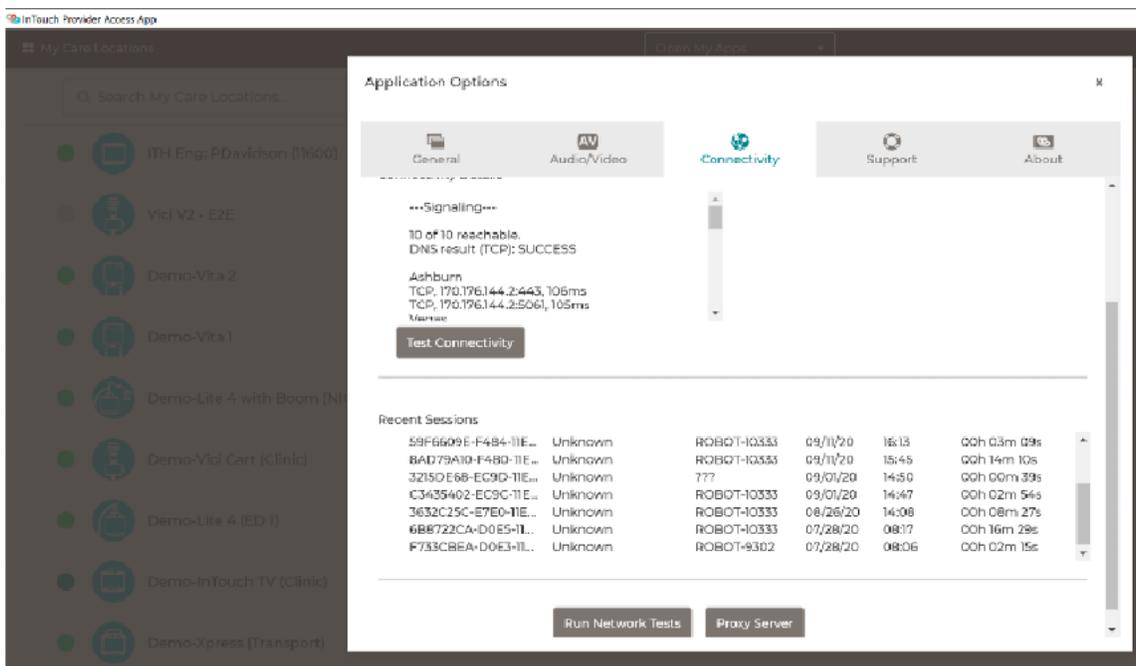
New Session Disconnect Button: Practitioner can now select to 'Disconnect' a session from "Dual-mode" or "Alternate mode".

Key	COMPONENT	Browser(s)	Operating Systems
PAS-2440	Windows PAS	None	Windows
Release Toggle: None			

Enhanced User Experience: In the Advance Controls section, we have updated the name of "Auxiliary" tab to "Remote AV" tab.

Key	COMPONENT	Browser(s)	Operating Systems
PAS-3867	Windows PAS	None	Windows
Release Toggle: None			
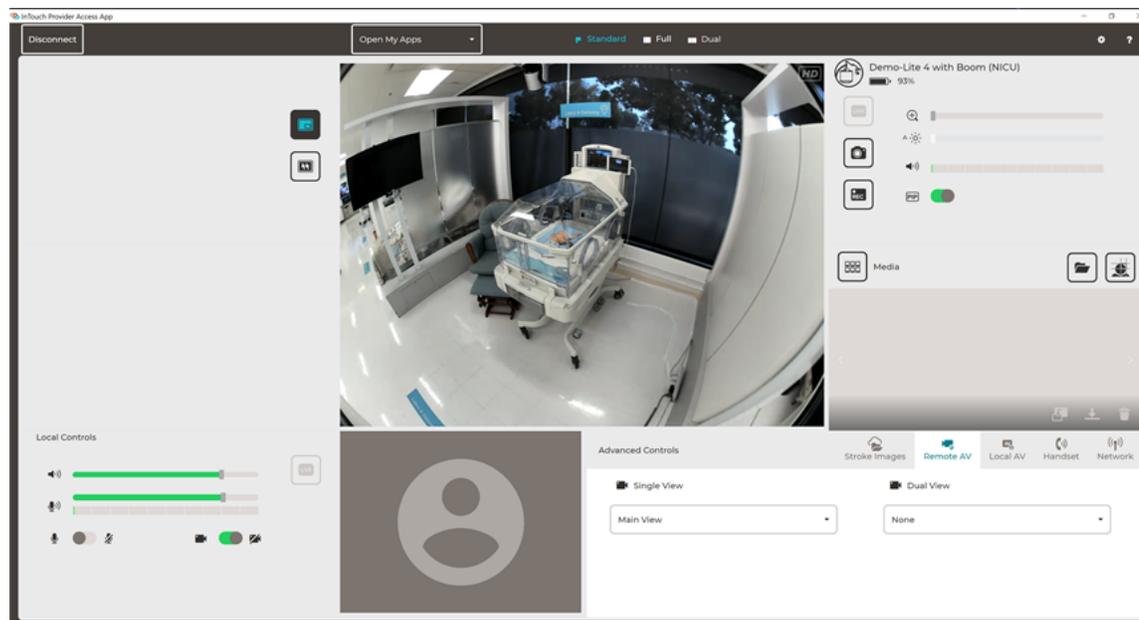
Video Mute Enhancement: Practitioner will now be able to mute their video when connected to an iOS Viewpoint device.

Key	COMPONENT	Browser(s)	Operating Systems
PAS-3997	Windows PAS, iOS Viewpoint	None	Windows
Release Toggle: None			

Improved Security: All Windows PAS libraries installed are digitally signed by Teladoc Health to guarantee that the code has not been altered or corrupted to ensure application integrity.

Key	COMPONENT	Browser(s)	Operating Systems
PAS-4006	Windows PAS	None	Windows
Release Toggle: None			

Retain Video Focus: As a SIP Interoperability multi-party user, the video focus will remain on the 3rd party device regardless of who is speaking.

| Key	COMPONENT	Browser(s)	Operating Systems
PAS-3414	Windows PAS	None	Windows
Release Toggle: None			

Web Provider App

Required Patient Demographics: Practitioners and schedulers, when scheduling a patient appointment in a Waiting Room where "Patient Authentication" is enabled and the patient is missing required demographic information, will be asked to complete the demographics before scheduling can be completed. Once completed, demographics will be added to the patient profile.

Key	COMPONENT	Browser(s)	Operating Systems
BETA-297	Web Provider App	All	All
Release Toggle: CheckPatientFieldsBeforeAppointmentCreate			

Patient Notifications: Practice admins can now configure patient notifications for appointments in a waiting room using email or SMS for each time interval.

