



Teladoc Health™

Quarterly Release Notes

Q4 2020

Teladoc™
HEALTH

Release Notes for Quarter 4 2020

The Teladoc Health Product Management team remains committed to providing continued improvements and enhancements to our solutions and services to support the growth of your telehealth programs.

These release notes include the details of all release content delivered during our Q4 release. Below are highlights from recent release notes as a brief summary of new features, benefits, and changes to the Solo™ Platform.

In this release, a concentrated effort focused on enhancing the user experience within Smart Notes to define consumer and emergent workflows. Emergent workflows are now enabled with visual cues during clinical documentation.

Emergent workflows are improved for administrative and physician users to easily navigate and efficiently search, locate, and work with patient profiles and associated encounters.

For physician users, enhancements include rebranding and relabeling, application of visual cues to timers, new encounter creation modal, new encounter details enabling the linking of a Solo encounter to a customer's external account identifier, and new imaging status on the encounter dashboard with an associated browser notification to the user when a patient's study becomes available.

For administrators, the report generator has been enhanced to allow users to create and save reports based on selected locations, demographics, clinical data, note status, and the physician to administrator comments. Encounter audit logs now include imaging events (viewed, linked, unlinked) as well as a detailed history of fax attempts.

Q4 2020 Releases

Solo Platform

The Solo Platform releases occur every two weeks. The last bi-weekly update will occur January 18, 2021 in User Test environments and January 19, 2021 in Production. All enhancements behind a release toggle are enabled in User Test environments bi-weekly and will be enabled in all Production environments February 23, 2021.

Analytics Module

New releases include updates for Tableau's 2020.3.1 Release, was made available to clients the weekend of November 6, 2020. A new Analytics release, including Teladoc Health branding updates, will be available the weekend of January 15, 2021.

Android Patient App

New releases for the Android Patient App 1.6.0 were made available to clients for download beginning the week of November 23, 2020 and 1.7.0 with Teladoc Health branding updates will be available to download beginning the week of January 25, 2021.

Device Software and Provider Access Software

The releases of our client software focused on Teladoc Health rebranding efforts, as well as continuing to improve how our telehealth devices authenticate with our servers within the Teladoc Health network. The new release of devices software and Provider Access Software will be pushed to clients beginning the week of January 4, 2021. If your Device or Viewpoint system experience any interruptions while being upgraded to the latest release, please contact the Technical Assistance Center.

Imaging Module

Teladoc Health Imaging module with Teladoc Health branding updates will be pushed to clients the week of January 4, 2021.

Desktop and Provider Apps

The Desktop Provider and Patient Apps version 1.3.6 with Teladoc Health branding updates will be pushed out to all clients on January 25, 2021. The Desktop Provider app release 1.3.4 was made available for customers to manually distribute to their workstations on December 14, 2020 for those wishing to take advantage of the latest improvements and upgrades or to preview the application branding changes.

iOS Provider and Patient Apps

Teladoc Health iOS Provider and Patient Apps with Teladoc Health branding updates will be pushed to all clients starting the week of January 25, 2021.

NOTE: Contact your Teladoc Health Technical Assistance Center to have toggles set at TAC@TeladocHealth.com or (877) 484-9119

Solo™ Platform

Platform Administration

New Other Payment Method Options: Practice admins can now enable other payment methods and change the corresponding label in each individual waiting room's settings page.

KEY	COMPONENT	BROWSER(S)	OPERATING SYSTEMS
SCIT-153	Platform Administration	IDA/Electron Chrome Safari, Mac Firefox	Mac OS and Windows - 64bit
Release Toggle: OtherPaymentMethod			

Archive Waiting Rooms: Practice admins can archive waiting rooms that have no active appointments restore them later if needs be. Inactive waiting rooms will display as disabled to practice admins and can be restored.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SCIT-1	Platform Administration	IDA/Electron, Chrome, Safari, Mac, and Firefox	MacOS, and Windows - 64bit
Release Toggle: WaitingRoomArchival			

Platform Enhancement

Patient Identifier: The MRN filter in the Patient page has been replaced by Patient Identifier filter which now queries SoloID, MRN and Health System ID.

KEY	COMPONENT	BROWSER(S)	PLATFORM
RVN-203	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit

KEY	COMPONENT	BROWSER(S)	PLATFORM
Release Toggle: Document Feature			

Encounter Interface Creation: The encounter creation interface in Solo has been redesigned to optimize the emergent care experience. The new interface uses a modal layout to overlay on top of the encounter dashboard, allowing users to stay focused after creating a new encounter.

KEY	COMPONENT	BROWSER(S)	PLATFORM
RVN-61	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit
Release Toggle: CreateNewEncounter			

The screenshot shows a modal window titled "Add Encounter" with a close button (X) in the top right corner. The form contains the following elements:

- * Service:** A dropdown menu with "Select..." as the placeholder.
- * Location:** A search dropdown menu with a magnifying glass icon and "Search..." as the placeholder.
- Assign Care Location:** A dropdown menu with "Select..." as the placeholder.
- * Patient Identity:** Three buttons: "Unknown Patient" (highlighted in teal), "Existing Patient", and "New Patient".
- * MRN:** A text input field.
- Bottom:** Two buttons: "Add Encounter +" (teal) and "Cancel" (grey).

Encounter Details Modal: After creating an encounter, users can also configure to be redirected directly into the Smart Notes 4 form or view the **Encounter Details**, which is also now available in a modal layout.

Users with provider, scheduler, practitioner admin or nurse role can also cancel the encounter from the new **Encounter Details** modal, along with editing the **Reasons for Visits**.

The screenshot shows a modal window titled "Encounter Details" with a close button (X) in the top right corner. The patient's name is "Sofiya Ricardo" and the appointment is for "Monday, Dec 14 at 10:10 AM". The location is "Heritage Hospital". Under "Reason(s) for Visit", there is a text input field containing "Other" and a tag for "Dizziness" with a close button (X). At the bottom, there is a section titled "Cancel Encounter" with a dropdown arrow. Below this, it says "Cancellation can not be undone, are you sure?". There are two buttons: "Yes, Cancel Encounter" (in red) and "No, Keep Encounter" (in blue).

Mandatory Fields: The new interface also features mandatory fields such as **Waiting Room**, **Location**, etc. indicated by the yellow asterisk. It's also capable of intelligently warning users at a field level when users made an interaction but did not complete the field.

The screenshot shows a form titled "Add New Patient" under the "Patient Identity" section. There are three buttons: "Unknown Patient", "Existing Patient", and "New Patient" (which is highlighted in blue). Below the buttons, there are several fields: "First Name" and "Last Name" are text input fields with yellow borders and a warning icon (triangle) and the text "This Field is Mandatory." below them. "Gender" is a button group with "Male", "Female", "Other", and "Unknown" options. "Date of Birth" is a text input field with a placeholder "mm/dd/yyyy" and a calendar icon. "MRN" is a text input field. At the bottom, there are two buttons: "Add Encounter +" (in blue) and "Cancel" (in grey).

Patient Identity Triage: Entering the patient details for creating encounters has been simplified. Patient identity is conveniently triaged into **Unknown, Existing Patient & New Patient** categories. When the patient is new, users no longer have to individually create both the patients profile and the encounter. Instead, users fill in both the patient and encounter information in one flow and create both with one click of the **Add Encounter +** button.

New Label: Teladoc Health ID has been changed to **Solo ID** and reflected in the right panel.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2524	Platform Enhancement	IDA/Electron Chrome, Safari, and Mac Firefox	Mac OS and Windows - 64bit
Release Toggle: ChangePatientITHIdToSoloId			

Gender F Age - DOB - ITHID 1218800

All Visits +

Visits (1) Upcoming Episodes

Gender F Age - DOB - Solo ID 1218800

All Visits +

Visits (1) Upcoming Episodes

Gender M Age 0 DOB 11/04/2020 Solo ID 1

Start New Note

Optimized Left Navigation Panel for Emergent Workflows: For emergent workflow, only a users relevant pages will be displayed to improve efficiency when navigating through Solo.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2442	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit
Release Toggle: None			

Rebranded Login Page and Password Reset: Practitioners not using custom white-labeled login screens will now see a rebranded login page that has the Teladoc Health brand on it. The same brand update will be seen in the password reset flow, in the pages to request a reset password email, and the page to choose a new password.

KEY	COMPONENT	BROWSER(S)	PLATFORM
CORE-3317	Platform Enhancement	None	None
Release Toggle: None			

KEY

COMPONENT

Enterprise Login

The Enterprise Login component consists of two side-by-side login forms. The left form is for InTouch Health and features a toggle switch at the top right, a logo, and input fields for 'Email or username' and 'Password'. Below these are two buttons: 'Sign in' and 'Enterprise sign in', followed by a 'Forgot your password?' link and a 'Create account' button at the bottom. The right form is for Teladoc Health, featuring the logo, 'Email or username' and 'Password' input fields, a 'Forgot your password?' link, and buttons for 'Sign In' and 'Enterprise Sign In'. At the bottom right of this form is a 'Dark' theme toggle switch.

Log In

The Log In component displays two login forms side-by-side. The left form is a dark-themed version of the InTouch Health login form, containing the logo, 'Email or username' and 'Password' input fields, 'Sign in' and 'Enterprise sign in' buttons, a 'Forgot your password?' link, and a 'Create account' button. The right form is a light-themed version of the Teladoc Health login form, containing the logo, 'Email or username' and 'Password' input fields, a 'Forgot your password?' link, and buttons for 'Sign In' and 'Enterprise Sign In'. At the bottom right of this form is a 'Light' theme toggle switch.

