



**Teladoc Health™**

Quarterly Release Notes

**Q2 2021**



## Release Notes for Quarter 2, 2021

The Teladoc Health Product Management team remains committed to providing continued improvements and enhancements for 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 Q2 release.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q2 engineering development can continue through the second week of July. Product delivery to production environments and application and connect devices push to all clients took place during the month of June.

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

### Q2 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 improve our Emergent Solution for Stroke, improve user experience related to thumbnail layouts and End/Leave Call, enhance Interpretive Service notifications and extend data download capabilities. The last bi-weekly update will occur July 19, 2021 in Client Test environments and July 20, 2021 in Production. All enhancements behind a release toggle are enabled in User Test environments biweekly and will be enabled in all Production environments August 24, 2021.

#### Mobile App

**iOS Provider and Patient Apps:** Teladoc Health iOS Provider and Patient Apps will be pushed to all clients starting the week of August 9, 2021 with an improved user experience for session controls and's thumbnail placement, ability to now blur a user's background and nudging user towards using these Apps.

## Desktop App

**The Desktop Provider and Patient Apps:** The next release has moved to our Q3 release schedule with a planned mid-quarter release. This will be pushed in two phases, one for customer acceptance testing and 30 days later delivered to production environments.

## Connected Devices

**Devices software, Provider Access and iOS Viewpoint:** This release supports privacy mode which allows a session to begin in Audio Only mode and upon verbal acceptance from Patient, a Practitioner can enable Video in addition to support for several new peripherals. The new release of Windows devices software and Provider Access software pushed to clients beginning the week of June 14, 2021, and iOS Provider Access and iOS Viewpoint the week of June 21, 2021 and is now complete. If your device or Viewpoint system experienced interruptions while being upgraded to the latest release, contact the Technical Assistance Center at [TAC@TeladocHealth.com](mailto:TAC@TeladocHealth.com) or 877-484-9119.

## Analytics Module

A new release of the Teladoc Health Analytics module will be pushed to all clients July 20, 2021 with further enhancements to the Acute Neurology Dashboard.

## Imaging Module

A new releases of the Teladoc Health Imaging module was pushed to all clients June 24, 2021 with a focus on usability, ease of use and integration requirements for the other Teladoc Health applications.

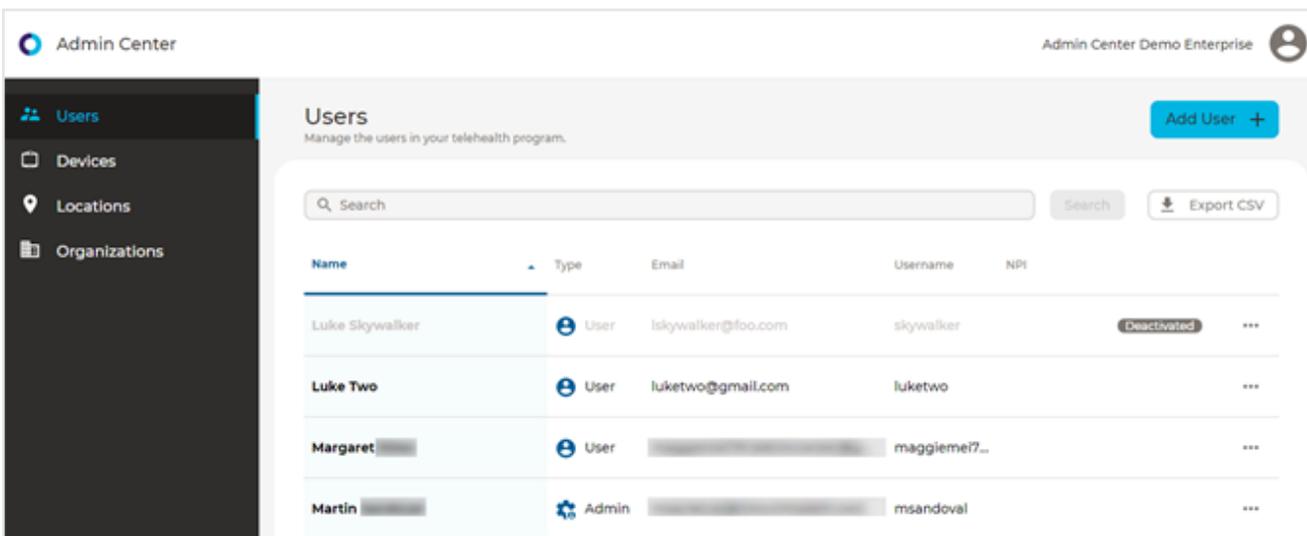
## Admin Center Module

The Admin Center works for both ITH Classic and Solo customers. It is a web-based front-end app that allows an authorized customer admin of an Enterprise to login to view and modify users, devices, care locations and access rules for that Enterprise.

When the customer admin logs in, they can navigate to see and manage their organization's users, locations, care locations and access rules. The admin center is accessible to customer admins, it is not accessible to non customer admins. Enterprise data is only accessible to admins within their enterprise. Admins logged into one enterprise cannot see data from other enterprises.

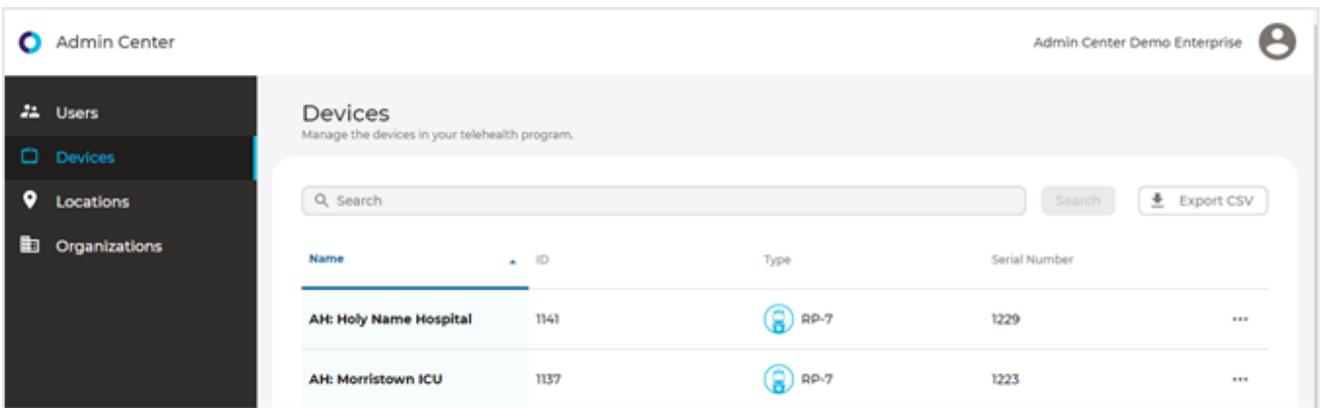
Admin Center provides the following capabilities:

1. **Manage users:** Customer admins can see who the users are that exist as part of their enterprise.



- **View users:** View all of the users in an organization. For each user the software lists their name, email, username and NPI number.
- **Edit user:** Edit the first name, last name and email address of the user on the account.
- **Add user:** Add a new user with a PAS license, to an organization that is part of the Customer admins' Enterprise. When the account is using Federated Auth the admin can add a user who will use Federated Auth to login.

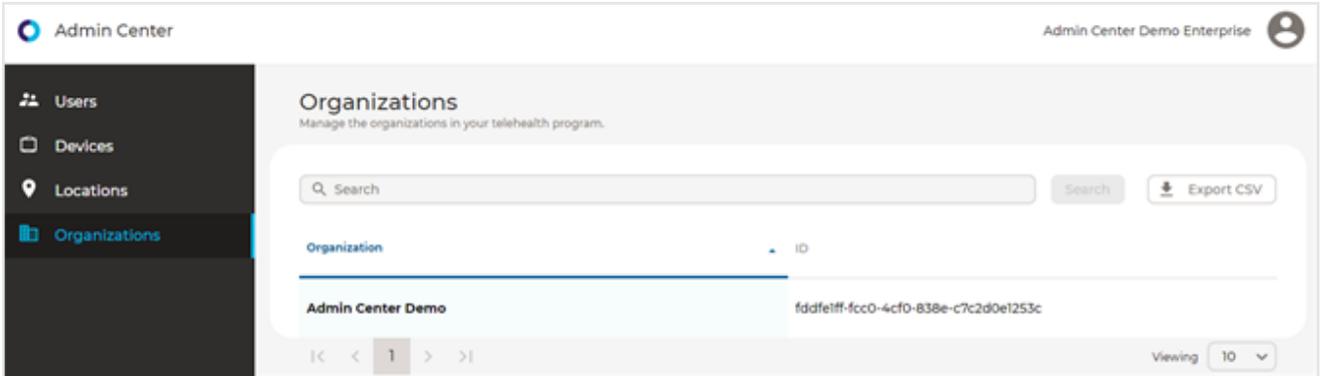
- **De-activate user:** De-activates the user. Once the user is de-activated, they can no longer access care locations or devices.
  - **Activate user:** Undo the action of de-activating the user. Once the user is activated, they can again access care locations or devices.
  - **Reset password:** Triggers a reset password flow for a user.
  - **Add and remove admin role and read-only admin role:** Admins can make any user on the account another admin and can also remove admin access from any other admin on the account from the [Edit](#) user page. Admins can make any user on the account a read-only admin and can remove read-only admin access from any other admin on the account.
2. **Manage locations:** Customer admins can see the locations that are part of their organization.
- **View locations:** Customer admins can view all locations that are part of their organization. This includes viewing the location name.
  - **Edit location:** Edit the name of a location.
  - **Add location:** Create a new location within a specific organization that is part of that enterprise.
  - **Remove location:** Permanently remove the location from the Enterprise.
3. **Manage care locations and devices:** Customer admins can see the devices that are part of their organization.



