



Teladoc Health™

Quarterly Release Notes

Q3 2021



Table of Contents

RELEASE NOTES FOR QUARTER 3, 2021	3
SOLO™ PLATFORM	7
Platform Administration	7
Platform Enhancement	14
PATIENT APP	21
Web Patient App	21
Desktop Patient App	24
iOS Patient App	25
PROVIDER APP	27
Web Provider App	27
Desktop Provider App	34
iOS Provider App	37
SMART NOTES	56
ANALYTICS	62
IMAGING	69
CONNECTED DEVICES	71
Robot	71
Windows Provider Access	73
iOS Viewpoint	76
iOS Provider Access Software	77

Release Notes for Quarter 3, 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 Q3 release.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q3 engineering development can continue through the second week of October.

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

Q3 2021 Solo Platform Releases

Admin Center Module

A new release of the Admin Center, works for both ITH Classic and Solo customers, will be available to all clients October 19, 2021. 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.

Web App

Web Provider and Patient Apps: The Teladoc Health Web Provider and Patient App releases occur every two weeks. The primary focus for this quarter was to improve user experience related to both the Patient Launch Page and Invite Panel and Provider mobile access to the Encounters dashboard. The last bi-weekly update will occur October 15, 2021 in Client Test environments and October 19 in Production. All enhancements behind a release toggle are enabled in User Test environments biweekly and will be enabled in all Production environments November 23, 2021.

Desktop App

The Desktop Provider and Patient Apps: The next release for the Desktop Provider and Patient App will be posted for client acceptance testing on September 9, 2021 and released to production on October 20, 2021 to accommodate client internal training and rollout. Key features include the ability to blur the background for a video session and an improved user experience related to thumbnail layout and session control. This release can only be installed on Windows 10 and macOS.

Mobile App

iOS Provider and Patient Apps: Teladoc Health iOS Provider and Patient Apps 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 and will release another App update the week of November 1, 2021 with support for push notifications.

Android Patient App

The next release for the Android Patient App posted to the Play Store beginning the week of September 9, 2021. Key features included access to interpretive service and improved user experience related to thumbnail layout and session control. Additional details were included in the Q2 2021 quarterly software release notes.

Smart Notes Module

The Teladoc Health Smart Notes Module releases occur every two weeks. The primary focus for this quarter was to improve the user experience for the Emergent Solution for Stroke and a new Table Design. The last bi-weekly update will occur October 15, 2021 in Client Test environments and October 19 in Production. All enhancements behind a release toggle are enabled in User Test environments biweekly and will be enabled in all Production environments November 23, 2021.

Analytics Module

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

Imaging Module

A new release of the Teladoc Health Imaging module was pushed to all clients October 15, 2021 with a focus on usability and ease of use.

Connected Devices

The new release of Windows devices software, Provider Access, iOS Provider Access, and iOS Viewpoint began roll out the week of September 27, 2021. Improvements include:

Win Device Software (includes Win Viewpoint Software):

Teladoc Health Device software will only install and upgrade on PC's running Windows 10. If you experience interruptions while upgrading to the latest release, contact the Technical Assistance Center at TAC@teladochealth.com or 877-484-9119.

All verified full motion cameras are displayed as PTZ (pan-tilt-zoom) cameras in Camera Preview mode.

Indicator for Customer Acceptance Testing (CAT) Network Environment will be displayed on the Device Info screen.

After Audio/Video (A/V) Wizard completes on Windows Viewpoint software, the user can either exit or run Network Checkup to confirm successful Teladoc Health network connectivity.

Provider Access Software:

Hosts can share their desktop or an application with participants using the new screen sharing feature in a MultiPresence virtual encounter.

Improved quality and stability with upgraded audio/video framework.

iOS Viewpoint Software:

App update notifications will come from the Apple Store. This release includes:

- Teladoc Health branding added for in-session
- Improved image quality of transmitted snapshot for the remote practitioner

Browser Support

As part of our Quarterly release, Teladoc Health revises the list of supported browsers and versions. Updates to the list were announced on September 2, 2021 and will be enforced in the U.S. production environments on October 19, 2021. The current list is under Browser/OS Compatibility and Tested Devices. If your browser is not supported, update your browser or download the Provider App.

Patient: <https://intouchhealth.com/support/patient-resources/>

Provider: <https://intouchhealth.com/support/admin-provider-resources/>

Browser	Version	OS
Chrome	84.0 and later	Mac OS 10.14 and later Windows 7 and 10 Android 7.0 and later
Android Webview (Chrome)	84	Android 7.0 and later
Safari	12.1 and later	Mac OS 10.14 and later, iOS 12.1 and later
Safari (in-App)	13	13 and later
Firefox	78.0 and later	Windows 7 and 10
Edge	88 and later	Windows 10
IE	Not supported	N/A

Solo™ Platform

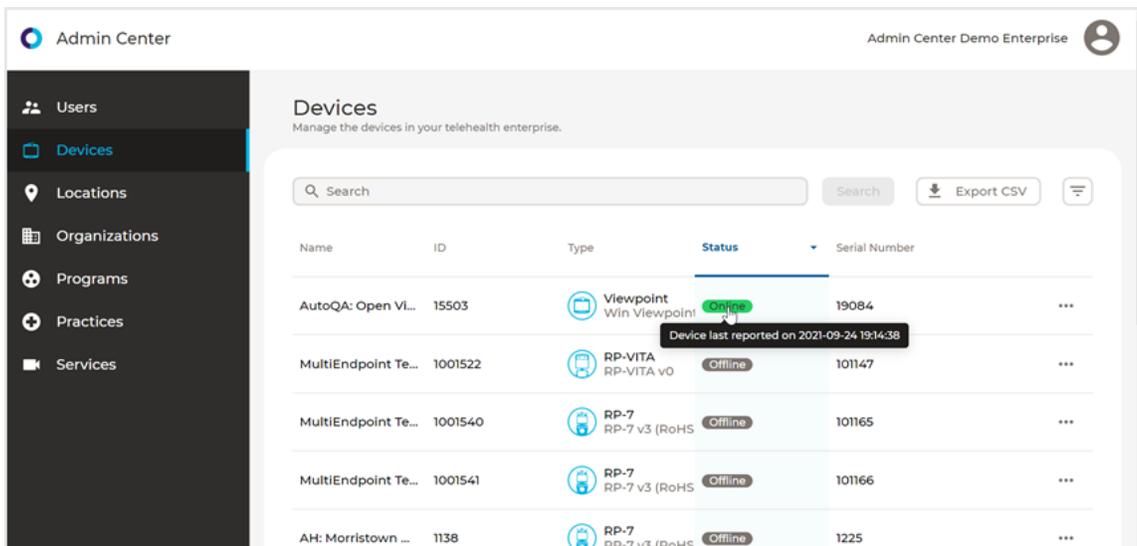
Platform Administration

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

Device Status: Enterprise admins can easily recognize the status of all the devices on their account by accessing the Devices index page and checking the new 'Status' column, which displays if a device is online or offline with a tooltip that provides context on the last time the device reported. Admins are allowed to sort and filter by device status.

Key	Component	Version	Operating System
AC-596	Platform Administration	Phase 3	MacOS, and Windows - 32bit and 64bit.

Release Toggle: None



Admin Center Admin Center Demo Enterprise

- Users
- Devices
- Locations
- Organizations
- Programs
- Practices
- Services

Devices

Manage the devices in your telehealth enterprise.

Q Search Search Export CSV

Name	ID	Type	Status	Serial Number	
AutoQA: Open VI...	15503	Viewpoint Win Viewpoint	Online	19084	...
MultiEndpoint Te...	1001522	RP-VITA RP-VITA v0	Offline	101147	...
MultiEndpoint Te...	1001540	RP-7 RP-7 v3 (RoHS)	Offline	101165	...
MultiEndpoint Te...	1001541	RP-7 RP-7 v3 (RoHS)	Offline	101166	...
AH: Morrystown ...	1138	RP-7 RP-7 v3 (RoHS)	Offline	1225	...

Admin Center Admin Center Demo Enterprise

- Users
- Devices
- Locations
- Organizations
- Programs
- Practices
- Services

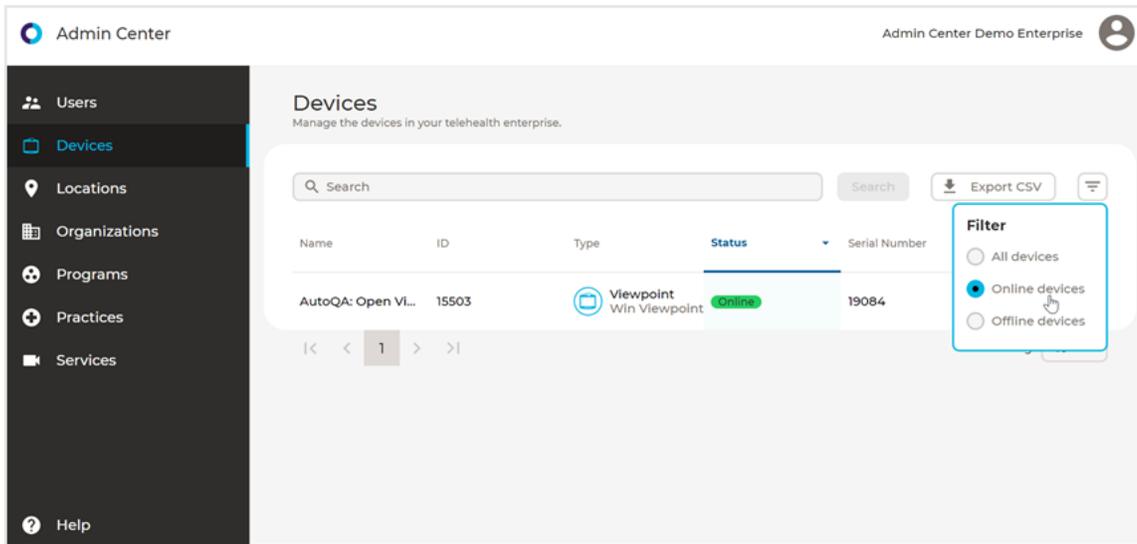
Devices

Manage the devices in your telehealth enterprise.

Q Search Search Export CSV

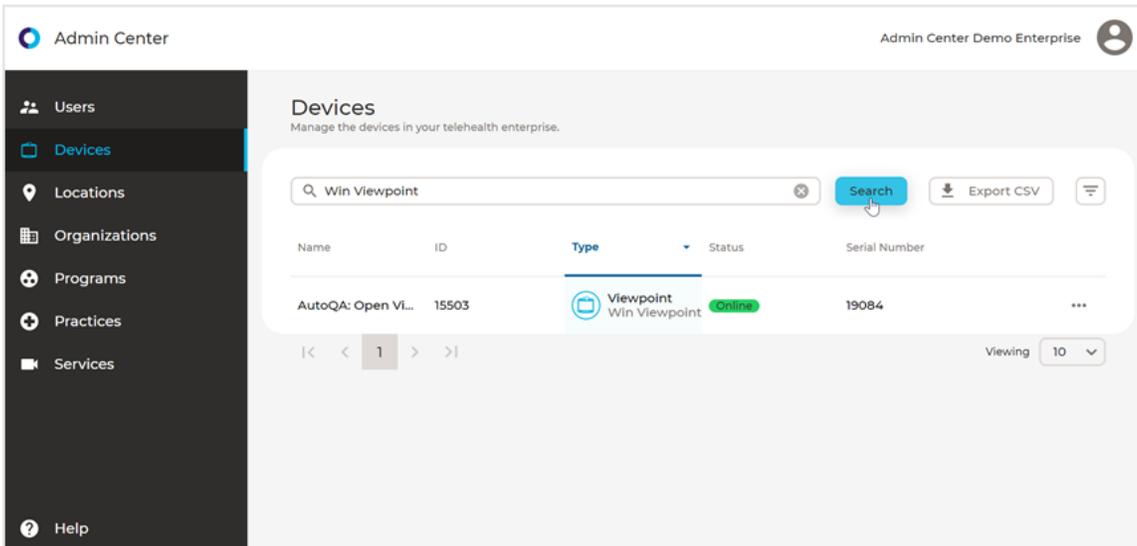
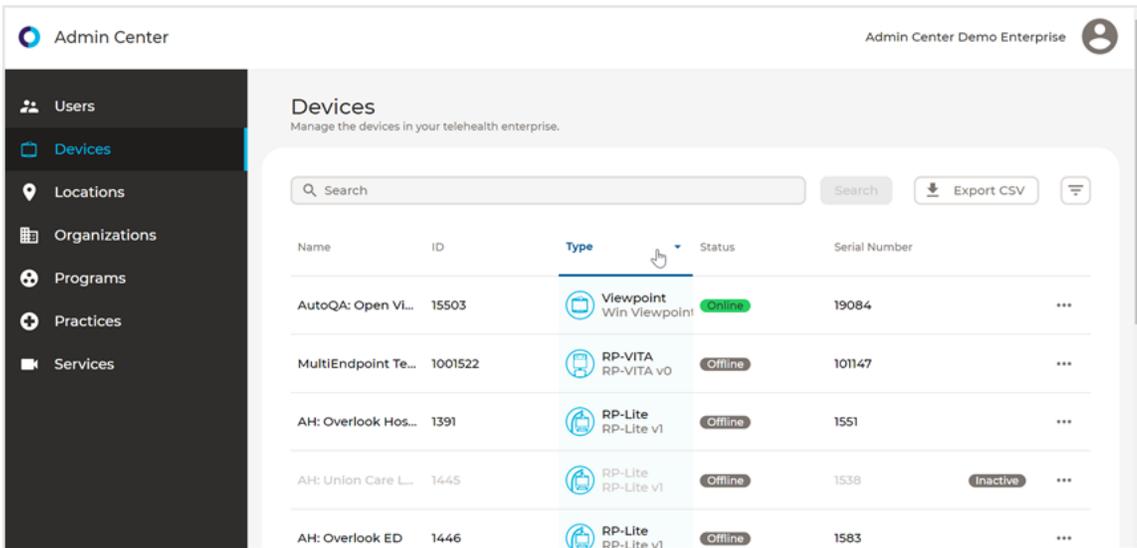
Name	ID	Type	Status	Serial Number	
AutoQA: Open VI...	15503	Viewpoint Win Viewpoint	Online	19084	...
MultiEndpoint Te...	1001522	RP-VITA RP-VITA v0	Offline	101147	...
MultiEndpoint Te...	1001540	RP-7 RP-7 v3 (RoHS)	Offline	101165	...
MultiEndpoint Te...	1001541	RP-7 RP-7 v3 (RoHS)	Offline	101166	...
AH: Morrystown ...	1138	RP-7 RP-7 v3 (RoHS)	Offline	1225	...

Note: A tooltip "Device has not reported" is shown over the Offline status of the RP-VITA v0 device.



Product subtype: Enterprise admins can easily see the product subtype of the devices on their account by accessing the **Devices** index page and checking the **Type** column. Admins are allowed to filter and sort by devices subtype.