Web Portal

KEY

COMPONENT

Customers Web Portal

Quick Instructions

Your account gives you authorization to use our [Provider Access software](#) to access our Telehealth Innovation Center, where we have several types of [Patient Access products](#).

The Telehealth Innovation Center is a convenient environment for you to try our products and become proficient in their use. It is available 24/7 and you can access it at any time now and in the future.

To download the latest version of the Provider Access software, please access the [Downloads Page](#).

Need Help? The InTouch Telehealth Network is backed by our 24/7 Technical Assistance Center team available at (877) 484-9119. They can also be reached at TAC@InTouchHealth.com and by live chat by clicking [this link](#).



Customers Web Portal

Your account gives you authorization to use our [Provider Access software](#) to access our Telehealth Innovation Center, where we have several types of [Patient Access products](#). The Telehealth Innovation Center is a convenient environment for you to try our products and become proficient in their use. It is available 24/7 and you can access it at any time now and in the future. To download the latest version of the Provider Access software, please access the [Downloads Page](#).

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Download

Software Download

Provider Access Software (Physicians)



For devices running Windows

- If your device is running iOS, please click [here](#).



This software uses code of FFmpeg licensed under the LGPLv2.1 and its source can be downloaded [here](#)

Guides Download

- iOS User Guide: [iOS Provider Access User Guide](#).
- Windows User Guide: [Windows Provider Access User Guide](#).
- For the "Optimizing Surface Pro3 for Provider Access" software guide, please click [here](#).
- For the "Provider Access Instructions for Apple Macintosh" installation guide, please click [here](#).
- LAN Configuration for InTouch Devices: [LAN Configuration Guide](#).
- InTouch Telehealth Network Best Practices: [Network Best Practices](#).

Need Help? The InTouch Telehealth Network is backed by our 24/7 Technical Assistance Center team available at (877) 484-9119. They can also be reached at TAC@InTouchHealth.com and by live chat by clicking [this link](#).

KEY

COMPONENT

The screenshot shows the 'Software Download' section of the Teladoc Health website. At the top right, it says 'Logged in as [username]'. Below the logo, there is a 'Software Download' heading. Underneath, there is a 'Provider Access Software (Physicians)' section with a 'DOWNLOAD' button. Below the button, it says 'For devices running Windows' and 'If your device is running iOS, please click here.' There is also a link to the source code. Below this is a 'Guides Download' section with a list of links for various user guides and configuration files.

Reset Password

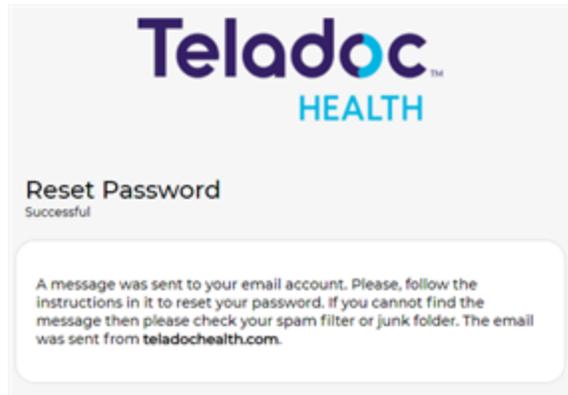
The first screenshot shows the 'Reset Password' form with the 'User Information' tab selected. It has a 'Username or Email' input field with a red asterisk. Below the field, it says 'You must enter the username or the email address associated with your user account.' There is a 'Continue' button and a 'Required fields' label. Below the form is an image of various mobile devices displaying the Teladoc Health interface. The second screenshot shows the same form from a different angle, highlighting the 'Continue' button and the 'Required fields' label.

Reset Password Continued

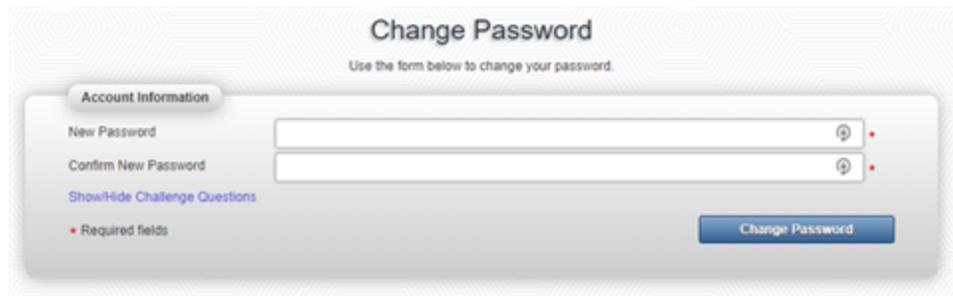
The screenshot shows a 'Successful' message box. It says 'A message was sent to your email account. Please, follow the instructions in it to reset your password. If you cannot find the message then please check your spam filter or junk folder. The email was sent from intouchhealth.com.'

KEY

COMPONENT



Change Password



Change Password
Use the form below to change your password.

Account Information

New Password

Confirm New Password

[Show/Hide Challenge Questions](#)

• Required fields

KEY

COMPONENT



Teladoc
HEALTH

Change Password

Use the form below to change your password.

New Password

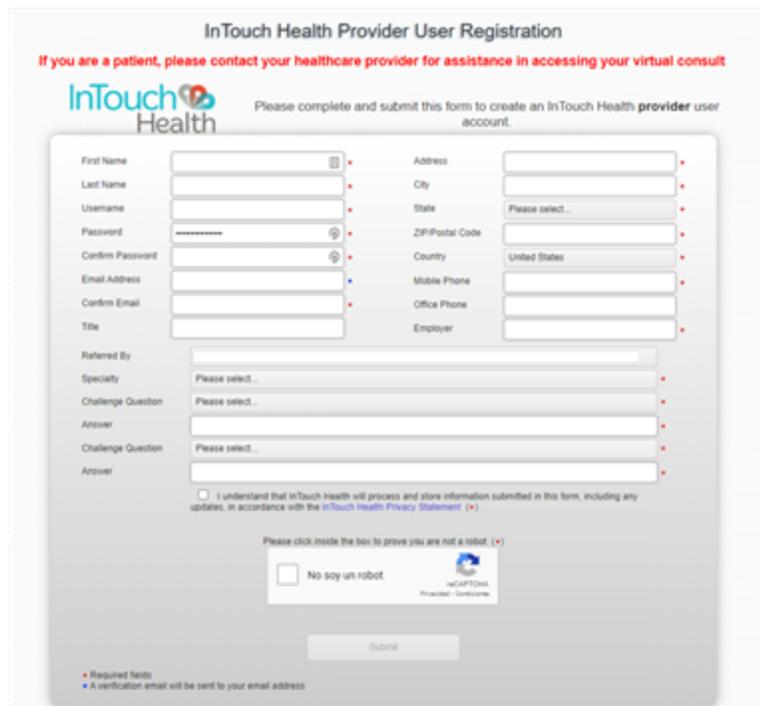
Confirm New Password

[Show/Hide Challenge Questions](#)

• Required fields

Change Password

User
Registration



InTouch Health Provider User Registration

If you are a patient, please contact your healthcare provider for assistance in accessing your virtual consult

InTouch
Health

Please complete and submit this form to create an InTouch Health provider user account.

First Name <input type="text"/>	Address <input type="text"/>
Last Name <input type="text"/>	City <input type="text"/>
Username <input type="text"/>	State <input type="text" value="Please select..."/>
Password <input type="password"/>	ZIP/Postal Code <input type="text"/>
Confirm Password <input type="password"/>	Country <input type="text" value="United States"/>
Email Address <input type="text"/>	Mobile Phone <input type="text"/>
Confirm Email <input type="text"/>	Office Phone <input type="text"/>
Title <input type="text"/>	Employer <input type="text"/>

Referred By

Specialty

Challenge Question

Answer

Challenge Question

Answer

I understand that InTouch Health will process and store information submitted in this form, including any updates, in accordance with the [InTouch Health Privacy Statement](#) (*)

Please click inside the box to prove you are not a robot (*)

No soy un robot 

Submit

• Required fields
• A verification email will be sent to your email address

KEY**COMPONENT**

Teladoc HEALTH
Teladoc Health Provider User Registration

Please complete and submit this form to create an Teladoc Health provider user account.

If you are a patient, please contact your healthcare provider for assistance in accessing your virtual consult

First Name [] * Address [] *
 Last Name [] * City [] *
 Username [TSpaccasano] * State [Please select...] *
 Password [] * ZIP/Postal Code [] *
 Confirm Password [] * Country [United States] *
 Email Address [] * Mobile Phone [] *
 Confirm Email [] * Office Phone [] *
 Title [] * Employer [] *
 Referred By [] *
 Specialty [Please select...] *
 Challenge Question [Please select...] *
 Answer [] *
 Challenge Question [Please select...] *
 Answer [] *

I understand that Teladoc Health will process and store information submitted in this form, including any updates, in accordance with the [Teladoc Health Privacy Statement](#) (*)

Please click inside the box to prove you are not a robot (x)

No soy un robot 

* Required fields
 (*) A verification email will be sent to your email address

Login Error Improvements: Users will now see a page that informs them when they have attempted to log into a practice that they do not have access to.