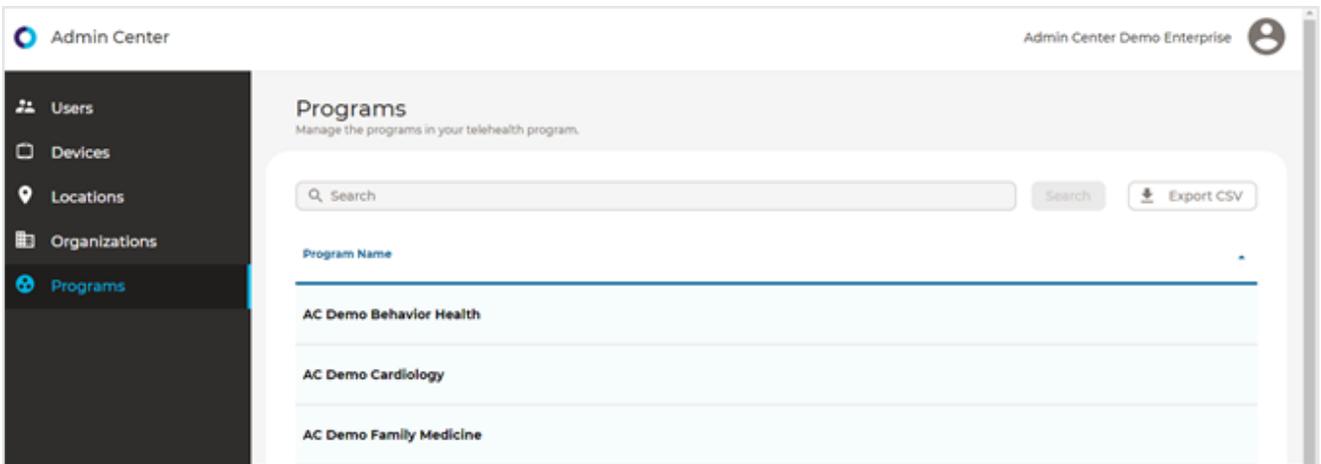
- **View devices:** Customer admins can view all devices that are part of their organization. This includes viewing the serial number, device type, and related care location name for each device.
  - **Edit device details:** Customer admins can edit the name of a care location related to a device.
  - **View care location name:** Customer admins can view the care location name of devices with an associated care location.
4. **Manage access rules:** Customer admins can manage who can access devices that are part of their organization.
- **Access by care location:** Customer admins can see all of the users who can access a specific care location related to a device. Users outside of their organizations who can access the device are shown as guests.
  - **Add access rules by care location:** Customer admins can add additional users who can access a specific care location related to a device.
  - **Remove access rules by care location:** Customer admins can remove users from a list of users who can access a specific care location related to a device.
  - **Access by user:** Customer admins can see all of the care locations a specific user can access.

- **Add access rules by user:** Customer admins can additional add care locations a specific user can access.
- **Remove access rules by user:** Customer admins can remove care locations from the list of care locations a specific user can access.

5. **View organizations:** Customer admins can view which organizations are part of their enterprise.



6. **Programs:** Customer admins can view which programs are part of their Enterprise.



7. **History for user, location, care location objects:** Customer admins can see the history of changes made to any user, location or care location on their account.
- **User history:** Admin can see history of changes for a specific user.
  - **Care location history:** Admin can see history of changes for a specific care location related to a device.
  - **Location history:** Admin can see history of changes for a specific location.

### Browser Support Policy and Enforcement.

As part of our ongoing Quarterly release process, Teladoc Health reviews and revises the list of supported browsers and versions. Updates to the support list, found here, were announced in May and will be enforced in production environments on July 20, 2021.

The Teledoc Health browser policy supports the current browser version and up to one previous year — updated and enforced quarterly.

Browser	Current Support	Support Starting July 20, 2021	Operating System
Chrome	71	84	Mac OS 10.14 and later Windows 7 and 10 Android v7.0 and later
Android WebView (Chrome)	7.0	7.0	Android v7.0 and later
Safari	12.1	13	Mac OS 10.14 and later iOS 12.1 and later
Safari (In-App)	13.1	13.1	iOS 13.1 and later
Firefox	68	78	Windows 7 and 10
Edge	88	88	Windows 10

Note: If a user is running a non-supported browser version, they are presented with the option to update their browser or download the app.

# Solo™ Platform

## Report Generator

**Encounter Status:** Encounter statuses are now available for data export in the Report Generator. Encounter statuses include:

- **Not Started:** When the encounter was created, but no user has accessed the template.
- **In Progress:** When any user role documented in the template.
- **Signed:** When the template consult note was signed.
- **Amended:** When any role amended the signed note.
- **Cancelled:** Made encounter in error and was cancelled through encounter details.

Key	Component	Version	Operating System
SN4-3152	Report Generator	2021.4.2	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> ReportGeneratorEncounterStatus			

**Report Generator:** Practitioner Admins can now include Age under the Demographic sections in the report generator.

Key	Component	Version	Operating System
SN4-3067	Report Generator	2021.6.2	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> None			

**Report Generator:** For Consult Note related fields in the Report Generator, such as **Who Signed**, the Report Generator includes the name of the consult note.

Before: **Note name, When signed, Who signed, NPI, When Amended, Who Amended, Note name, When signed, Who signed, NPI, When Amended, Who**

**Amended, Note name, When signed, Who signed, NPI, When Amended, Who Amended, Note name, When signed, Who signed, NPI, When Amended, Who Amended, and Comments.**

Key	Component	Version	Operating System
SN4-3064	Report Generator	2021.7.1	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> None			

**Report Generator:** The name of the consult note is associated with the Note related fields the Report Generator, so users can understand the context of the data.

Data Before: "When signed", "Who signed"

Data After: "All Questions - Consultation Note (All) - When signed", "All Questions - Consultation Note (All) - Who signed"

Key	Component	Version	Operating System
SN4-3063	Report Generator	2021.7.1	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> None			

**Report Generator:** The name of the user that submitted a NIHSS record is now included in the Report Generator as **Submitted By**.

Key	Component	Version	Operating System
SN4-3025	Report Generator	2021.7.1	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> None			

## Data Download

**Browser Support:** IDA/Electron, Chrome, Safari-MAC, Firefox and Edge.

**Survey:** Provider and Patient survey information is now included in the Report Generator; downloaded in a convenient CSV format.

Key	Component	Version	Operating System
SN4-2902	Data Download	2021.5.1	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> DataDownloadCSVPatientSurvey			

## Platform Enhancement

**Browser Support:** IDA/Electron, Chrome, Safari-MAC, Firefox, and Edge.

**Mandatory Fields:** Practice Admins can configure mandatory fields for Patient Creation screens and Patient Profile.

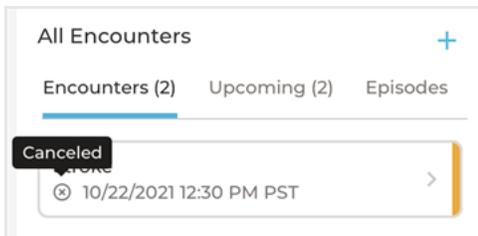
Key	Component	Version	Operating System
RVN-550	Platform Enhancement	2021.4.2	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> PatientMandatoryFields			

**New Encounters:** Solo users can receive notifications when new encounters are added to the **Encounters** dashboard. Users can choose their notification preference (SMS, Email, Pager, and Browser Notification) from the **User Setting** page under **Encounter Created**.