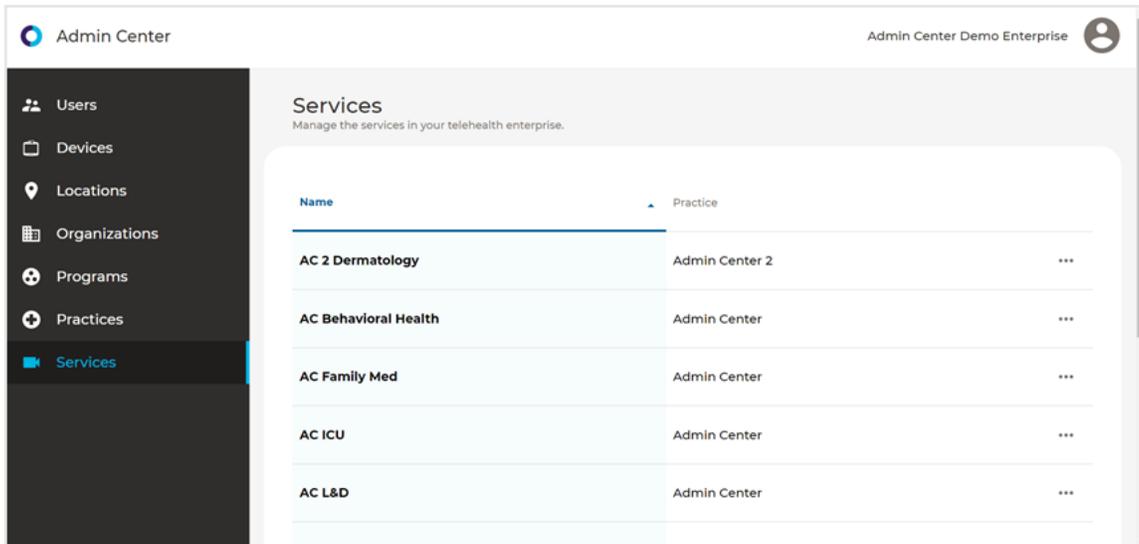
Key	Component	Version	Operating System
AC-501	Platform Administration	Phase 3	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

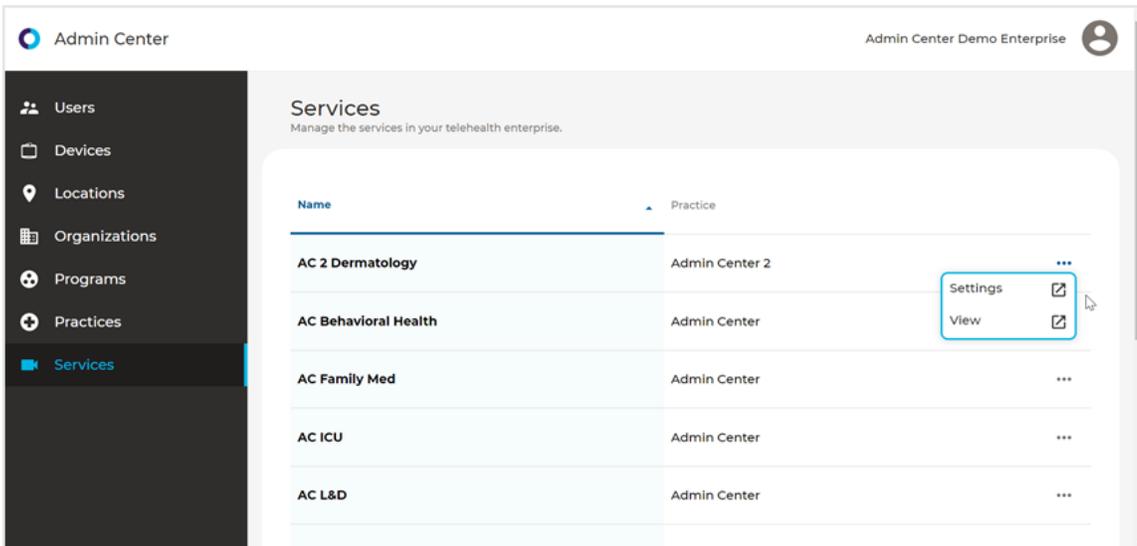


Index Page of Services: Solo Enterprise Administrators can view a list of all services on their account by accessing the **Services** option listed below **Practices** in the left navigation panel. Navigate to **Settings** for each service using the menu to open a new browser tab with the service settings for that service. Navigate to **View** using the menu

for each service to open a new browser tab with a view of the service and its members. Enterprise admins on Classic accounts cannot see an index page for services.

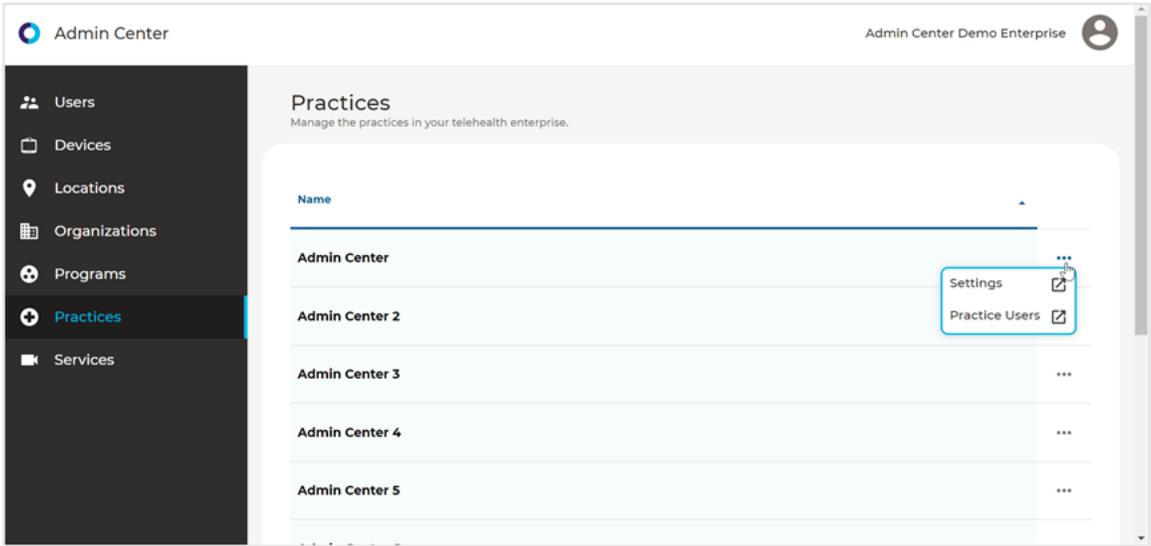
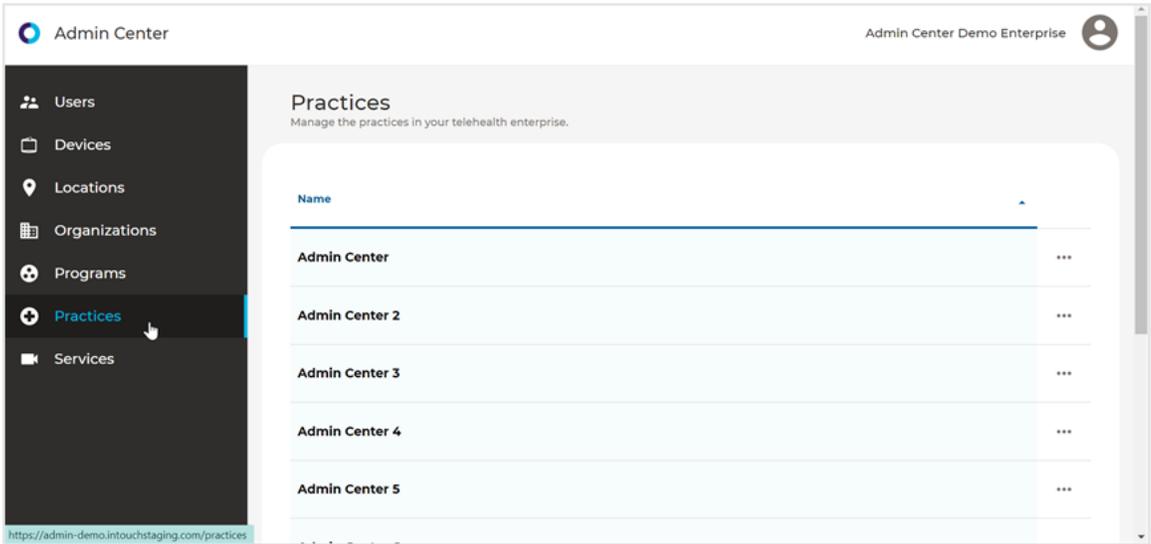
Key	Component	Version	Operating System
AC-143	Platform Administration	Phase 3	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			





Index Page of Practices: Solo Enterprise Administrators can view a list of all practices on their account using the **Practices** option listed below **Programs** in the left. Navigate panel. Select **Settings** for each practice using menus to open a new browser tab for their practice. Navigate to **Practice users** for each practice using the menu to open a new browser tab that shows which users on the account have access to the practice. Enterprise admins on Classic accounts cannot see an index page for practices.

Key	Component	Version	Operating System
AC-129	Platform Administration	Phase 3	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			



Platform Enhancement

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

User Interface: All practices will be updated to use a common user interface in the provider application.

Key	Component	Version	Operating System
TC-5654	Platform Enhancement	2019.8.1.x	MacOS, and Windows - 32bit and 64bit.
Release Toggle: NewUIByDefault			

Mobile Solo: Solo users on mobile device can now view the Reason for Visit, Location and any tagged fields from Smart Notes in the right panel. This helps users access contextual information that were previously not accessible on mobile devices.

Key	Component	Version	Operating System
RVN-963	Platform Enhancement	2021.9.2	MacOS, Windows - 32bit and 64bit, and Android, iOS
Release Toggle: HideNonEmergentInformation			

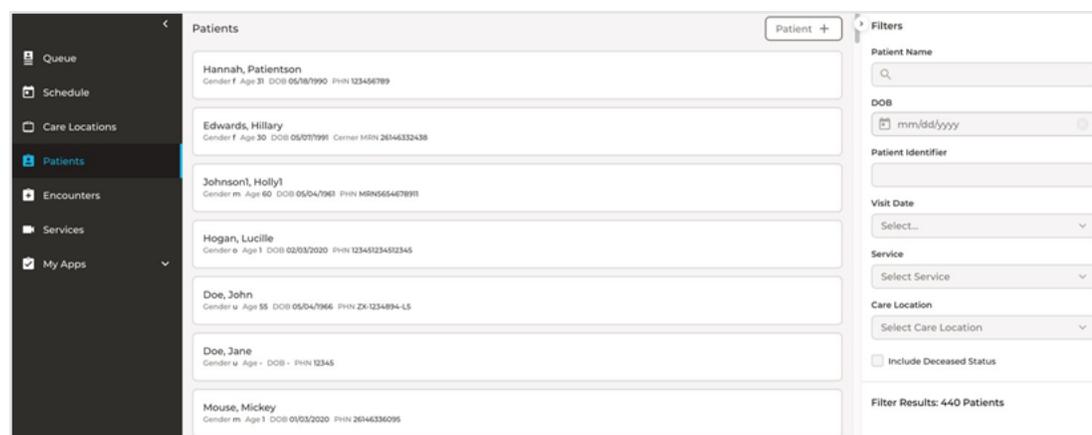
Emergent Workflows: The email and phone icons, and the **Alert for Bedside Assistance** button in the right panel will not be displayed for practices with 'Emergent' workflow configurations.

Key	Component	Version	Operating System
RVN-920	Platform Enhancement	2021.9.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: HideNonEmergentInformation			

External Account Identifier is now an optional configuration that can be enabled or disabled by a Teladoc Health Admin.

NOTE: External Account Identified is disabled by default.

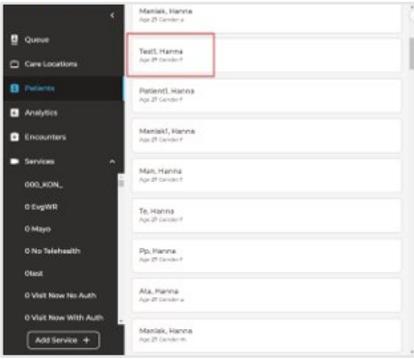
Key	Component	Version	Operating System
RVN-810	Platform Enhancement	2021.8.1	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			



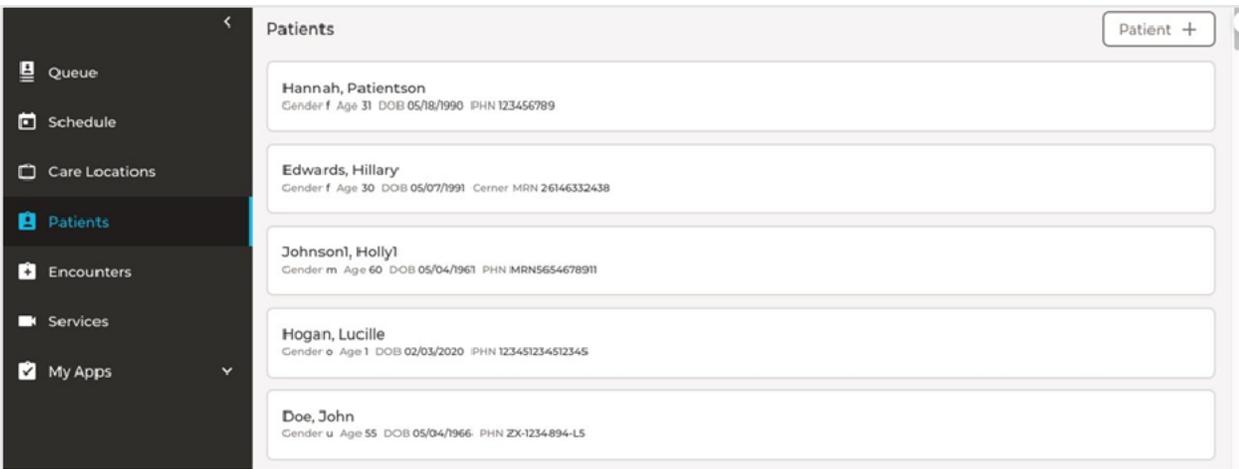
Patient Tab: The **Patients** tab in the Teladoc Health Solo platform now displays the patient's **First Name, Last Name, Age, DOB, Gender,** and **Patient Identifier** for all patients listed.

Key	Component	Version	Operating System
RVN-809	Platform Enhancement	2021.8.1	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Before



After



Scheduling Form: For consumer workflows, in the New Visit modal, a Name/ID field will display the First Name, Last Name, Date of Birth, Gender, and a Patient Identifier for the patients added to the group in the same way as implemented in the search panel. This additive demographics information will enable users to schedule group calls to positively identify a patient, decrease human error during the patient identification process, and decrease the time spent on the patient identification process.

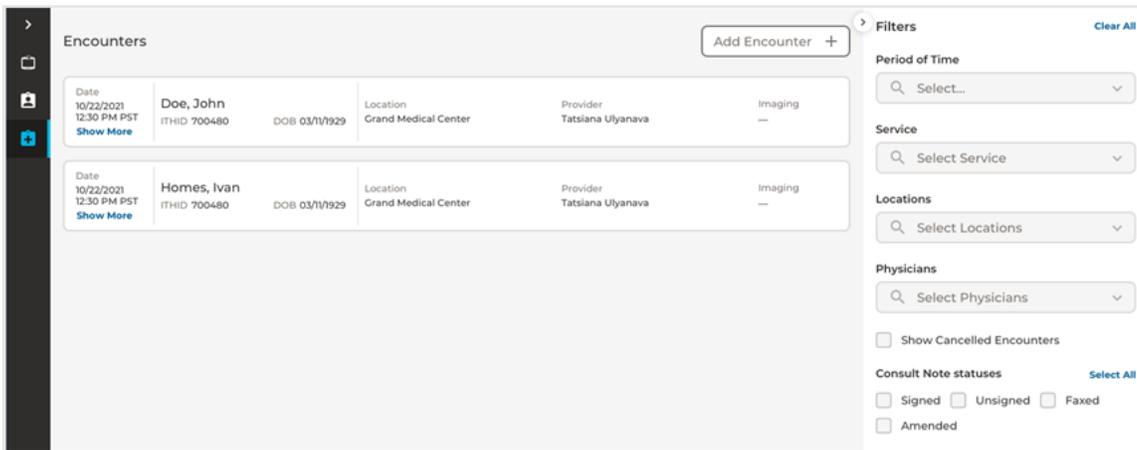
Key	Component	Version	Operating System
RVN-808	Platform Enhancement	2021.7.2	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Report Generator: Practitioner Admins can include **Encounter Cancelled By** and **Time Encounter was Cancelled** fields in the report generator.

Key	Component	Version	Operating System
RVN-778	Platform Enhancement	2021.8.1	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Encounter Dashboard: Practitioner Admins can add a new Smart Notes based filter to the **Encounter** dashboard based on the Practice Setting. Admins can select from closed-ended questions (drop-downs, check boxes and button groups) from the list of templates available for their practice. After configuring the filters, filter encounters will be based on user responses to selected Smart Notes fields.

Key	Component	Version	Operating System
RVN-772	Platform Enhancement	2021.8.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: EncountersFilterBySmartNotesFields			



Physician Filter: The My Encounter filter has been replaced by the Physicians filter drop down on the right patient panel. The new Physician filter allows users to filter encounters based on physician names associated with the practice. A multi-select dropdown displays the physicians' name(s), plus when a physician clicks on the Physicians filter drop-down, their name will display first.

