Teladoc Health™
Quarterly Release Notes
Q1 2021

Teladoc HEALTH

Release Notes for Quarter 1, 2021

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 Q1 release.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q1 engineering development can continue through the second week of April. Product delivery to production environments and application and connect devices push to all clients take place during the month of April.

Below are highlights of recent and planned product releases and a brief highlight of new features and updates to the Solo Platform.

Q1 2021 Solo Platform Releases

Web App

Web Provider and Patient Apps: The Teladoc Health Web Provider, Patient App, and Smart Notes Module releases occur every two weeks. The primary focus for this quarter was to deliver an Emergent Solution for Stroke, release a new Friends and Family module, enhanced Interpretive Services, and extended data download capabilities. The last bi-weekly update will occur April 19, 2021 in client test environments and April 20, 2021 in production. All enhancements behind a release toggle are enabled in client test environments bi-weekly and will be enabled in all production environments on May 25, 2021.

Mobile App

iOS Provider and Patient Apps: The Teladoc Health iOS Provider and Patient Apps were pushed mid-quarter to all clients starting the week of March 15 to enable Interpretive Services on iOS devices and the ability to identify active speakers in a virtual encounter. The end-of-quarter software release will be pushed to all clients starting the week of May 3, 2021 with an improved user experience for placing individual users on hold curing private conversations, resuming the call, and improved thumbnail layouts and functionality.

Desktop App

The Desktop Provider and Patient Apps version 1.3.7 were pushed out to all clients the week of March 1, 2021. They focus on desktop screen sharing and rebranding to Teladoc Health. All content for that release was included in the Q4 2020 quarterly release notes.

Connected Devices

Devices software, Provider Access and iOS Viewpoint: This release focused on improving the telehealth device authentication process within the Teladoc Health network and servers to improve video quality for multi-presence sessions. The new release of devices software and Provider Access software began to push to clients beginning the week of April 5, 2021. If your device or Viewpoint system experience any interruptions while being upgraded to the latest release, please contact the Technical Assistance Center.

> **NOTE:** Teladoc Health Windows Device, Provider Access, and Viewpoint software delivered for this release does not support Windows 7 or 8. Please upgrade to Windows 10.

Analytics Module

A new release of the Teladoc Health Analytics module will be pushed to all clients April 20, 2021 with a new Acute Stroke Summary dashboard.

Imaging Module

A new release of the Teladoc Health Imaging module will be pushed to all clients April 20, 2021 with a focus on image availability notification.

Solo Platform features enabled during the Q1 release

As part of our ongoing quarterly release process, Teladoc Health will review and revise our list of supported browsers and browser versions. Updates to the support list can be found here and will be announced at the beginning of each quarter and enforced at the end of the quarter.

**Improved experience of the first launch page for the patient and practitioner video sessions:**

We have unified the experience of the launch page across all the operating systems (Windows, Mac, and iOS) when a user (patient/provider) opens the App from a browser, or is directed to download or open the App.

A practice can be configured in one of the three ways:

• App Only

• App or Browser

• Browser Only

Provider App only: A user can access from supported or unsupported browsers. When they do, they will be prompted to download the App.

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

Before	After
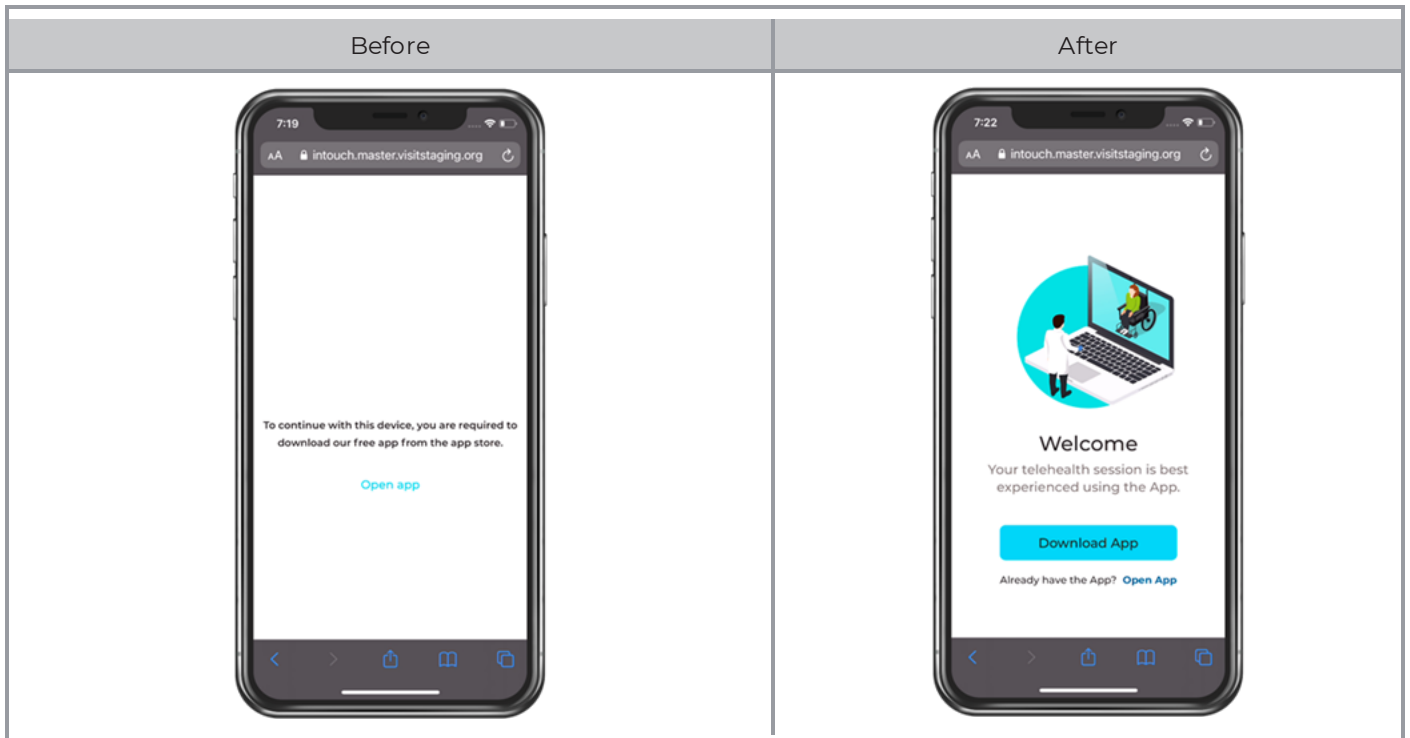
Provider App or browser: User access from a supported browser will allow user access from either the browser or download the App.
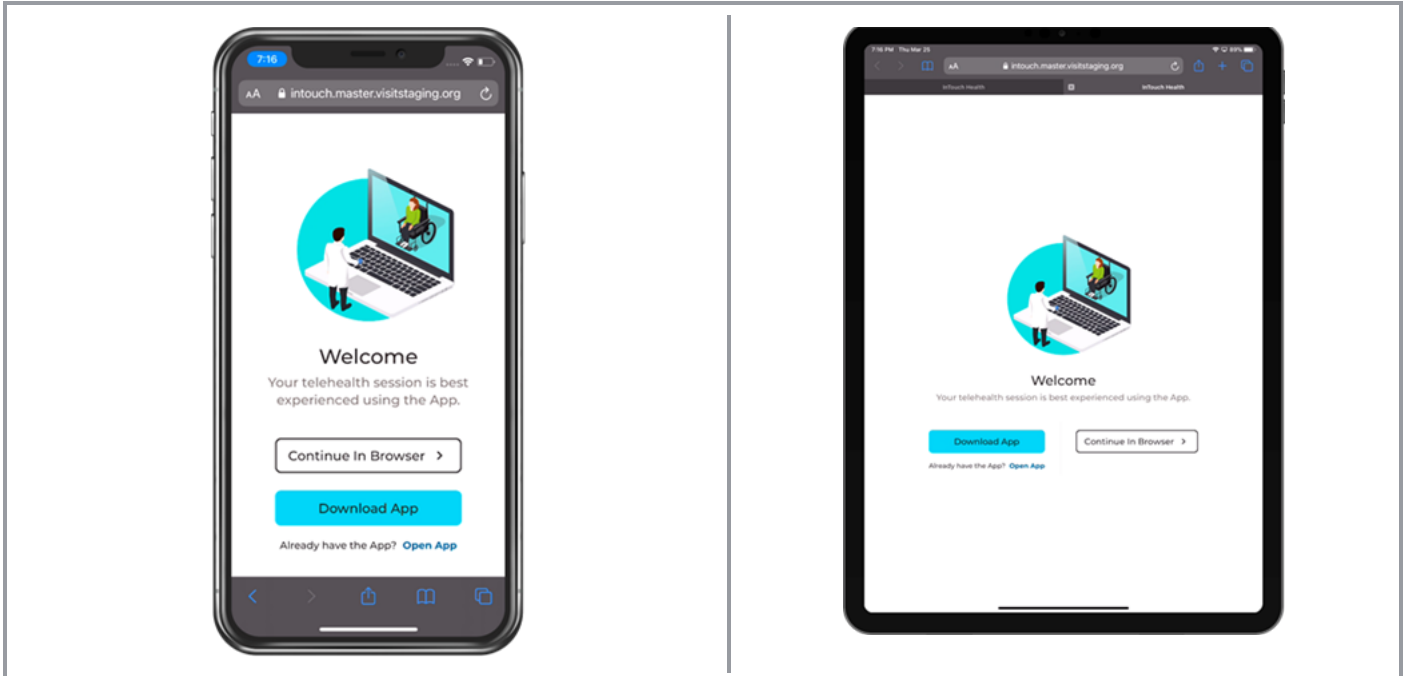
**App or browser/browser only:** User access from an unsupported browser will trigger the user to update to a compatible browser or download the App.
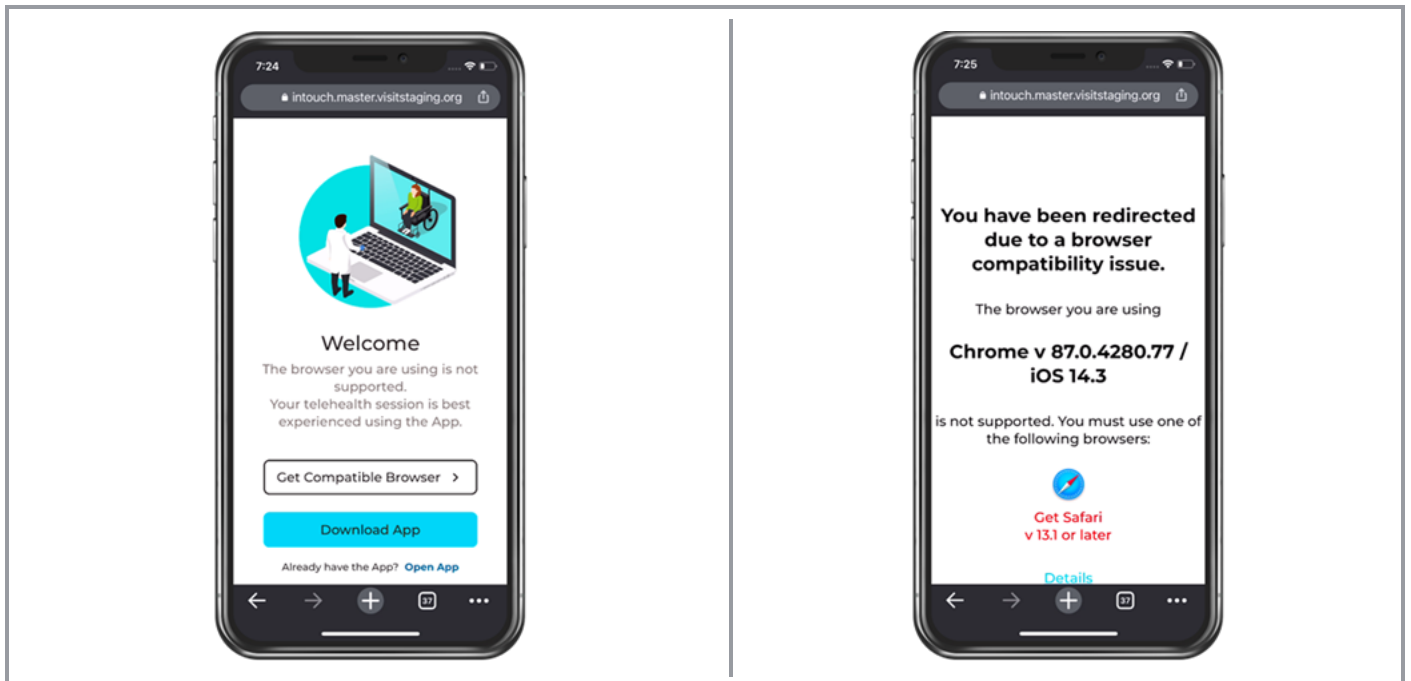
Patients will obtain a similar experience to the provider as shown below:

Patient App only: User access from a supported or unsupported browser will trigger them to download the App.

Android		iOS	
Before	After	Before	After
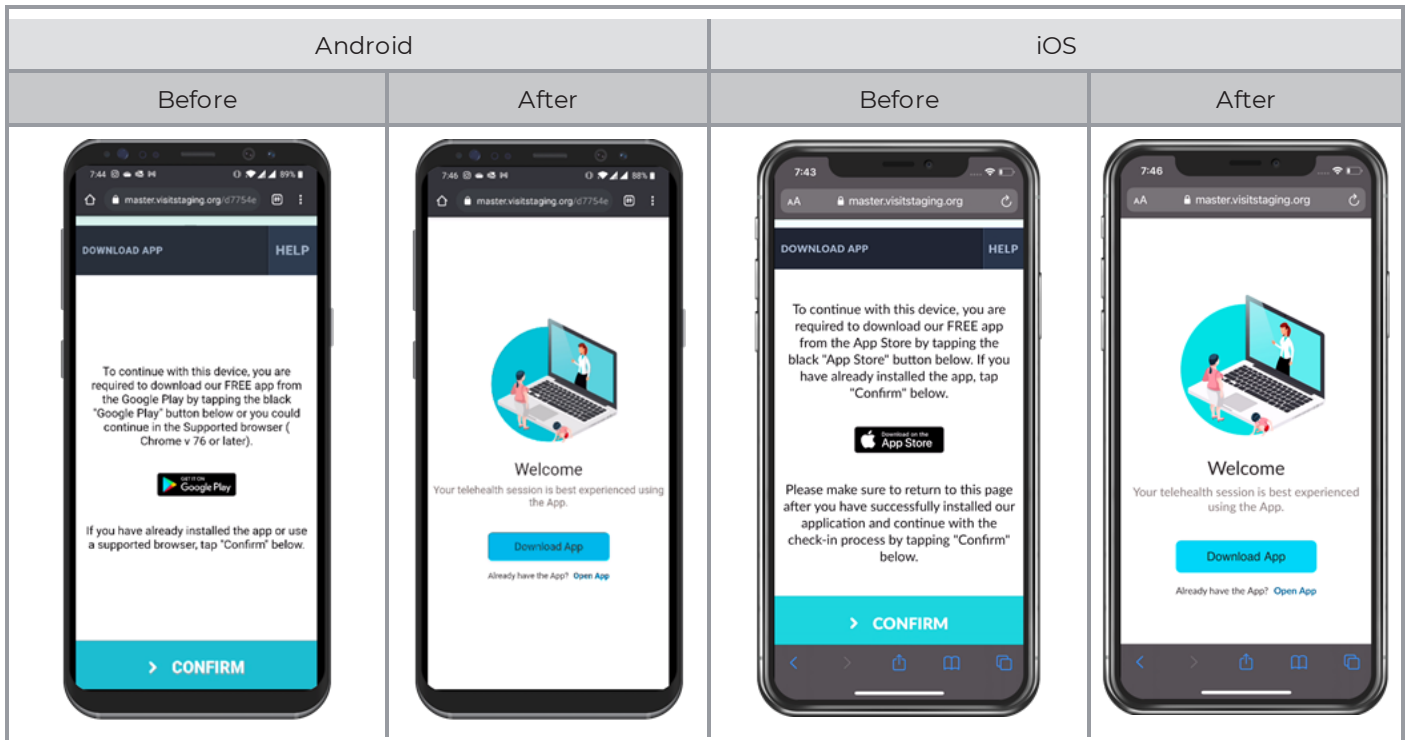
User satisfaction survey

As part of our mission to provide continued improvements, Teladoc Health enabled a post-video session visual rating survey for both providers and patients. The results will help assess user satisfaction and identify areas for improvement.

The satisfaction surveys will be enabled for all clients except those who implemented a custom survey. It was enabled in client production environments on March 21 and all data collected from that day forward will be available to you in .csv format for practice admins. Access to the results will be delivered as part of this release.

The survey begins with a simple thumbs up and down question to rate the call.

How was the call?

👍 👎

Dismiss

Users who select a thumbs down will receive the following additional question:

What went wrong?

Audio

☐ I Could Not Hear Them
☐ They Could Not Hear Me
☐ Audio Quality Was Poor

Video

☐ I Could Not See Them
☐ They Could Not See Me
☐ Video Quality Was Poor

Please describe any other issues

With this data, we will be able to understand the root cause of user specific issues and collaborate with you to improve your experience.

Solo™ Platform

Platform Administration

Deactivated users: Deactivated users no longer show up as members of Services.

Key	Component	Browser(s)	Operating Systems
SCIT-769	Platform Administration	IDA/Electron Chrome Safari, Mac Firefox	Mac OS and Windows - 64bit
Release Toggle: None			

New other payment method options: Practice Admins can enable **other payment methods** and change the corresponding label in individual Services settings.

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 services: Practice Admins can archive Services that have no active appointments and restore them later if needed. Inactive Services will display as disabled.

Key	Component	Browser(s)	Operating Systems
SCIT-1	Platform Administration	IDA/Electron Chrome Safari, Mac Firefox	Mac OS and Windows - 32 & 64bit
Release Toggle: WaitingRoomArchival			

Location-based virtual encounters: Teladoc Health administrators can now set up rules to restrict a Solo users' access to patient encounters based on specific Solo credentialed locations.

Key	Component	Browser(s)	Operating Systems
TC-7925	Platform Administration	IDA/Electron Chrome Safari, Mac Firefox	Mac OS and Windows - 32 & 64bit
Release Toggle: None			

Data Download

Virtual encounter data: The Report Generator can now be configured to include virtual encounter data, including first call start, last call end, total number of calls, and call duration.

Key	Component	Browser(s)	Operating System
RVN-430	Data Download	IDA/Electron Chrome, Safari Mac, Firefox	MacOS and Windows 32 and 64 bit
Release Toggle: VideoCallDetailsForReportGenerator			

Report generator: The location of the patient is now included in the Report Generator.

Key	Component	Browser(s)	Operating System
RVN-308	Data Download	IDA/Electron Chrome, Safari Mac, Firefox	MacOS and Windows 32 and 64 bit
Release Toggle: None			

Services in report generation: Customer can select all services in the Report Generator by selecting '**Select All**'.

Key	Component	Browser(s)	Platform
RVN-305	Data Download	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 64bit
Release Toggle: ExtendedReportExport, and SelectAllServicesOnReportGenerator			

Data download and Report Generator: These are now separated based on customer workflows. For the consumer workflow, data download will remain the data export feature for DTP/DTC focused on audio/video virtual encounters, 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)	Operating System
SN4-2297	Data Download	IDA/Electron Chrome, Safari Mac, Firefox	MacOS and Windows 32 and 64 bit

Release Toggle: ExtendedReportExport

New virtual encounter details: Encounter-related data, including service name, location and reason for visit are now included in the Report Generator under **encounter details**.

Key	Component	Browser(s)	Operating System
SN4-2859	Data Download	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit

Release Toggle: None

Report Generator: The Report Generator now includes the ability to include all locations by selecting the **'All'** check box. This allows users to conveniently include all locations when running a report.

Key	Component	Browser(s)	Platform
RVN-207	Data Download	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 64bit

Release Toggle: SelectAllLocationsOnReportGenerator

Report Generator: The Report Generator now includes the name of the consultation note for customers using Smart Notes 4.

Key	Component	Browser(s)	Operating System
SN4-2894	Data Download	IDA/Electron Chrome, Safari Mac, Firefox	MacOS and Windows 32 and 64 bit
Release Toggle: None			

	FP	FQ	FR	FS	FT	FU	FV	FW	FX	FY	FZ	GA	GB
1	Note name	When signed	Who signed	NPI	When Amended	Who Amended	Note name	When signed	Who signed	NPI	When Amended	Who Amended	Comments
2													
3													
4													
5	Consult Note	3/16/2021 15:06					Code Sheet	3/16/2021 15:07					

Report Generator: The Report Generator now displays dates and times based on the new date format of YYYY/MM/DD and the time format of hh:mm based on the patient's location, as configured in practice settings and locations. Prior dates and times were displayed in UTC date-time format.