Key	Component	Version	Operating System
RVN-548	Platform Enhancement	2021.5.2	MacOS, Windows 32 and 64 bit
<b>Release Toggle:</b> EncounterCreatedNotifications			

**Encounters:** When users select a cancelled encounter from the **Encounters** Dashboard, the right panel will display a **Cancelled Encounters** message. When navigating to other linked encounters from **All Encounters**, users will also find cancelled encounters that are indicated by a yellow indicator on the right.

Key	Component	Version	Operating System
RVN-540	Platform Enhancement	2021.4.2	MacOS, Windows 32 and 64 bit
<b>Release Toggle:</b> CancelledEncountersEnhancement			



**Encounters:** Cancelled encounters in the **Encounters** Dashboard feature a yellow indicator at the right edge of the bar to indicate a cancelled status.

Key	Component	Version	Operating System
RVN-539	Platform	2021.4.2	MacOS, Windows 32 and 64 bit

Key	Component	Version	Operating System
	Enhancement		
<b>Release Toggle:</b> CancelledEncountersEnhancement			

**Location:** Solo users in Emergent workflows can change the **Location** of an encounter by selecting the **Details** button on the right panel and choosing a different location from the pop-up.

Key	Component	Version	Operating System
RVN-476	Platform Enhancement	2021.4.2	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> EncounterChangeLocation			

**Auto-Fax:** Fax operations have been enhanced to enable users to set up Auto-Faxing based on one or more **Locations** and fax contacts. Any associated consultation note will automatically be faxed once signed.

Key	Component	Version	Operating System
SN4-3118	Platform Enhancement	2021.4.2 and 2021.5.1	MacOS and Windows 32 and 64 bit
<b>Release Toggle:</b> FaxLocation			

## Platform Administration

**Practice Users page improvements (for existing PaginatedProviderUserList toggle):** Admin users (practice admin and practitioner admins) can sort records in the Practice Users table by any field and search by Name or Email.

Key	Component	Version	Operating System
TC-8924	Platform Enhancement	2021.6.2	MacOS and Windows 32 and 64 bit

**Release Toggle:** PaginatedProviderUserList

The screenshot shows the 'Practice Users' management page. On the left is a navigation sidebar with options like Practice Settings, Practice Labels, Patient Profile, Practice Users (highlighted), Default User Settings, Care Locations, Data Download, Locations, Departments / Programs, and Fax Contacts. The main content area has a search bar and a table of users. The table has columns for Full Name, Email, Role, and Last Activity. A 'Create' button is visible in the top right corner.

Full Name	Email	Role	Last Activity
> Andrei Practiceadmin	nav.testsw+practiceadmin@gmail.com	Practice Admin	05/26/2021 12:24 PM
> Andrei Practitioneradmin	nav.testsw+practitioneradmin@gmail.com	Practitioner Admin	06/28/2021 05:56 PM
> Andy Backoffice	nav.testsw+backoffice@gmail.com	Back Office	06/16/2021 03:01 PM
> Andy Organizationadmin	nav.testsw+organizationadmin@gmail.com	Organization Admin	02/26/2021 02:54 PM
> Andy Organizationadmin	bbb@bb.by	Organization Admin	
> Andy Organizationpractitioner	nav.testsw+organizationpractitioner0@gmail.com	Organization Practitioner	06/11/2021 03:17 PM
> Andy Organizationpractitioner01	nav.testsw+organizationpractitioner@gmail.com	Organization Practitioner	08/04/2020 03:04 PM
> Andy PracticeAdmin2	nav.testsw+practiceadmin2@gmail.com	Practice Admin	11/13/2019 11:12 AM

Practice Users Create New User

Full Name	Email	Role	Last Activity	
Aliaksandr Bayeshka	ABayeshka@InTouchHealth.com	Practitioner Admin		>
Andre Grujovski	agrujovski@intouchhealth.com	Practitioner + Practice Admin		>
Apple Team Review	apple@amadamus.com	Practitioner		>
Cody Herzog	cherzog@intouchhealth.com	Practitioner + Practitioner Admin	10/24/2020 11:28 PM	>
Danila Practitioner + Practice Admin	danilastaging+usapracticeadmin@gmail.com	Practitioner + Practice Admin		>
Danila Practitioner	danilastaging+usapractitioner@gmail.com	Practitioner		>
Darya PractitionerAdmin	daryabudkouskaya+1@gmail.com	Practitioner Admin	06/16/2021 02:57 PM	>
Darya Practitioner	daryabudkouskaya+2@gmail.com	Practitioner	06/16/2021 03:03 PM	>
Diego Herrero	dherrero@intouchhealth.com	Practitioner + Practice Admin		>
Evgeniy Lilik	ELilik@InTouchHealth.com	Practitioner + Practice Admin		>

Practice Users Create New User

Search

Full Name	Email	Role	Last Activity
> Andy Backoffice	nav.testsw+backoffice@gmail.com	Back Office	06/16/2021 03:01 PM

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Viewing 10

# Patient App

## Web Patient App

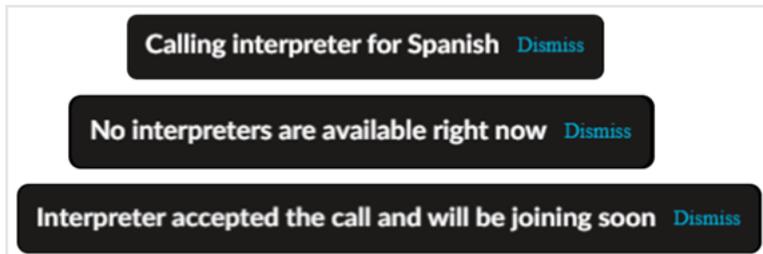
The browser-based app is used by patients to attend scheduled and on-demand low and medium acuity care appointments.

**Browser Support:** IDA/Electron, Chrome, Safari-MAC, Firefox, and Edge.

**Interpretive Service:** When a Practitioner invites an interpreter to a session, patients and guests will now get a notification on the status of the request; similar to the status notifications that the practitioner receives.

Key	Component	Version	Operating System
WPAS-873	Web Provider App, Android Patient App, Desktop Patient App, and Web Patient App	2021.5.2	All

**Release Toggle:** None



**Thumbnails:** Prioritization of which participant thumbnails are visible allow users to always see the speaking participant and all others who have spoken recently. The feature includes a **show first user** button that when disabled will pause the reprioritization; allowing the user to easily scroll through all participants on the call.

Key	Component	Version	Platform
WPAS-867	Web Patient App, Web Provider App Android Patient App, Desktop Patient App, Desktop Provider App	2021.4.2	MacOS Windows - 32bit Windows - 64bit
<b>Release Toggle:</b> ArrangeParticipantsPreviewSliderByAudioActivity			

**Increased ability to display more participant thumbnails:** The number of thumbnails that display depends on how much room is available on the screen. Please note that adding more participants to the call increases the need for bandwidth and will require more processing power. It can also lead to faster battery drainage.

Key	Component	Version	Platform
WPAS-746	Web Patient App, Web Provider App Desktop Patient App, Desktop Provider App	2021.4.2	All
<b>Release Toggle:</b> DynamicPreviewSliderLength			

## Before



Provider could only have 4 participant thumbnails displayed



Patient could only have 4 thumbnails displayed

## After



Provider could have as many participant thumbnails that can fit



Patient could have as many participant thumbnails that can fit

# 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.

**White Labeling:** Customers who are configured for **White Labeling** will have their white-labeled primary colors display in the patient's appointment launch page. The **Download App** and **Open App** links will be reflected with that color.

Key	Component	Version	Operating System
WPAS-1189	Web Provider App, Web Patient App, Android Patient App, Desktop Patient App, Desktop Provider App, and iOS Patient App	2021.6.1	MacOS, Windows - 32 and 64 bit, and Android and iOS

### Release Toggle:



**Welcome**

The browser you are using is not supported.  
Your telehealth session is best experienced using the App.