Key	COMPONENT	Browser(s)	Operating Systems
BETA-350	Web Provider App	All	All
Release Toggle: WRPatientNotificationsSettingsExtension			
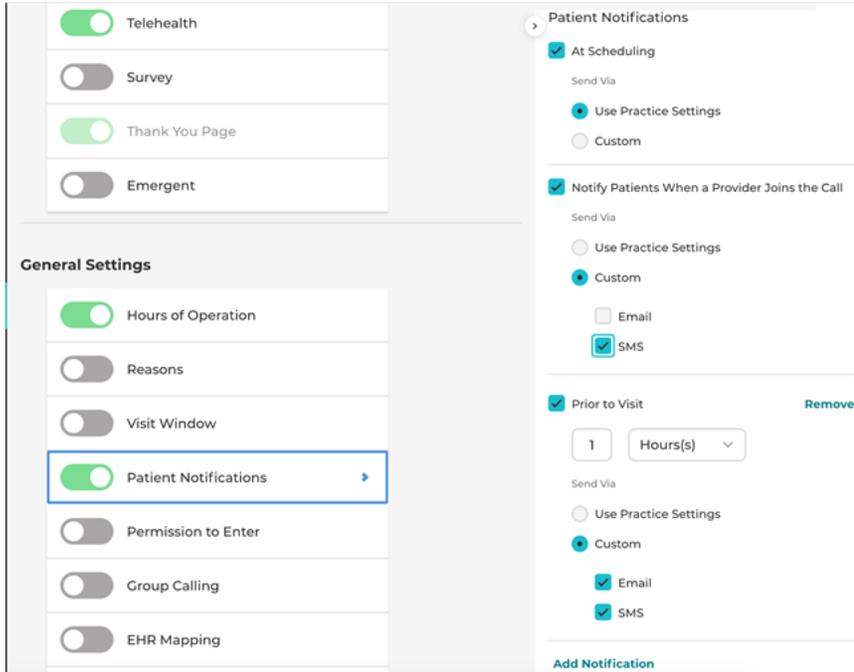
Improved Patient Status Transitions: For patients that exit a session after being "On Hold", their appointment will appear as "Incomplete" in the practitioner's queue and reports. Patients can return to appointments and practitioner's are notified.

Key	COMPONENT	Browser(s)	Operating Systems
TC-6546	Web Provider App, Video call	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: None			

Indicate A Patient Has "Arrived": For visits at a care location, a practitioner/medical assistant can manually change the appointment status of a patient to "Arrived". If a waiting room does not have a care location, the option will not appear.

Key	COMPONENT	Browser(s)	Operating Systems
TC-7638	Web Provider App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: None			

Updated Interface for Multi-Select Search Boxes: All multi-select search boxes in the Provider App have been updated with check-boxes to improve the usability of selecting multiple items in a search field.

Key	COMPONENT	Browser(s)	Operating Systems
BETA-278	Desktop Provider App, Web Provider App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: UseCheckboxesInMultiselects			

Improved practitioner experience for completing a patient call or placing a patient in "Waiting" status: Practitioners are presented with a control menu (three dots) that allows them to remove patients or guests from a call or to transfer the patient back to the waiting room. Practitioners can then rejoin the call for the "Waiting" patient.

Key	COMPONENT	Browser(s)	Operating Systems
WPAS-462	Desktop Provider App, Web Provider App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: VideoCallExitAndProviderSurveyUpdates			
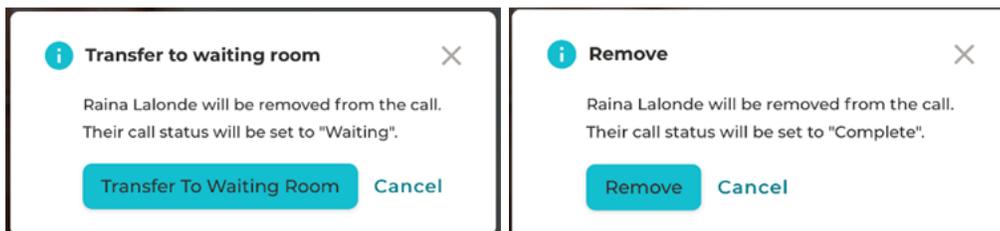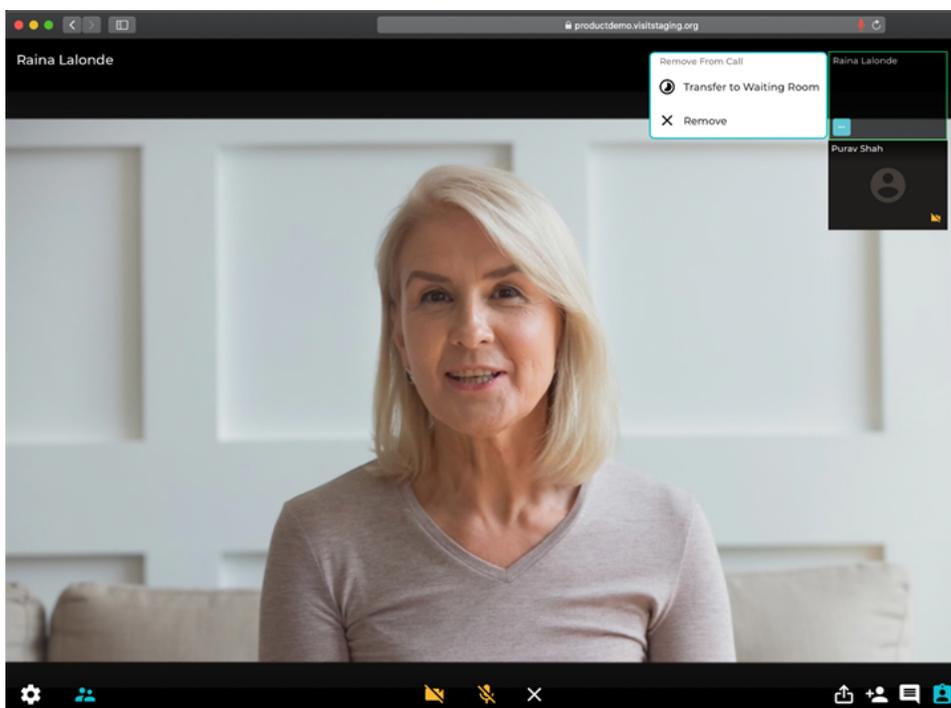
The behavior for ending a call, leaving a call and taking the practitioner survey has been improved: For example, practitioners now have more context to what will happen to the on-going call when they select to leave the call versus end a call for all.