KEY	COMPONENT	BROWSER(S)	PLATFORM
BETA-617	Platform Enhancement	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Feature Toggle: None			

Data Download

Data Download: Administration users can configure presets for CSV data download reports with title, waiting room and location filter, and field tree elements. Presets can be managed and saved for future use, deleting and renaming existing presets.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2296	Data Download	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 64bit
Release Toggle: None			

Data Download and Report Generator: These are now separated based on customer workflows. For consumer workflows, Data Download will remain the data export feature for DTP/DTC focused on audio/video sessions, provider and patient surveys, and other consumer-related data. The Report Generator is now earmarked for emergent workflows with a focus on clinical data, including note signing/amendments, patient demographics, and other emergent workflow data.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2297	Data Download	IDA/Electron Chrome Safari, Mac Firefox	MacOS Windows - 32bit Windows - 64bit
Release Toggle: ExtendedReportExport			

Report Generator: The CSV data download now includes Patient Demographics information, including First & Last Name, Date of Birth, Gender, Health System ID and MRN.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2418	Data Download	IDA/Electron Chrome Safari, Mac Firefox	Mac OS and Windows - 64bit
Release Toggle: None			

Create Report

Name

Clinical Data

Waiting Room

Select Waiting Room

Locations

Q Select Locations

- ▼ Demographics
 - ▲ MRN
 - ▲ First Name
 - ▲ Last Name
 - ▲ Date of Birth

Report Generator: The CSV data download now includes the Consult Note related information such as Signed By, Signed Time, Amended By, and Amended Time.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2419	Data Download	IDA/Electron Chrome Safari, Mac Firefox	Mac OS and Windows - 64bit
Release Toggle: None			

Provider App

Provider Access Software

Windows PAS

Windows based thick client used primarily to connect to Teladoc Health devices for acute care.

End of Life for Windows 7 and Windows 8: Future versions of the Teladoc Health Windows Provider Access Software will no longer support Windows 7 or Windows 8. Please upgrade your Microsoft Windows Operating System to Windows 10.

KEY	COMPONENT	BROWSER(S)	PLATFORM
PAS-4118	Windows PAS	None	Windows
Release Toggle: None			

iOS PAS

iOS App used primarily to connect to Teladoc Health devices for acute care telemedicine.

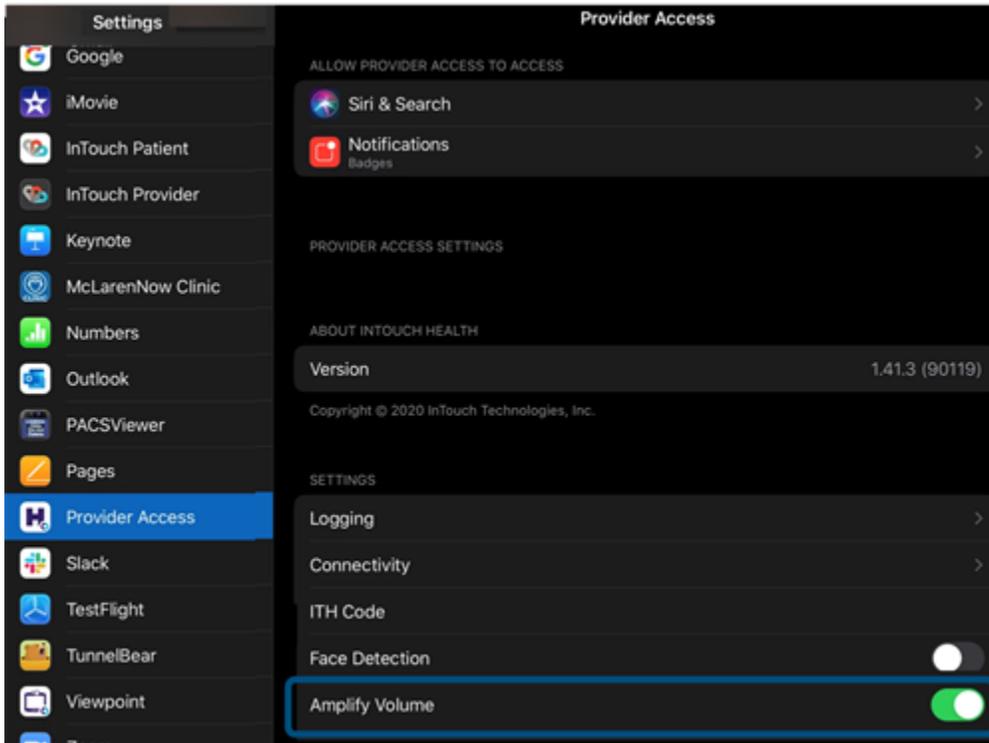
Rebranding: The iOS Provider Access Software will be rebranded to Teladoc Health. We have updated our application name to Teladoc Health Provider Access and display name to Provider Access. We have also updated the application icon.

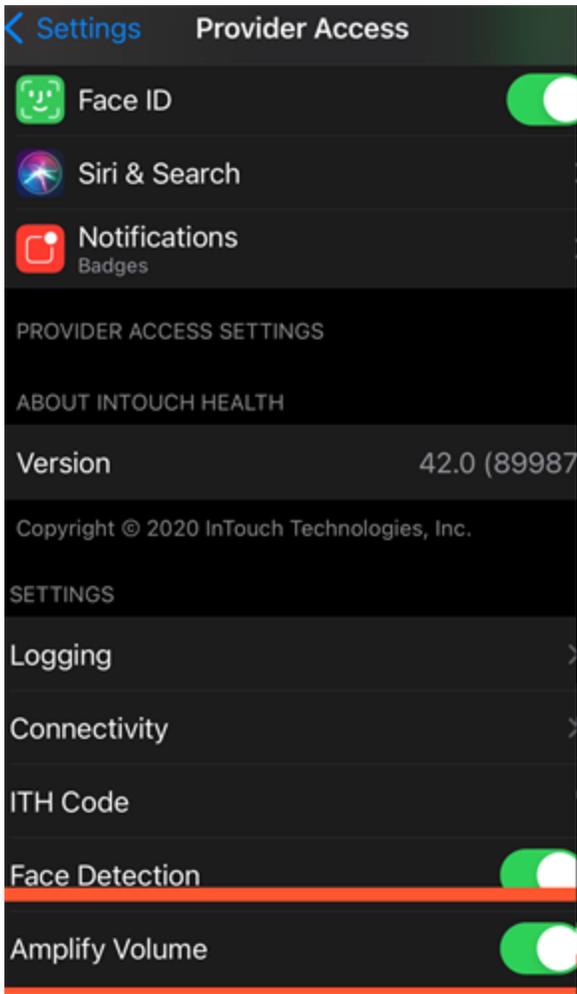
KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-650	iOS Provider Access	iOS	iOS iPhone and iPad



Audio Boost for "Connect Without Multipresence" Sessions: Audio heard by the practitioner during the audio-video call perceived to be lower than the audio heard in a multi presence session. Users can now boost their audio from iOS setting of the app.

KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-649	iOS Provider Access	iOS	iOS iPhone and iPad





Desktop Provider App

New electron based Provider App that provides all the same functionality as Solo but within a light weight installer that increases reliability. Available for Mac and Windows OS.

Rebranding: The Desktop Provider App has been rebranded to Teladoc Health to include a new shortcut icon on the desktop.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DAS-152	Desktop Provider App and Desktop Patient App	IDA/Electron Chrome Safari, Mac, and Firefox	Mac OS Windows - 32 and 64 bit
Release Toggle: None			

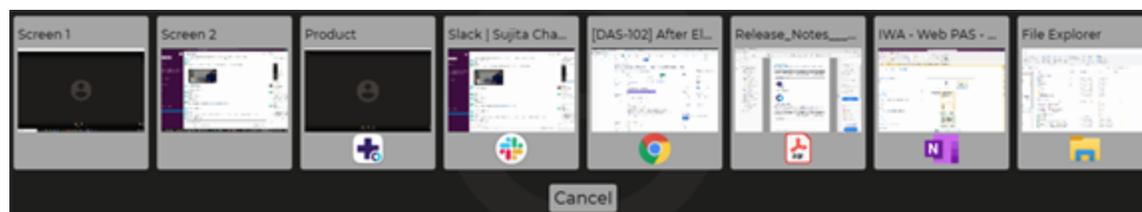


Upgrade Electron Framework: Upgrade to version 10.1.5 to support Chromium 85.0.4183.121. Issues with printing in .pdf and support for four channel microphones on new computers has been resolved to increase security and support for SAML authentication.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DAS-150	Desktop Provider App	IDA/Electron Chrome Safari, Mac, and Firefox	Mac OS Windows - 32 and 64 bit
Release Toggle: None			

Desktop Sharing: This update extends the ability for desktop sharing to allow practitioners the ability to screen share a specific app that is running on their computer. This helps ensure privacy by only sharing the specific app and not the entire desktop.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DAS-102	Desktop Provider App	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	All
Feature Toggle: None			



iOS Provider App

iOS app that provides the same functionality as the browser-based Solo Platform on the iPad. On the iPhone practitioners can view their queue and conduct encounters. Available through public App Store.

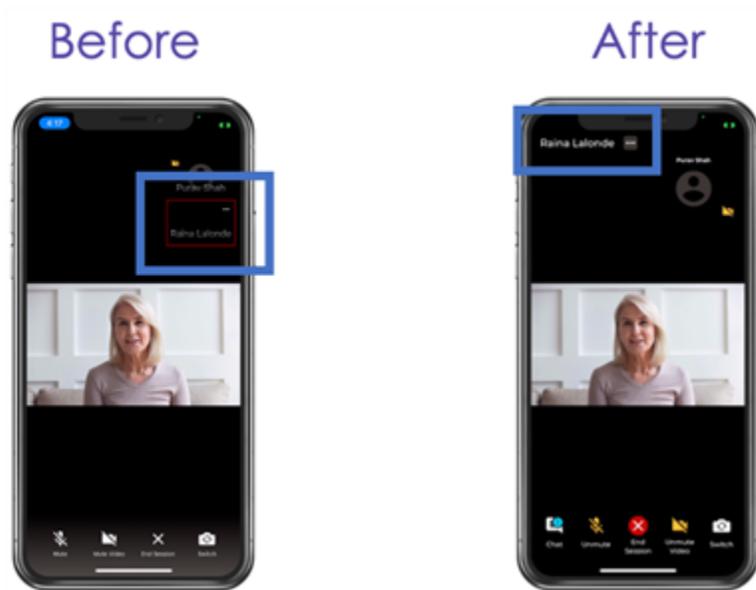
Rebranding: The iOS Provider App will be rebranded to Teladoc Health. We have updated our application name to Teladoc Health Provider and display name to Provider. We have also updated the application icon.