[Get Compatible Browser >](#)

[Download App](#)

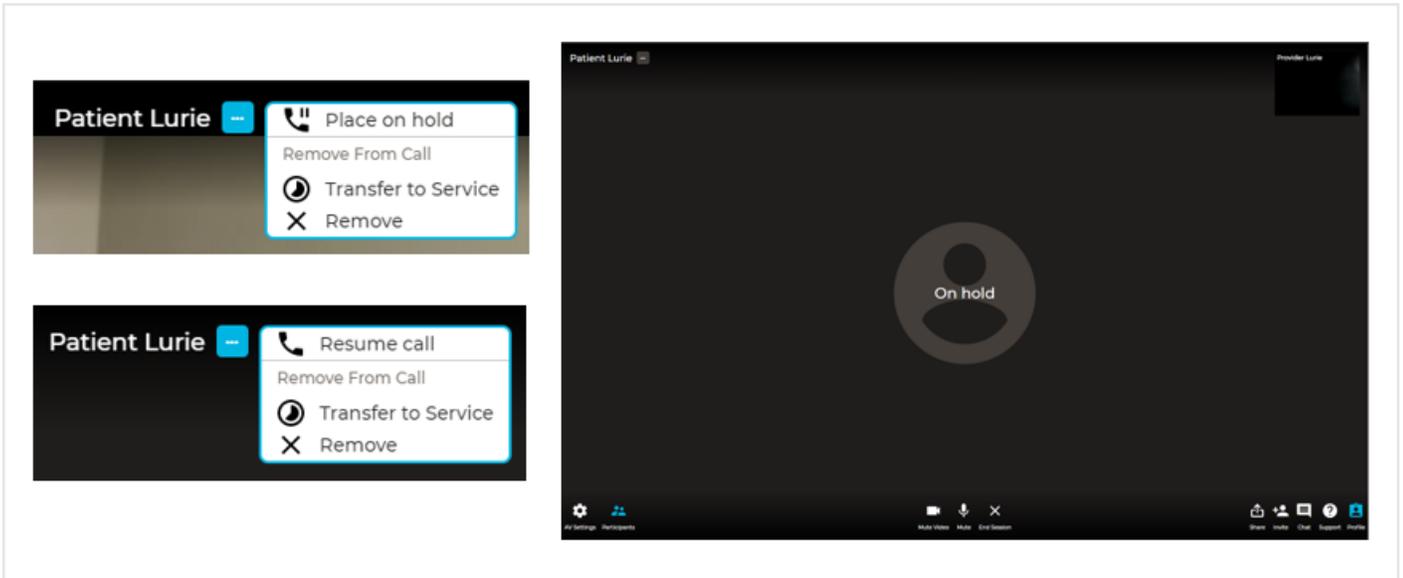
**Support:** Provider App support information is now customizable by your account manager.

Key	Component	Version	Operating System
SCIT-1087	Provider App	2021.5.1	MacOS, Windows - 32 and 64 bit, and Android and iOS
<b>Release Toggle:</b>			

### Putting patient on-hold in a virtual encounter:

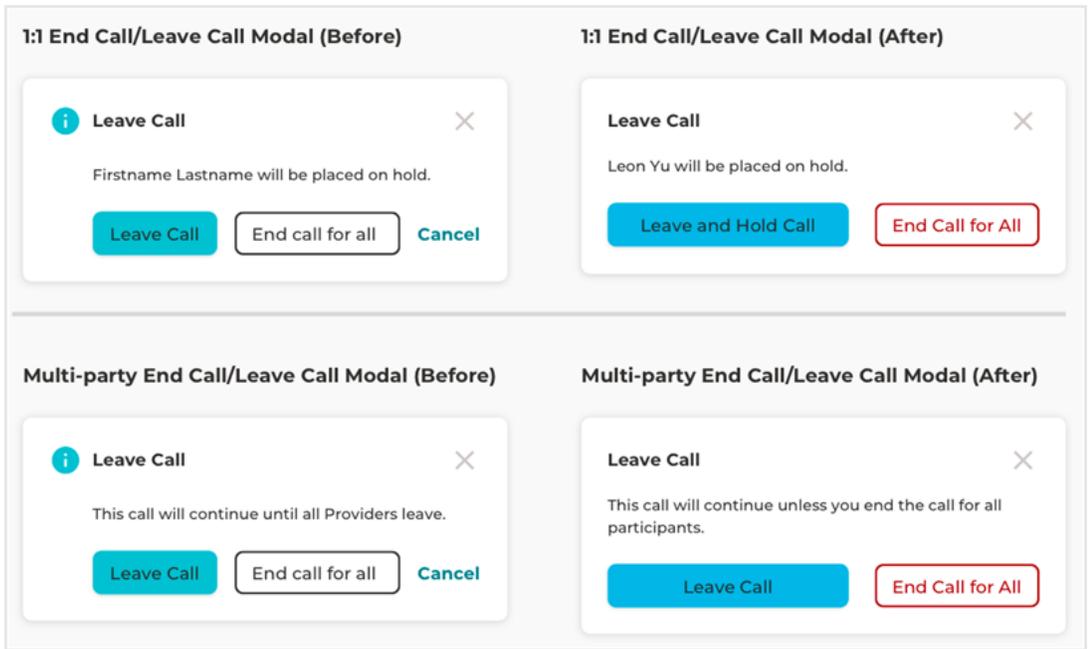
The Practitioner can put individual patients on-hold within a virtual encounter so they can have a private conversation with other users, and for interpretive services. The Practitioner can resume the ongoing call with the patient by clicking on the **Resume** button. This feature will be supported in our next iOS App release and will not be available for users with older iOS Apps.

Key	Component	Version	Operating System
WPAS-483	Web Provider App and Desktop Provider App	2021.5.1	All
<b>Release Toggle:</b> ConferringMode			



**End Call:** A simplified **End Call / Leave Call** Dialog provides more context when ending or leaving a virtual encounter for a more intuitive experience.

Key	Component	Version	Operating System
WPAS-1083	Web Provider App, Desktop Provider App, and iOS Provider App	2021.5.1	MacOS, Windows - 32bit and 64bit, Android, and iOS
<b>Release Toggle:</b> VideoCallExitAndProviderSurveyUpdates			



**New Appointment:** When creating a new appointment, Solo users can now capture the patients address details including the **Address Line**, **Country**, **City**, **ZIP Code**, and **State**. This feature is only available for USA and Canada.

Key	Component	Version	Operating System
RVN-392	Web Provider App	2021.4.1	MacOS, Windows - 32bit, Windows - 64bit

**Release Toggle:** PatientMandatoryFields

**Add Care Location to Schedule form:** For practices that used Care Locations, appointments could be assigned to a care location during the scheduling process. Preconditions:

- Care Locations module enabled (Super admin -> Feature toggles -> Care Locations FT = ON )

- Super admin -> Feature toggles -> Care Location - In Schedule Form TC-3791 FT = ON
- Waiting Room (Service) Settings -> Care Locations - add existing Care Location
- Waiting Room (Service) Settings -> Telehealth = ON

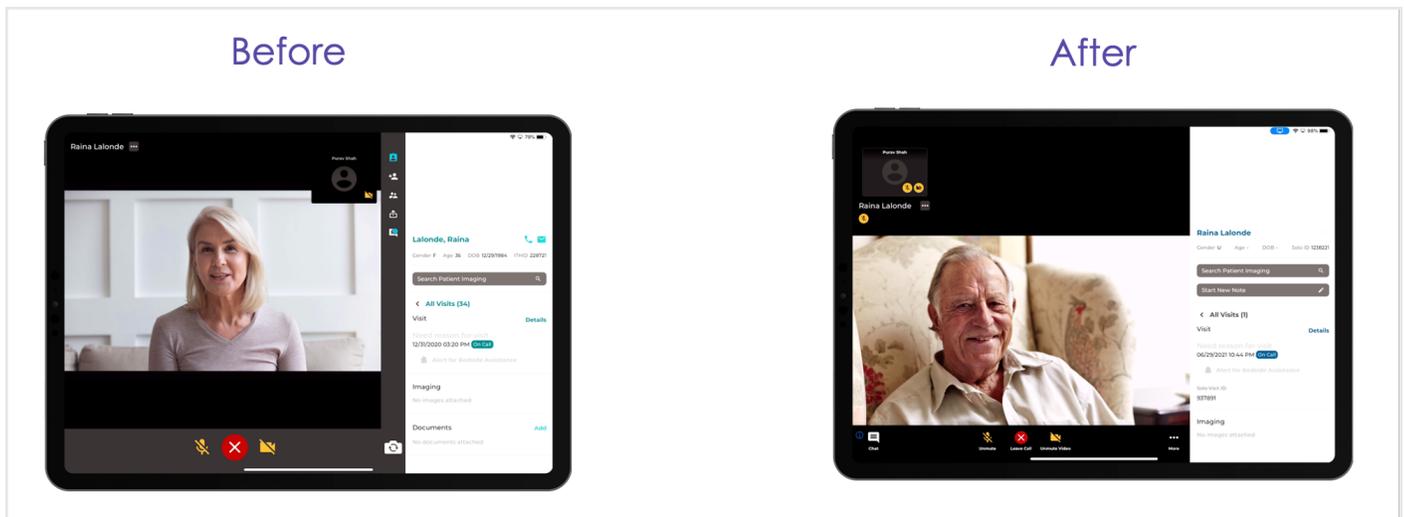
Key	Component	Version	Operating System
TC-3791	Web Provider App and Web Care Location App	2021.4.1	MacOS, Windows - 32bit, Windows - 64bit
<b>Release Toggle:</b> careLocationInScheduleForm			

## iOS Provider App

The iOS Provider App provides the same functionality as the browser-based Solo platform on the iPad. On the iPhone, providers can view their queue and conduct virtual encounters. It is available through the Public App Store.