Key	COMPONENT	Browser(s)	Operating Systems
WPAS-320	Desktop Provider App, Web Provider App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: VideoCallExitAndProviderSurveyUpdates			
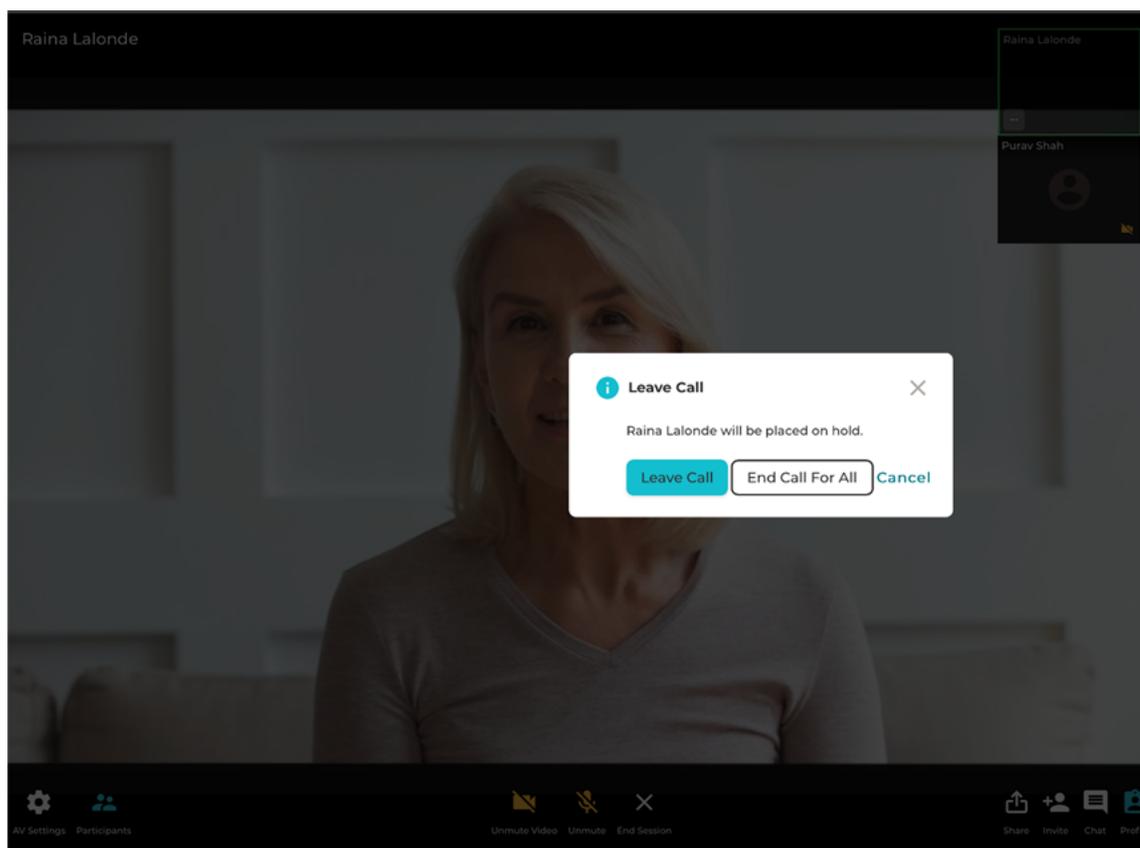
Patient App

iOS Patient App

Improved Session Monitoring: Actively checking if the patient has gone away from our app during the intake process or during the video call and if so, to properly update their status and disconnect patient from the session. A practitioner is now aware the patient is "Away".

Key	COMPONENT	Browser(s)	Operating Systems
iOS-47	iOS Patient App, iOS Provider App (VCP)	None	iOS
Release Toggle: None			

Support Lockdown Network: All traffic (media and signaling) for iOS Apps now proxies through the Teladoc Health network.

Key	COMPONENT	Browser(s)	Operating Systems
iOS-95	iOS Patient App, iOS Provider App (VCP)	None	iOS
Release Toggle: None			

Improved User Experience: Users will be presented with gender neutral silhouette (instead of black screen) when someone has muted their video.

Key	COMPONENT	Browser(s)	Operating Systems
iOS-346	iOS Patient App, iOS Provider App (VCP)	None	iOS
Release Toggle: None			

Web Patient App

Improved Notification Summary Details: All notifications that will be sent to a patient are detailed out in the patient appointment "details" including the type of notification, time it was sent, and the notification method (email or SMS).

Key	COMPONENT	Browser(s)	Operating Systems
BETA-430	Web Patient App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: WRPatientNotificationsSettingsExtension			

Direct-To-Patient   ✕

Appointment
Arturo Silvester

Reason(s) for Visit

Friday, Sep 11, 2020,
06:00 PM

[Scheduled   ⌄]   [Cancel]

Patient notifications

🔔 At scheduling 09/11/2020 05:02 PM
   Email

🔔 1 Hour(s) Prior to visit 09/11/2020 05:00 PM
   Email, SMS

🔔 Notify patients when a provider joins the call
   SMS

Share

URL for the Recipient

[https://patient.visitstaging.org/start/c4e8ba067647dd389f27a0b67522d64f696481af]   [Copy URL]

Email Invitation

[asilvester@teladochealth.com]   [Send]

SMS Invitation

[   ]   [Send]

**Improved Select-a-Service Page Design:** The Select-a-Service page design has been updated. Now, the full length of each Waiting Room name is displayed.