Key	Component	Browser(s)	Operating System
SN4-2871	Data Download	IDA/Electron Chrome, Safari Mac, Firefox	MacOS and Windows 32 and 64 bit
Release Toggle: None			

	A	B	C	D	E	F	G	H	I	J
1	Encounter Creation	Service	Solo Visit ID	Location	Reason for Visit	Account Number	MCN	Gender	Last Name	First Name
2	3/12/2021 10:15	Teleneo Transfer	555851	Mayo Clinic Rochester			123456789-A	unknown	Sloane	Baby
3	3/12/2021 10:29	Teleneo Transfer	555941	Mayo Clinic Rochester				unknown	Mikalai	Baby
4	3/12/2021 10:31	Teleneo Transfer	555971	Mayo Clinic Rochester				unknown	Mikalai	Baby
5	3/12/2021 11:38	Teleneo Transfer	556371	Mayo Clinic Rochester			09u9089lkjh	unknown	Robert	Baby
6	3/12/2021 16:28	Teleneo Transfer	557591	Mayo Clinic Rochester				unknown	Jeff	Baby

Data download: The creation date and time of a virtual encounter are now included in the Report Generator.

Key	Component	Browser(s)	Platform
SN4-2841	Data Download	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 64bit
Release Toggle: ExtendedReportExport			

National Provider Identifier information (NPI): NPI is now included as part of the Report Generator. Admins can create reports that include the NPI information for their practice.

Key	Component	Browser(s)	Operating System
SN4-2567	Data Download	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: ExtendedReportExport			

Platform Enhancement

Improved user experience: The **Continue Note** button in the right panel has been relabeled to **View Note** for users who are already in the Smart Notes 4 module.

Key	Component	Browser(s)	Operating System
RVN-405	Platform Enhancement	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: None			

Location name: Users can now view the entire name of their location from the **Encounters** dashboard by hovering.

Key	Component	Browser(s)	Operating System
RVN-428	Platform	IDA/Electron Chrome,	MacOS, Windows 32

Key	Component	Browser(s)	Operating System
	Enhancement	Safari Mac, Firefox	and 64 bit
Release Toggle: ShowEntireLocationName			

Encounter cancellation: Encounter cancellation data is now included in the audit log. It can be accessed by users with permissions to it.

Key	Component	Browser(s)	Operating System
RVN-329	Platform Enhancement	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: None			

Canceled virtual encounter: A **Show Canceled Encounters** filter was added so a user can now view all canceled encounters along with active encounters. All canceled encounters are not displayed with active encounters by default.

| Key	Component	Browser(s)	Operating System
RVN-321	Platform Enhancement	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: AdvancedEncounterDashboard			

Encounters dashboard: Filters selected from the **Encounters** dashboard are now persistent and retain even after a page is refreshed.

Key	Component	Browser(s)	Operating System
RVN-320	Platform	IDA/Electron Chrome,	MacOS, Windows 32

Key	Component	Browser(s)	Operating System
	Enhancement	Safari Mac, Firefox	and 64 bit
Release Toggle: AdvancedEncounterDashboard			

Encounter dashboard: The patient bar in the **Encounter** dashboard now includes a **Show More/Show Less** button that can display all virtual encounter centric data about devices on compact screens.

Key	Component	Browser(s)	Operating System
RVN-297	Platform Enhancement	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: EncounterBarResponsiveness			
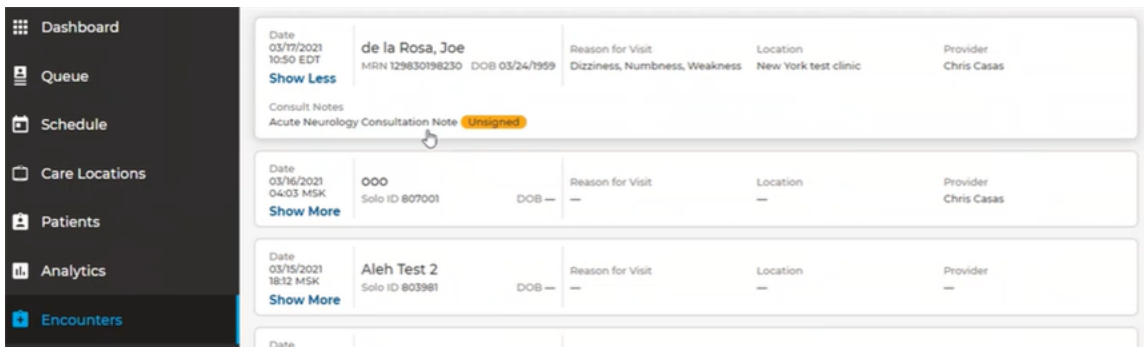
Configurable mandatory fields: Practice Admin and Practitioner Admins can now configure mandatory demographics fields, including **DOB**, **Gender** and **MRN** for a virtual encounter creation modal. Configurations are made on a Services basis.

Key	Component	Browser(s)	Platform
RVN-250	Platform Enhancement	IDA/Electron Chrome	Mac OS,

Key	Component	Browser(s)	Platform
		Safari, Mac Firefox	Windows 64bit

Release Toggle: EncounterCreationMandatoryFieldsConfiguration

MRN field: The MRN field can now be relabelled to fit the needs of a specific practice.

Key	Component	Browser(s)	Platform
RVN-235	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows 64bit

Release Toggle: None

MRN filter: The MRN filter in the **Patients** page has been replaced with a **Patient Identifier** filter that 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 64bit

Release Toggle: None

Product toggle: Users can now deactivate the Smart Notes product module in Solo. This removes all Smart Notes related features and settings for Solo.

Super Admin ≥ Use Product Toggle ≥ (Enabled/Disabled) Products ≥ Smart Notes ≥ (On, Off)

Key	Component	Browser(s)	Platform
RVN-149	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows 64bit

Release Toggle: None

Virtual encounter interface creation: In Solo, the encounter creation interface has been redesigned with a focus on optimizing the experience for emergent care. The new interface uses a modal layout to overlay on top of the **Encounter** dashboard, so users can stay focused after creating a new virtual encounter.

Key	Component	Browser(s)	Platform
RVN-61	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit
Release Toggle: CreateNewEncounter			

Encounter details: For a virtual encounter, users can configure to be redirected directly into a Smart Notes 4 form or view the **Encounter Details** that is now available in a modal layout. Users with provider, scheduler, practitioner admin or nurse roles can cancel the encounter from the **Encounter Details** modal and edit **Reasons for Visit**.

Encounter Details ✕

Sofiya Ricardo
Monday, Dec 14 at 10:10 AM

Location
Heritage Hospital

Reason(s) for Visit

Other

Dizziness ✕

⌄ **Cancel Encounter**
Cancellation can not be undone, are you sure?

Yes, Cancel Encounter   No, Keep Encounter

Mandatory fields: The new interface display a yellow asterisk next to mandatory fields. It also can warn users at a field level when fields are left blank.

* Patient Identity

Unknown Patient | Existing Patient | New Patient

Add New Patient
* First Name

⚠ This Field Is Mandatory.
* Last Name

⚠ This Field Is Mandatory.

* Gender

Male | Female | Other | Unknown

* Date of Birth

mm/dd/yyyy

* MRN

Add Encounter +   Cancel

Patient identity triage: Entering the patient details for a virtual encounter is now easier than ever before because the patient identity is now conveniently triaged into **Unknown**, **Existing Patient** and **New Patient** categories. When the patient is new, users no longer have to individually create both a patient profile and a virtual encounter. Instead, users fill in both the patient and virtual encounter information in one flow to create both with one click of the Add Encounter + button.

Ability to support cross-organizational service lines: Solo now supports customers who have 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 from other organizations to join a Service (i.e. Waiting Room) in their practice. The Service and all patient appointments and virtual 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	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows 64bit

Release Toggle: None

Rebranding: The legacy InTouch Health ID in Solo has been changed to **Solo ID** in the right panel.

Key	Component	Browser(s)	Platform
SN4-2524	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit

Release Toggle: ChangePatientITHIdToSoloId
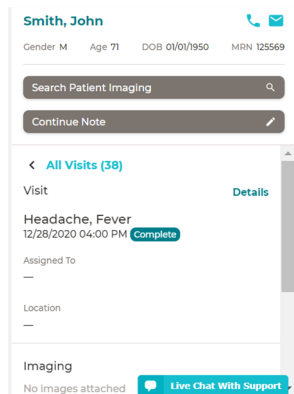
Optimized navigation: For emergent workflow users, only relevant pages are displayed to improve efficiency when navigating through Solo.

Key	Component	Browser(s)	Platform
SN4-2442	Platform Enhancement	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit
Release Toggle: CreateNewEncounter			

Patient App

Web Patient App

This browser-based app is used by patients to attend scheduled and on-demand low and medium acuity care appointments.

Conditional logic: The Patient App can be configured with conditional logic based on time parameters.

Key	Component	Browser(s)	Platform
SN4-1271	Web Patient App	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	MacOS Windows - 32bit Windows - 64bit

Patient notification: Patients are now notified via email and SMS when a practitioner joins their virtual encounter.

Key	Component	Browser(s)	Platform
TC-7121	Web Patient App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32bit & Windows - 64bit
Release Toggle: NotifyPatientWhenProvideJoinsTheCall			

Video session: Enhancements have been made to the patient video session satisfaction survey for the purpose of improving the patient's user experience.

Key	Component	Browser(s)	Platform
WPAS-976	Web Patient App and Desktop Patient App	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	MacOS Windows - 32bit Windows - 64bit Android iOS

Friends and Family

The new browser-based Friends and Family application allows patients to easily set up and initiate a video call to a friend or family member using a computer or tablet provided by their hospital facility.

Patient social call invite to friend or family member: Using the Teladoc Health Friends and Family web app, admitted patients can invite a friend or family member outside of the hospital to a private, secure virtual encounter by sending a link using email or SMS.

Key	Component	Browser(s)	Platform
FNF-4	Friend and Family App	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: None			

Teladoc HEALTH 🔒

Your Name

Enter the name your friends and family will recognize.

Full Name

Lucas Wilson 👤

Continue

Teladoc HEALTH 🔒

Invite Friends & Family

Enter the name, and the mobile number or email address of the individual you would like to call.