**Session controls for iPad:** Similar to other Teladoc Health applications, the session controls are now at the bottom of the screen. Users can view hidden session controls by clicking on the **more** option.

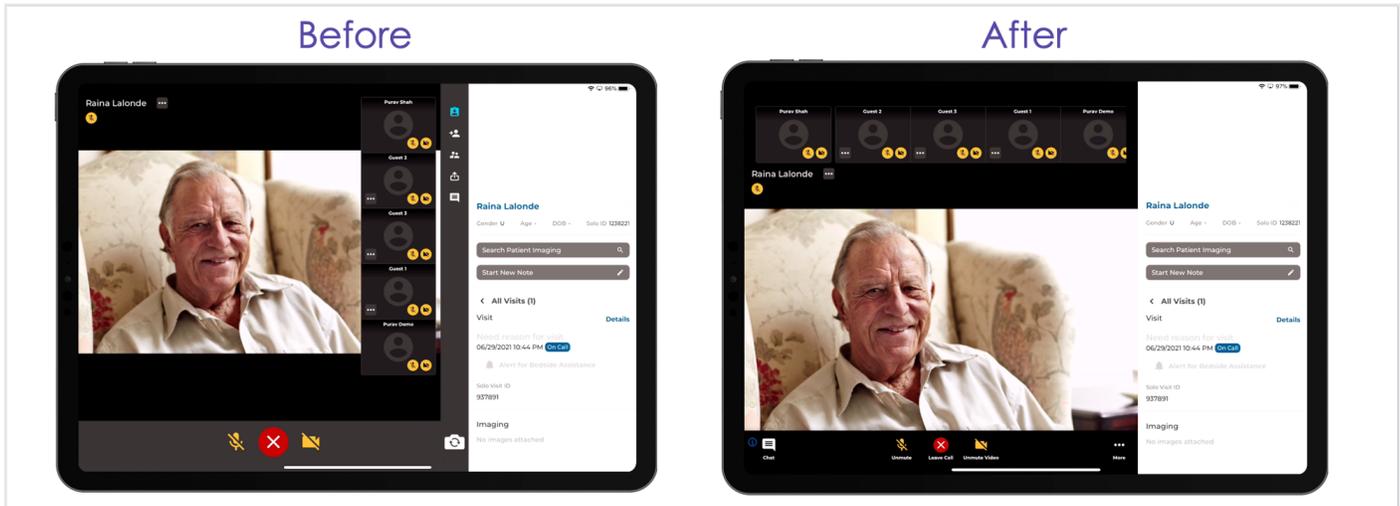
Key	Component	Version	Operating System
iOS-1118	iOS Provider App, iOS Carelocation App, and iOS Patient App	42.1	iOS
<b>Release Toggle:</b> None			



**Thumbnail layout changes for iPad:** Thumbnails are re-arranged at the top of the screen instead of laying over the patient video. The user can scroll through all thumbnails.

Key	Component	Version	Operating System
iOS-1117	iOS Provider App, iOS Carelocation App, and iOS Patient App	42.1	iOS

**Release Toggle:** None

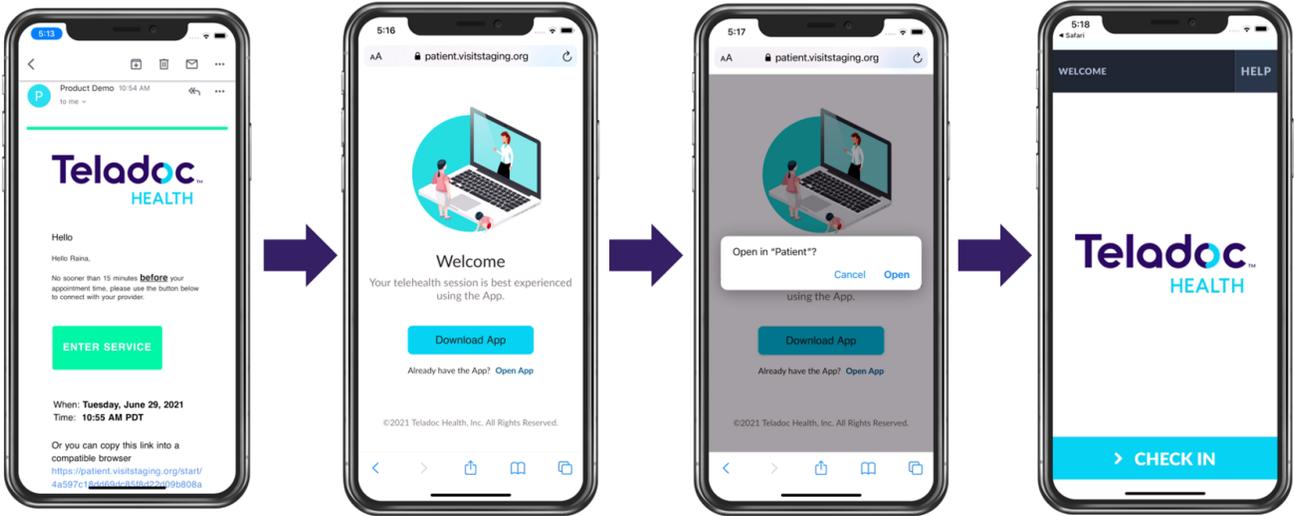


**Nudge users to native app:** If the user has the appropriate iOS App installed on their device, when a user clicks on the appointment link, the iOS App will launch.

Key	Component	Version	Operating System
iOS-1113	iOS Provider App and iOS Patient App	42.1	iOS