Key	COMPONENT	Browser(s)	Operating Systems
BETA-527	Web Patient App	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS Windows - 32bit Windows - 64bit Android iOS
Release Toggle: PatientAppListQuestions			
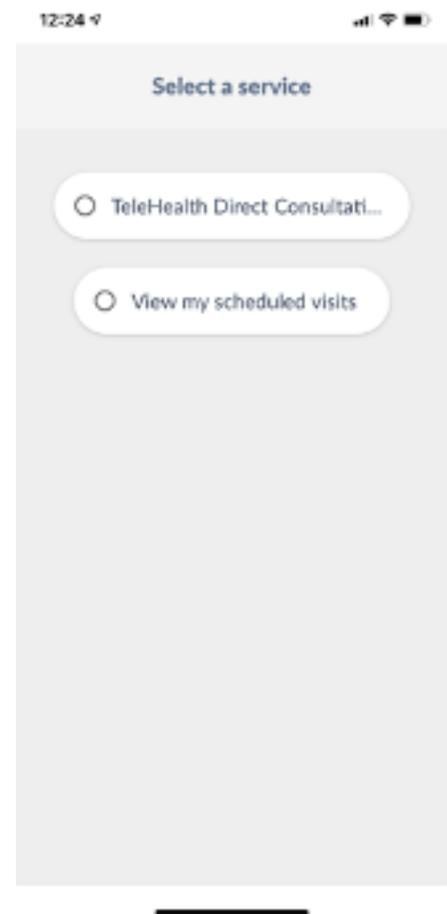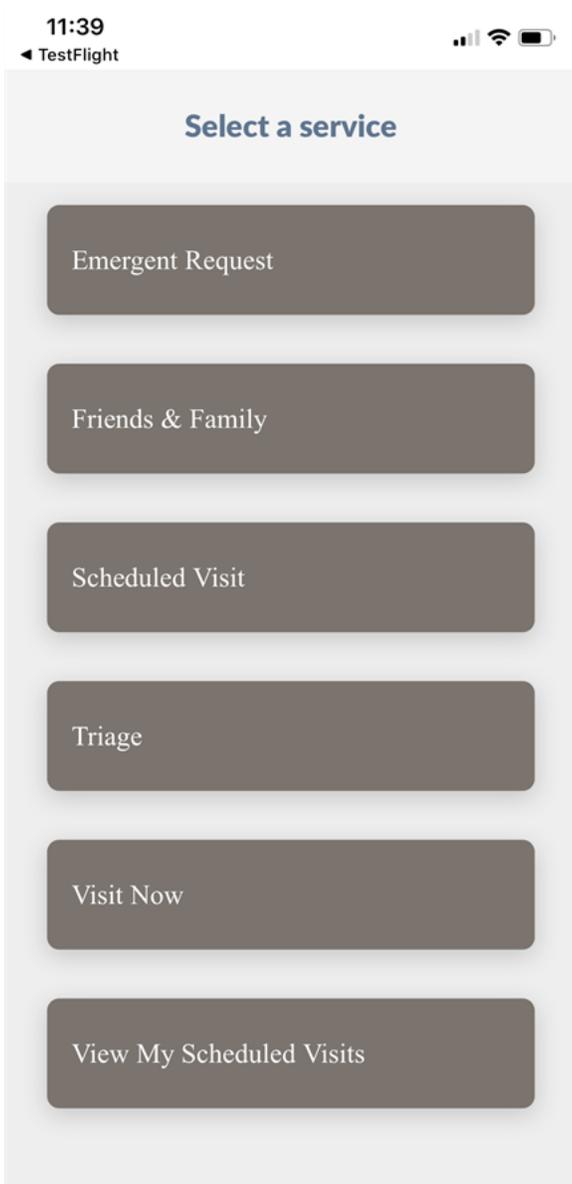
Improved Format for "List" Questions: Questions that are configured to be captured in a list (generally medications or allergies) are now displayed in a format that responds well on mobile devices.

Key	COMPONENT	Browser(s)	Operating Systems
BETA-557	Web Patient App	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS Windows - 32bit Windows - 64bit Android iOS
Release Toggle: PatientAppListQuestions			
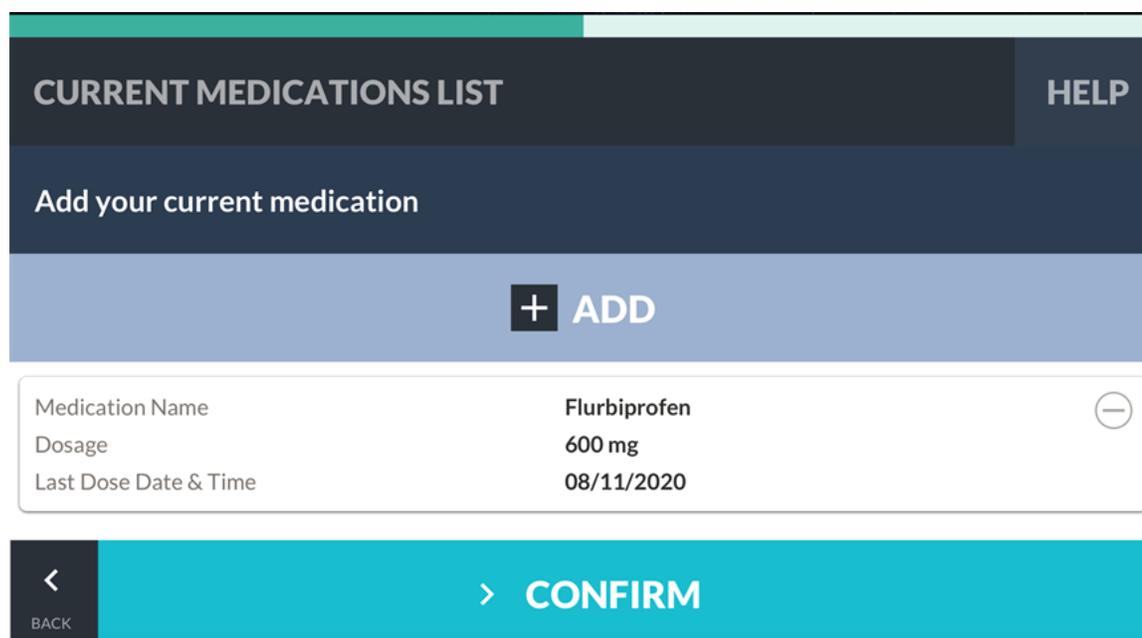
Canadian Localization: Patient App is now localized for Canadian provinces and features masks for Canadian postal codes.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1832	Web Patient App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: None			

New State and City fields in Patient App: The Patient App now captures the state and city information for the patient's address.

Key	COMPONENT	Browser(s)	Operating Systemsa
SN4-1870	Web Patient App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: PatientStateAndCity			

Auto-Assigned Country Field: The patient's country will be auto-assigned based on the practice's locale.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1910	Web Patient App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: None			

Improved Patient Reconnect Experience: As a practitioner, if I end a call while a waiting patient is away from the app, the visit will be marked "Incomplete". Patients now have the option to reconnect to that session and notify the practitioner that they would like to restart the session.

Key	COMPONENT	Browser(s)	Operating Systems
TC-7270	Web Patient App, Web Provider App	All	All
Release Toggle: IncompleteAppointmentIfPatientNeverJoinsStartedSession			

Patients can now move their session to another device: When a patient starts intake and loses connection or experiences A/V issues, they can start a session on another device; either ending the first session automatically after patient date of birth authentication or by manually ending the session on the first device.