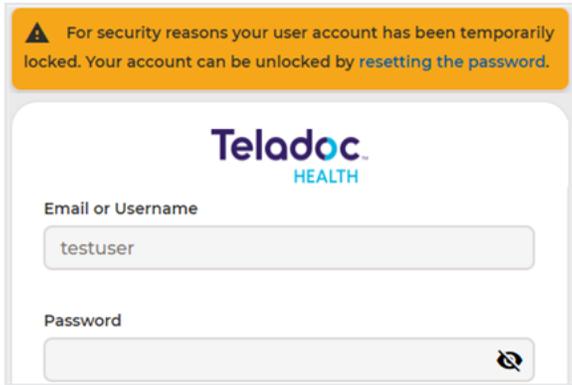
Key	Component	Version	Operating System
RVN-771	Platform Enhancement	2021.7.2	MacOS, Windows - 32bit, Windows - 64bit

Release Toggle: FilterEncountersByPhysicians

User Account Lockout: When a user reaches 17 consecutive incorrect login attempts, their account is locked for 30 minutes. Upon logging in again, they will receive an error message that their account is locked. The user can unlock their account with the reset password process. After 30 minutes, a locked account is automatically unlocked. The objective of locking accounts is to prevent attacks from malicious actors trying to guess a password. By limiting failed attempts, the system is more secure.

Key	Component	Version	Operating System
CORE-4482	Platform Enhancement	21.08.04	MacOS, Windows -

Key	Component	Version	Operating System
			32bit, Windows - 64bit
Release Toggle: None			



User Notifications based on location(s): Solo users will only receive notifications for patients based on their location(s). Users with practices with multiple services will no longer receive notifications related to services they don't belong to. This is particularly useful for hub-spoke practices with a large number of users.

Key	Component	Version	Operating System
SN4-3413	Platform Enhancement and Web Provider App	2021.8.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: NotificationsByLocation			

New Audio/Video Labels: Labels are now displayed under the **Audio/Video** control buttons to identify the function of the button.

Key	Component	Version	Operating System
PAS-2722	Platform Enhance-	2020.1.2.x	MacOS, and Windows -

Key	Component	Version	Operating System
	ment		32bit and 64bit.
Release Toggle: LabelsUnderButtons			

Display Menu Bar: The horizontal display menu bar has a translucent gradient and white icons that turn orange when selected applied to device and browser based connections.

Key	Component	Version	Operating System
PAS-2625	Platform Enhancement	Aquarius	MacOS, and Windows - 32bit and 64bit.
Release Toggle: NewVideoUI			

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.

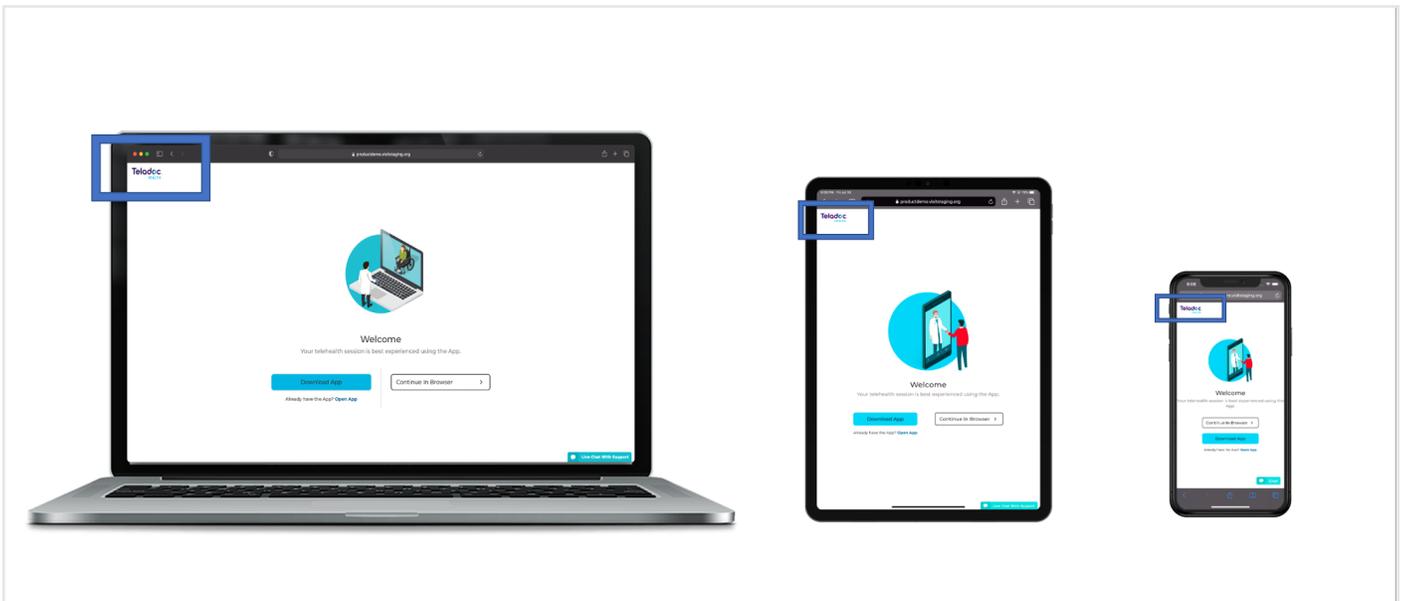
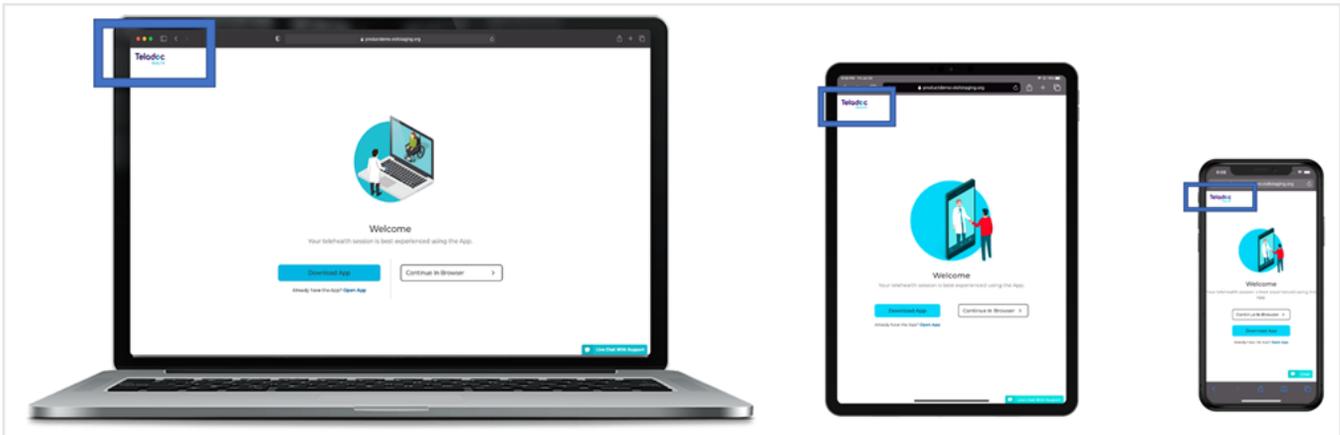
Browser Support: IDA/Electron, Chrome, Safari-MAC, Firefox, and Edge.

Launch page improvements: Customers who have white-labeled their user's experience will have the white-labeled logo displayed in the top left corner of the launch page. The **Download App** and **Open App** links will reflect the white-label color.

- Users opening the link in an unsupported browser will be requested to open the link in the supported browser and correct browser version.
- Users opening the link in the older browser version will be requested to open the link in the latest browser version.
- Users opening the link in the older safari browser version will be requested to update their operating system or use the app to attend the appointment.

Key	Component	Version	Operating System
WPAS-1145	Web Patient App, Web Provider App, Android OS, Android Patient App, iOS Patient App, iOS Provider App, and Web Care Location App,	2021.7.2	All

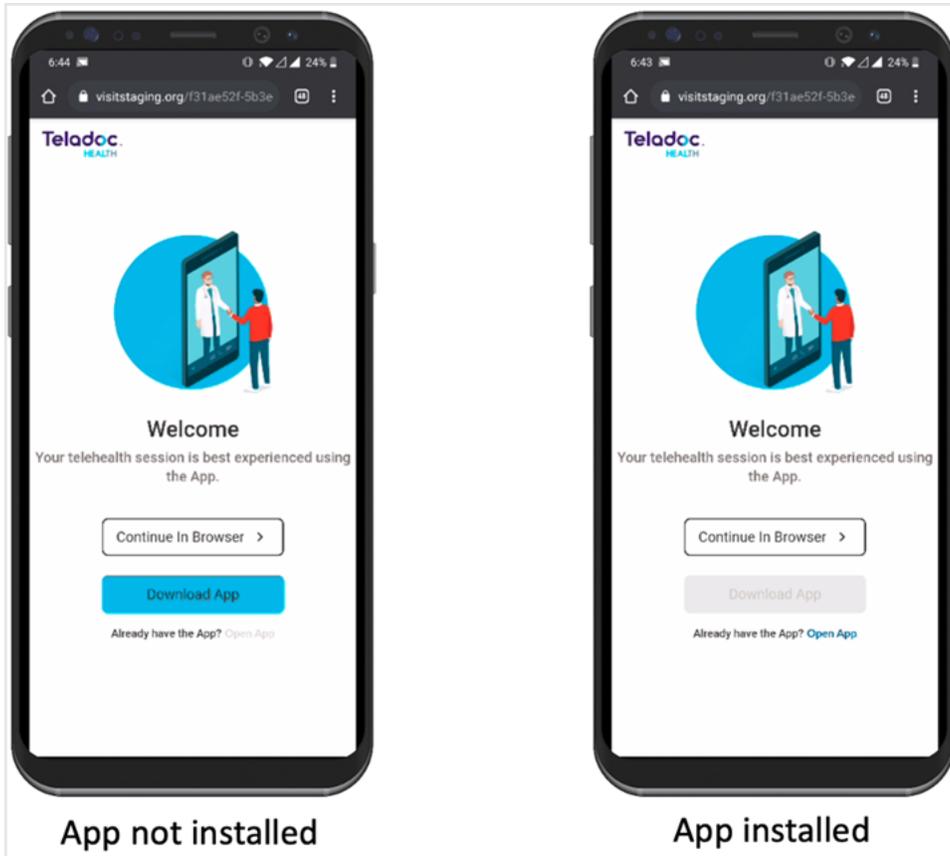
Release Toggle: NewLaunchPagesforMobileDevices



Launch page improvements for Android devices: The **Download app** button will be disabled if the app is installed on the device. **The Open app** button will be disabled if the app is not installed.

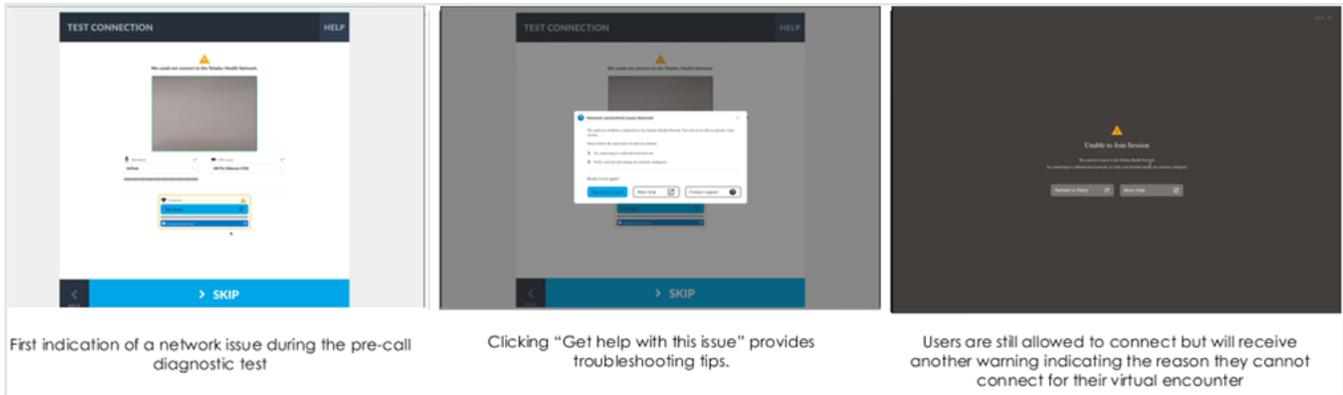
Key	Component	Version	Operating System
WPAS-1016	Web Patient App and	2021.7.2	All

Key	Component	Version	Operating System
	Android Patient App		
Release Toggle: None			



Teladoc Health Network: Pre-call tests conducted by Patients and Providers continue to have the ability to access the Teladoc Health Network. In the event that a firewall or other security appliance prevents adequate access to the Teladoc Health Network, the user will be notified and provided with troubleshooting steps to allow the user to understand they have a network connectivity issue and helps the user based on their user role and network connection with personalized tips to resolve the issue(s). This helps to ensure users have a virtual encounter.

Key	Component	Version	Operating System
WPAS-362	Web Patient App, Android Patient App, and Desktop Patient App	2021.8.1	All
Release Toggle: None			



Desktop Patient App

The Desktop 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.

Blur Background: Patients using the Teladoc Health Desktop App now have the ability to blur their background to conceal their environment and ensure increased privacy during a virtual encounter.

Key	Component	Version	Operating System
DAS-212	Desktop Patient App	Patient 1.4.7 and 2021.8.2	MacOS, Windows - 32bit and 64bit
Release Toggle: None			



iOS Patient App

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

Support Push Notifications: When a patient uses the iOS Patient App for an appointment and navigates away from the waiting page, they will be notified with a push notification when their practitioner joins the call. Clicking on the push notification will take the user directly into the video call.

Key	Component	Version	Operating System
iOS-1084	iOS Patient App and iOS Provider App	43.0	iOS
Release Toggle: None			

Waiting page for iOS Patient App: Users using the iOS App will have a similar experience on the waiting page as in the browser (Web App). No app release is required to make any text changes on the waiting page.

Key	Component	Version	Operating System
iOS-664	iOS Patient App and iOS Provider App	43.0	iOS
Release Toggle: None			

Onboarding screens: During a fresh install, user will now be presented with a set of screens requesting permissions required by the app during a consultation. These permissions include:

1. Camera and microphone
2. Notification
3. Local Network Access

Note: Users will not be able to proceed in the app if they deny access to any mandatory permissions.

Key	Component	Version	Operating System
iOS-1112	iOS Carelocation App and iOS Patient App	43.0	iOS
Release Toggle: None			

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.

Resend Fax: Users of encounters with a consultation note fax status of **fax failed** can now click on the **Resend** fax button on the encounter dashboard, consultation note pop-up modal to resend the fax; without having to launch into the Smart Notes template.

Key	Component	Version	Operating System
SN4-3373	Web Provider App	2021.7.2	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Home Page: Users with the role of Nurse can configure the **Start Page** for their account to allow them to default to a specific tab in the Teladoc Health Solo platform as their home page.

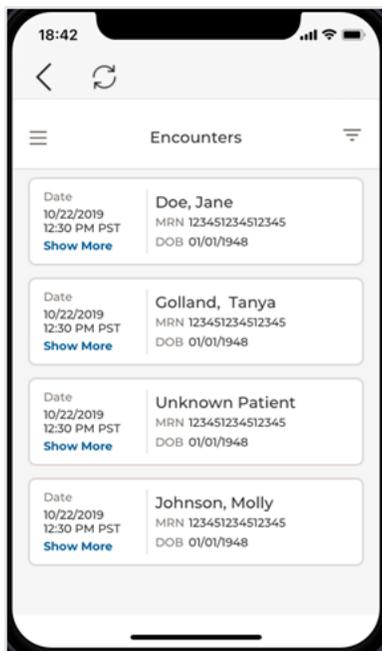
Key	Component	Version	Operating System
SN4-2936	Web Provider App	2021.8.1	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Alerts for Linked Email: Users will now receive an alert to confirm they are family members before two patients can be linked together to share an email address for a better user experience.

Key	Component	Version	Operating System
RVN-951	Web Provider App	2021.9.1	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Encounters Dashboard: The **Encounters** dashboard is now accessible on mobile devices. Users can view the encounter list, and virtual encounters and patient information in the right patient panel. Users can also navigate to the **Queue** page from their dashboard.

Key	Component	Version	Operating System
RVN-907	Web Provider App	2021.8.2	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: EncountersMobileNavigation			



New Visit: For consumer workflows, the **New Visit** modal will now display the First Name, Last Name, Date of Birth, Gender, and a Patient Identifier for patients added to a group in the same way as implemented in the search panel. This additive demographics information enables users to schedule group calls to positively identify a patient, decrease human error during the identification process, and decrease the time spent on the identification process.

Key	Component	Version	Operating System
RVN-807	Web Provider App	2021.7.2	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Improved Notifications: Users will see an error icon and message next to the user who fails to publish their video.