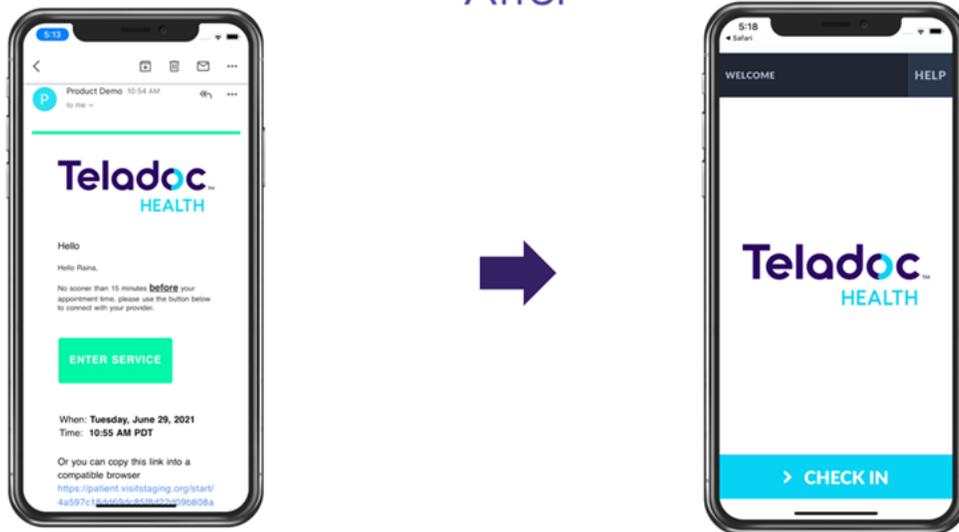
**Release Toggle:** None

## Before



Opened in IOS Patient App

## After



Opened in IOS Patient App

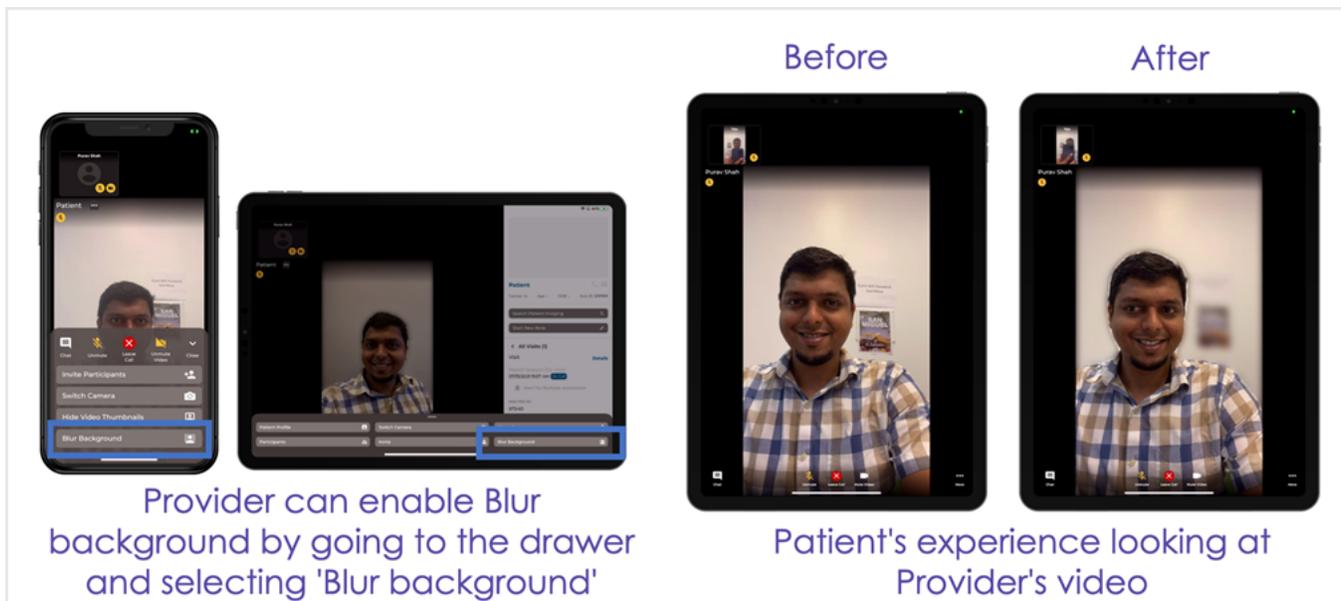
**Blur Background:** A user can now blur their background by enabling this new feature in a call. This will help to have professional calls between patient and practitioner.

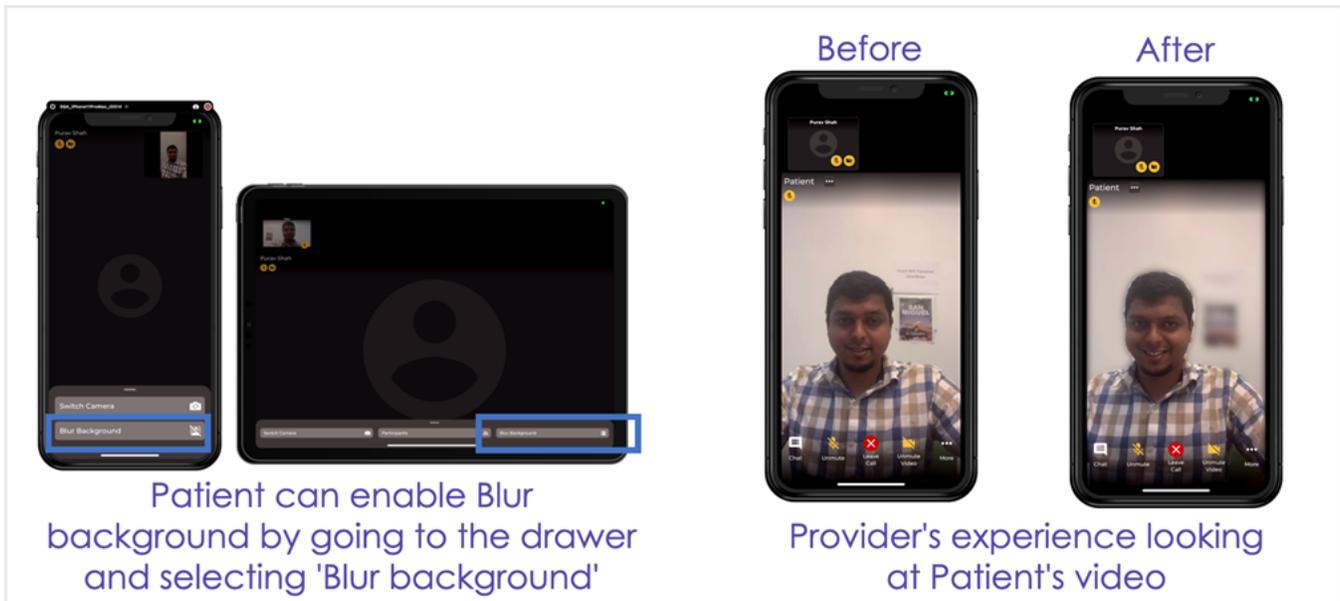
Note: Blurring background might not prevent sensitive information from being visible to other people in the call.

Note: If you don't see this option in the video session, then the feature might not be available on your iOS device.

Key	Component	Version	Operating System
iOS-1103	iOS Provider App, iOS Carelocation App, and iOS Patient App	42.1	iOS

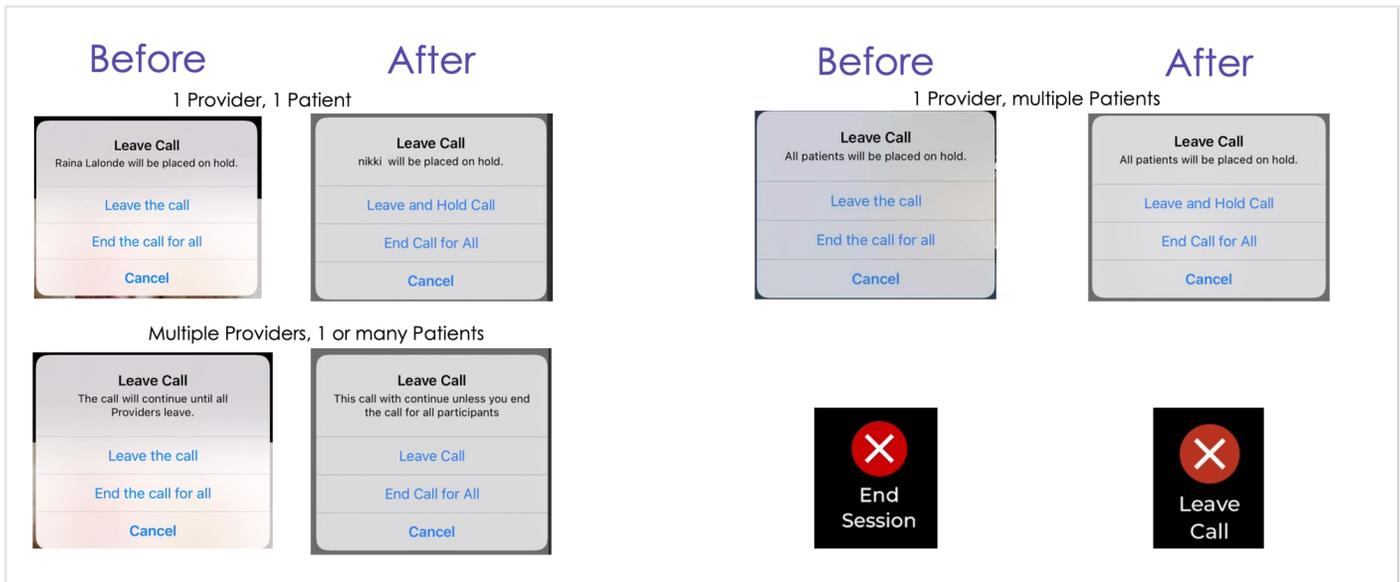
**Release Toggle:** None





**Simplified End Call / Leave Call:** The dialog provides more context when ending or leaving a virtual encounter for a more intuitive experience.

Key	Component	Version	Operating System
iOS-1060	iOS Provider App	42.1	iOS
<b>Release Toggle:</b> None			

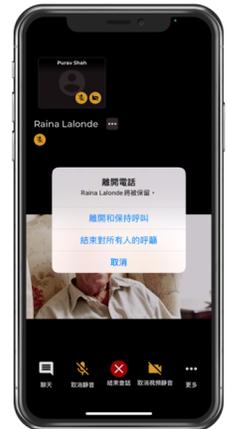
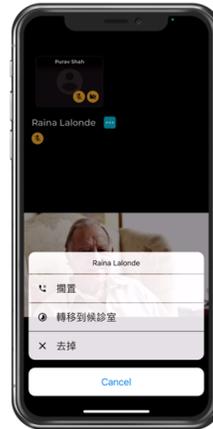
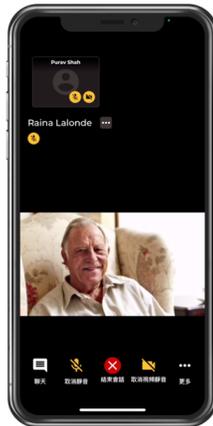


**Support International language on iOS Apps:** The user can now see the text in the language set as the default language on their iOS device. The following languages are supported as part of this release:

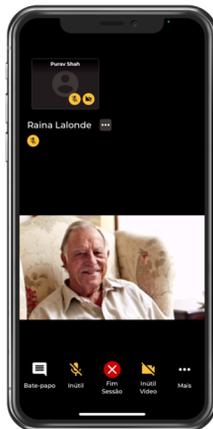
Spanish (Spain)	Chinese (Hong Kong)
English (Canada)	English (United Kingdom)
German (Germany)	Greek (Greece)
Portuguese (Brazil)	Portuguese (Portugal)
French (France)	Italian (Italy)

Key	Component	Version	Operating System
iOS-1011	iOS Provider App, iOS Carelocation App, and iOS Patient App	42.1	iOS
<b>Release Toggle:</b> None			

## Chinese(Hong Kong)



## Portuguese (Brazil)



## Care Location App

The Care location App allows patients to access Services from a device. When the device is a Teladoc Health device, Teladoc Health's Provider Access software is used to connect with the virtual encounter.