KEY	COMPONENT	BROWSER(S)	PLATFORM
IOS-633	iOS Provider App	iOS	None



User Interface Updated: The user will no longer see the black placeholder thumbnail for the user in the main view. The practitioner will be able to view the user name in the top left corner of the main view and the context menu in top right corner next to the name.

KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-761	iOS Provider App, iOS Carelocation App, and iOS Patient App	iOS	iOS iPhone and iPad

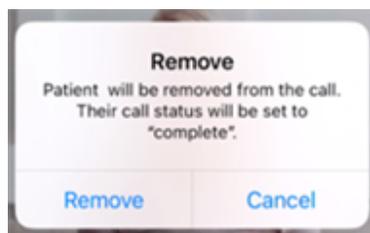
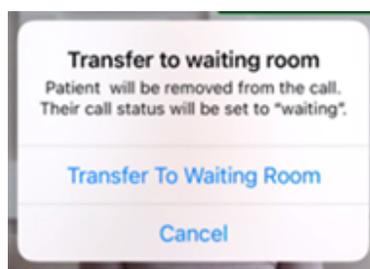
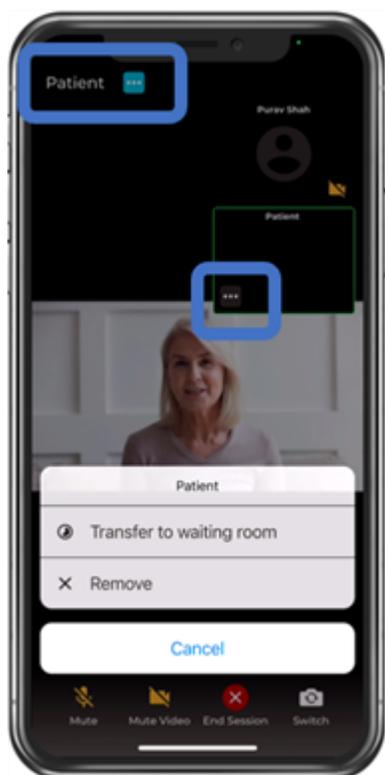


User Notification: User will be presented with a message to update their iOS App when a new release is available in the App Store.

KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-737	iOS Provider App, iOS Carelocation App, and iOS Patient App	iOS	iOS(iPhone) and iOS (iPad)

Improved Practitioner Experience for Completing a Patient Call or Placing a Patient in "Waiting" Status: Practitioners are presented with a control menu which allows Patients or guests to be removed 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)	PLATFORM
IOS-638	iOS Provider App	iOS	None



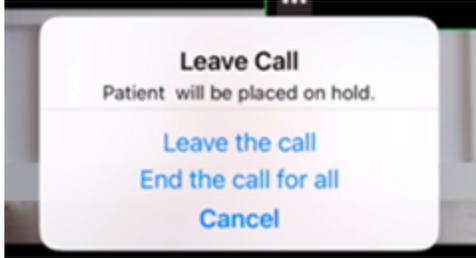
Chat Capability: Practitioners joining from iOS Provider App on an iPhone can now chat with other participants in the call. Practitioners and Patients will see a new chat icon when there is a new unread message.

KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-520	iOS Provider App	iOS	iOS(iPhone)



Ending or Leaving a Call, and Completing the Practitioner Survey: The behavior for ending or leaving a call, and completing a practitioner survey has been improved. 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)	PLATFORM
IOS-392	iOS Provider App,	iOS	None



Web Provider App

Browser based app used primarily for scheduled and on demand low and medium acuity care. Available on Chrome, Safari, and Firefox.

Ability to Support Cross-organizational Service Lines: Solo now supports customers with services where Patients at their locations receive care from Practitioners that belong to other organizations. Practice admins can invite one or more users in a practice belonging to another organization to join a "Service" (Waiting Room) in their practice. The "Service," and all Patient appointments/encounters created in the service, will appear in the invited user's practice the same way that "Services" that are created in their own practice appear.

KEY	COMPONENT	BROWSER(S)	PLATFORM
BETA-692	Web Provider App, Android Patient App, Desktop Patient App, Desktop Provider App, iOS Patient App, iOS Provider App, Web Patient App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32bit & 64bit

KEY	COMPONENT	BROWSER(S)	PLATFORM
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Feature Toggle: None

Location-Based Encounter Access: Teladoc Health administrators can now set up rules to restrict Solo user access to patient encounters based on specific locations. These can be used to restrict access to encounters based on their credentialed locations.

KEY	COMPONENT	BROWSER(S)	PLATFORM
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TC-7925	Web Provider App, Android Patient App, Desktop Patient App, Desktop Provider App, iOS Patient App, iOS Provider App, Web Patient App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32bit & 64bit
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Feature Toggle: None

Improved Waiting Room Link Sharing: Practitioners can now send links for their waiting rooms to a Patient via email or SMS without having to schedule a patient appointment.

KEY	COMPONENT	BROWSER(S)	PLATFORM
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TC-7485	Web Provider App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32bit & Windows - 64bit
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Feature Toggle: ShareWaitingRoomUrl

Ability to Request an Interpreter for a Patient Visit: Practitioners and schedulers can now indicate that interpretive services are requested for a scheduled visit with a patient. Supported languages for interpretative services are indicated in Solo when identifying a patient's preferred language. Practitioners can also request an interpreter on demand when in a video visit with a patient. Interpretive services solution will need to be enabled. Please contact your Teladoc Health Account Representative for details.

KEY	COMPONENT	BROWSER(S)	PLATFORM
TC-7722	Web Provider App, Android Patient App, Desktop Patient App, Desktop Provider App, iOS Patient App, iOS Provider App, Web Patient App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32bit & 64bit
Feature Toggle: InterpretiveServices			

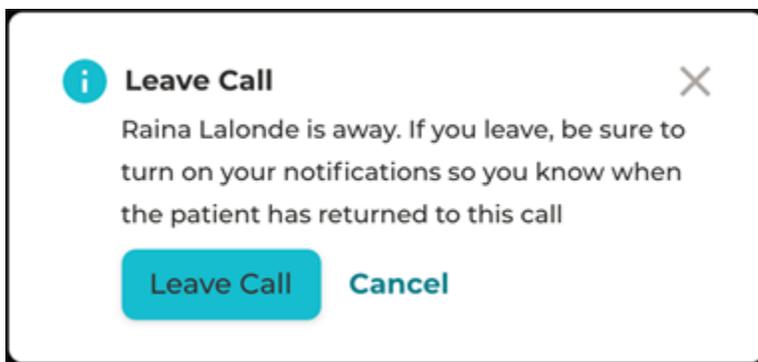
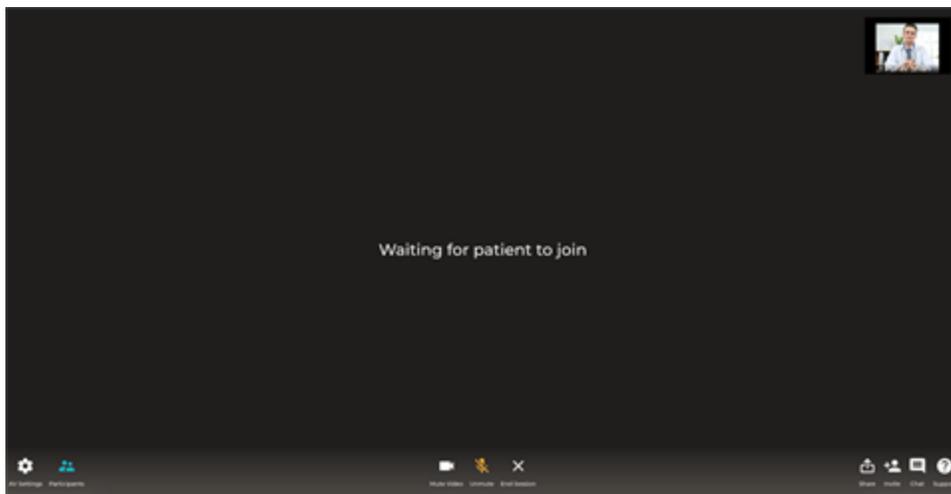
Hours of Operations Settings: Hours of operation can now be set for specific dates versus days of a week.

KEY	COMPONENT	BROWSER(S)	PLATFORM
TC-5653	Web Provider App and iOS Provider App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32bit & 64bit
Feature Toggle: HoursOfOperationForIndividualDays			

Provider Notification: An interstitial screen will appear for Practitioners until the Patient joins the virtual encounter. A new message has been added to the interstitial screen and **Leave call** dialog box for Practitioners if the waiting room is enabled for the toggle "Notify Patients When a Provider Joins the Call".

KEY	COMPONENT	BROWSER(S)	PLATFORM
WPAS-322	Desktop Patient App, Desktop Provider App, Web Patient App, Web Provider App	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	Mac OS, Windows - 32 and 64 bit, and Android iOS

Release Toggle: None



Patient App

Desktop Patient App

New electron based Provider App that provides all the same functionality of the browser based Solo Platform, but within a light weight installer that increases reliability. Available for Mac and Windows OS.