Full Name

Oliver Delgado 👤

| **Mobile Number**	**Email Address**
(555) 555-5555 📞	oliver@ ✉

Continue

Invite patient guest: After a patient invites a guest using the Friends and Family app, the guest can join by clicking a link sent to them by SMS or email.
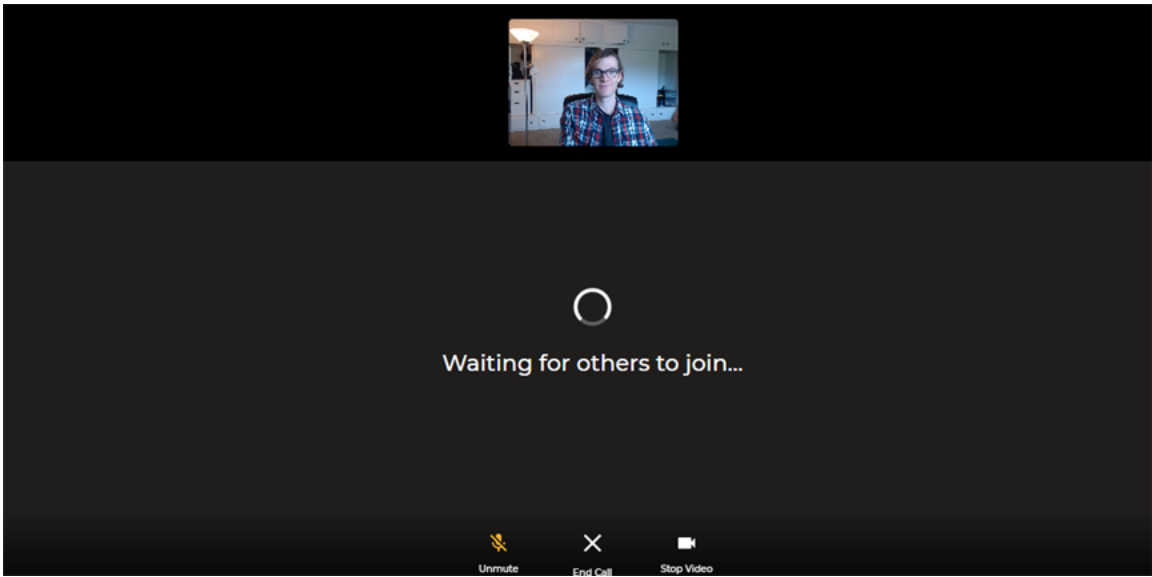
Key	Component	Browser(s)	Platform
FNF-6	Friend and Family App	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit

Key	Component	Browser(s)	Platform

Release Toggle: None
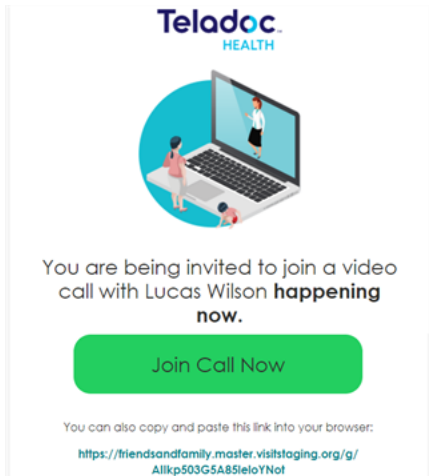
Patient social call experience with a friend or family member: A patient can now conduct a video call with a guest using features of the Family and Friends app, such as mute and unmute audio and video, and change microphone or camera. Guests may temporarily leave the call and patients can end a call.

Key	Component	Browser(s)	Platform
FNF-5	Friend and Family App	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit

Release Toggle: None

Android Patient App

Rebranding: The Android Patient App has been 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	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	MacOS Windows - 32bit Windows - 64bit Android iOS

Provider App

Web Provider App

The Web Provider App is a browser-based app used primarily for scheduled and on-demand low and medium acuity care. Available on Chrome, Safari, and Firefox.

iOS Safari: We have decoupled permission to use Safari on iOS from permission to use Safari on the Mac. Previously, if a patient or practitioner were to be prevented from using Safari on iOS, they were not able to use Safari on the Mac either. Now, users who are blocked from using Safari on iOS, can still use Safari on their Mac computers.

Key	Component	Browser(s)	Operating System
WPAS-792	Web Provider App and Web Patient App	Safari, Mac, Safari and iOS	MacOS, iOS

**Context menu:** Users now have access to the **Context** menu of a participant being viewed in full screen from within that full-screen view during a virtual encounter.

Key	Component	Browser(s)	Operating System
WPAS-775	Web Provider App, Desktop Patient App, Desktop Provider App, and Web Patient App	IDA/Electron, Chrome, Safari Mac, Firefox	Windows 32 and 64 bit, Mac OS and IOS
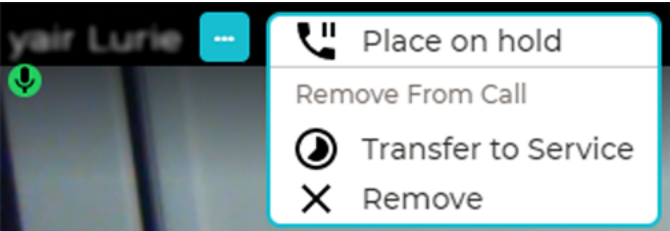
Voice notification: Users will see a green circle with a microphone icon next to the participant who is speaking. The new icon will be under the participant **'Name'** in the main screen or at the bottom right corner of their thumbnail.

Key	Component	Browser(s)	Operating System
WPAS-714	Web Provider App, Web Patient App, Desktop Provider App, and Desktop Patient App, iOS Patient App, iOS Provider App and iOS Carelocation App	IDA/Electron, Chrome, Safari Mac, Firefox	All
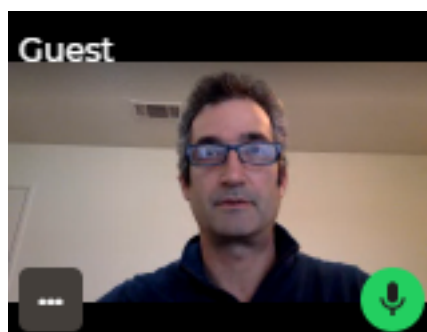
Thumbnail: When a user is viewed in full screen, their name and the **Context** menu will appear in the full-screen view. The previous empty thumbnail has been removed.

Key	Component	Browser(s)	Operating System
WPAS-604	Web Provider App, Desktop Patient App, Desktop Provider App, Web Care Location App, Web Patient App	IDA/Electron, Chrome, Safari Mac, Firefox	All

Rebranding: The Web App software has been rebranded to Teladoc Health.

Key	Component	Browser(s)	Operating System
BETA-944	Web Provider App, Desktop Patient App, Desktop Provider App, Web Patient App, and Web Care Location App.	IDA/Electron, Chrome, Safari Mac, Firefox	Mac OS, and Windows 32 and 64 bit, and iOS

InTouch Health

Patient Search

March 15

| Simpson, Agnes | | Dr Smith | 6 m |
| Age 91   Gender — | | | On call |

| Tigerwood, Vanessa | Reason | Care Location | Dr Joy | 24 m |
| Age 12   Gender u | Strong ache | ● Alex CLocation | | On call |

| Minton, Robert | | 2 m |
| Age —   Gender — | | Waiting |

| Boo, Oliver | | 1:20 a |
| Age 91   Gender — | | Scheduled |

Dashboard
Queue
Schedule
Care Locations
Waiting Rooms
Patients
Encounters
Imaging
Analytics
My Apps

Simpson, Agnes

Gender —   Age 91   DOB 03/11/1929   ITHID 700480

Connect

Continue Note

‹ **All Visits (30)**

Visit   Details

Need reason for visit
03/5/2021 01:20 PM

🔔 **Alert for Bedside Assistance**

Assigned To
—

Location
The Best Care Place

Teladoc HEALTH

Patient Search

March 15

| Simpson, Agnes | | Dr Smith | 6 m |
| Age 91   Gender — | | | On call |

| Tigerwood, Vanessa | Reason | Care Location | Dr Joy | 24 m |
| Age 12   Gender u | Strong ache | ● Alex CLocation | | On call |

| Minton, Robert | | 2 m |
| Age —   Gender — | | Waiting |

| Boo, Oliver | | 1:20 a |
| Age 91   Gender — | | Scheduled |

Dashboard
Queue
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Care Locations
Waiting Rooms
Patients
Encounters
Imaging
Analytics
My Apps

Simpson, Agnes

Gender —   Age 91   DOB 03/11/1929   ITHID 700480

Connect

Continue Note

‹ **All Visits (30)**

Visit   Details

Need reason for visit
03/5/2021 01:20 PM

🔔 **Alert for Bedside Assistance**

Assigned To
—

Location
The Best Care Place

InTouch Health

> CHECK-IN

Teladoc
HEALTH

> CHECK-IN

Video session survey: Enhancements have been made to the virtual encounter satisfaction survey to improve the provider's user experience.

Key	Component	Browser(s)	Platform
WPAS-975	Web Provider App and Desktop Provider App	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	MacOS Windows - 32bit Windows - 64bit Android iOS

Interpreter: When making an on-demand request for an interpreter, the patient's preferred language will be preselected to make it easier for the practitioner to make a request for an interpreter.

Key	Component	Browser(s)	Operating System
WPAS-863	Web Provider App and Desktop Provider App.	IDA/Electron, Chrome, Safari Mac, Firefox	Mac OS, and Windows 32 and 64 bit
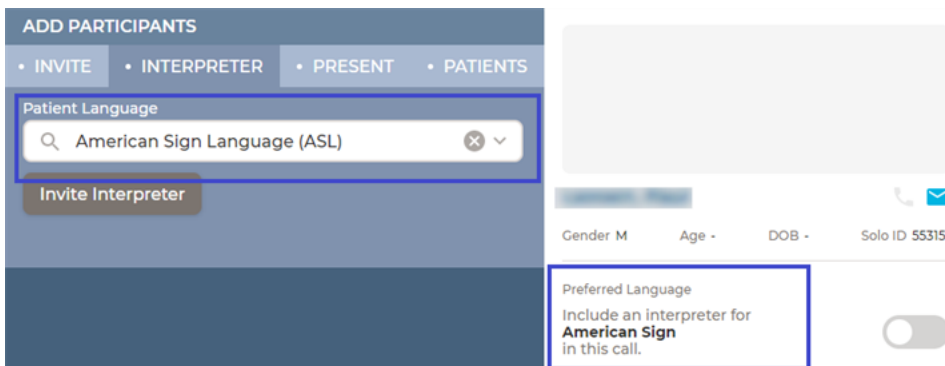
Interpreter availability: Enhancement to the interpreter's workflow allows the interpreter's session to be automatically completed when the provider ends the call. This guarantees an interpreter is immediately available for another request.