**Browser Support:** IDA/Electron, Chrome, Safari-MAC, Firefox, and Edge.

**Demographic Questions:** Patients on the Care Location App can now select **Unknown** to any demographics questions when filling out medical questionnaires.

Key	Component	Version	Operating System
SN4-3242	Care Location App	2021.6.1	MacOS, and Windows - 32 and 64 bit
<b>Release Toggle:</b> UnknownDemographics			

**Date and Time:** Patients on the Care Location App can now select **Unknown** to date and time questions when filling medical questionnaires.

Key	Component	Version	Operating System
SN4-3240	Care Location App	2021.6.1	MacOS, and Windows - 32 and 64 bit
<b>Release Toggle:</b>			

## 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.

**Questionnaires:** Users filling out Medical Questionnaires on the Care Location app can now skip questions by selecting the Unknown button in the top right corner. This requires configuration by a Teladoc administrator.

Key	Component	Version	Operating Systems
SN4-1273	Care Location App	2021.5.2	Mac OS and Windows 32 and 64 bit
<b>Release Toggle:</b> NotKnownResponse			

## Smart Notes

The Teladoc Health Smart Note 4 software module is designed to overcome barriers in the document process for virtual encounters. It is a zero footprint application, which is integrated across your system and unaffiliated Care Locations. Whether at the patient's side or with a remote specialist, Smart Notes groups virtual encounters into an episode of care to ensure patient centricity across the care continuum. Built with conditional logic, users can choose from standardized Apps validated by providers, or design unique documentation workflows with the forms and data that fit your clinical needs.

**Browser Support:** IDA/Electron, Chrome, Safari-MAC, Firefox, and Edge.

**Calculators:** Smart Notes users with NIHSS calculators can now switch between Simple Score and Normal Score modes. In Simple Score mode, users can enter the total score directly and submit a new record.

Key	Component	Version	Operating System
SN4-3027	Smart Notes	2021.5.2	MacOS, and Windows 32 and 64 bit
<b>Release Toggle:</b> ScoreCalculatorSimpleScore			

**Timezone:** When the location or patient timezone for an encounter is changes, the date and time values captured in Smart Notes will now automatically adjust to reflect the new timezone.

Key	Component	Version	Operating System
SN4-3114	Smart Notes	2021.4.2	MacOS, and Windows 32 and 64 bit
<b>Release Toggle:</b> EncounterChangeLocation			

## Connected Devices

Patient-Side Devices and Software:

- Innovative telehealth devices providing best-in-class audio and video communications for patients in healthcare environments to receive high-quality healthcare through virtual consults when and where it is needed.
- Standalone Windows/iOS Viewpoint software are available for hospital system IT staff to download and standup telehealth endpoints on owned devices.

### Windows Provider Access

Windows Provider Access software is used primarily for acute care and on demand.

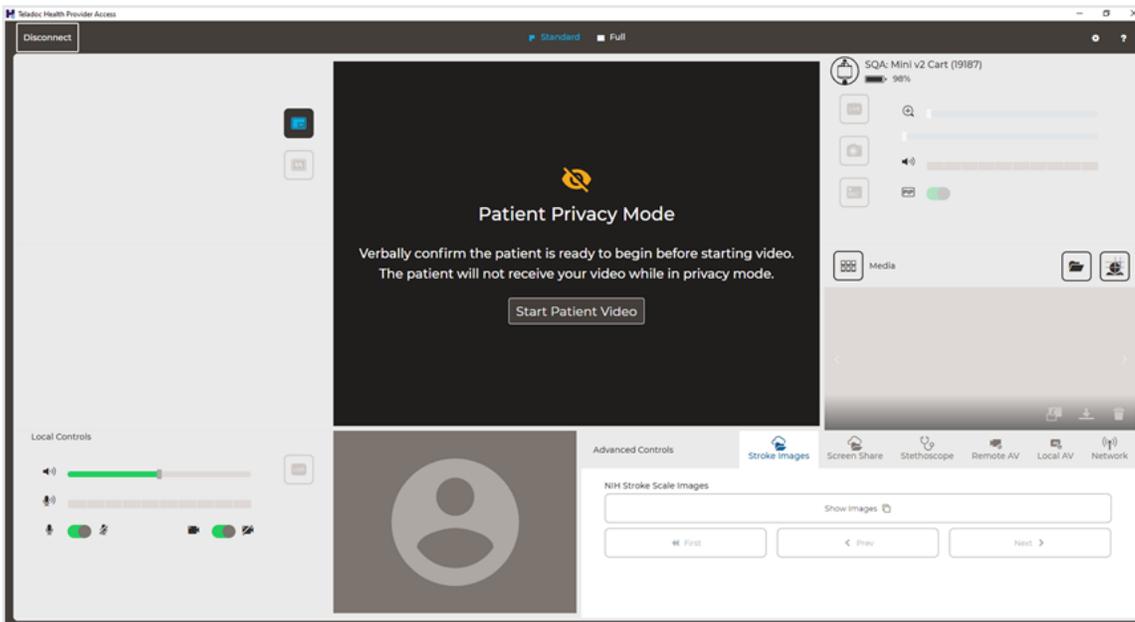
**Browser Support:** Chrome, Safari-MAC, Firefox, and Edge.

**Privacy Mode:** When a provider connects to a device with **Privacy Mode** enabled. The provider will not be able to send or receive video to or from the device. Instead, the Provider will see a message.

**Patient Privacy Mode:** Verbally confirm the patient is ready to begin before starting the video. The patient will not receive your video while in privacy mode. When the patient is ready, the provider selects **Start Patient Video**.

**Note:** The patient audio will stream while this privacy message is displayed. Only the patient video will be muted

Key	Component	Version	Operating System
PAS-4413	Windows Provider Access App	42.1	Windows 32 and 64 bit, and iOS
<b>Release Toggle:</b> None			



**Camera:** Improved support for Sony SRG-x400 and SRG-360SHE cameras.

Key	Component	Version	Operating System
ROBOT-3553	ROBOT	42.1	Windows

**Camera:** Camera Preview now allows users to reboot compatible Pan-Tilt-Zoom (PTZ).

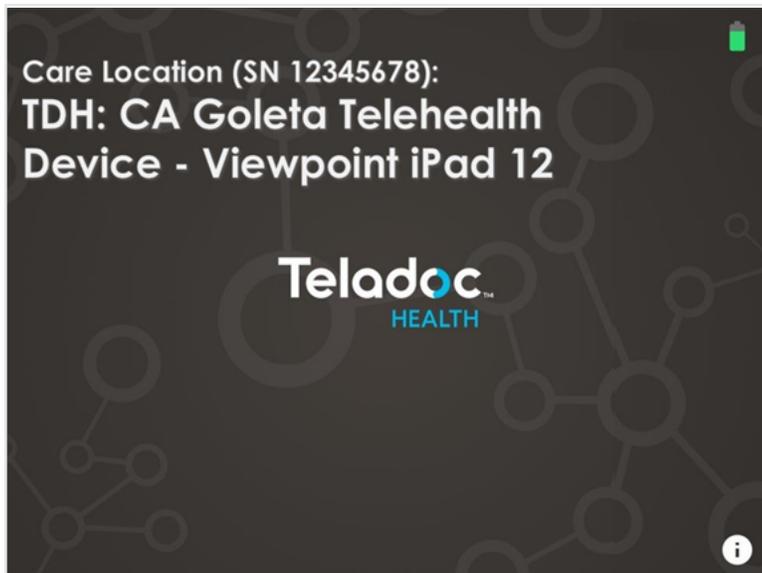
Key	Component	Version	Operating System
ROBOT-3504	ROBOT	42.1	Windows