Upgrade Electron Framework: Upgrade to version 10.1.5 with support for Chromium 85.0.4183.121. Resolves issues with printing in .pdf and support for four channel microphones found on new computers, and increases security.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DAS-156	Desktop Patient App, Desktop Provider App, Web Patient App, and Web Provider App	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	Mac OS, Windows - 32 and 64 bit, and Android iOS
Release Toggle: None			

Android Patient App

The Android app provides all the same functionality as the browser-based Solo Platform, but with greater reliability.

Updated Android Notification When Practitioner Joins a Call: When a Patient using the Android Patient App navigates to another app while waiting for a provider, a foreground notification is now sent indicating when the Practitioner has joined the call.

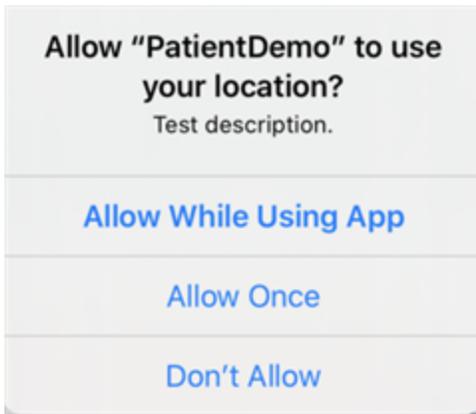
KEY	COMPONENT	BROWSER(S)	PLATFORM
BETA-300	Android Patient App	Chrome	Android
Release Toggle: None			

Rebranding: The Android Patient App will be rebranded to Teladoc Health. We have updated our application name to Teladoc Health Patient and display name to Patient. We have also updated the application icon.

KEY	COMPONENT	BROWSER(S)	PLATFORM
BETA-912	Android Patient App	Chrome	Android
Release Toggle: None			

Capture a Patient's Geolocation: There is now a practice setting to ask patients if they would like to allow the application to capture their location for a visit.

KEY	COMPONENT	BROWSER(S)	PLATFORM
TC-7487	Android Patient App iOS Patient App Web Patient App	Chrome Safari, Mac Safari, and iOS Firefox	Android and iOS
Release Toggle: None			



Updated In-App Notification: The verbiage of foreground notification that is sent to the Patient when they begin their intake process has been updated to accurately reflect their stage in the patient journey.

KEY	COMPONENT	BROWSER(S)	PLATFORM
TC-7800	Android Patient App	Chrome	Android
Release Toggle: None			

Navigation Improvements: Patients using the Android Patient App can now navigate effectively using the native "back" button in the application.

KEY	COMPONENT	BROWSER(S)	PLATFORM
TC-8092	Android Patient App	Chrome	Android
Release Toggle: None			

Web Patient App

The browser based app is used by patients to attend scheduled and on demand low and medium acuity care appointments. Available on Chrome, Safari, and Firefox.

Patient Notification: Patients are now notified via email and SMS when a Practitioner joins the virtual encounter.

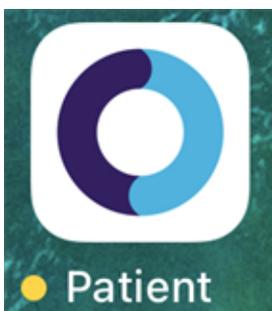
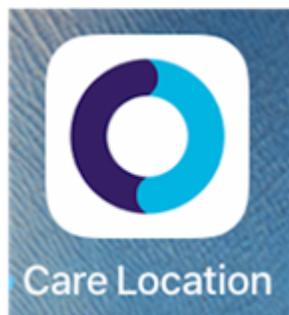
KEY	COMPONENT	BROWSER(S)	PLATFORM
TC-7121	Web Patient App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32bit & Windows - 64bit
Feature Toggle: NotifyPatientWhenProvideJoinsTheCall			

iOS Patient App

The iOS App provides all the same functionality as the browser-based Solo Platform, but with greater reliability. Available on iPad and iPhone through public App Store.

Rebranding: The iOS Patient App will be rebranded to Teladoc Health. We have updated our application name to Teladoc Health Patient and display name to Patient. We have also updated the application icon.

KEY	COMPONENT	BROWSER(S)	PLATFORM
IOS-634	iOS Patient App and iOS Carelocation App	iOS	None



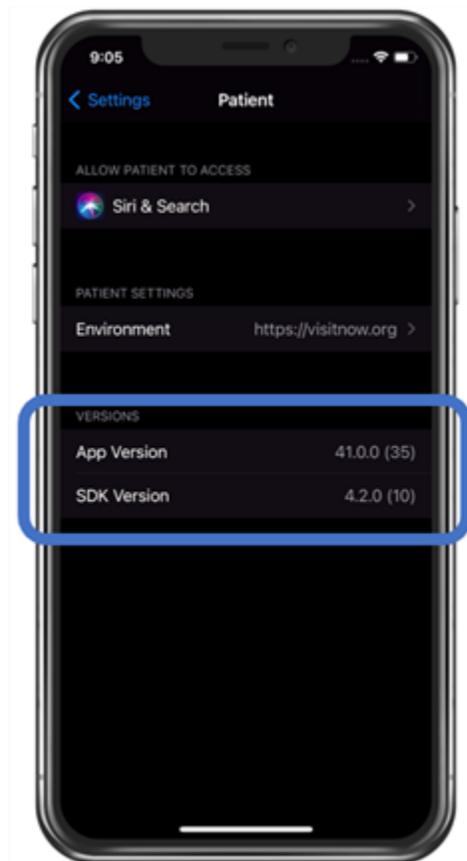
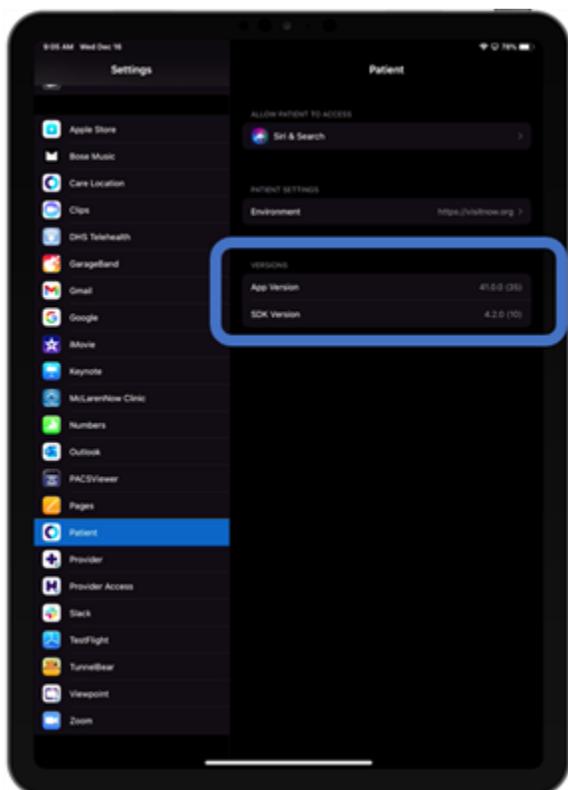
Care Location App

IOS Care Location App

iOS App that provides all the same functionality as the browser based Solo Platform, but with greater reliability. Available on iPad through private App Store.

App and SDK Version: The version number and SDK can now be seen under iOS settings.

KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-712	iOS Carelocation App, iOS Patient App, and iOS Provider App	iOS	None



Web Care Location App

Browser based app used by healthcare organizations for in-facility care for low and medium acuity care appointments. Available on Chrome, Safari, and Firefox.

Improved UI for Care Locations: A user interface has been added for direct calls made by Practitioners using a specific Care Location. The user interface matches the latest Solo user interface.

KEY	COMPONENT	BROWSER(S)	PLATFORM
BETA-660	Web Care Location App	IDA/Electron Chrome Safari, Mac, and Firefox	Mac OS and Windows - 32 and 64 bit
Release Toggle: None			

Care Location App: Users can now see when a Web Viewpoint is currently being used for an Audio and Video session ("On Call") or when used for patient-side intake (status = "In Use").

KEY	COMPONENT	BROWSER(S)	PLATFORM
BETA-681	Web Care Location, Desktop Provider, & Web Provider Apps	IDA/Electron Chrome Safari, Mac, and Firefox	Mac OS and Windows - 32 and 64 bit
Release Toggle: CareLocationsStatuses			

Imaging

Immediately access diagnostic-quality studies. Imaging is a single portal to quickly access DICOM imaging at any of the sites running third-part imaging modules.

Smart Notes Encounter Audit Logs: Smart Notes encounter Audit Logs now captures and displays when a user reviews and links to a patient's study. The Audit Log will display the user who accessed a study and information pertaining the the viewed and linked patient study (e.g., patient ID, DOB, encounter ID, Study UID, study date, study description). If a user un-links a patient study to an encounter, these events will also be captured and displayed in the encounter Audit Log.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-466	Imaging	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: None			

Status: Imaging status is now displayed as a visual queue (badge) on the encounter dashboard and indicates when a study is being searched for or become available to be reviewed by a Practitioner.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2441	Imaging	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: Imaging			

Study: When a possible patient study result becomes available the Practitioner will receive an imaging browser notification pop-up window, which once clicked launches them to the study results. This is enabled for users with settings that have been correctly configured

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2380	Imaging	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: Imaging			

Rebranding: Imaging products will change from InTouch Health brand to Teladoc Health brand guidelines for Icons, Logos, Colors, Favicon, Page title and Themes.

KEY	COMPONENT	BROWSER(S)	PLATFORM
IMG-338	Imaging	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: None			

Smart Notes

Overcome barriers to documenting telehealth consults with a zero-footprint tool integrated across your system and unaffiliated care locations. Whether at the patient's side or with a remote specialist, Smart Notes groups encounters into an episode of care, ensuring patient centricity. Built with conditional logic, choose from standardized apps validated by providers, or design unique documentation workflows with the forms and data that fit your clinical needs.