Key	Component	Browser(s)	Operating System
WPAS-859	Web Provider App and Desktop Provider App	IDA/Electron, Chrome, Safari Mac, Firefox	Mac OS, and Windows 32 and 64 bit

Interpretive services: A practitioner or other medical professional now has the ability to indicate whether an interpreter should be requested for a given appointment (considering a language is supported by the vendor) or modify previously selected options for requesting an interpreter that were determined during scheduling.

Super Admin ≥ Practices ≥ Integrations ≥ Voyce = On

This activity is achieved via:

- Queue Tab

- Waiting Rooms Tab

- Encounters Tab

- Schedule Tab

Key	Component	Browser(s)	Platform
BETA-809	Web Provider App, Desktop Provider App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: None			

Ability to request an Interpreter for a patient visit: Practitioners and schedulers can now indicate that an interpreter is requested for a scheduled visit. 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 virtual encounter with a patient. The interpretive service solution needs 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 - 32 and 64bit
Release Toggle: None			

Context menu: Users now have access to the **Context** menu for a participant viewed in full screen from within that full-screen view, during a virtual encounter.

Key	Component	Browser(s)	Operating System
WPAS-775	Web Provider App, Desktop Patient App, Desktop Provider App, and Web Patient App.	IDA/Electron, Chrome, Safari Mac, Firefox	Windows 32 and 64 bit
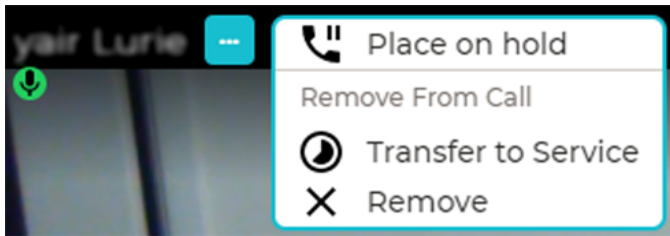
Microphone mute indicator: The ability for users to know who has muted their microphone has been enhanced by the display of a muted microphone icon next to the participant's name.

Key	Component	Browser(s)	Operating System
WPAS-571	Web Provider App, Web Patient App, Android	IDA/Electron, Chrome, Safari, Mac, Safari, iOS,	All

Key	Component	Browser(s)	Operating System
	Patient App, Desktop Patient App, Desktop Provider App, iOS Patient App, iOS Provider App, and iOS CareLocation	Firefox, Edge	

Steven Fields ···
🢆 🔇 Participant has stopped their video

Doctor Doctor
🔇 🢆
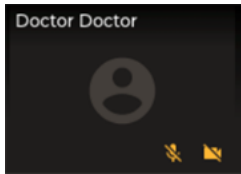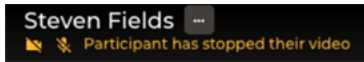
Encounter connections: Practitioners are notified when they connect to their patient from a device if already in a virtual encounter with that patient on a different device or browser. This ensures that only the designated provider can connect to their patient; to prevent connection issues when providers need to switch to a new device.

Key	Component	Browser(s)	Platform
WPAS-26	Web Provider App and Video Calls	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32 & 64bit
Release Toggle: Prevent Join Video Call Sessions From Two Devices			

Shared services: For billing purposes, a Practice Admin or someone from the back medical office can download a report of all patient encounters in a shared service. As a participant, using the Report Generator, a user can select any location associated to a Care Location in a shared service, and download a report of their virtual encounter.

Super Admin ≥ Feature toggle "Extended report export" is enabled

Super Admin ≥ Feature toggle "Select All Locations On Report Generator" is enabled

Super Admin ≥ Practices ≥ Practice Settings ≥ "Emergent" = ON

Key	Component	Browser(s)	Platform
BETA-1034	Web Provider App, Desktop Provider App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32 & 64bit
Release Toggle: None			

Emergent workflow: During emergent care, the nurse or practitioner initiating the request provides their phone number so the practitioner can call them back. The Practice Admin (or any user with access to practice settings) manages the phone number(s) for each Care Location using practice settings.

Super Admin ≥ Feature Toggles ≥ Multiple Callback Numbers for Care Location.

Key	Component	Browser(s)	Operating System
BETA-29	Web Provider App, Desktop Provider App, and Provider App	IDA/Electron, Chrome, Safari Mac, Firefox	Mac OS, and Windows 32 and 64 bit
Release Toggle: MultipleCallbackNumbersForCareLocation			

NIHSS score tables: The order of NIHSS Score tables have been reorganized to display the **Score**, **Submitted by**, and **Date** time values at the beginning of the table layout.

Key	Component	Browser(s)	Platform
SN4-2728	Web Provider App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32 & 64bit
Release Toggle: None			

Connecting to multiple care locations for an encounter: Practice Admins can now configure Services with more than one patient journey and enable each journey with a Care Location that a practitioner will connect to. This supports work flows where practitioners may need to connect to different Care Locations at different times as a part of one virtual encounter.

Key	Component	Browser(s)	Platform
TC-8229	Web Provider App and Web Care Location App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32 & 64bit
Release Toggle: None			

Improved connection abilities for virtual encounters at Care Locations: Encounters that are created at Care Location in Solo can now be connected to directly after a virtual encounter is created. The practitioner can also connect to the Care Location for that virtual encounter as many times as needed.

Key	Component	Browser(s)	Platform
TC-8080	Web Provider App	IDA/Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32 & 64bit
Release Toggle: None			

Enhanced hours of operations: Hours of operation can now be set for specific dates instead of 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 - 32 & 64bit
Release Toggle: HoursOfOperationForIndividualDays			

Care Location assigned to encounter: When a new encounter is created, Solo will now automatically assign the care location to the encounter when there is a single care location to location relationship to ensure the provider can connect right away to the virtual consult.

Key	Component	Browser(s)	Operating System
SN4-2597	Web Provider App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Desktop Provider App

The Desktop Provider App is primarily used for scheduled and on-demand low and medium acuity care. It is available on Chrome, Safari, and Firefox.

Software updates: Version 1.3.7 of the Teladoc Health Provider App includes improvements to the ability to upgrade, downgrade, and allow customers to manage software updates.

Key	Component	Browser(s)	Operating System
DAS-189	Desktop Provider App Desktop Patient App	None	MacOS and Windows 32bit and 64bit

## iOS Provider App

The iOS App provides the same functionality as the browser-based Solo Platform on the iPad. On an iPhone, practitioners can view their queue and conduct virtual encounters. It is available through the public App Store.

Update to minimum OS requirements: We have updated our OS requirements to iOS 12 and above. Devices on iOS 11 and below won't be able to install our iOS Apps.

Key	Component	Browser(s)	Platform
IOS-827	iOS Provider App, iOS Carelocation App, and iOS Patient App	None	iOS

Invite functionality: Practitioners using the iOS Provider App on their iPhone can now invite other providers, an interpreter, or a guest. In a group call, Providers will now be able to invite waiting patients from the queue.

Key	Component	Browser(s)	Operating System
iOS-55	iOS Provider App	None	iOS
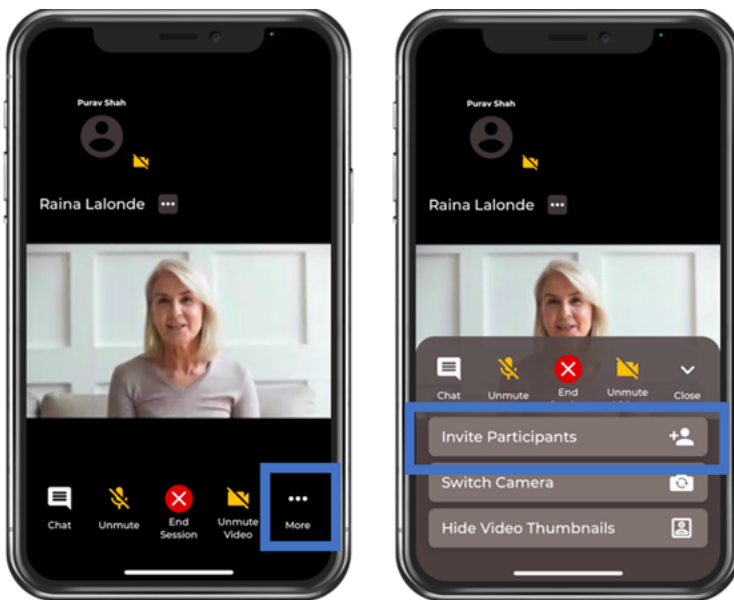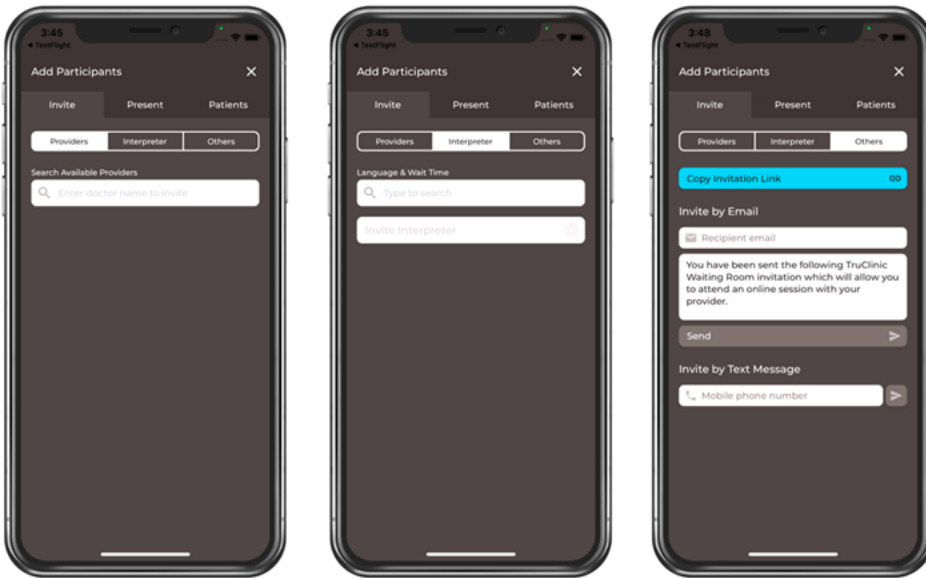
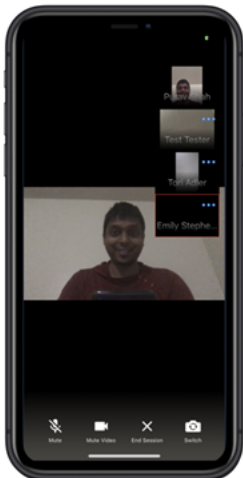**Thumbnail layout changes for iPhone:** Thumbnails are now re-arranged at the top of the screen instead of laying over the patient video. As a result, the provider will be able to scroll through all the thumbnails.