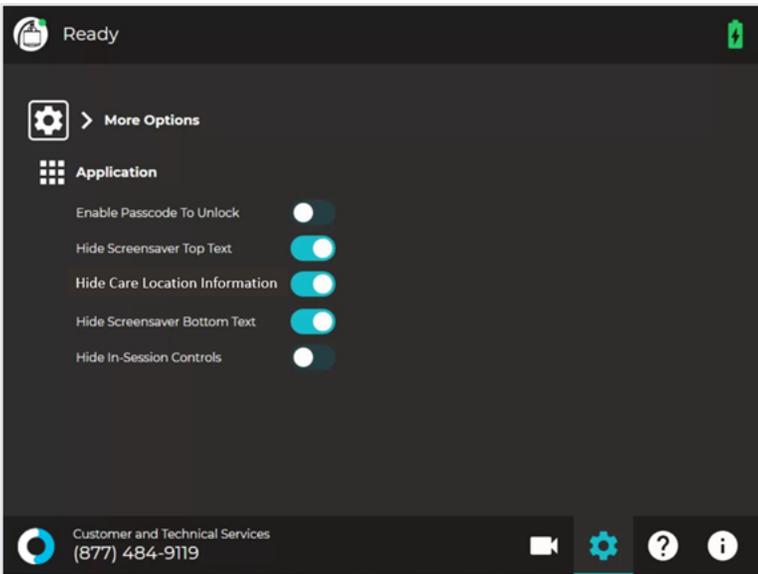
**Camera:** Supported Epiphan HD frame grabbers: AV.io HD and AV.io 4k

Key	Component	Version	Operating System
ROBOT-3467	ROBOT	42.1	Windows

**Location:** Users can now display Device's Location Name and Serial Number on its Idle Screen, by toggle a Setting in More Options. Note that the displayed text is large, to facilitate viewing at a distance.

Key	Component	Version	Operating System
ROBOT-3327	ROBOT	42.1	Windows





**Privacy Mode:** Allows a session to begin in Audio Only mode and, upon verbal acceptance from Patient, a Practitioner can enable Video.

Key	Component	Version	Operating System
ROBOT-3312	ROBOT	42.1	Windows

**Stethoscope:** Vita and Lite v2 now support an auxiliary USB Stethoscope.

Key	Component	Version	Operating System
ROBOT-3266	ROBOT	42.1	Windows

**Stethoscope:** Eko Duo Bluetooth Stethoscope is supported for compatible Devices.

Key	Component	Version	Operating System
ROBOT-2557	ROBOT	42.1	Windows

**Battery:** Devices will display additional on-screen alerts when the battery is discharging out of session, so that the devices are plugged in more frequently and battery health is better maintained.

Key	Component	Version	Operating System
ROBOT-485	ROBOT	42.1	Windows

**Device Connection:** If a Device becomes offline, it will reboot itself to attempt to re-attached to the Internet.

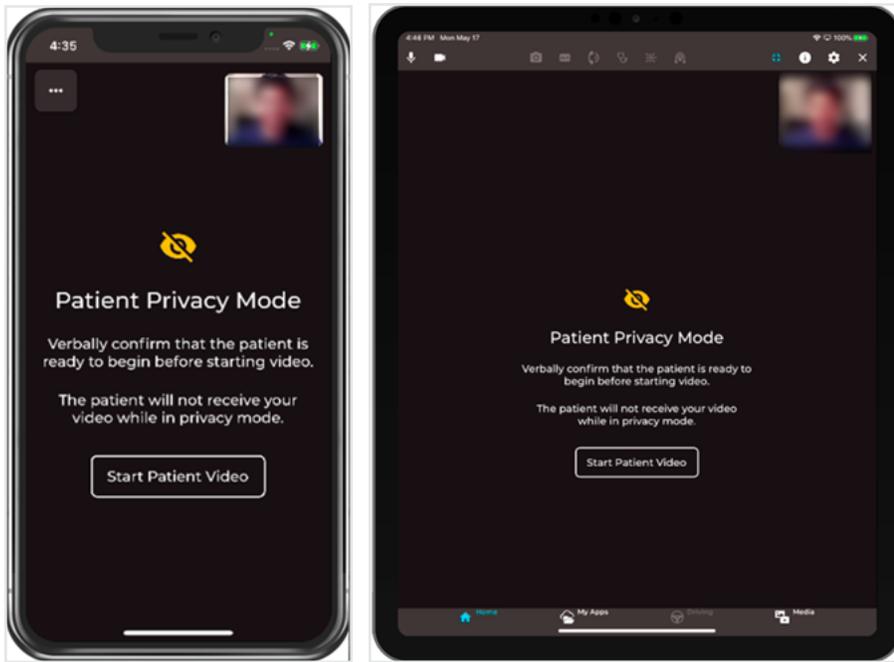
Key	Component	Version	Operating System
ROBOT-62	ROBOT	42.1	Windows

## iOS Provider Access

iOS Provider Access software is used primarily for acute care and on-demand. Available for the iPad and iPhone.

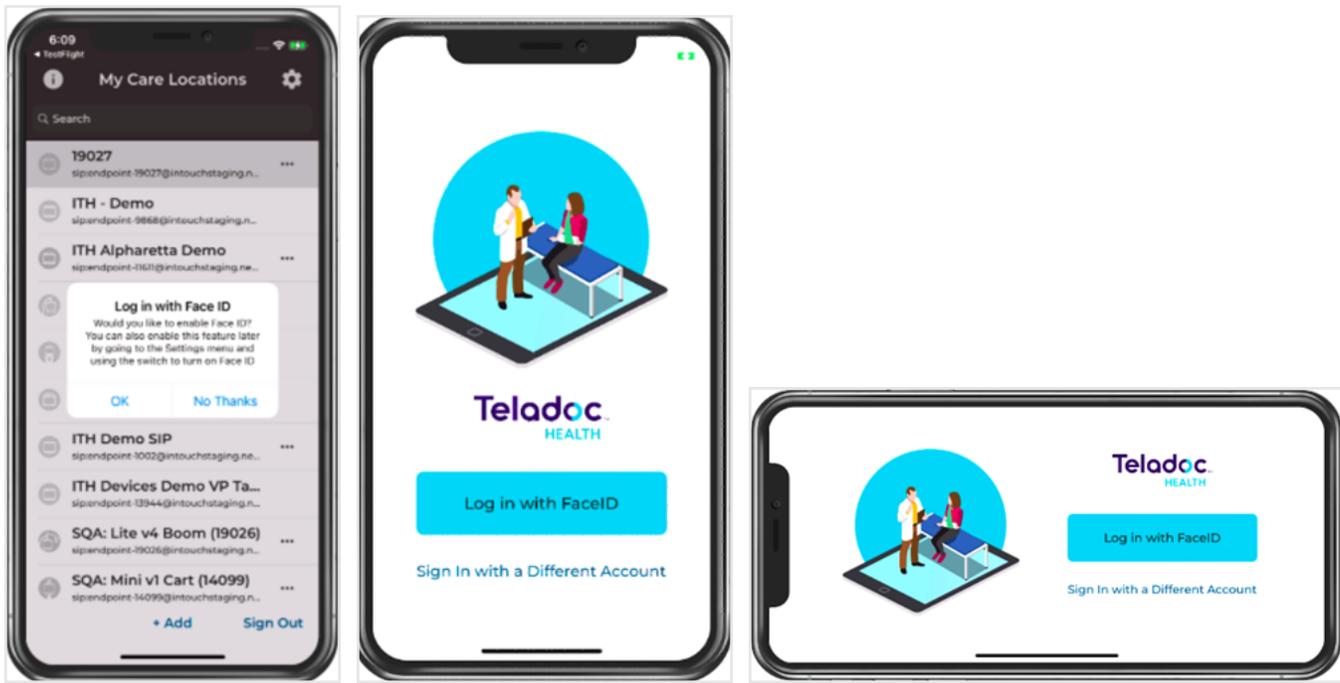
**Privacy Mode:** Allows a session to begin in Audio Only mode and upon verbal acceptance from Patient, a Practitioner can enable Video.

Key	Component	Version	Operating System
IOS-975	iOS Provider Access App	42.1	iOS



**Streamline Login:** iOS Provider Access has integrated Face ID / Touch ID with IdP login page. Face ID / Touch ID can now be used for Enterprise login.

Key	Component	Version	Operating System
IOS-746	iOS Provider Access App	42.1	iOS



## iOS Viewpoint

iOS Provider Viewpoint software is used on Teladoc Health's devices or Care Locations.

Users can easily check connectivity to the Teladoc Health Network, by clicking the **Info** button, and then selecting **Network Checkup**.

Key	Component	Version	Operating System
IOS-787	iOS Viewpoint	42.1	iOS

**Network:** The Network Checkup checks whether the connected SSID is a guest network and prompts the user to connect to a secure, configured network for optimal Telehealth consult.

Key	Component	Version	Operating System
IOS-788	iOS View Point	42.1	iOS

## 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.