Key	COMPONENT	Browser(s)	Operating Systems
TC-7362	Web Patient App	All	All
Release Toggle: SwitchingDevicesForOnlineCheckIn			
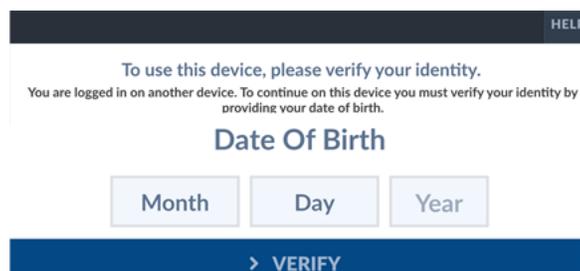
Patient Reconnect Request From Provider: When connection is lost with a patient during a call, the practitioner or other medical professional can send an invitation link via email/SMS to the patient to reconnect and can view a timer displaying how long since message last sent.

Key	COMPONENT	Browser(s)	Operating Systems
TC-7382	Web Patient App, Web Provider App	All	All
Release Toggle: AllowProviderReconnectButton			
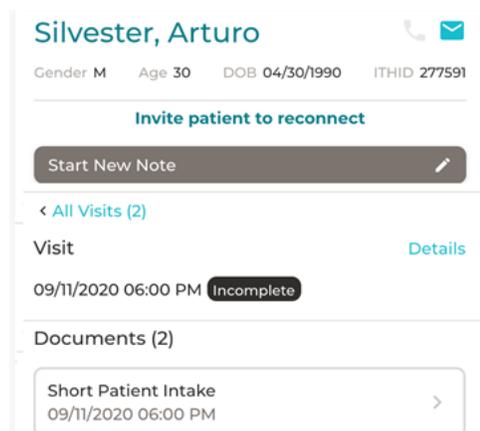
Improved User Experience: Users are presented with a gender-neutral silhouette when someone blocks their microphone or camera. User will see a new error icon with the following message "Microphone or camera are being blocked" in the top left corner.

Key	COMPONENT	Browser(s)	Operating Systems
WPAS-348	Desktop Patient App, Desktop Provider App, Web Patient App, Web Provider App, Web Care Location App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: None			
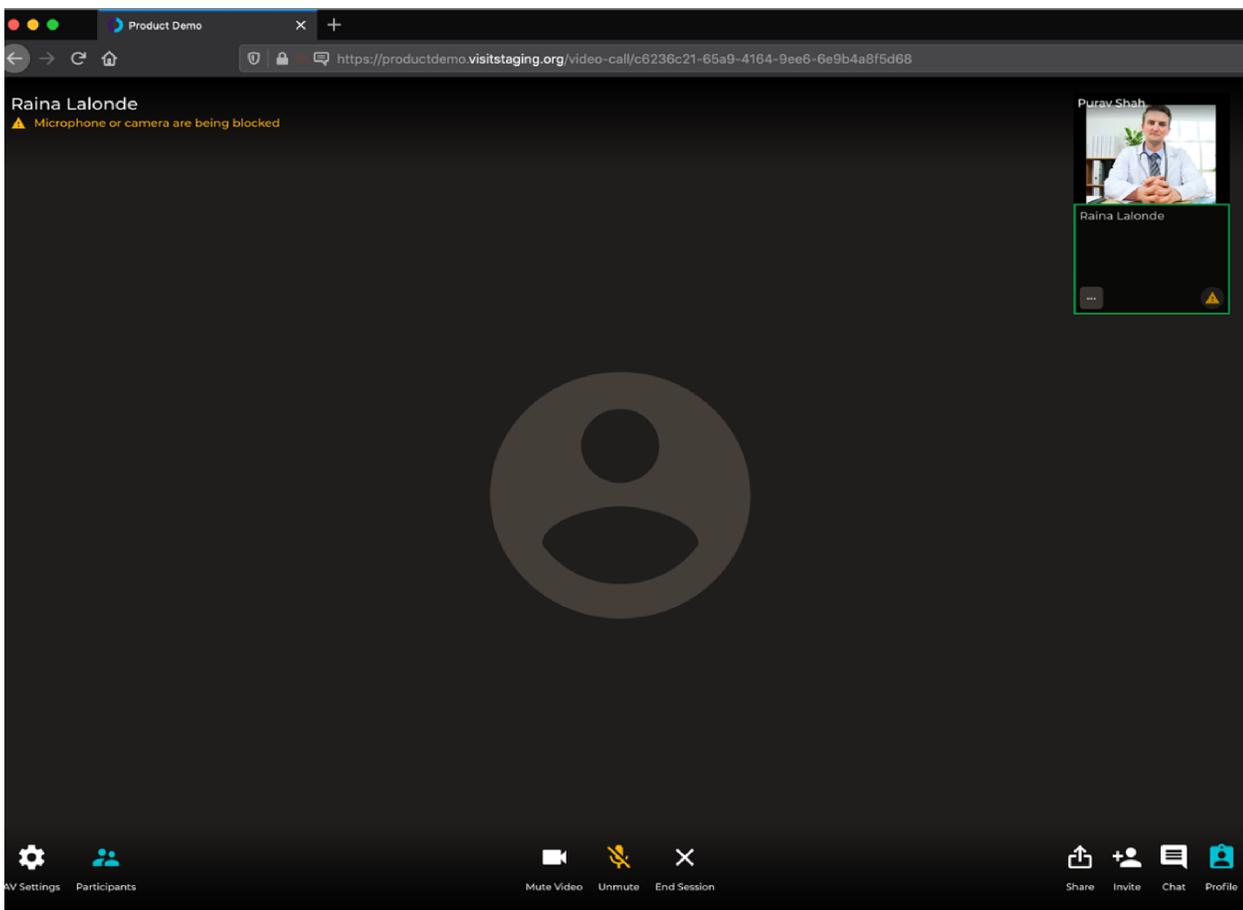
Improved User Experience: Users will be presented with a gender-neutral silhouette when someone has muted their video. User will see a video mute icon along with the following message "Participant has stopped their video" in the top left corner.