Users will receive the message **Microphone or camera are being blocked** when the other user fails to publish due to a microphone or camera issue.

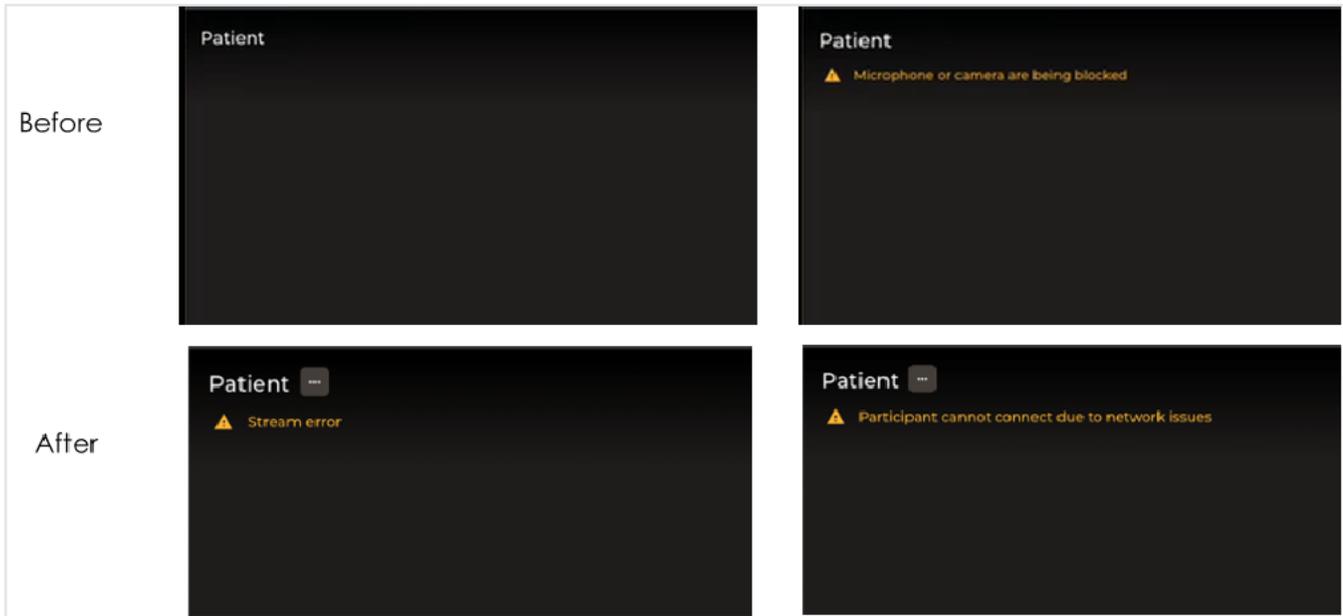
Users will receive the message **Participant cannot connect due to network issues** when the other user fails to reach Teladoc Health Network.

Users will receive the message **Stream error** when the App is trying to detect the reason for failure or when the reason is unknown.

specific reason for the error was not able to be identified.

Key	Component	Version	Operating System
WPAS-1276	Web Provider App, Web Patient App, Desktop Patient App, and Desktop Provider App,	2021.8.1	All

Key	Component	Version	Operating System
Release Toggle: None			

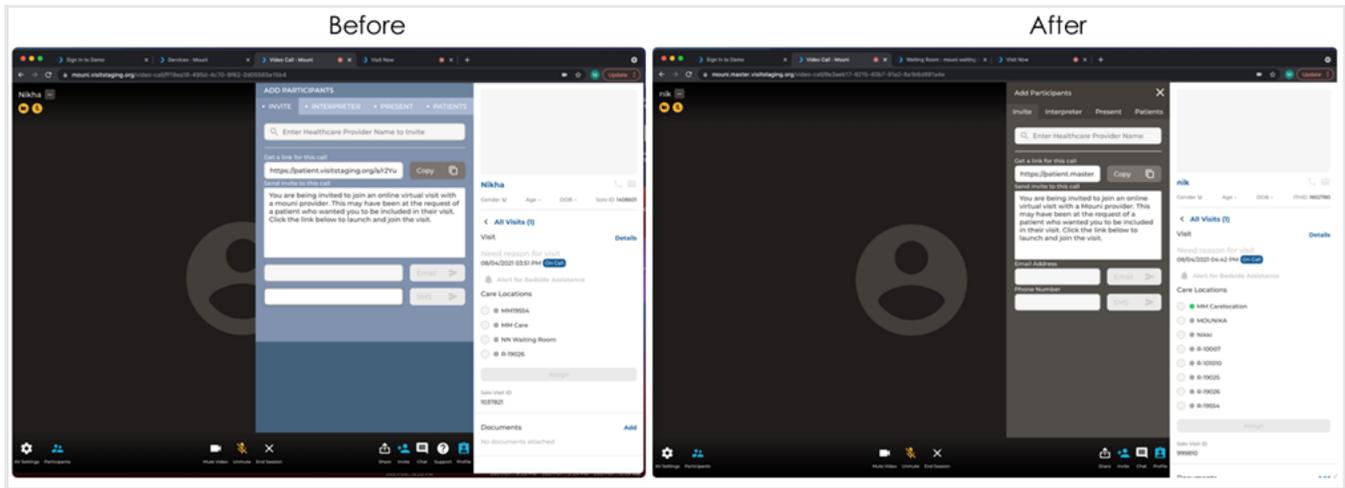


Enhancements to the Invite Panel: The color of the **Invite** panel has been updated to provide for a more cohesive user experience. As part of this experience, there are two additional ways to close the **Invite** panel.

- 1.) Click on the **X** button on the top, right side of the panel.
- 2.) Click on the live video feed.

Key	Component	Version	Operating System
WPAS-1263	Web Provider App and Desktop Provider App	2021.8.1	All

Key	Component	Version	Operating System
Release Toggle: VideoNotificationUpdate			



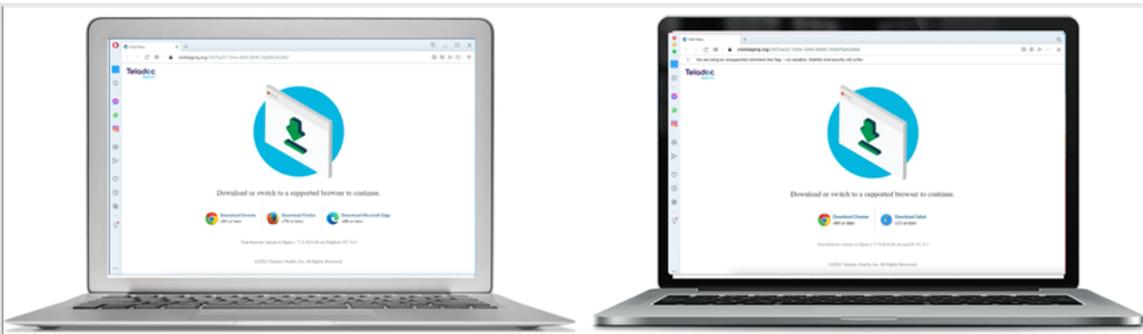
Upgraded Video Libraries: Upgraded the audio and video framework to improve quality and stability. This includes a variety of low-frequency audio issues on iOS and blue tooth headset issues.

Key	Component	Version	Operating System
WPAS-1181	Web Provider App, Desktop Provider App, Android OS, Android Patient App, Desktop Patient App, Web Care Location App, Web Patient App, Web Viewpoint	2021.8.1	All
Release Toggle: None			

Launch page: Customers who have white labeled their user's experience will have the white labeled logo show up in the top, left corner of the launch page. The **Download App** and **Open App** links will reflect the right white label color.

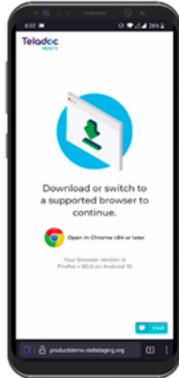
- Users opening the link in an unsupported browser will be requested to open the link in the supported browser.
- Users opening the link in an older browser version will be requested to open the link in the latest browser version.
- Users opening the link in the older safari browser version will be requested to update their Operating system or use the App to attend the appointment.

Key	Component	Version	Operating System
WPAS-1145	Web Provider App, Android OS, Android Patient App, iOS Patient App, iOS Provider App, Web Care Location App, and Web Patient App	2021.7.2	MacOS, Windows - 32bit and- 64bit
Release Toggle: NewLaunchPagesforMobileDevices			

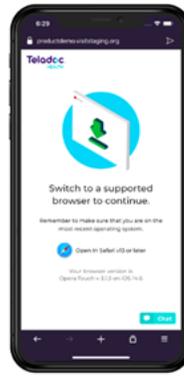


Windows

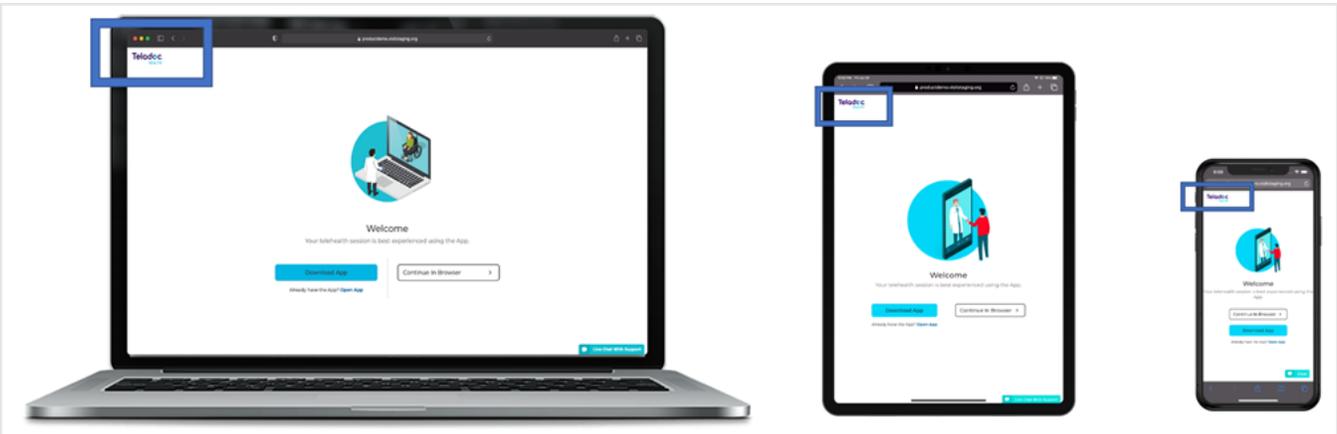
Mac



Android

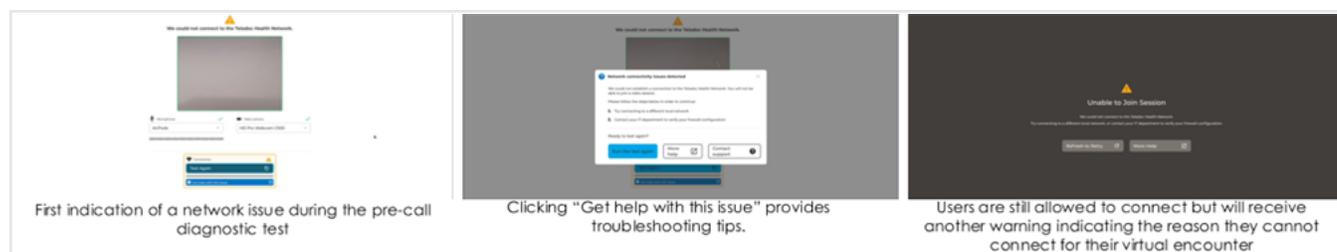


iOS



Pre-Call Network tests: Improvements to the pre-call network tests conducted by patients and practitioners enhance the ability to detect and troubleshoot issues when trying to connect to the Teladoc Health Network. In the event that a firewall or other security appliance prevents adequate access to the Teladoc Health Network, the user will be notified and troubleshooting steps provided to allow the user to clearly understand any network connectivity issues and help the user based on their role and network connection; with personalized tips. This helps to ensure users are able to have a virtual care encounter from private and secure networks.

Key	Component	Version	Operating System
WPAS-362	Web Provider App and Desktop Provider App	2021.8.1	All
Release Toggle: None			



Desktop Provider App

The Desktop Provider App is used for patient care.

Electron Framework: The Electron framework to version 13.1.7 with Chromium 91.0.4472.124 has been updated to ensure that the Desktop App continues to be reliable and secure.

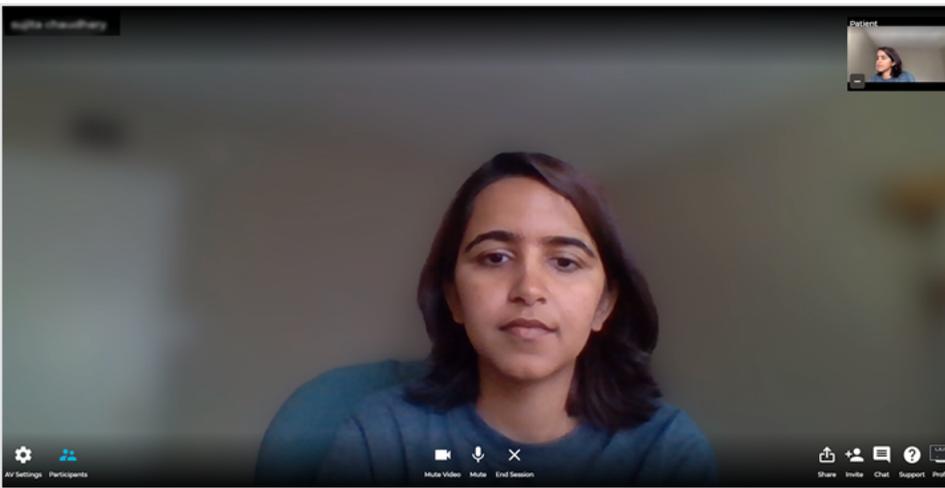
Key	Component	Version	Operating System
DAS-208	Desktop Provider App and Desktop Patient App	1.4.7	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

Desktop App for Mac: Customers who distribute software and updates using an enterprise system, such as SCCM, now have the option to install a version of Teladoc Health Desktop App for Mac that will not auto-update when a new version becomes available. This provides enterprises with the flexibility to decide when their workstations get updated to prevent challenges when a particular desktop or user does not have the administrative permissions to install new software or updates.

Key	Component	Version	Operating System
DAS-199	Desktop Provider App and Desktop Patient App	1.4.7	MacOS
Release Toggle: None			

Blur Background: Practitioners and other medical participants using the Teladoc Health Desktop App now have the ability to blur their background to conceal their environment and ensure increased privacy during a virtual encounter.

Key	Component	Version	Operating System
DAS-196	Desktop Provider App	1.4.7 and 2021.8.2	MacOS, Windows - 32bit and 64bit
Release Toggle: Blur_Background			



Desktop App for Windows: Customers who distribute software and updates via enterprise update systems, such as SCCM, now have the option to install a version of Teladoc Health Desktop App for Windows that will not auto-update when a new version becomes available. This provides enterprises with the flexibility to decide when their workstations get updated to prevent challenges when a particular desktop or user does not have the administrative permissions to install new software or updates.

Key	Component	Version	Operating System
DAS-191	Desktop Provider App and Desktop Patient App	1.4.7	Windows - 32bit and 64bit
Release Toggle: None			

Installation: The latest version of the Desktop Patient and Provider App will no longer be able to be installed on Windows XP, 7 or 8 operating systems because Microsoft has ended support for these operating systems. Discontinuing support is part of Teladoc Health's strategy to ensure reliable and secure virtual encounters across its network.

Key	Component	Version	Operating System
DAS-139	Desktop Provider App and Desktop Patient App	1.4.7	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

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.

Improved Notifications: Users will see an error icon and message next to the user who fails to publish their video.

Users will receive the message **Microphone or camera are being blocked** when the other user fails to publish due to a microphone or camera issue.

Users will receive the message **Participant cannot connect due to network issues** when the other user fails to reach Teladoc Health Network.

Users will receive the message **Stream error** when the App is trying to detect the reason for failure or when the reason is unknown.