Key	Component	Browser(s)	Operating System
iOS-938	iOS Provider App	None	iOS
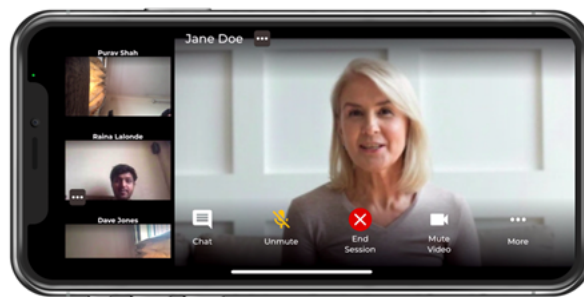
Video performance improvement: To improve video performance on a group call, the App will not subscribe to a user's video if they are not visible on the screen.

Key	Component	Browser(s)	Operating System
iOS-939	iOS Provider App, iOS Patient App, and iOS Care Location App	None	iOS

Interpreter services: A practitioner or other medical professional will see interpreter service-specific notifications in the session when they request an interpreter in the call. These notifications are would be available in the invite panel too.

Route to toggle(s): Super Admin ≥ Practices ≥ Integrations ≥ Voyce = On (Interpretive Services functionality works only if this integration is enabled)

Key	Component	Browser(s)	Platform
IOS-893	iOS Provider App	None	iOS
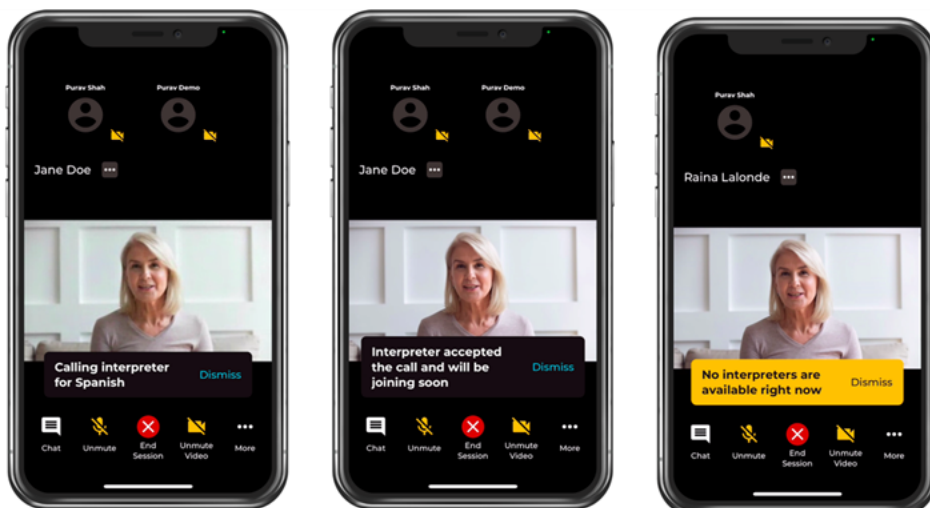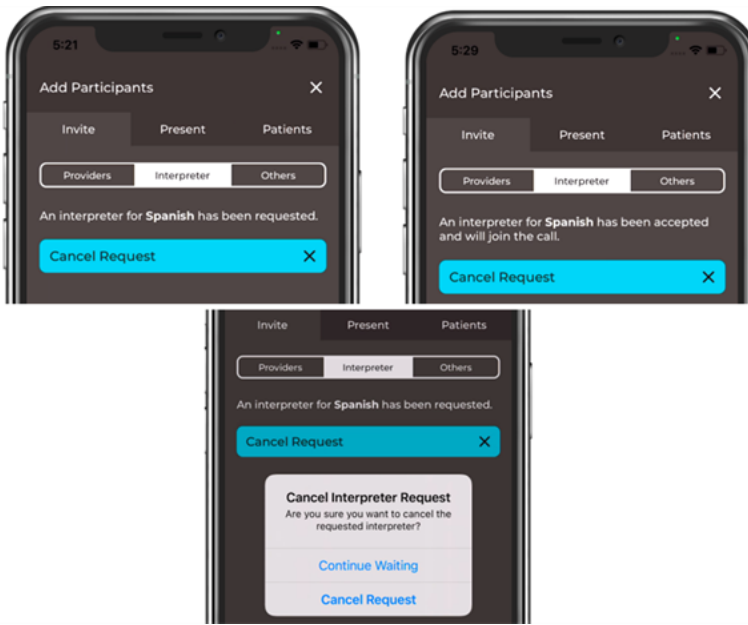
Interpreter service: In the **Invite** panel, the **Interpreter Service** tab is hidden if the service is not enabled for the practice.

Key	Component	Browser(s)	Operating System
iOS-964	iOS Provider App	None	iOS
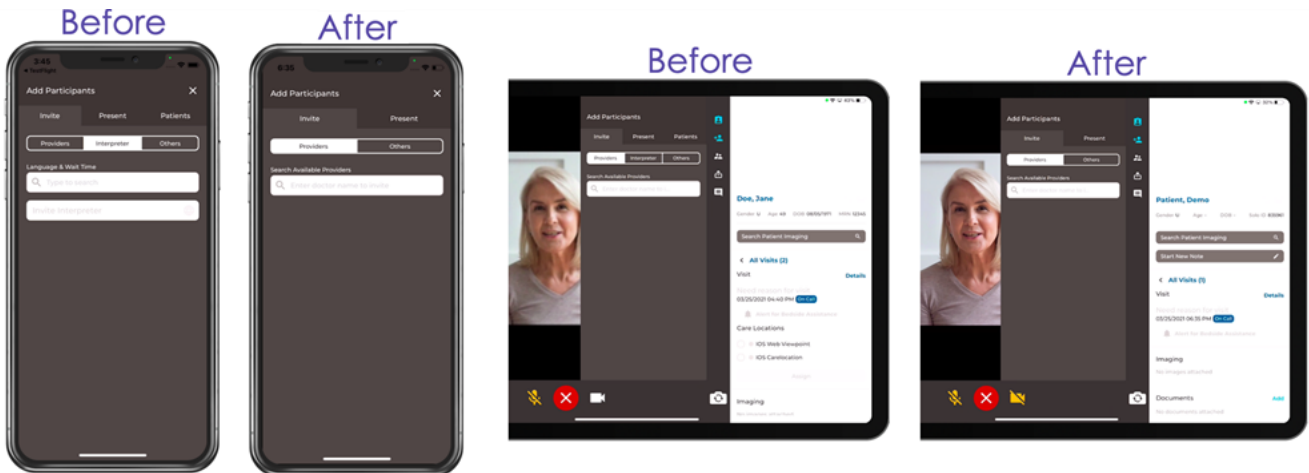
Interpreter services: A practitioner can cancel a pending interpreter request. A provider can also make another request after canceling their previous request.

Route to toggle(s): Super Admin ≥ Practices ≥ Integrations ≥ Voyce = On (Interpretive Services functionality works only if this integration is enabled)

Key	Component	Browser(s)	Platform
IOS-894	iOS Provider App	None	iOS(iPhone and iPad)

Putting patient on hold within the virtual encounter: Practitioners can now put individual patients **On Hold** within a virtual encounter so they can have a private conversation with other users. Practitioners can resume the on going call with their patient by clicking on the **Resume** button.

Key	Component	Browser(s)	Operating System
iOS-637	iOS Provider App, iOS Patient App, and iOS Care Location App	None	iOS

Clicking on the context menu · Clicking on "Place on hold" · Clicking on the context menu · Clicking on Resume Call"
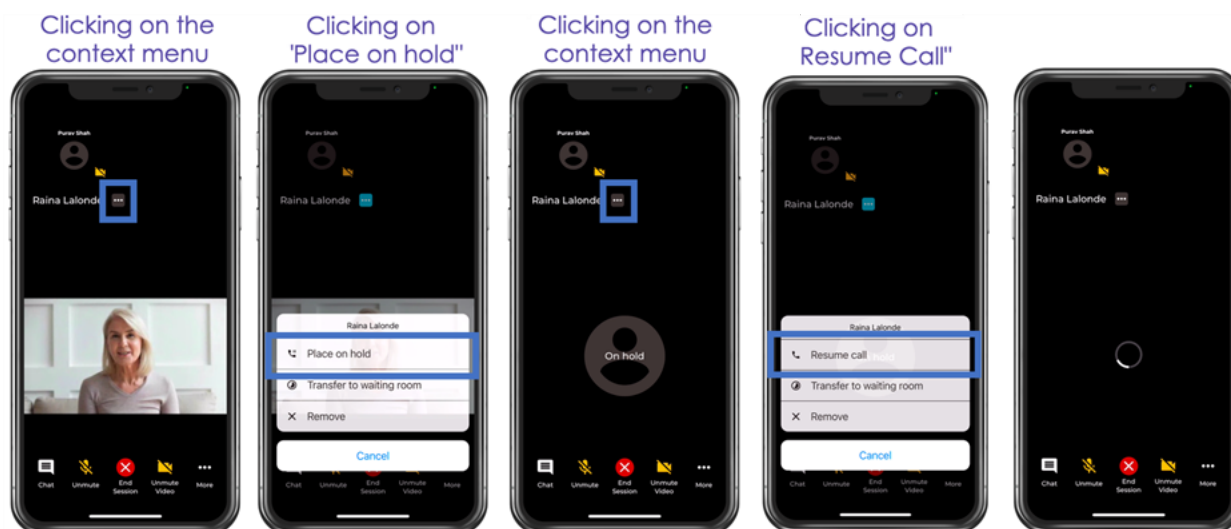
Care Location App

Web Care Location App

The Web Care Location App is a browser-based app used by healthcare organizations for in-facility care for low and medium acuity care appointments. It is available on Chrome, Safari, and Firefox.

Call back number: During an emergent workflow, the nurse initiating the emergent request, manually enters their phone number so that the requested provider can call the nurse back to assess the situation. Now, a nurse can simply select their number from a list for that Care Location when asked to provide a **call back number**.