Key	COMPONENT	Browser(s)	Operating Systems
WPAS-407	Desktop Patient App, Desktop Provider App, Web Patient App, Web Provider App, Web Care Location App	IDA/Electron, Chrome, Safari – Mac, Firefox	All
Release Toggle: MutedVideoNotification			
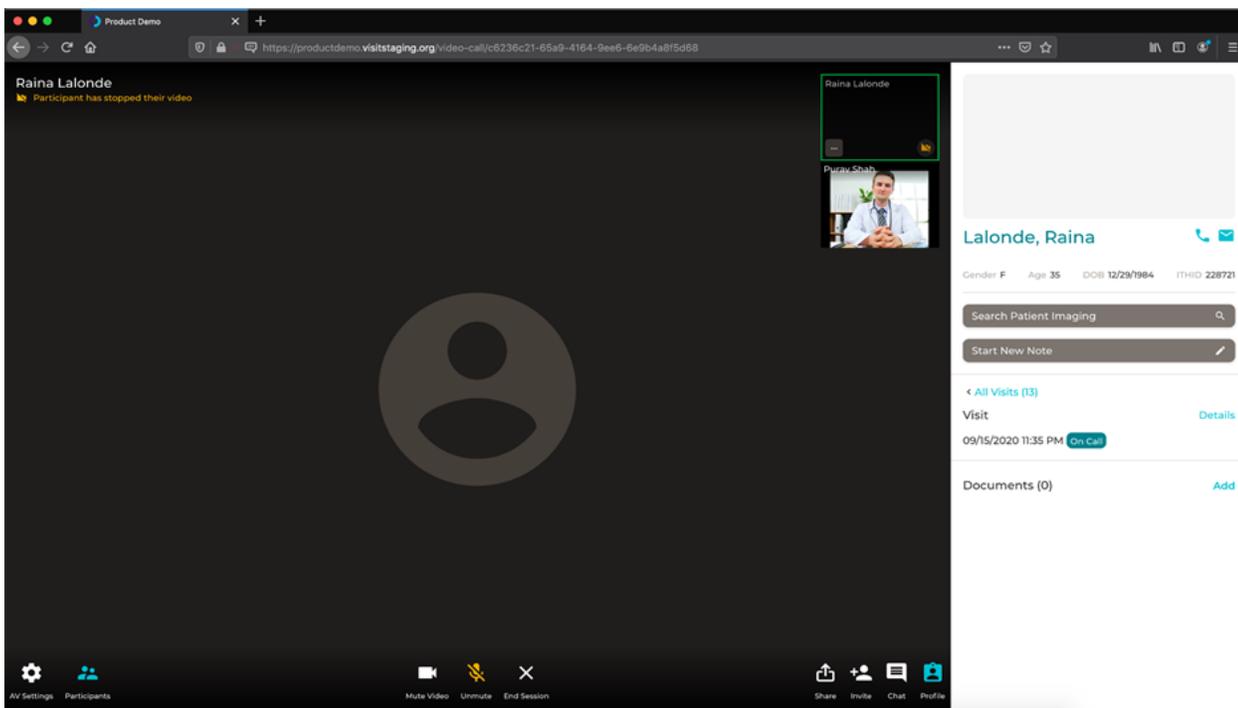
Care Locations App

Web Viewpoint Available to Connect: A practitioner can now see whether a Web Viewpoint is available for a direct connection in their Care Locations list and in the right panel of their queue, so they know when it is appropriate to connect.

Key	COMPONENT	Browser(s)	Operating Systems
BETA-279	Web Care Location App, Web Provider App	All	All
Release Toggle: CareLocationsStatuses			

Smart Notes

Required Field Indicators Improved: Required fields indicator in Smart Notes user interface now features a redesigned look that is prominent and helps users quickly identify them while scrolling.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-800	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: NewFormLayout			

Note Section Redesign: Note section in the Smart Notes interface has been updated with a new design, which also lists note related information such as "Signed by", "Faxed by" and "Amended by".

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1148	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: SmartNotesNewFormLayout			

Smart Notes New 24 Hour and International Date Format: The date and time fields in Smart Notes now support 24h (military) format and International (DD/MM/YYYY) date formats. This can be configured by Admins in Practice Settings.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1343	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: NewDateTimeInput			

Smart Notes Navigation: The "Smart Notes" tab in the global left navigation panel has changed to "Encounters".

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1532	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: SmartNotesNewFormLayout			

Smart Notes Fax Status: This information can be accessed by clicking on the Fax Status badge present in the Encounters page. Users can see the name and fax number of the recipients, along with the fax status.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1546	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: ConsultNoteStatusDetails			

Fax recipient (5)

Fax recipient (5)   ✕

Consultation Note by Nell Harrington

ⓘ **Sending** to Justin Owens +1 (000) 000-0000 on 01/23/2020 at 5:19pm EST by Nell Harrington.

ⓘ **Sending** to Rosalie Bishop +1 (000) 000-0000 on 01/23/2020 at 5:18pm EST by Nell Harrington.

ⓘ **Sending** to Rodney Hall +1 (000) 000-0000 on 01/23/2020 at 5:17pm EST by Nell Harrington.

✓ **Faxed** to John Smith +1 (000) 000-0000 on 01/23/2020 at 5:15pm EST by Nell Harrington.

⚠ **Fax failed** to John Smith +1 (000) 000-0000 on 01/23/2020 at 5:15pm EST by Nell Harrington.

View audit log

Improved Consult Notes Access: Practitioners, nurses, and other users can now directly view a patient's consult note by simply selecting the note name in the Note Status dialog box on the Encounters dashboard.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1631	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: None			
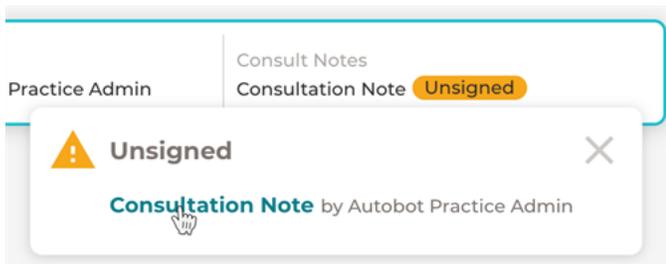
Measurement Fields Redesigned: For more accurate documentation, users now preselect the unit of measurement in the Measurement fields when there is more than one unit of measure.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-1635	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: NewMeasurementFields			

Comment Access Change: Access to the Comments section in Smart Notes is now limited to the following roles: Organization Practitioner, Practitioner Admin, Practice Admin + Practitioner, and Practitioner.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-2122	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: None			

Smart Notes Consultation Notes: Smart Notes consultation note has been redesigned.

Key	COMPONENT	Browser(s)	Operating Systems
SN4-802	Smart Notes	IDA/Electron, Chrome, Safari – Mac, Firefox	MacOS, Windows - 64-bit
Release Toggle: None			

Brand New Design: The consultation note in Smart Notes 4 has been updated with a brand new design with a focus on readability and features a minimal and clean layout.

New Header Design: Headers now feature a vertical layout with bold text for important values.