Encounter Filters: Providers can now select "My Encounters" in the right panel to filter by encounters they last documented or by encounters with signed Consult Note.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2727	Smart Notes	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Feature Toggle: None			

Encounter Dashboard Filters: A new "Clear Filters" button is being added to the Encounters dashboard filters panel to enable a user to quickly reset filters back to their default state.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2689	Smart Notes	IDA/Electronic Chrome Safari, and Mac Firefox	Mac OS and Windows - 64 bit
Release Toggle: None			

> **Filters**
Clear

Period of Time

Select...
▼

Waiting Room

Select Waiting Room
▼

Locations

🔍 Select Locations
▼

Consult Notes Statuses **Select All**

Signed
 Unsigned
 Faxed
 Amended

Consult Note: Customers can now configure closed-ended-answers to appear as bullet or numbered list in favor to the previous paragraph layout. Please note that this feature is exclusive to the new Smart Notes 4.0 consultation note.

KEY	COMPONENT	BROWSER(S)	PLATFORM
RVN-205	Smart Notes	IDA/Electronic Chrome Safari, and Mac Firefox	Mac OS and Windows - 32 and 64 bit
Release Toggle: None			

Workflow Optimization: Users with Smart Notes access will now be directed to the related Form or Note, when clicking on notifications about a consult note being signed or amended and when there is a new comment or when configured data field is populated.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2529	Smart Notes	IDA/Electronic Chrome Safari, Mac Firefox	Mac OS and Windows - 64 bit
Release Toggle: None			

Improved Smart Notes Timers: Today timers in Smart Notes 4.0 count up or down and do not provide users any warning nor alert when the timer is nearly finished. Timers have been enhanced to alert users with multiple, configurable visual queues (Green to Orange to Red) to alert users when a timer has reached a critical moment in time.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2489	Smart Notes	IDA/Electronic Chrome Safari, and Mac Firefox	Mac OS and Windows - 32 and 64 bit
Release Toggle: None			



Practices with Emergent Workflow Optimization: The encounter summary screen has been redesigned with a modal interface. Practitioners can now view Patient Name, Encounter date and time, Reasons, Care Location & Location information in the summary screen.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2475	Smart Notes	IDA/Electronic Chrome Safari, and Mac Firefox	Mac OS and Windows - 64 bit
Release Toggle: CreateNewEncounter			

Encounter Audit Log: Detailed history of fax attempts and their status are now included in the encounter audit log for users with Practitioner Admin privileges.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-2162	Smart Notes	IDA/Electronic Chrome Safari, and Mac Firefox	Mac OS and Windows - 64 bit
Release Toggle: None			

Encounter Filters: Practitioners can now select “My Encounters” in the right panel to filter by encounters they last documented or by encounters with signed Consult Note.

KEY	COMPONENT	BROWSER(S)	PLATFORM
SN4-1601	Smart Notes	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Feature Toggle: DashboardProviderFilter			

The screenshot displays the 'Encounters' dashboard. The main table lists patient encounters with the following columns: Date, Patient Name (e.g., Winter, Snowman; Sweet, Coconut; Healthy, Avocado; Honied, Peach; Healthy, Avocado), Reason for Visit, Location, Provider (Darya Practitioner...), and Consult Notes. The Consult Notes column includes status indicators: 'Acute Neurology' (Signed, Not Signed), 'Addendum Note' (Unsigned), 'Consultation Note #2' (Unsigned), 'Consultation Note (A)' (Unsigned), and 'Consultation Note' (Unsigned). On the right side, there are filter options: 'Period of Time' (Select...), 'Waiting Room' (Select Waiting Room), 'Locations' (Select Locations), and 'Consult Notes Statuses' (Signed, Unsigned, Faxed, Amended). A 'Filter By' section is highlighted with a green box, showing 'My Encounters' selected.

Analytics

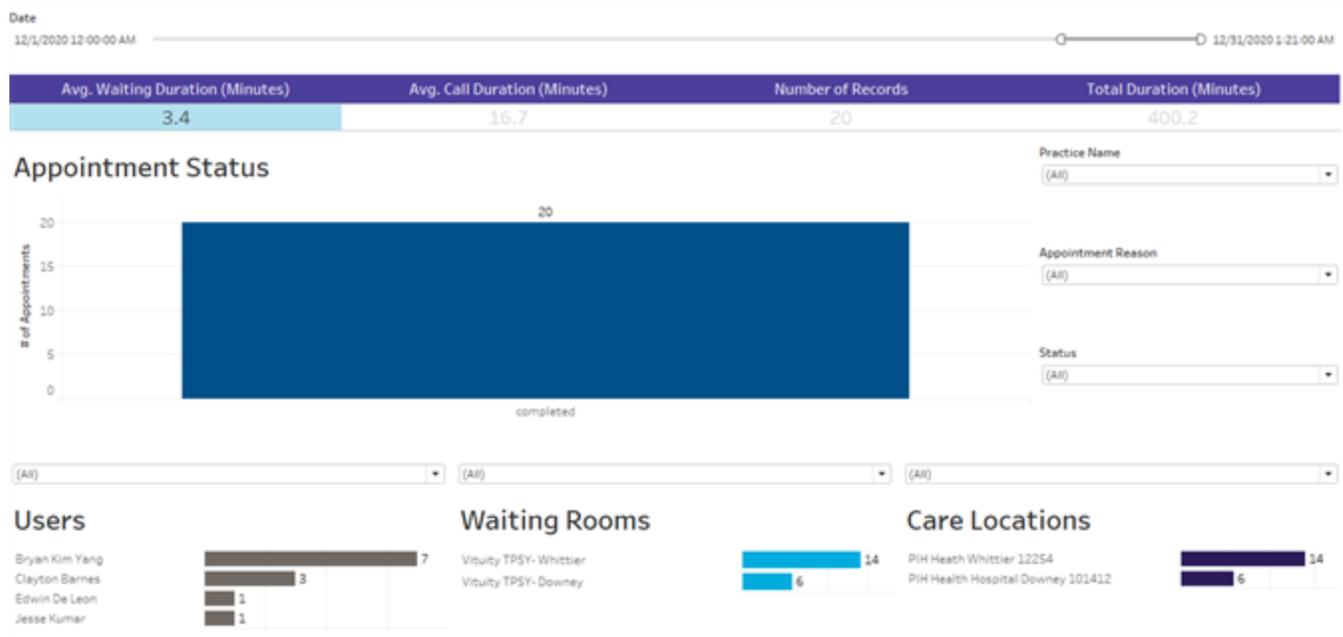
Analytics provides data to help you make better decisions. Drive operation improvements, clinical outcomes, better financial performance with real-time data to make the right decisions at the right time using the Analytics Portal and Data Sharing Service.

Analytics Portal

Data Range Change: The default date ranges for all dashboards in the Analytics Portal have all been updated to display an entire year's worth of data.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-3030	Analytics Portal	IDA/Electronic Chrome Safari, Mac Firefox	MacOS, and Windows - 32 and 64bit

Release Toggle: None



Appointment Overview Workbook: The “Users” bar chart on both the “Appointment Status” tab and the “Duration Analysis” tab now displays the first and last name of the Practitioner instead of their email.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-3074	Analytics Portal	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

New Fields: Two fields have been added to the data set: Practitioner By Name and Care Location.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-3070	Analytics Portal	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

New Field Names: Seven fields have been renamed in the data set to adhere with naming conventions.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-2983	Analytics Portal	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

OBSOLETE FIELD NAME	CURRENT FIELD NAME
Scheduled Time UTC	Appointment Time UTC
Videocall Start UTC	Videocall Start Time UTC
Videocall End UTC	Videocall End Time UTC
Practitioners On Videocall	Practitioners By Email
Wait Start UTC	Wait Start Time UTC
Wait End UTC	Wait End Time UTC
Payment Date	Payment Time ET

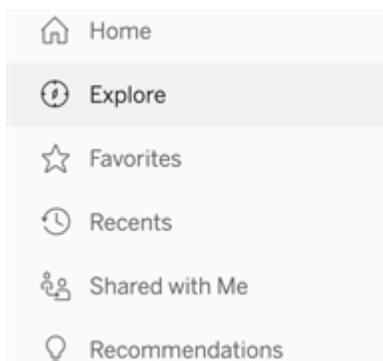
Updates for Tableau’s 2020.3.1 Release: As we update to Tableau’s 2020.3.1 release, users will notice changes that will help improve the overall experience with the Analytics Portal.

The most recognizable difference is our new interface. Tableau has moved from colorful headers to a monochrome appearance and minimalistic font. The navigation bar has been repositioned from the top to a left panel navigation bar that can be hidden to increase the page or dashboard size.