Key	Component	Version	Operating System
iOS-1324	iOS Provider App, iOS Care Location App, and iOS Patient App	:43.0	iOS
Release Toggle: None			



User in
main screen

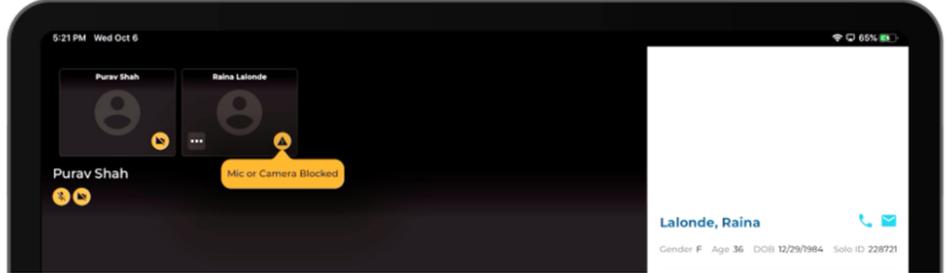


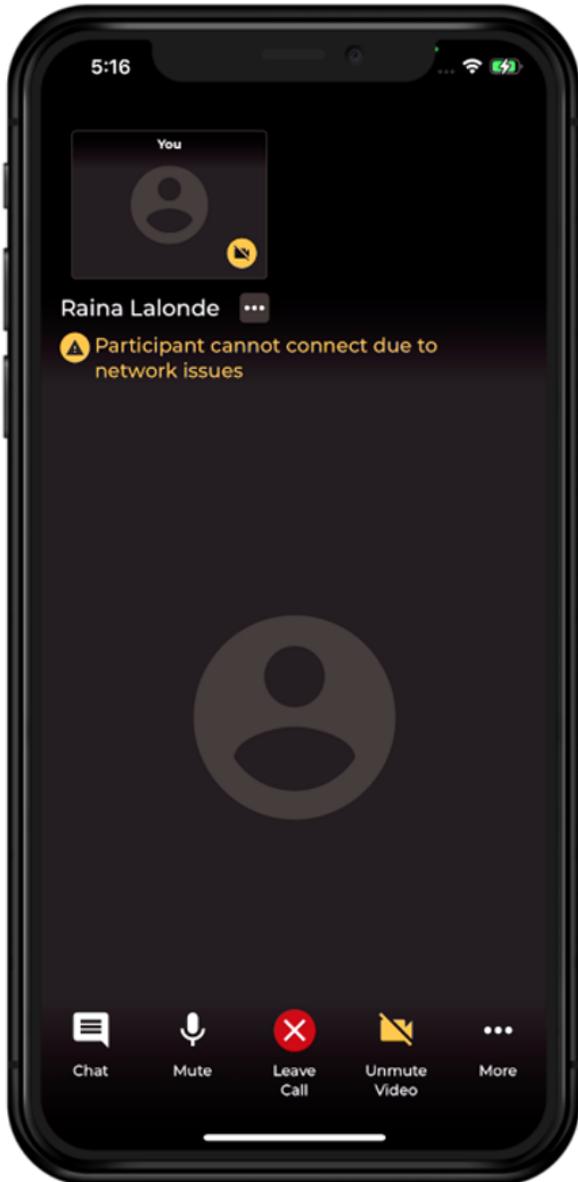
User in
Thumbnail

User in
main screen

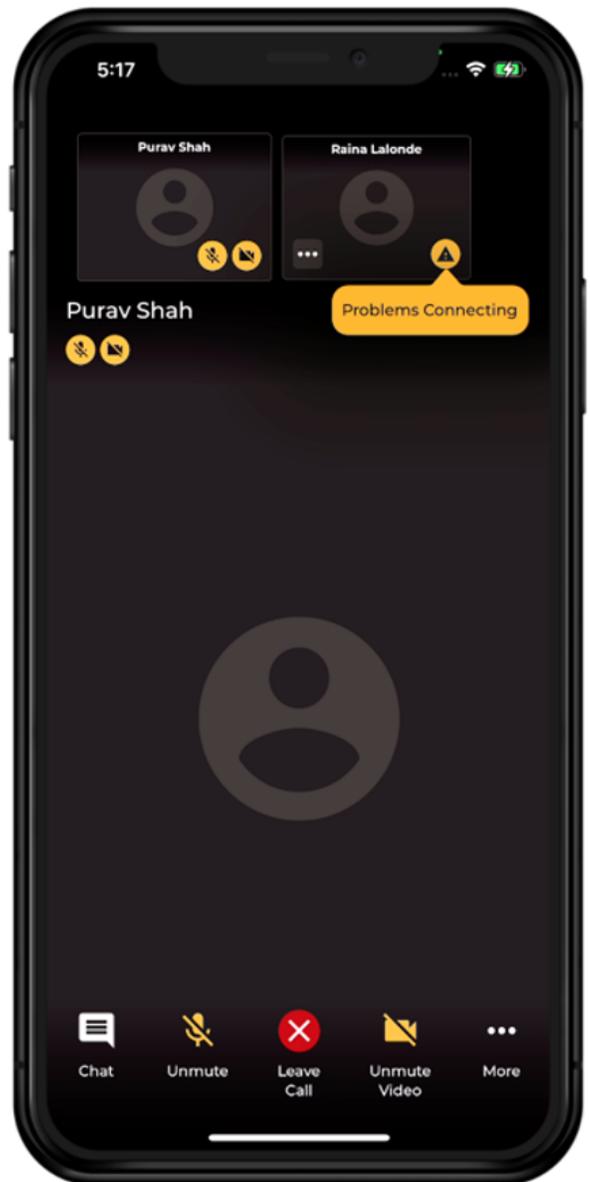


User in
Thumbnail

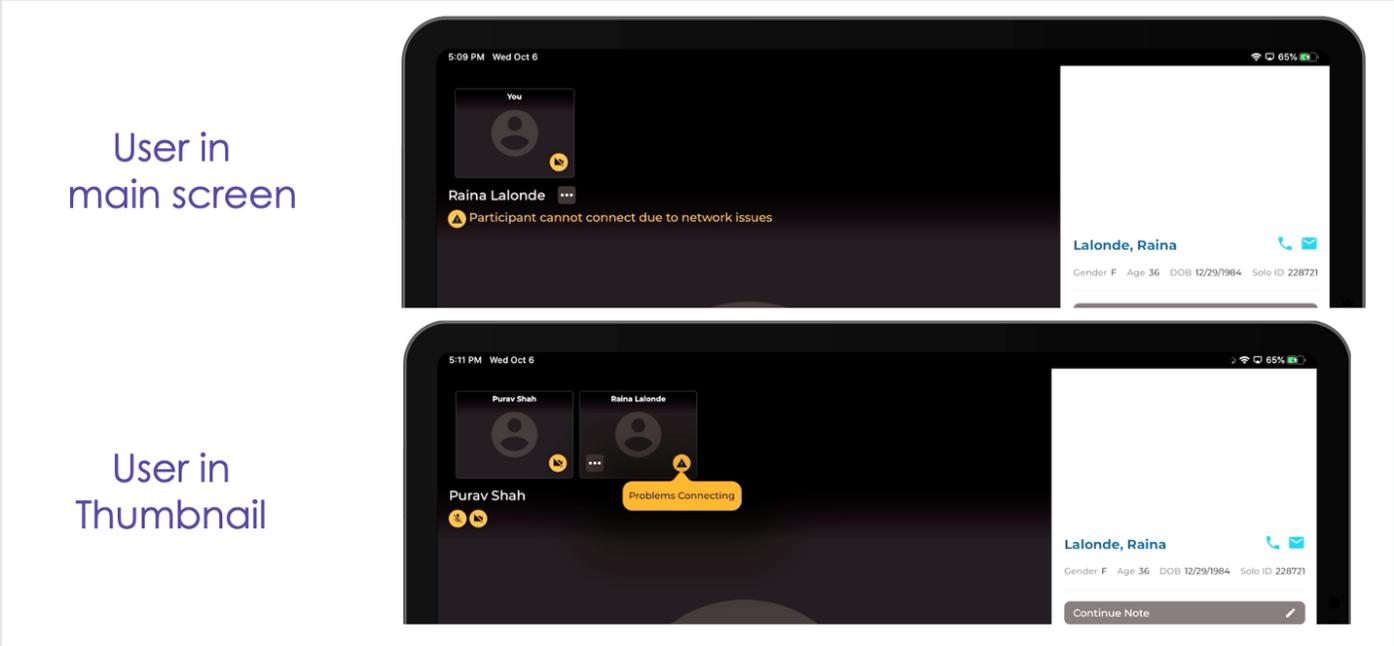




User in
main screen



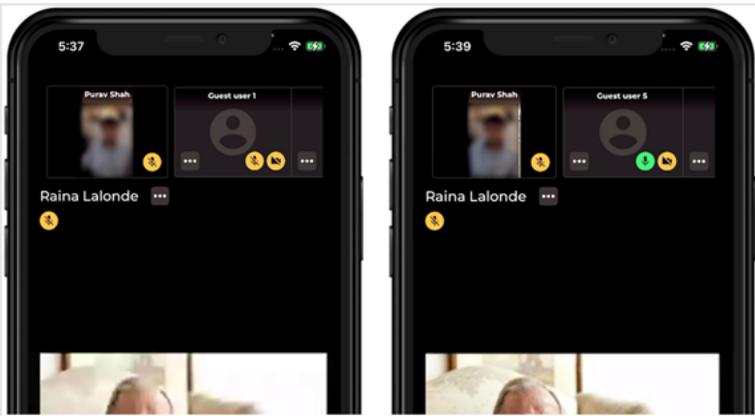
User in
Thumbnail



Prioritization of visible participants thumbnails: Users can view the participant who is speaking and all others who have spoken recently. This feature is enabled by default. When the user scrolls through the thumbnails the feature gets disabled. The user can re-enable* it by clicking on the new **show first user** button. iPhone users do not have a button to re-enable this feature from the iOS Patient app as the feature is enabled and disabled automatically.

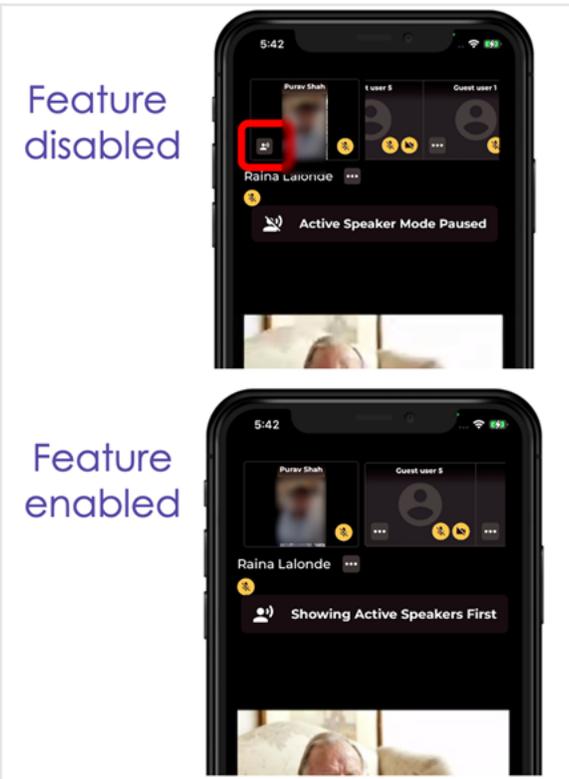
Key	Component	Version	Operating System
iOS-1322	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS

Release Toggle: None



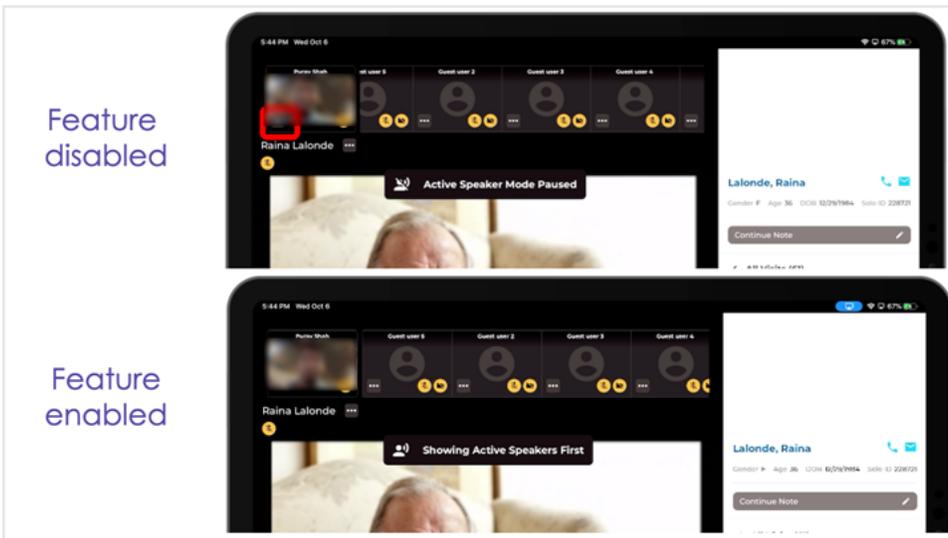
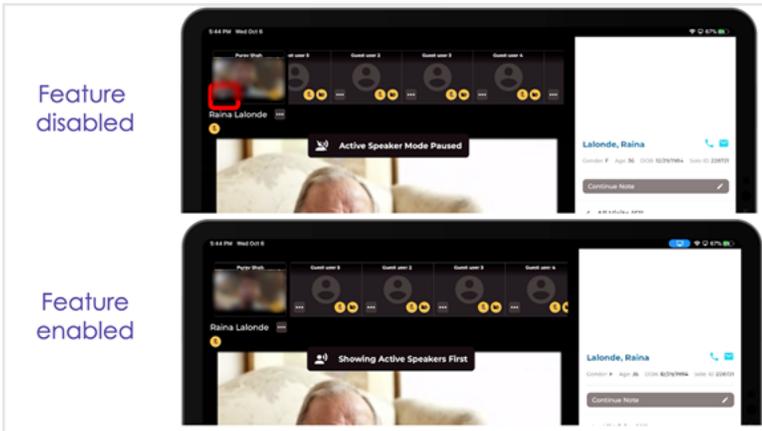
Guest user 5 is hidden