MORENO Y HERRERA-JIMENEZ, Juan
DOB: **08/12/1980**　Gender: **M**　Age: **29**　MRN: **123451234512345**
Hospital Location: **Alta Bates Summit Medical Center – Berkeley**

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Value Insertion: You can now insert values from the form in-between blocks of text in the new consult note.

I have personally provided **120** min (recorded below) of critical care time for this unstable patient in both direct patient care and coordination of care. Time includes review of laboratory data, radiology results, discussion with consultants, and monitoring for potential decompensation.

An Example Consult Note

MORENO Y HERRERA-JIMENEZ, Juan

DOB: **08/12/1980**   Gender: **M**   Age: **29**   MRN: **123451234512345**

Hospital Location: **Alta Bates Summit Medical Center – Berkeley**

Teladoc HEALTH

Requesting Provider	John Doe
New Consult/ Update	Update
Consult Location	Grand Hospital

History of Present Illness

History of Present Illness	39 yo m WITH pmh OF htn and diverticulosis with prior GI bleed (july) presents with dysarthria, dizziness and ataxia. LKW = 4 pm local time. NO prior stroke. Taken off of antiplatelets due to GI bleed. New onset afib. No recent illness. Denies CP or SOB. Denies diplopia.

Vitals

Systolic	Diastolic	HR	RR	Temp	SpO2	Time	Submitted by
120 mmhg	120 mmhg	000 bpm	00 pm	99.0 °C	90 %	02/11/2020 12:45 PM PST	Dan Bruner
120 mmhg	120 mmhg	000 bpm	00 pm	99.0 °C	90 %	02/11/2020 12:45 PM PST	Dan Bruner
120 mmhg	120 mmhg	000 bpm	00 pm	99.0 °C	90 %	02/11/2020 12:45 PM PST	Herrera-Jimenez, Juan Moreno y

Last Known Well	Known
Last Known Well Time	02/11/2020 3:45 PM PST

Patient History

Past Medical History	Stroke
Past Surgical History	Coronary Artery Bypass Graft
Social History	Tobacco
Family History	Stroke
Allergies	Soy; Other
Other Allergies	Peanut
Current Medications	Heparin; Other
Other Medications	Epinephrine

Electronic Signature: Bruner, Dan on 07/28/2020 at 05:00 PM PST   Consultation Note   Pg 1 of 3

Narrative & Table Formats: Tables and calculators can now be presented in either a narrative or table format.

NIHSS - **LOC level: 2** Note alert; requires repeated stimulation, **LOC question: 0** Both questions correctly, **LOC commands: 0** Both questions correctly, **Best gaze: 0** Normal, **Visual: 0** Partial hemianophia, **Facial palsy: 0** Normal symmetrical, **Left arm: 2** Some effort against gravity, **Right arm: UN** Amputation or joint fusion, **Left leg: 2** Some effort against gravity, **Right leg: 2** Some effort against gravity, **Limb ataxia: 2** Present in 2 limbs, **Sensory: 1** Mild-to-moderate sensory loss, **Best language: 2** Severe aphasia, **Dysarthria: 2** Severe-to-total dysarthria, **Extinction and inattention: 2** Profound hemi-attention, **Score: 17**, **Submitted Date:** 02/11/2020 3:38 PM PST, **Submitted by:** Dan Bruner

Vitals

Systolic	Diastolic	HR	RR	Temp	SpO2	Time	Submitted by
120 mmhg	**120** mmhg	**000** bpm	**00** pm	**99.0** °C	**90** %	02/11/2020 12:45 PM PST	Dan Bruner
120 mmhg	**120** mmhg	**000** bpm	**00** pm	**99.0** °C	**90** %	02/11/2020 12:45 PM PST	Dan Bruner

New Footer Design: Footers incorporate a new format for electronic signatures.

Electronic Signature: Bruner, Dan on 07/28/2020 at 05:00 PM PST   Consultation Note   Pg 1 of 3

Addendum & Demographics Updates: The new note design features a redesigned addendum and demographic-update layout.

ⓘ Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus varius ipsum dolor, ut porta augue lacinia et. Ut hendrerit, orci non luctus suscipit, lacus augue vestibulum libero, quis mollis risus nulla in sapien.
Addendum by Dan Bruner 02/13/2020 12:15 PM PST

ⓘ Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus varius ipsum dolor, ut porta augue lacinia et. Ut hendrerit, orci non luctus suscipit, lacus augue vestibulum libero, quis mollis risus nulla in sapien.
Addendum by Dan Bruner 02/12/2020 11:15 AM PST

ⓘ Last name was changed from Herrera to Herrera-Jimenez.
Demographic updated by Dan Bruner 02/13/2020 11:15 AM PST

Value Insertion: You can now insert values from the form Fields Grouping. Fields from the Smart Notes form can now be grouped together to save space and improve readability.

Coagulation - **PT: 55.5** seconds, **PTT: 55** seconds, **INR: 5.5**
Hematology - **WBC: 55.5** KmcL, **Hgb: 55.5** g/dL, **Hct: 55%**
Chemistry - **BUN: 1.05** mg/dL, **Creatinine**: 125.08 mg/dL, **CO2: 2** mmol/L, **Cl: 2** mmol/L, **K: 2.0** mmol/L, **Na: 2** mmol/L

Devices

Windows

Improved Stethoscope Selection: User can now select stethoscope type from the "Stethoscope Types" option in the robot settings menu. This can now be done without modifications to the INI file and restarting the robot application.