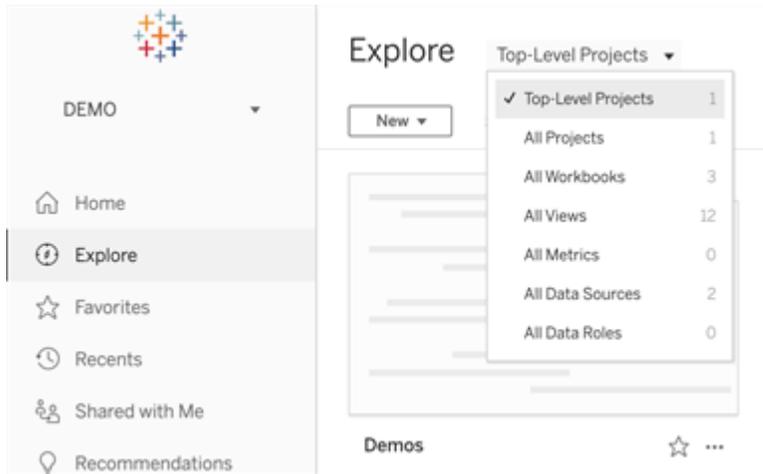
On the dashboard level, two improvements were made on the toolbar menu for Download and Subscription capabilities. For Download, the new options allow users to include PowerPoint sheets or charts from a current PowerPoint sheet, and a cross tab to allow users to export in the Excel format to preserve consistent numbers in Excel formatting. For the Subscription menu, users can now customize the page orientation and the page size of the .pdf subscription to better format how dashboards are displayed via email. Additionally, users can set email subscription to run when the underlying data extract refreshes so users are notified of when the latest data is available.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-2804	Analytics Portal	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: MandatoryVideoCallSurvey			

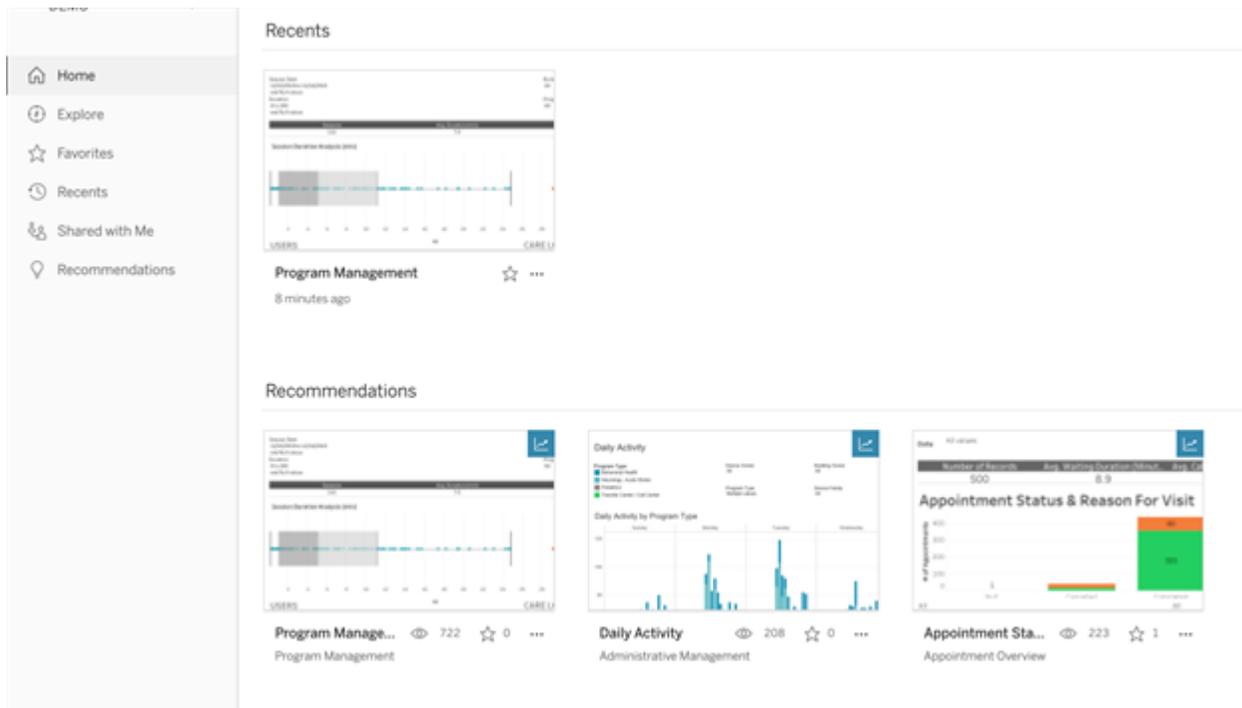
1. The navigation panel has been moved from the top to the left side and set vertically instead of horizontally.



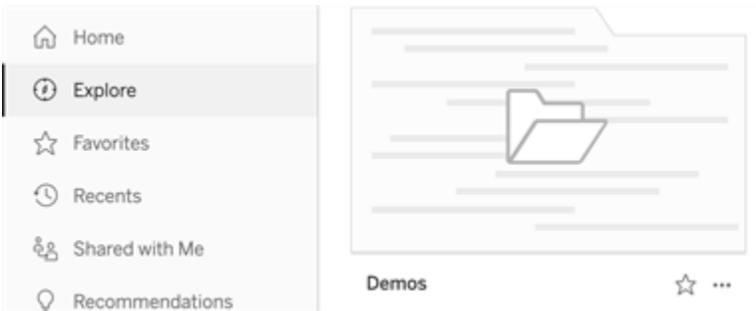
- In workbooks, the format for exploring path has changed and the path is now Explore, instead of Home.
- The old navbar is included in the drop-down of the Explore tab in the new version.



- The Home tab is new with a shortcut for Recents and Recommendations.



5. The Projects tab is now contained in the new Explore tab.



6. The Data Sources tab is now contained in the new Explore tab.



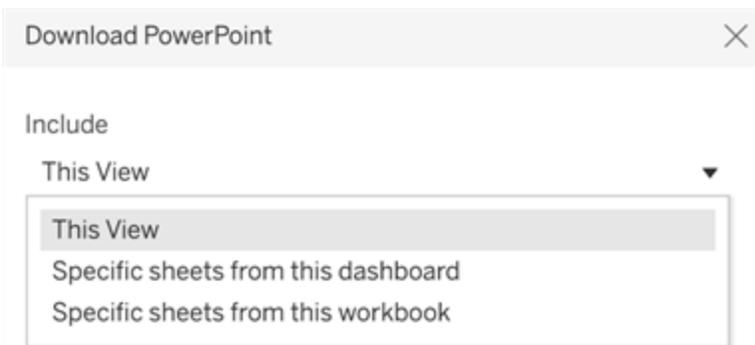
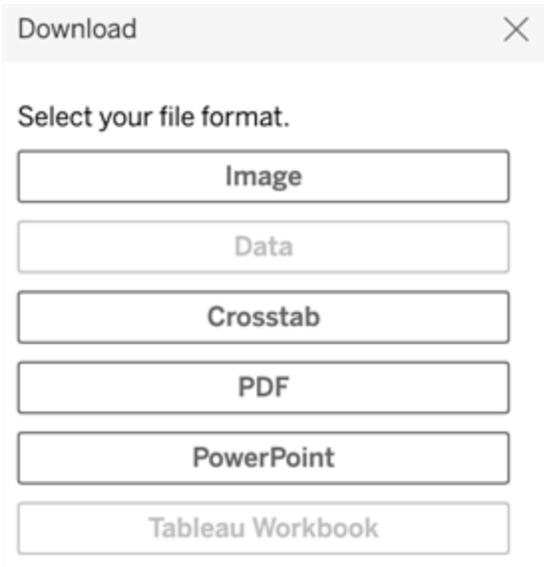
7. The Search bar has been moved from top left to the right side.



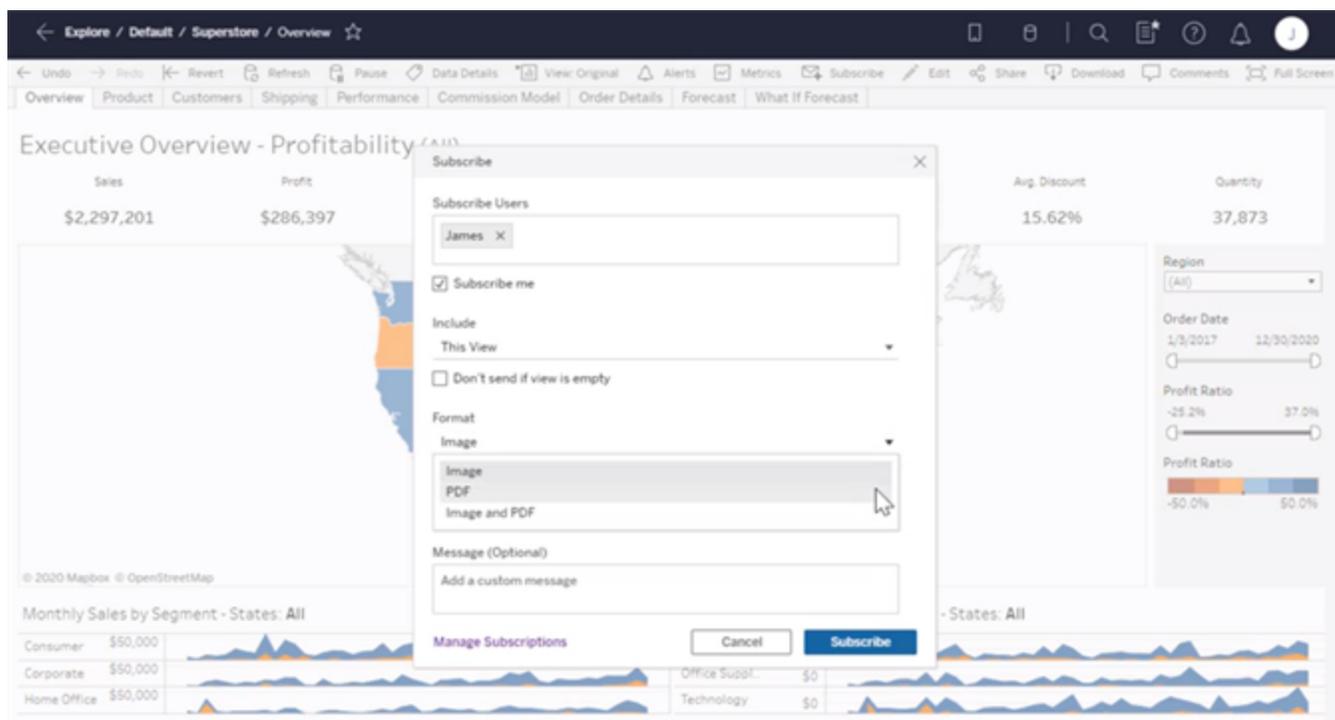
8. Quickly access workbooks that others have shared on the "Shared with Me" tab.