Key	Component	Browser(s)	Operating Systems
RVN-78	Web Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Improved encounter creation on dual-screen carts: Encounters that are created through the Solo provider application on dual-screen telehealth carts will now have the cart automatically assigned during the encounter creation process. This makes it easier to create encounters when using dual-screen carts.

Key	Component	Browser(s)	Operating Systems
RVN-75	Web Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Improved user experience: There are certain paths in the emergent workflow where the user's response results in an informational page being presented and they are unable to proceed with the current journey. Now, the user is provided with the option to go back and select a service page.

Key	Component	Browser(s)	Operating Systems
BETA-44	Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

UI improvement: A minor usability improvement was made for the Web Care Location users that optimizes the user flow to save time by auto-capitalizing the first letter on name entries during the patient-intake process.

Key	Component	Browser(s)	Operating Systems
BETA-26	Web Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Date and time: The Care Location App new featured date and time components are used to collect information in the appropriate format.

Key	Component	Browser(s)	Operating Systems
SN4-2978	Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Date and time fields: The Care Location App now has format separators for date and time fields for convenient data entry.

Key	Component	Browser(s)	Operating Systems
SN4-2897	Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Intake questionnaire: Intake questionnaires can be configured to capture the value of gestational age for use in neonatal workflows. This information auto-populates in Smart Notes to improve workflow efficiency.

Key	Component	Browser(s)	Operating Systems
SN4-1278	Web Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Intake questionnaire: The Intake questionnaire now supports date and time fields. Patients can enter time information in military 24 hrs format.

Key	Component	Browser(s)	Operating Systems
SN4-1274	Web Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

Intake questionnaire: Clients can include the MRN questionnaires filled out by patients. MRN information is auto-populated in the patient profile.

Key	Component	Browser(s)	Operating Systems
SN4-1272	Web Care Location App	IDA/Electron Chrome, Safari Mac, and Firefox	Mac OS and Windows 32 and 64 bit

iOS Care Location

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

Beam-in sound: There is a new audible beam-in sound when a practitioner starts a direct call with the iOS Care Location from the **Care Location** page.

Key	Component	Browser(s)	Operating Systems
iOS-703	Care Location App	None	iOS

Analytics

Analytics provides data to help you make better decisions. Improvements in the drive features enable better clinical outcomes and 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

Stroke dashboard: A new Acute Stroke Summary dashboard presents stroke data, as well as Joint Commission's performance measures, and compares it to other programs within the organization. Identify areas of improvement ensure the telehealth program is meeting critical time targets. This dashboard drives commitment to a higher standard of clinical service and improve quality of care for patient outcomes.

> **NOTE:** This dashboard is only compatible with the Smart Notes 4 stroke template

A segment is made up of two timestamps logged into the Smart Notes 4 template. For example, the time a patient entered the hospital door to the time a physician was requested for a consult is time stamped. These timestamps are then aggregated and displayed as one segment that can be compared with median durations, as well as graphed in a box plot to provide insight into any outliers that occurred along the patient journey.

In addition, if a client has more than one hospital or program using the Smart Notes 4 Acute Stroke template, there is the option to select a single hospital and compare it to the average of other programs and to the Joint Commission targets.

Key	Component	Browser(s)	Operating Systems
DT-2762	Analytics Portal	IDA/Electron Chrome Safari, Mac Safari, iOS Firefox	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS

Key	Component	Browser(s)	Operating Systems
Feature Toggle: None			

Appointment ID
(All) ▼

Note Signed By
(All) ▼

Consult Request Time
1/4/2020 12:00:00 PM ○━━━━━━━━━━━━━━━━━━━━━○ 12/30/2020 10:29:59 AM

Number of Captured Segments

Door to Request	100
Door to Decision	90
Door to Needle	7
Request to Decision	90
Request to Needle	7
Decision to Needle	7

Median Duration (Minutes)

	10.00
	36.00
	60.00
	35.00
	60.00
	30.00

Duration (Boxplot)

Benchmarked Location Segments (in Minutes)

Geo Location
BI Hospital ▼

Single Hospital (Median Duration)

Door to Request	10.00
Door to Decision	36.00
Door to Needle	77.50
Request to Decision	35.00
Request to Needle	77.50
Decision to Needle	47.50

Cohort

	10.00
	36.00
	60.00
	35.00
	60.00
	30.00

Joint Commission Targets

	10.00
	45.00
	60.00
	35.00
	50.00
	15.00

Imaging

Diagnostic-quality studies: Imaging uses a single portal so users can quickly access DICOM imaging at any of their sites running the Teladoc Health Imaging module.

Status: Imaging status is now displayed as a visual queue (badge) on the **Encounter** dashboard and indicates when a study is being searched and become available to be reviewed by a practitioner user.

Super Admin ≥ Feature Toggles ≥ Imaging

Key	Component	Browser(s)	Platform
SN4-2441	Imaging	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: None			

Study: When the results of a patient study becomes available, the practitioner users whose user settings have been correctly configured, will receive an imaging browser notification pop-up, which once clicked on, launches them to the study results.

Super Admin ≥ Feature Toggles ≥ Imaging

Key	Component	Browser(s)	Platform
SN4-2380	Imaging	IDA/Electron Chrome Safari, Mac Firefox	MacOS, Windows - 32 and 64bit
Release Toggle: None			

Imaging notification: During an emergent encounter, the practitioner now receives a notification in the encounter queue for CT studies that match the criteria.

Key	Component	Browser(s)	Platform
IMG-275	Imaging	IDA/ Electron Chrome Safari, Mac, and Firefox	MacOS, Windows - 32 & 64bit
Release Toggle: Imaging			

Smart Notes

The Teladoc Health Smart Note 4 software module is designed to overcome barriers in the clinical documentation process for virtual encounters. It is a zero footprint application and integrates across systems and unaffiliated care locations. Users can choose from standardized apps validated by providers, or design unique documentation workflows with the forms and data to fit the clinical need.

Smart Notes forms: Smart Notes forms are now listed chronologically. Users can access any newly added form from the top of the page.

Key	Component	Browser(s)	Platform
RVN-385	Smart Notes	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit
Release Toggle: Document Feature			

Table data: Data entered while creating a record in a table (e.g. NIHSS, Vitals, Labs) are now automatically saved in Smart Notes 4, even if the record is not submitted.

Key	Component	Browser(s)	Platform
RVN-293	Smart Notes	IDA/Electron Chrome Safari, Mac Firefox	Mac OS, Windows - 32 & 64bit
Release Toggle: Document Feature			

Mandatory fields: In Smart Notes 4, mandatory fields can be configured to be non-mandatory using conditional logic.

Key	Component	Browser(s)	Platform
RVN-260	Smart Notes	IDA/Electron Chrome	Mac OS,

Key	Component	Browser(s)	Platform
		Safari, Mac Firefox	Windows - 32 & 64bit
Release Toggle: None			

Forms: Smart Notes 4 forms can be configured to hide the **Select All** and **Deselect All** button for fields with check boxes.

Key	Component	Browser(s)	Platform
RVN-259	Smart Notes	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Release Toggle: None			

Comments: Comments added in the **Comments** section, located at the bottom of a Smart Notes 4 form, are now automatically saved as a draft. A Draft badge visual queue was also added to indicated the **Draft** badge comments are in draft status.

Key	Component	Browser(s)	Platform
RVN-258	Smart Notes	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Release Toggle: SmartNotesDraftComments			

Encounter creation modal: The patient search field in the **Encounter** creation modal. replaces the patients' age with their date of birth.

Key	Component	Browser(s)	Platform
RVN-233	Smart Notes	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Release Toggle: DisplayDOBInsteadAgeEncounterModal			

Header name: The consult note header can now be configured to display the name of the consultation note in Smart Notes 4. The consult note name was originally located at the bottom of each page. Clients can now configure the consult note name in either the header or footer of the consult note.

Key	Component	Browser(s)	Platform
RVN-206	Smart Notes	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Release Toggle: None			

Configure answers: Clients can configure closed-ended answers to appear as a bullet or numbered list in the consultation note. This applies to data fields with multiple check boxes or drop down options.

Key	Component	Browser(s)	Platform
RVN-205	Smart Notes	IDA/Electron Chrome Safari, and Mac	MacOS and Windows - 64bit
Release Toggle: None			

Improved user experience: Reference-only measurement fields in Smart Notes 4 are now disabled so users can not confuse it with active fields.

Key	Component	Browser(s)	Operating System
SN4-3074	Smart Notes	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: None			

Improved user experience: Date and time fields in Smart Notes 4 that are read-only feature a prominent disabled look.

Key	Component	Browser(s)	Operating System
SN4-2987	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: EnableReadOnlyForReferenceDatetimeInput			

Encounter filters: Practitioners can now select **My Encounters** in the right patient panel to filter by encounters they last documented in or by encounters with their signed Consult Note.

Key	Component	Browser(s)	Operating System
SN4-2727	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: None			

Encounter dashboard filters: A new clear filters button was added to the **Encounters** dashboard filters panel to enable a user to quickly reset filters back to their default state.

Key	Component	Browser(s)	Operating System
SN4-2689	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: None			

External account identifier: An organization's **EHR** external account identifier can now be linked to a Solo virtual encounter **Visit ID** through integration or manual entry. Once the account identifier is linked, it will be displayed in the **Encounter Details** modal, the right-side Patient Panel, as well as the Consult Note header.

The external account identifier can be added when creating a new data export from the Report Generator. Adding, editing or omitting an external identifier will appear in the patient's encounter Audit Log.

Key	Component	Browser(s)	Operating System
SN4-2648	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: ExternalAccountIdentifier			

Encounter Details   ✕

unknown 1340250
Monday, Jan 18 at 11:26 AM

Solo Visit ID
719170

Location
Marina location

Assign Care Location

◯ Marina Test CL Long Long Name (offline)   ⌄

Reason(s) for Visit

☑ Ache   ☐ Sfsssf   ☐ Tests

Other

Ache ✕

Account Number

23-232/24ew

Save   **View audit log**

〉 **Cancel Encounter**

Conditional logic: Value insertion statements in the Consult Note now support conditional logic and can be configured to only appear under certain conditions.

Key	Component	Browser(s)	Operating System
SN4-2557	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit

Release Toggle: None

Consultation Note health: Now customers can ask to configure the patients' Care Locations, Location and Services to appear display in the header or body of a Smart Notes 4 Consultation Note.

Key	Component	Browser(s)	Operating System
SN4-1275	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit

Release Toggle: None

Virtual encounter audit logs: Audit Logs now capture and display when a practitioner user reviews and links to a patients' CT study. The encounter Audit Log will display the physician user who accessed a patients' CT study and information pertaining the viewed and linked patient study (e.g., patient ID, DOB, encounter ID, Study UID, study date, study description). If a user unlinks a patient study to a virtual encounter, these events will also be captured and displayed in the virtual encounter Audit Log.