When hidden user (guest user 5) starts talking



Feature disabled

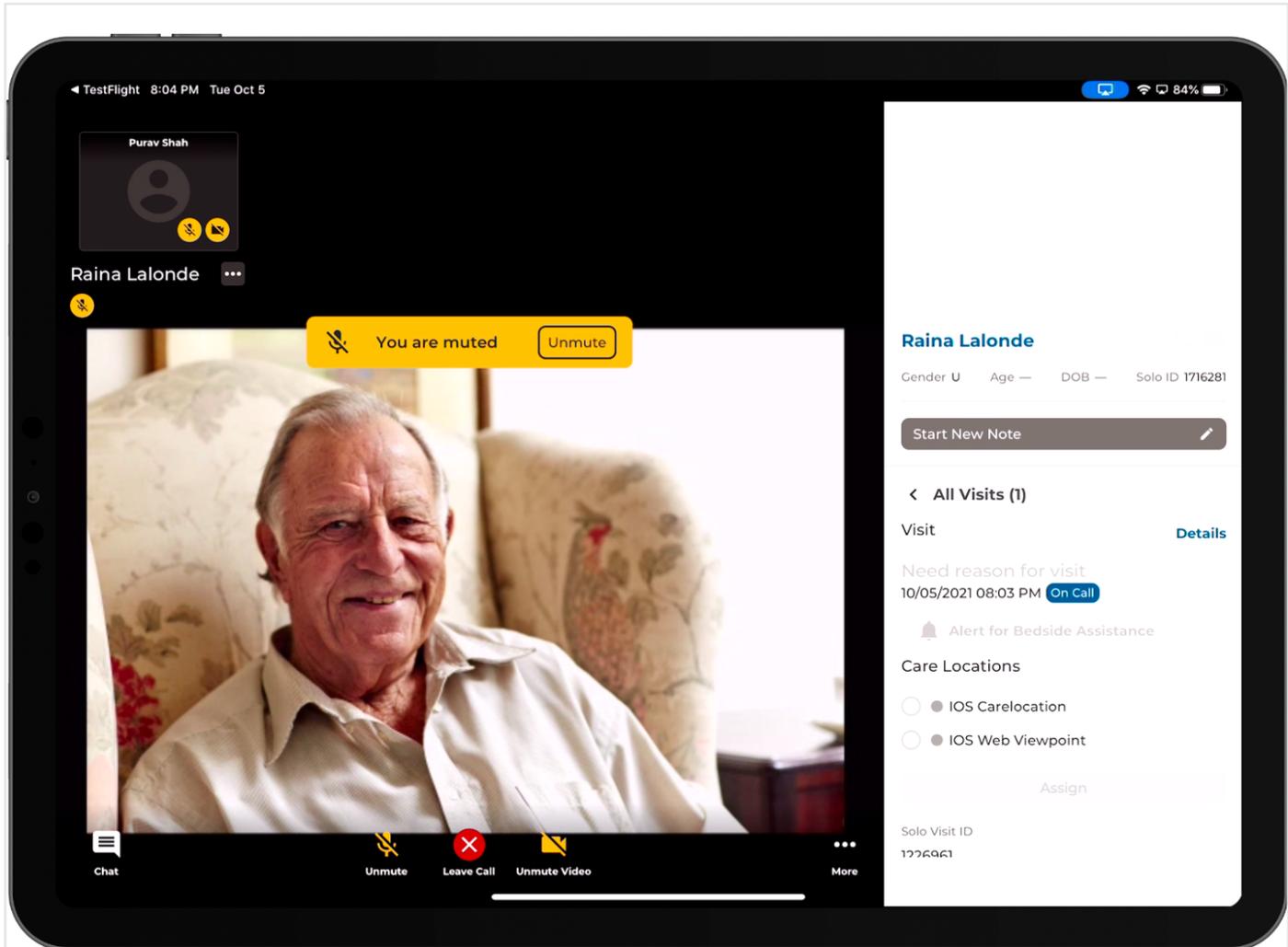
Feature enabled

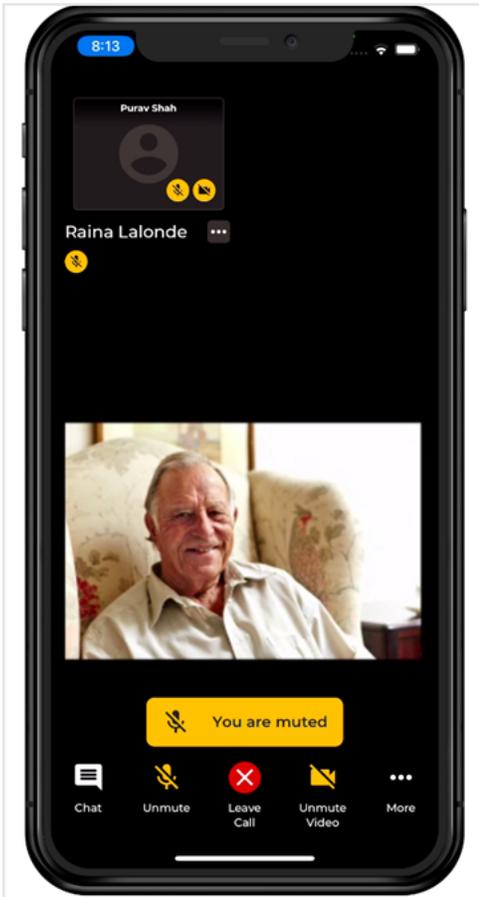


Improved Notifications: Users are presented with a the message **You are muted** when they try to talk while they are on audio mute. The notification will dismiss itself after a certain time or if the user unmutes themselves.

Key	Component	Version	Operating System
iOS-1316	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS

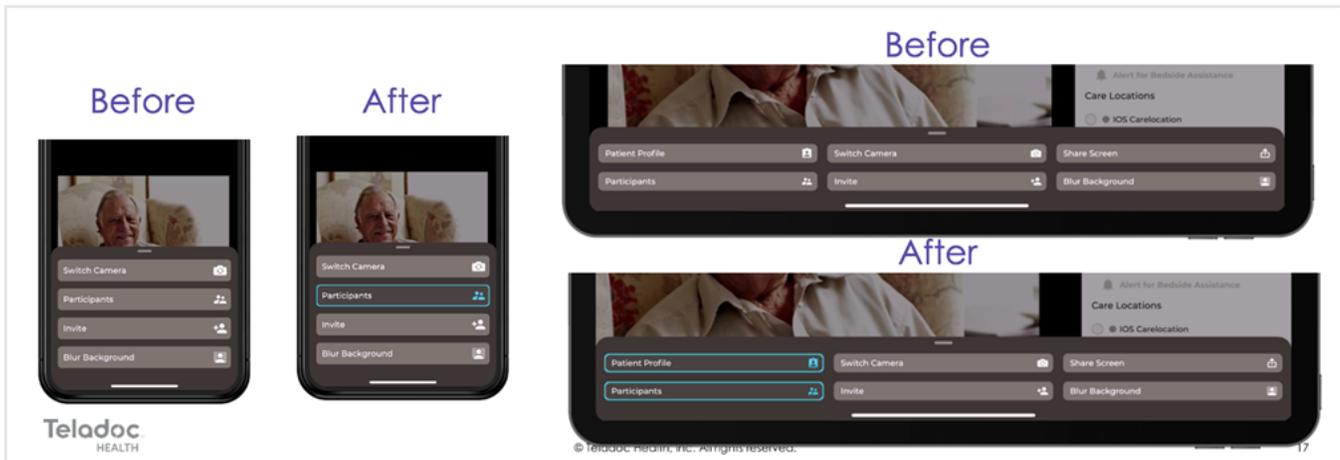
Key	Component	Version	Operating System
Release Toggle: None			





UI enhancements: Users can now easily identify which features are enabled or disabled in the drawer

Key	Component	Version	Operating System
iOS-1260	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS
Release Toggle: None			



Interpreter notifications enhancements: The Interpreter accepted the call and will be joining soon notification is dismissed automatically when an Interpreter joins the call.

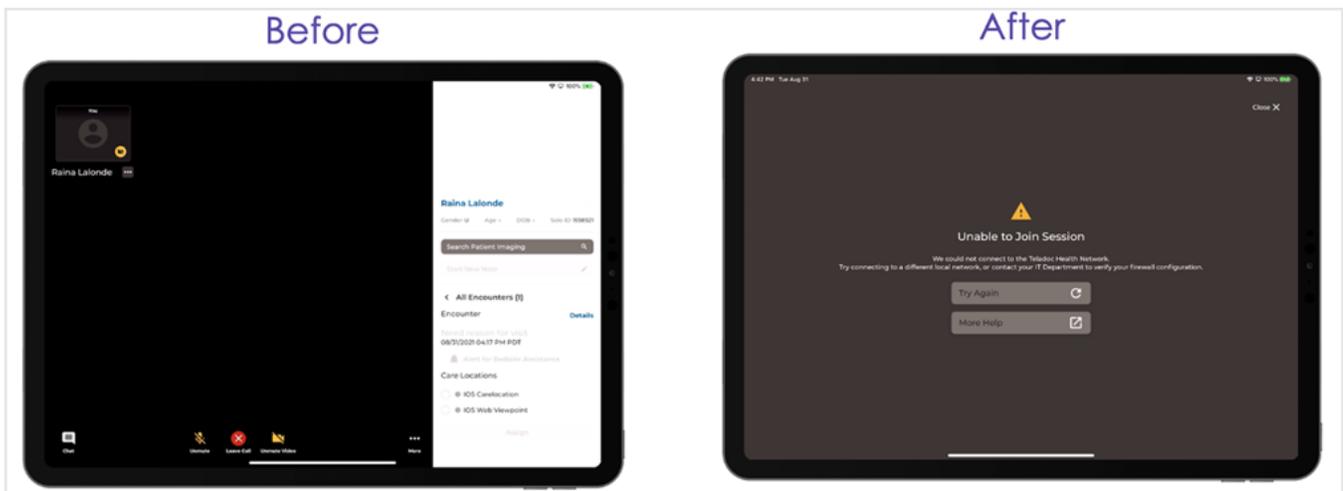
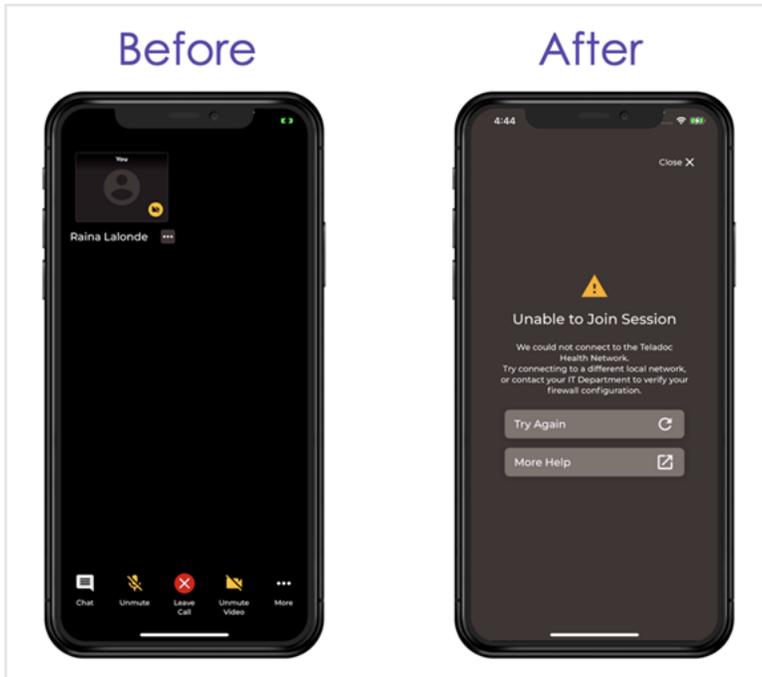
Key	Component	Version	Operating System
iOS-1221	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS
Release Toggle: None			

Pre-Call Network tests: Improvements to the pre-call network tests conducted by patients and practitioners enhance the ability to detect and troubleshoot issues when trying to connect to the Teladoc Health Network. In the event that a firewall or other security appliance prevents adequate access to the Teladoc Health Network, the user will be notified and troubleshooting steps provided to allow the user to clearly understand any network connectivity issues and help the user based on their role and network connection; with personalized tips. This helps to ensure users are able to have a virtual care encounter from private and secure networks.

Key	Component	Version	Operating System
iOS-1138	iOS Provider App, iOS	43.0	iOS

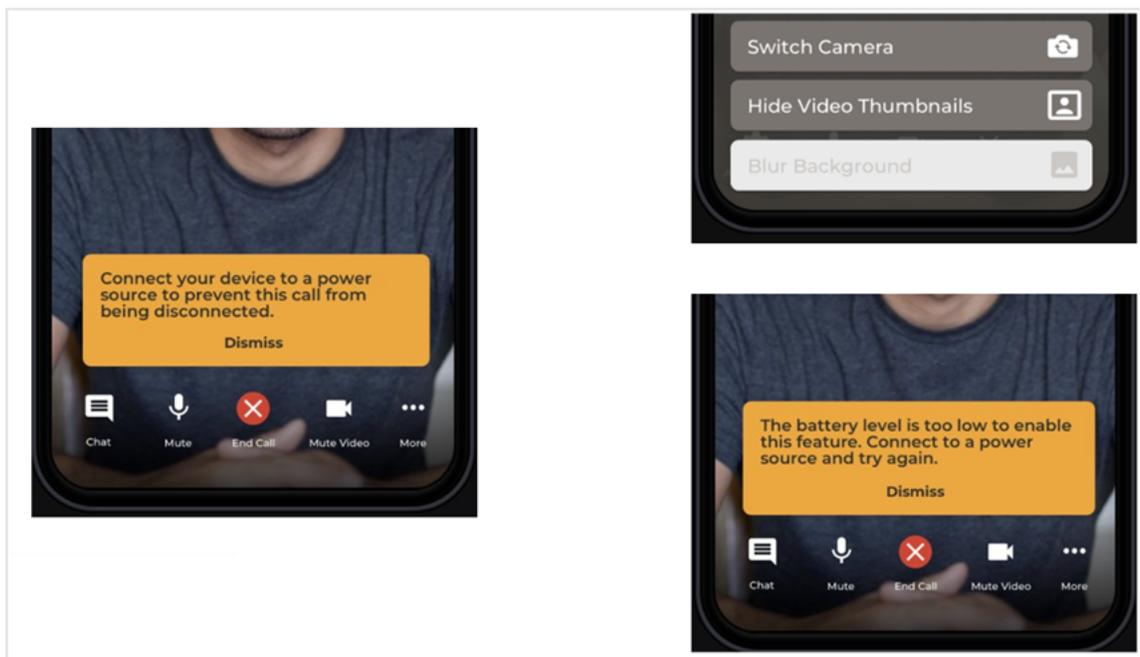
Key	Component	Version	Operating System
	Carelocation App, and iOS Patient App		

Release Toggle: None



Low battery alert: When a user joins a call from a device that has a low battery, the user will be presented with an alert to plugin. User will not be able to use battery consuming features like Blur background until they plugin.

Key	Component	Version	Operating System
iOS-1135	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS
Release Toggle: None			



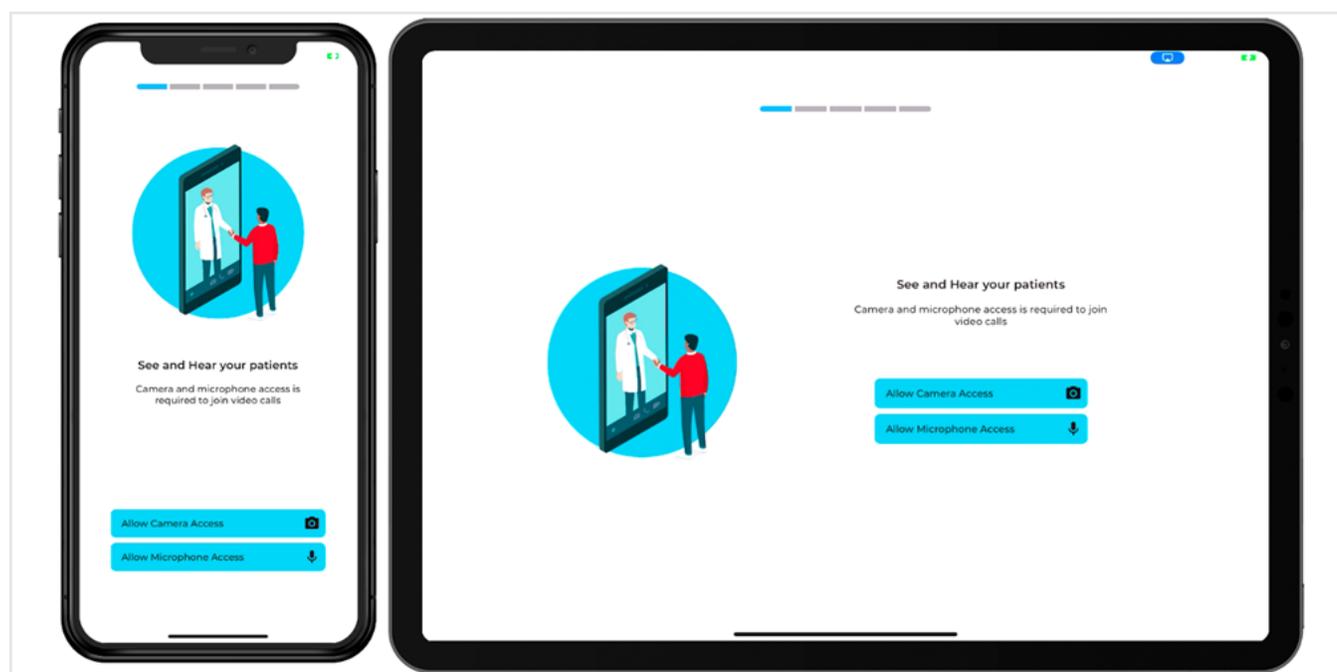
Onboarding screens: During a fresh install, user will be presented with a set of screens requesting permissions required by the App during a virtual encounter. These permissions include:

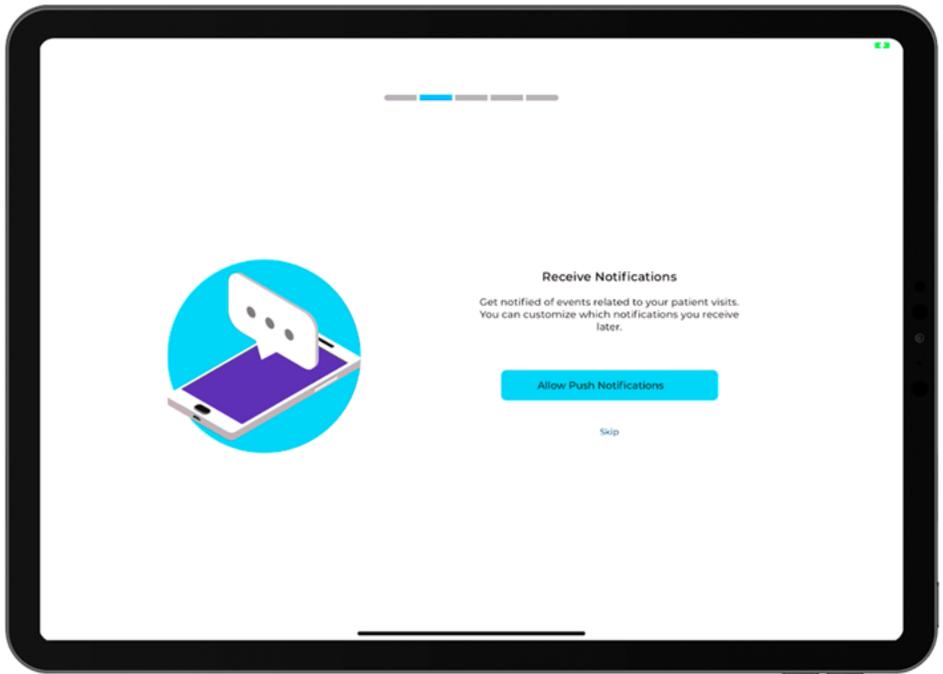
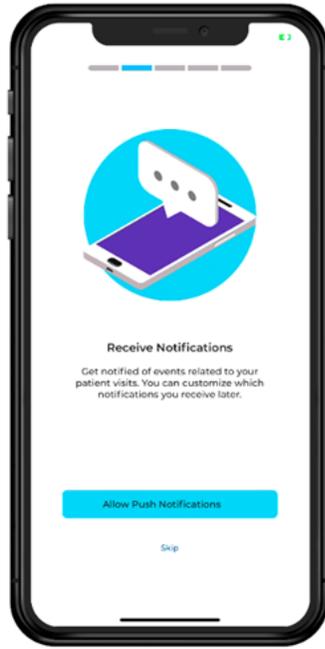
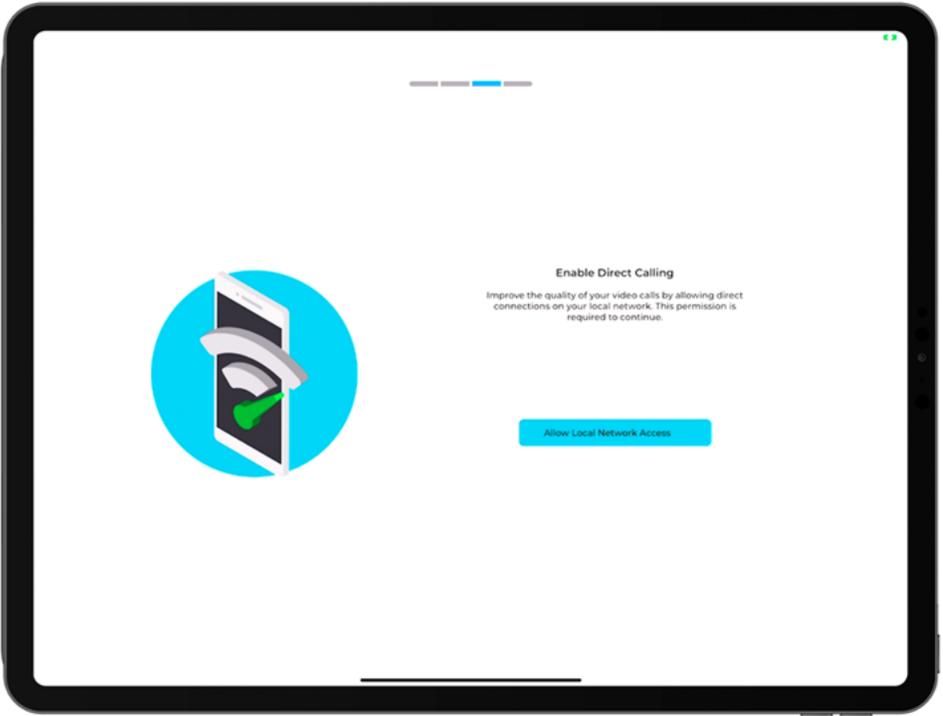
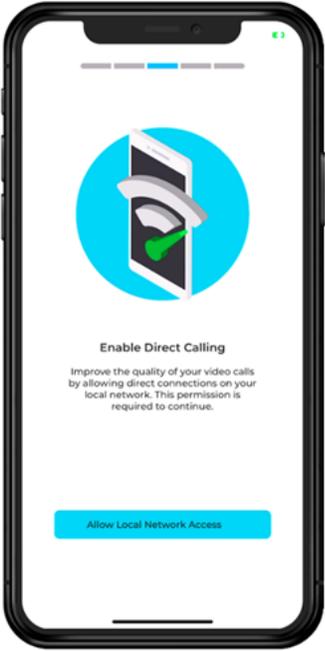
1. Camera and microphone
2. Notification
3. Local Network Access

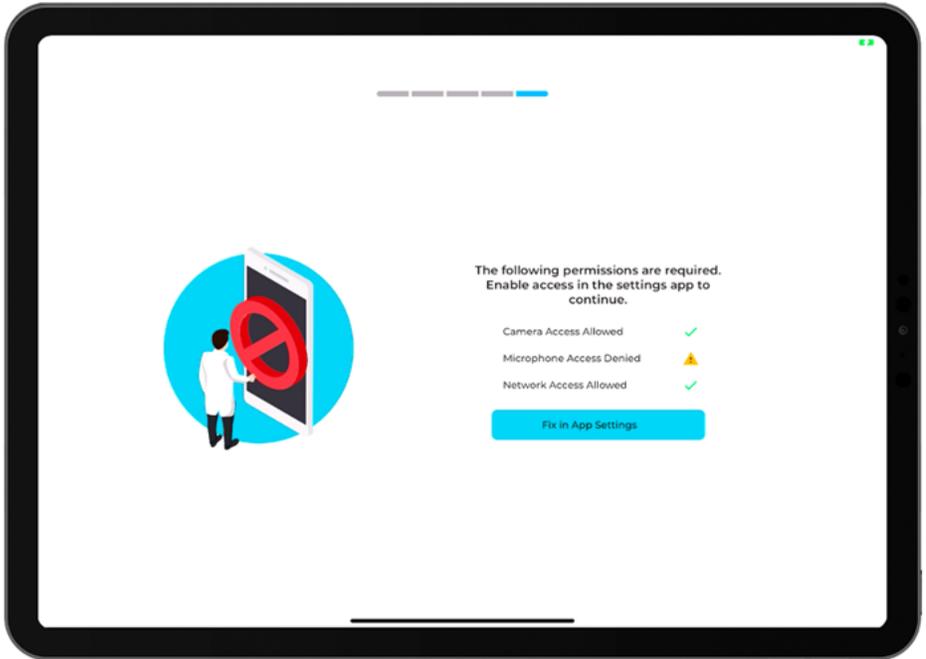
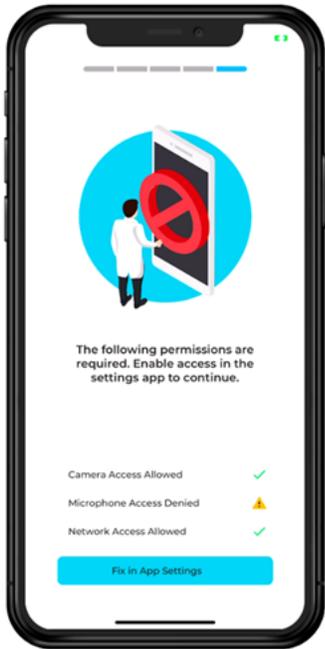
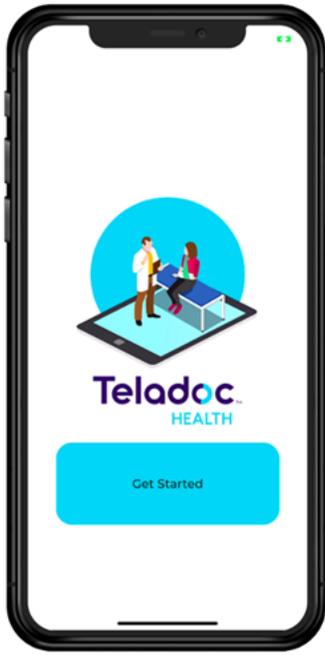
Note: Users will not be able to proceed in the app if they deny access to any mandatory permissions.

Key	Component	Version	Operating System
iOS-1111	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS

Release Toggle: None





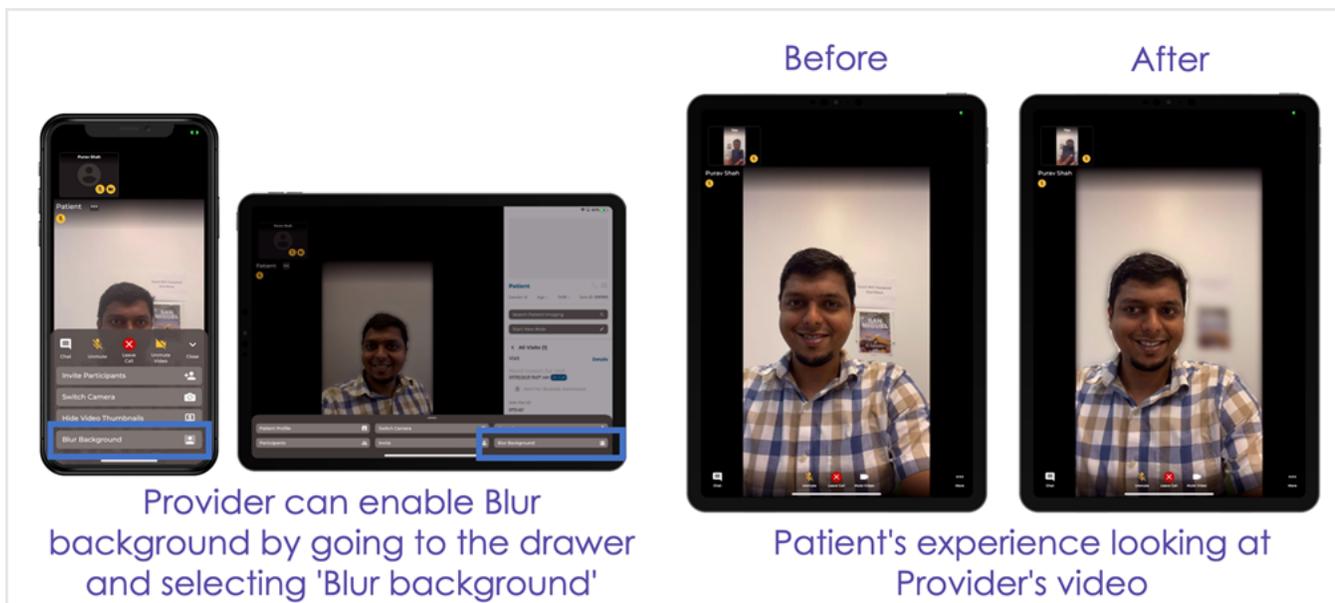


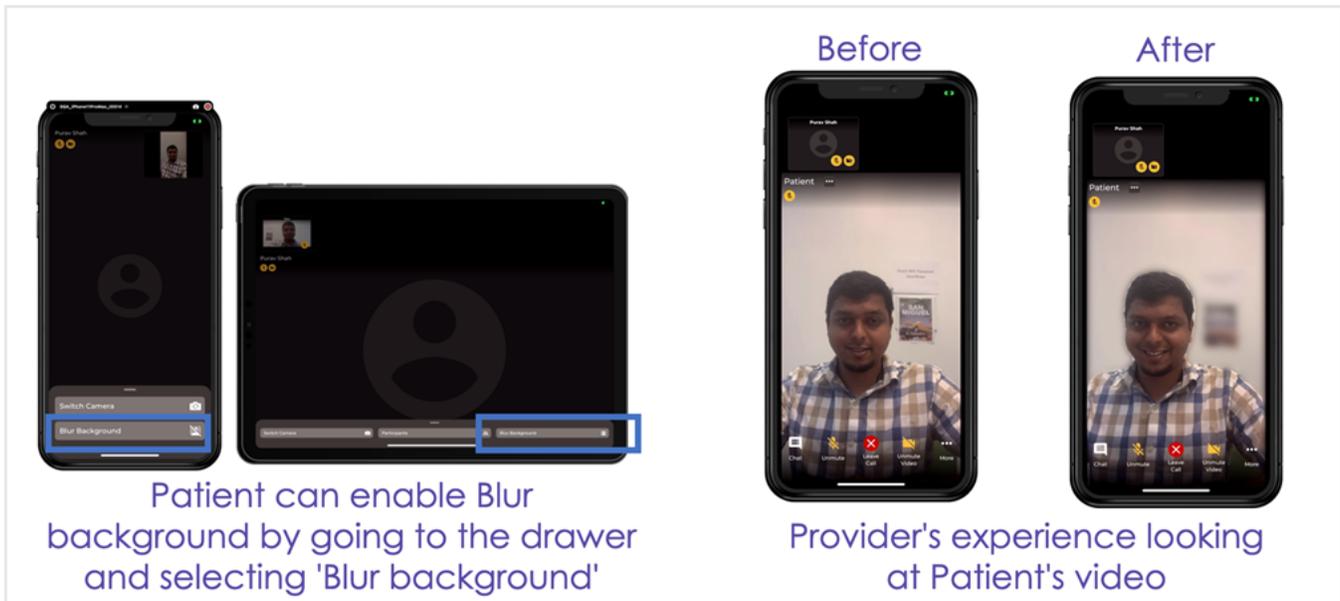
Blur Background: A user can now blur their background by enabling this new feature in a call. This can deliver a more professional experience between patient and practitioner.

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





Support Push Notifications: Practitioners receive push notifications for the following notifications:

1. Patient Waiting
2. Patient on Hold
3. Provider to Provider
4. Notification from Provider
5. Patient Arrived
6. Patient LWBS

Practitioners can enable push notification from their user settings. Following sent push notifications will be retracted when the status of the appointment changes:

1. Patient Waiting
2. Patient on Hold
3. Provider to Provider
4. Notification from Provider

Key	Component	Version	Operating System
iOS-1089	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS

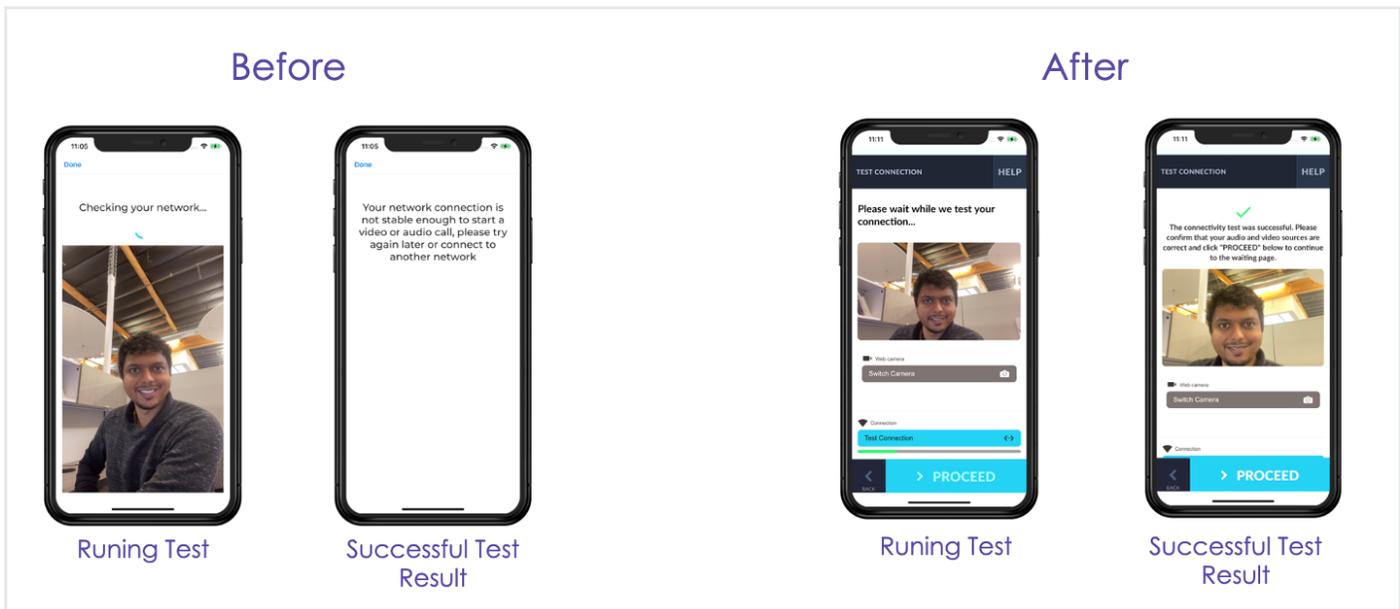
Release Toggle: None

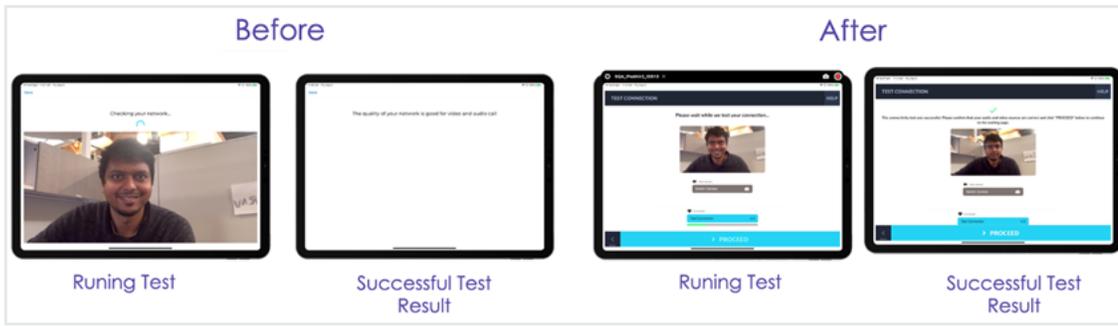
Pre-Call diagnostics for iOS Provider App: Users will now be able to run a **Pre-Call diagnostics** on their iPad.