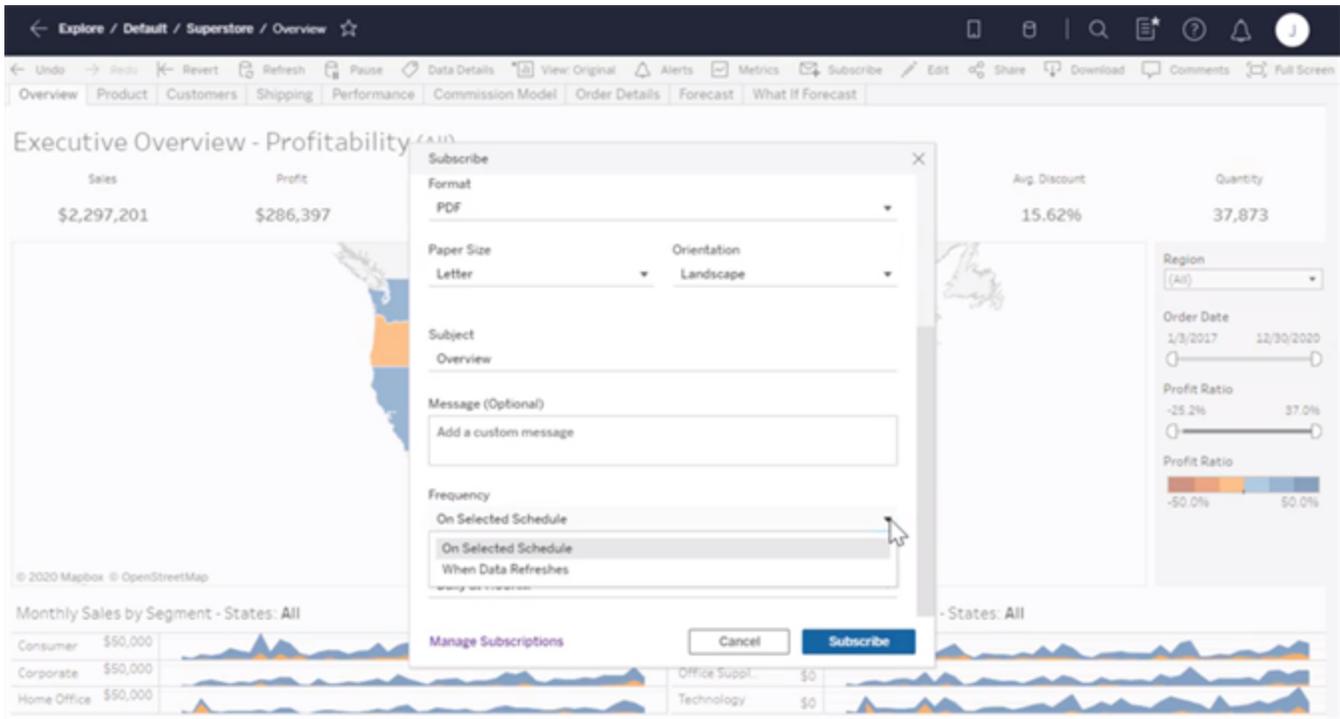


9. Favorites have been moved from the top right to the main navigation panel.
10. The Download menu has a new option to download a PowerPoint presentation with sheets of a workbook or chats from the current sheet. In addition, Crosstabs can be downloaded in Excel format, which preserves consistent numbers in Excel formatting.



- Subscription run on extract refresh: Customize the page orientation and page size of the PDF subscription to better format how dashboards are displayed.
- Set a users email subscription to run when the underlying data extract refreshes so users will be notified when the latest data is out as soon as it is available.





Rebranding: The Analytics Portal has been updated to reflect the new Teladoc Health brand across all dashboards.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-2779	Analytics Portal	IDA/Electronic Chrome Safari, and Mac Firefox	MacOS, and Windows - 32 and 64bit
Release Toggle: None			

Appointment Overview Workbook: A new **Care Location** bar chart has been added to both the **Appointment Status** tab and the **Duration Analysis** tab. A new **Care Location** tab has also been added to the workbook.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-2777	Analytics Portal	IDA/Electronic Chrome Safari, and Mac Firefox	MacOS, and Windows - 32 and 64bit
Release Toggle: None			

Data Sharing Service

New Patient and Provider Survey Data: The Data Sharing Service is now capable of generating Patient and Practitioner survey data with the appointment data.

KEY	COMPONENT	BROWSER(S)	PLATFORM
DT-2619	Data Sharing Service	IDA/Electronic Chrome Safari, and Mac Firefox	MacOS, and Windows - 32 and 64bit
Release Toggle: None			

Devices

In this software release, we improved how our telehealth devices authenticate within the Teladoc Health network. This effort has impacted a small number of devices, requiring the Device's Product Key to be re-entered.

This has disproportionately impacted computers using Viewpoint Software, which may need to have the Product Key entered manually. If you are having trouble registering a device with the Product Key that was originally issued, or are experiencing any other issues, please contact the Technical Assistance Center at TAC@TeladocHealth.com or 877-484-9119.

Please be aware that for this secure authentication to work, we made software Product Keys one-time-use and are enforcing that Devices and Viewpoint Software be on local networks that adhere to the Teladoc Health Firewall Configuration Requirements Document, MB-15513. Most importantly, all network traffic outbound with replies to Teladoc Health addresses/ domains must be excluded from in-path (in-transit) inspection, for virtual care sessions to be carried out. We apologize for any inconvenience this may cause and thank you for your continued support.

Windows

Rebranding: Windows Devices and Viewpoint application icons updated.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-3078	Windows	None	Windows
Release Toggle: None			



Bluetooth Pairing: Touchscreen Devices have a wizard to pair Bluetooth devices in Settings.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-100	Windows	None	Windows

Firefly Exam Camera: Exposure level auto-adjusts based on environment versus static.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-3227	Windows	None	Windows

End of Life for Windows 7 and Windows 8: Future versions of Teladoc Health Windows Viewpoint software will no longer support Windows 7 or Windows 8.

Please upgrade your Microsoft Windows Operating System to Windows 10. As Product Keys are for one-time-use, please reach out to our Technical Assistance Center at 877-484-9119 for a new key when installing the Viewpoint software on Windows 10 upgraded device or Windows 10 device.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-3051	Windows	None	Windows

New Video Converter Type: Cam Link 4K is now a known video converter type for Devices and Windows Viewpoint software.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-2988	Windows	None	Windows

Rebranding: Device and Viewpoint Screen Savers have been updated.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-2907	Windows	None	Windows

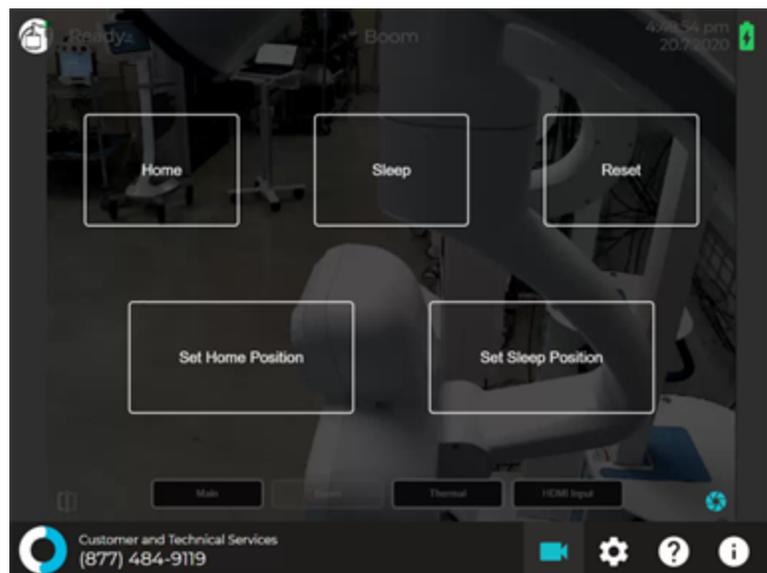


Default Sleep Position: For users of the Teladoc Health TV Pro, TV Pro+, and the Full-Motion PTZ Camera who have not set a custom Sleep position, the camera will now look "away" from patient area by default, after a session has ended.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-1758	Windows	None	Windows

Camera Preview: A camera preview now offers settings for Home and Sleep positions on Lite 4 with Boom's boom camera, TV Pro, TV Pro +, Vici, and users of the Teladoc Health's Full-Motion PTZ Camera.

KEY	COMPONENT	BROWSER(S)	PLATFORM
ROBOT-1078	Windows	None	Windows



iOS Viewpoint

Rebranding: iOS Viewpoint updated to Teladoc Health screen saver.

KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-627	iOS Viewpoint	None	iOS (iPad)
Release Toggle: None			



Rebranding: iOS Viewpoint icon updated to Teladoc Health brand.

KEY	COMPONENT	BROWSER(S)	PLATFORM
iOS-604	iOS Viewpoint	None	iOS (iPad)
Release Toggle: None			



Improved Security: iOS Viewpoint device authentication with servers within the Teladoc Health network have been enhanced.

KEY	COMPONENT	BROWSER(S)	OPERATING SYSTEMS
iOS - 90	iOS Viewpoint	None	iOS (iPad)

LEARN MORE

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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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