Key	Component	Browser(s)	Operating System
SN4-466	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit

Release Toggle: None

Report Generator: The patient location timezone (e.g PST, EST) is now included in the Report Generator.

Key	Component	Browser(s)	Operating System
SN4-3024	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: None			

Report Generator: Smart Note 4 calculator results (e.g. Total Score and Disposition) are now included in the Report Generator.

Key	Component	Browser(s)	Operating System
SN4-2872	Report Generation	IDA/Electron Chrome, Safari Mac, Firefox	MacOS, Windows 32 and 64 bit
Release Toggle: None			

Devices

Improvements were made to the telehealth devices authentication process 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 must 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 Provider Access

Windows Provider Access software is used primarily for acute care and on-demand care. It is available on Chrome, Safari, and Firefox.

Updated login page using the Teladoc Health centralized Identify Provider for authentication: This increases security and convenience, which provides users with seamless access to all Teladoc Health applications they have been authorized for with a single user name and password. Note: Beginning in April 2021, we will be migrating Windows and iOS PAS users to the new IDP Login.

Key	Component	Browser(s)	Operating System
PAS-4349	Windows and iOS PAS	None	Windows 32 and 64 bit
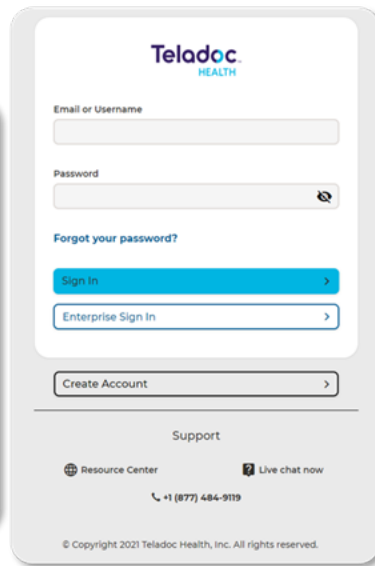
Before   After

Bluetooth headset: Improved support for bluetooth headsets is now available to ensure increased reliable pairing for an improved user experience.

Key	Component	Browser(s)	Operating System
PAS-4307	Windows PAS	None	Windows 32 and 64 bit

Security enhancements: Security enhancements allow for continued improvements for the transmission of Provider Access Software log files and heartbeat data to the fleet monitoring service.

Key	Component	Browser(s)	Operating System
PAS-4292	Windows PAS	None	Windows 32 and 64 bit

MultiPresence sessions: Upgraded Teladoc Health network features to significantly improve video quality for MultiPresence sessions.

Key	Component	Browser(s)	Operating System
PAS-4252	Windows PAS	None	Windows 32 and 64 bit

License agreement: Updated End User License Agreement (EULA) to reflect the Teladoc Health corporate policy.

Key	Component	Browser(s)	Operating System
PAS-4255	Windows PAS	None	Windows 32 and 64 bit

WebRTC: The embedded WebRTC media engine and web framework have been updated to improve security, stability, and support channel microphone computers.

Key	Component	Browser(s)	Operating System
PAS-4213	Windows PAS	None	Windows 32 and 64 bit

End of life: Future versions of Teladoc Health Windows Provider Access Software will not support Windows 7 or 8. Please upgrade your Operating System to Windows 10.

Key	Component	Browser(s)	Operating System
PAS-4146	Windows PAS	None	Windows 32 and 64 bit

iOS Provider Access

End of support: This version 42 of iOS Provider Access and iOS Viewpoint Apps will not be able to install on iOS 11 and below. You will still be able to use your existing version, but will not be able to install version 42. Please upgrade your iOS Operating System to iOS 12 to get the future release.

| Key	Component	Browser(s)	Operating System
IOS-791	iOS Provider Access App and iOS Viewpoint	None	iOS

Improved security: iOS Provider Access authentication with our servers within the Teladoc Health network has been enhanced.

Key	Component	Browser(s)	Operating System
IOS-781	iOS Provider Access App	None	iOS

Windows

Audio: If a headset is connected to the robot, you should still hear audio coming out of the headset. Toggling the 'use main speaker' checkbox off will turn off audio through the main speaker.

Key	Component	Browser(s)	Platform
ROBOT-3134	Windows	None	Windows
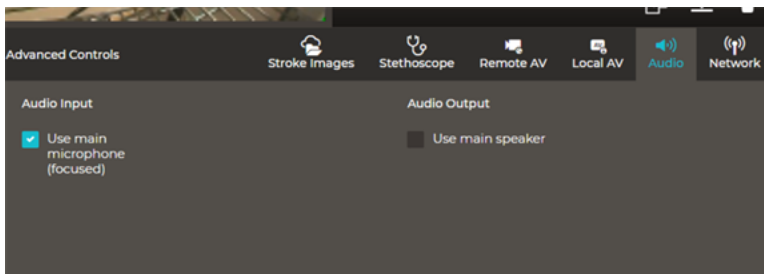
Home: Home screen branding has been updated to Teladoc Health.

Key	Component	Browser(s)	Platform
ROBOT-3339	Windows	None	Windows

Version: This version of Teladoc Health Windows Device and Viewpoint software do not support Windows 7 or 8. Please upgrade to Windows 10. Reach out to our Technical Assistance Center at 877-484-9119 for a new product one-time use key.

Key	Component	Browser(s)	Platform
ROBOT-3052	Windows	None	Windows

Settings Passcode: Device users will be prompted to confirm the creation of a **Settings Passcode**, to prevent them from setting a passcode by mistake.

Key	Component	Browser(s)	Platform
ROBOT-3046	Windows	None	Windows

Battery alerts: Devices will sound additional alerts when the battery is discharging out of session, so the devices are plugged in more frequently to maintain battery health.

Key	Component	Browser(s)	Platform
ROBOT-3034	Windows	None	Windows

Stethoscope bandwidth: When selecting a stethoscope, users are notified that higher bandwidth is required for proper functionality, and are recommend to call Technical Support at 877-484-9119 to request the bandwidth clamp be set to a minimum of 1,500 Kbps.

Key	Component	Browser(s)	Platform
ROBOT-2687	Windows	None	Windows

Device support: Devices now support Jedmed Horus Scope Series 2, when it is set to UVC on the display screen.
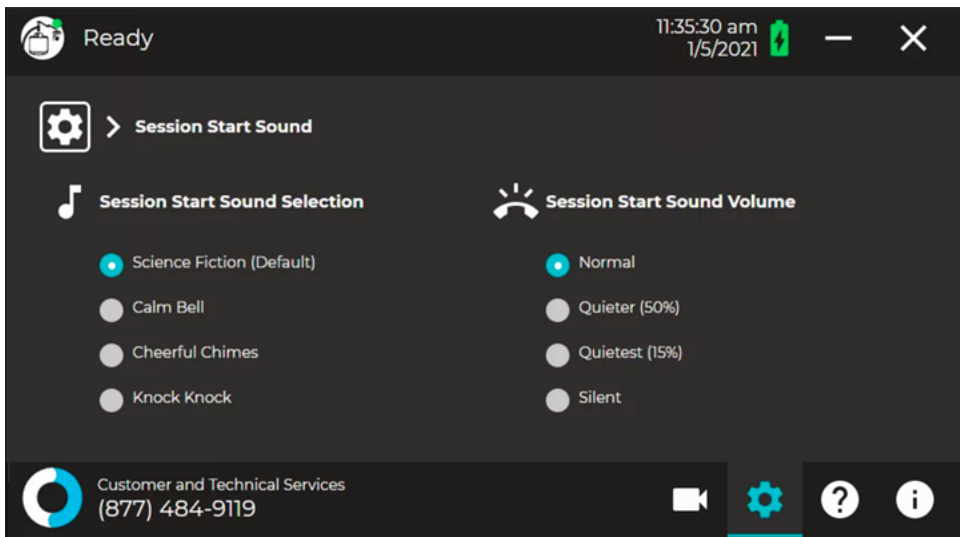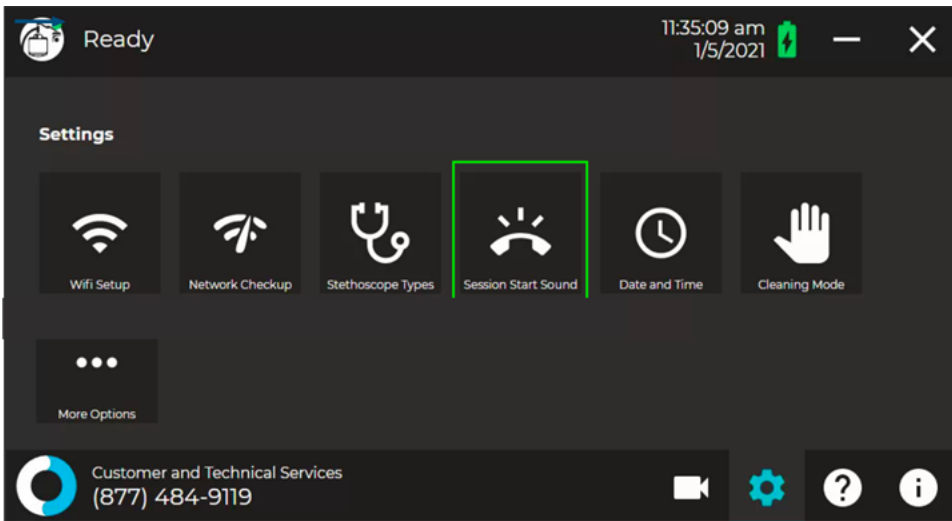
Key	Component	Browser(s)	Platform
ROBOT-2086	Windows	None	Windows

Privacy handset: A device user can initiate **Privacy Handset**, for units so equipped, using the interface (touch or keypad) for private discussions with practitioners.

Key	Component	Browser(s)	Platform
ROBOT-1822	Windows	None	Windows

Sound settings: Devices have three additional beam-in sounds to choose from with different noises and volumes when a virtual encounter begins using a Windows-based device or Viewpoint.

Key	Component	Browser(s)	Platform
ROBOT-85	Windows	None	Windows

iOS Viewpoint

iOS Provider Viewpoint software is used on Teladoc Healths devices or Care Location.

Improved security: The iOS Viewpoint endpoint authentication process has been implemented to be more secure.

Key	Component	Browser(s)	Operating System
IOS-782	iOS Viewpoint	None	iOS

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.