Key	COMPONENT	Browser(s)	Operating Systems
ROBOT-1082	Windows	None	Windows
Release Toggle: None			
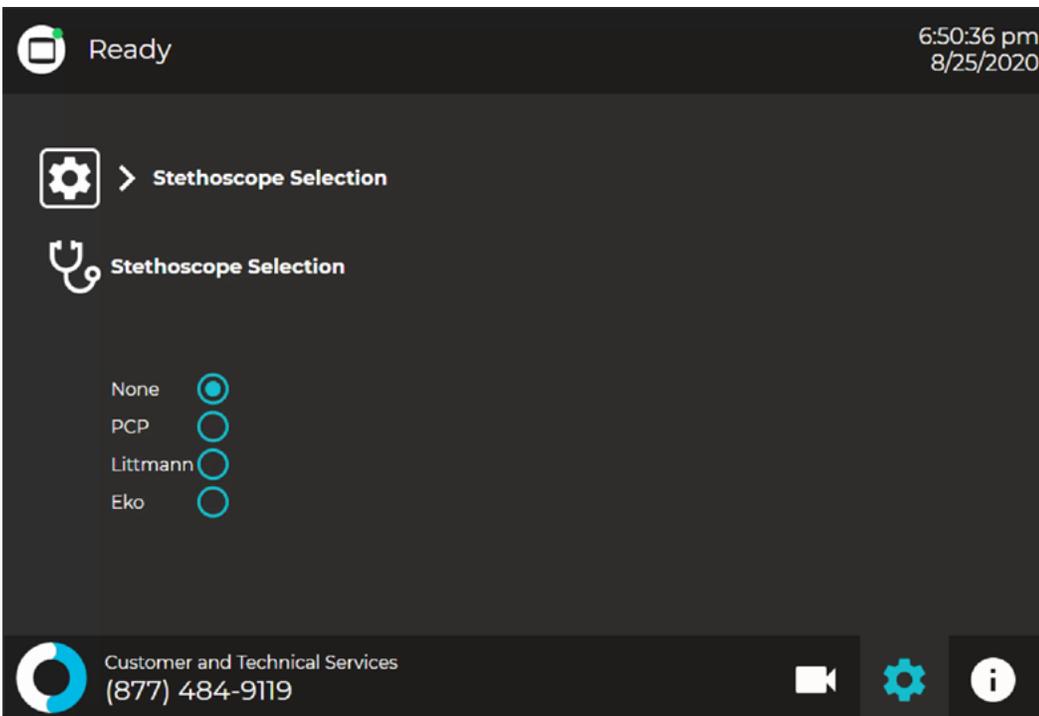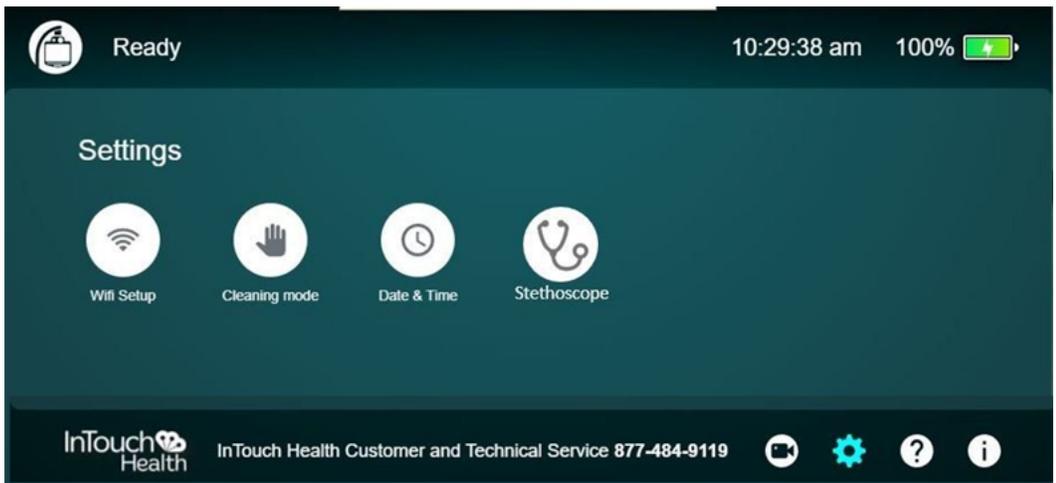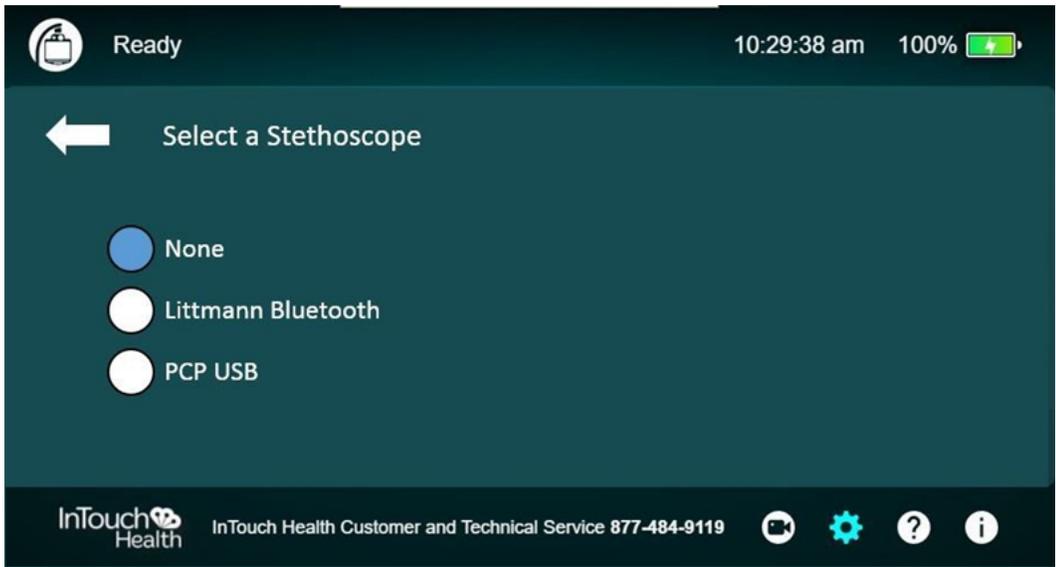
Improved Security: Security has been improved for both device authentication and registration to the telehealth network.

Key	COMPONENT	Browser(s)	Operating Systems
ROBOT-2249	Windows	None	Windows
Release Toggle: None			

Improved Video Support: For non-SIP multi-presence sessions, Viewpoint Software can now send up to 4000 kbps video for peer-to-peer sessions.

Key	COMPONENT	Browser(s)	Operating Systems
ROBOT-2472	Windows	None	Windows
Release Toggle: None			

Device Software: Device Software now supports the Telycam 300-IUH-20 (Pan-Tilt-Zoom Telycam Camera with 20x Optical Zoom)

Key	COMPONENT	Browser(s)	Operating Systems
ROBOT-2670	Windows	None	Windows
Release Toggle: None			

Box-Zoom Support: Box-zoom support has been extended to the Sony SRG-X400 4K PTZ Camera.

Key	COMPONENT	Browser(s)	Operating Systems
ROBOT-2671	Windows	None	Windows
Release Toggle: None			

Box-Zoom Support: Box-zoom support has been extended to the Sony SRG-360SHE PTZ Camera.

Key	COMPONENT	Browser(s)	Operating Systems
ROBOT-2672	Windows	None	Windows
Release Toggle: None			

Headset Improvement: When a headset is connected to the Teladoc Health device, audio is routed through the headset regardless of Audio/Video Wizard setting.

Key	COMPONENT	Browser(s)	Operating Systems
ROBOT-2828	Windows	None	Windows
Release Toggle: None			

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Teladoc HEALTH

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.