Pre-Call diagnostics for iOS Patient App: Users using the iOS App will have a similar experience running the pre-call diagnostics as in the browser (Web App).

Key	Component	Version	Operating System
iOS-521	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS

Release Toggle: None





Status Bar: The status bar is now visible to the users in a virtual encounter. User can view their network (Wi-fi or cellular) strength or their battery level during the encounter.

Key	Component	Version	Operating System
iOS-172	iOS Provider App, iOS Carelocation App, and iOS Patient App	43.0	iOS

Release Toggle: None

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.

New Table Design

New table entries present data in a vertical layout to improve usability on devices with smaller screens. Units of measurements are presented with values to improve readability.

Vitals		
Add Entry +	05-10-2021 12:52 EDT	05-10-2021 12:48 EDT
Systolic	142 mmHg	120 mmHg
Diastolic	130 mmHg	140 mmHg
HR	100 bpm	98 bpm
RR	19 pm	16 pm
Temp	99 cel	96.8 cel
SpO2	98 %	95 %
Submitted by	Ashwin Srihari	Ashwin Srihari

Users can enter new values inline for the measurement, text field, and drop-down fields. For measurement fields with multiple units of measurements, the table also supports changing the units.

Vitals

Add Entry +

Systolic (mmHg)	###	mmHg
Diastolic (mmHg)	###	mmHg
HR (bpm)	###	bpm
RR (pm)	##	pm
Temp (cel) ⚡	##.#	cel
SpO2 (%)	##	%

Submit

Cancel

New tables support calculators that automatically select default values. The vertical layout is designed to make working with calculators with 10+ scores easier.

The image shows a vertical form titled "NIHSS". At the top left is a button labeled "Add Entry +". Below it is a "Score" field with the value "0". The form contains 11 rows, each with a label and a dropdown menu showing "0":

Score	0
1A. LOC Level	0
1B. LOC Questions	0
1C. LOC Commands	0
2. Best Gaze	0
3. Visual	0
4. Facial Palsy	0
5A. Left Arm	0
5B. Right Arm	0
6A. Left Leg	0
6B. Right Leg	0
7. Limb Ataxia	0
8. Sensory	0
9. Best Language	0
10. Dysarthria	0
11. Extinction and Inattention	0

At the bottom of the form are two buttons: "Submit" (in a blue box) and "Cancel" (in a smaller blue font).

Tables automatically capture date and time of submission, along with the name of the user that submitted the entry. Users can edit the date-time values by selecting the Edit Date and Time options from the **More** menu.

Edit Date and Time ✕

Vitals Submitted on: 05-10-2021 12:52 EDT by Ashwin Srihari

Date and Time Use patient time

Clear

05-10-2021 📅

09:52

PDT

Update
Cancel

Release Items

Fax Alert: Users will receive alerts when a consultation note in Smart Notes is automatically faxed.

Key	Component	Version	Operating System
SN4-3513	Smart Notes	2021.8.2	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

Calculators: Smart Notes calculators can now recognize decimal values. Customers who request a customized calculator can ask for whole or decimal values. Note that values are calculated and displayed to the nearest tenth.

Key	Component	Version	Operating System
SN4-3430	Smart Notes	2021.7.2	MacOS, Windows - 32bit, Windows - 64bit

Alerts based on measurement values: Customers can now customize their clinical workflow templates with alerts based on labs and vitals value ranges. Measurement values entered are read, and if outside of the configured ranges, then an alert pop-up modal is displayed. For example, if a practitioner makes a thrombolytic therapy recommendation after entered values of blood pressure are higher than what is

recommended for administering a thrombolytic therapy agent, the application will alert the practitioner before allowing them to proceed with a recommendation.

Key	Component	Version	Operating System
SN4-3394	Smart Notes	2021.7.2	MacOS, Windows - 32bit, Windows - 64bit

Report Generator: For Smart Notes 4.0 customers that have one or more Consult Note configured in at least one template, the template name and consult note name will persist in select columns of the Report Generator (e.g., Who Signed, When Signed, NPI, etc.). For example:

Template Name - Note Name - **Who Signed**

Template Name - Note Name - **When Signed**

Template Name - Note Name - **NPI**

For QA comments, the template name will persist in its respective column of the report generator. For example:

Template Name - QA Comments

Key	Component	Version	Operating System
SN4-3063	Smart Notes	2021.8.1	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Smart Notes Interface: Any section in the Smart Notes interface can be deselected and automatically collapsed by clicking on the section name on the left panel.

Key	Component	Version	Operating System
RVN-837	Smart Notes	2021.8.1	MacOS, Windows - 32bit, Windows - 64bit

Key	Component	Version	Operating System
Release Toggle: SNLeftPanelImprovements			

Encounters Dashboard now prevents users from cancelling any encounter that contains one or more signed consultation notes. Users are alerted from the **Encounter Details** screen. Any signed consultation note remains accessible with this change.

Key	Component	Version	Operating System
RVN-804	Smart Notes	2021.8.1	MacOS, Windows - 32bit, Windows - 64bit
Release Toggle: None			

Analytics

The Teladoc Health™ Analytics Module helps telehealth administrators see and understand data. Our visual analytics platform transforms the way people use data to solve problems and become a more data-driven telehealth program.

Appointment Dataset: The fields below have been removed from the Analytics Appointments data set. By removing unnecessary data, not only will it speed up your ingestion process, but also aligns with our other existing customer-facing data sets.

Key	Component	Version	Operating Systems
DT-3783	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

New Fields for Sessions: The name of the field **duration_seconds** was changed to **duration_in_seconds**.

Further, the following 2 fields have been added to the Sessions data set:

- Duration in Seconds
- Multipresence ID
- Multipresence Role

Key	Component	Version	Operating Systems
DT-3781	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

The Session Metrics Dashboard has been removed from the Analytics Portal site as we transition to our more recently created dashboards.

Key	Component	Version	Operating Systems
DT-3771	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Performance Report: The Preventative Maintenance field was added as a new column in the Performance Report, under the **Care Location Audit** tab. This new date displays when a premium device was last maintained for internal auditing purposes.

Key	Component	Version	Operating Systems
DT-3712	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

The screenshot shows a data table with the following columns: Care Location, Building Owner, Building Owner Parent Company, Device Owner, Device Owner Parent Company, Exclude From PM, and Last PM Date. The data is organized into rows, with the first row being a header and subsequent rows containing specific device and location information.

Internal vs Outreach	Care Location	Building Owner	Building Owner Parent Company	Device Owner	Device Owner Parent Company	Exclude From PM	Last PM Date
Internal	SB Memorial Hospital Ventura ED	Hospital of Central Coast	Hospital of Central Coast	Santa Barbara Health Network	Santa Barbara Health Network	TRUE	
Internal	UCSB Hospital ED	SB Memorial Hospital Ventura	SB Memorial Hospital Ventura	Santa Barbara Health Network	Santa Barbara Health Network	FALSE	5/20/2020
Internal	SB Memorial Hospital Ventura PEDS ED	SB Memorial Hospital Ventura	SB Memorial Hospital Ventura	Santa Barbara Health Network	Santa Barbara Health Network	TRUE	
Internal	SB Memorial Hospital	Hospital of Central Coast	Hospital of Central Coast	Santa Barbara Health Network	Santa Barbara Health Network	FALSE	9/22/2021
Internal	Hospital of Central Coast	Hospital of Central Coast Satellite Emergency Department	Hospital of Central Coast Satellite Emergency Department	Santa Barbara Health Network	Santa Barbara Health Network	FALSE	9/22/2021
Internal	SB Memorial Hospital	UCSB Hospital	UCSB Hospital	Santa Barbara Health Network	Santa Barbara Health Network	FALSE	9/30/2021
Internal	Hospital of Central Coast	SB Memorial Hospital Ventura	SB Memorial Hospital Ventura	Santa Barbara Health Network	Santa Barbara Health Network	FALSE	9/30/2021
Internal	SB Memorial Hospital Ventura ED	UCSB Hospital	UCSB Hospital	Santa Barbara Health Network	Santa Barbara Health Network	TRUE	
Internal	SB Memorial Hospital Ventura ED	SB Memorial Hospital Santa Maria	SB Memorial Hospital Santa Maria	Santa Barbara Health Network	Santa Barbara Health Network	TRUE	

Timestamp Format: All timestamps now display time in the hh:mm:ss format instead of mm:ss

Key	Component	Version	Operating Systems
DT-3685	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Appointment Dataset: The fields below have been removed from the Analytics Appointments data set. By removing unnecessary data, not only will it speed up your ingestion process, but also aligns with our other existing customer-facing data sets.

- Appointment Fee
- Appointment ID
- Appointment Reason
- Department ID
- Department Name
- Has Patient Notifications
- Organization ID
- Payment Amount
- Payment ID
- Payment Status
- Payment Time ET
- Practice ID
- Practitioners By Email
- TokBox Session ID
- Videocall ID
- Waiting Room ID

Key	Component	Version	Operating Systems
DT-3646	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Datasets: Starting September 1st, all data sets will be limited to 3 years of data to improve the performance and scalability of the analytics site. The data consists of:

- Appointments (3 years of data is based on “Appointment Time UTC”)
- Cases (3 years of data is based on “Created Date”)
- Sessions (3 years of data is based on “Start Time UTC”)
- Stroke Notes (3 years of data is based on “Appointment Time UTC”)
- Device Uptime (3 years of data is based on “Uptime Date”)

Key	Component	Version	Operating Systems
DT-3636	Analytics Portal	2021.09.01	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Sessions dataset: The following 3 fields have been added to the Sessions data set

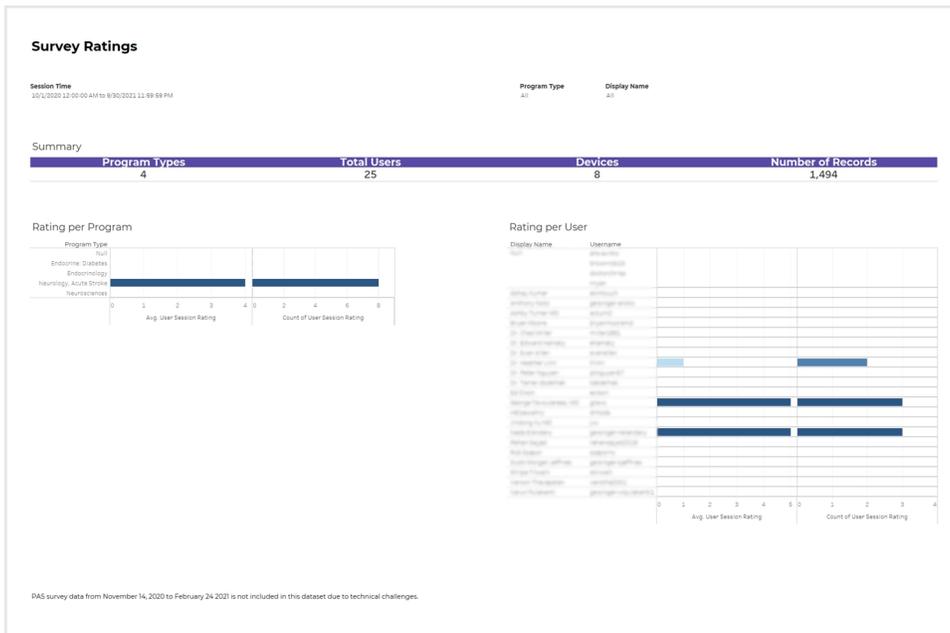
- Duration in Seconds
- Multipresence ID
- Multipresence Roles

Key	Component	Version	Operating Systems
DT-3628	Analytics Portal	2021.10.19	Mac OS Windows 32 bit,

Key	Component	Version	Operating Systems
			Windows 64 bit, and Android iOS
Feature Toggle: None			

Reliability Dashboard: An additional tab has been appended to our Reliability Dashboard allowing users to dive deeper into their device data and view their device survey results by both program type and users.

Key	Component	Version	Operating Systems
DT-3616	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			



Device Information Table: The Device Info table now displays 5 new fields:

1. Account Name
2. Care Location name
3. Device Model
4. Survey Rating
5. Device Uptime

The field **Device Owner** was removed.

Key	Component	Version	Operating Systems
DT-3613	Analytics Portal	2021.10.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Device Vitals

Date
10/2/2020 to 9/30/2021

Device Serial
All

Care Location
All

Sort on Device Info
Avg. User Survey Rating

Sort Order on Device Info
desc

Activity for selected device(s)

Total Session Time	Total Number of Sessions	Median Session Duration	Total Users	Avg. User Survey Rating
23:11:50:49	1,494	00:08:16	25	4.00

Device Info

Avg. User Survey Rating	Device Serial	Device Family	Device Model	Care Location	Care Location Type	Most Recent Use	Avg. Uptime in Percent	Monitoring Level (C...
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC
5.00		RP-Lite	RP-Lite V4		Hospital, Emergency Department	9/8/2021 2:13:03 AM	99.66%	TAC

All Cases

Open or Closed Case?
All

Case Number	Account Name	Device Serial	Reason For Case	Day of Created Date	Open or Closed Case?
			Network	October 3, 2020	Closed
			Network	November 21, 2020	Closed
			Network	January 10, 2021	Closed
			Network	January 24, 2021	Closed
			Network	March 13, 2021	Closed
			Network	March 28, 2021	Closed
			Network	May 3, 2021	Closed
			Battery	June 22, 2021	Closed
			Network	June 22, 2021	Closed
			Network	August 11, 2021	Closed



Open Cases

6
out of 165 cases

Device Availability

79.37%
Average of all devices that are connected successfully

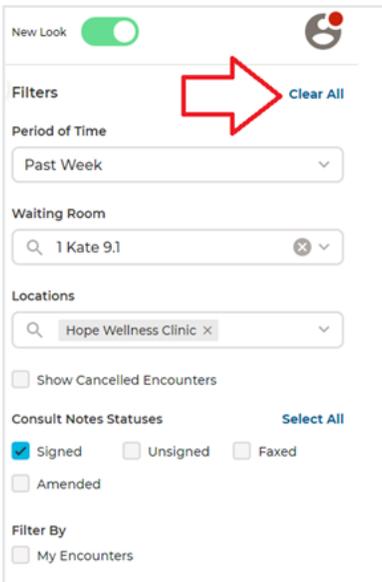
Note Data is refreshed daily at 6:00am PST

Imaging

The Teladoc Health Imaging software module is a single portal to quickly access DICOM imaging at any of the sites

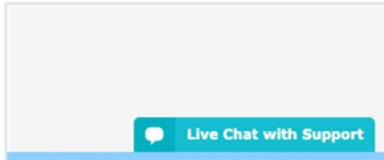
User Interface: A new button called **Clear All** was added to clear the image search form.

Key	Component	Version	Operating Systems
IMG-418	Imaging	2.8.0	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			



User Interface: Added a **Chat with support** widget for the user to contact TAC.

Key	Component	Version	Operating Systems
IMG-417	Imaging	2.8.0	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			



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.

Robot

Camera Preview Mode: All verified full motion cameras are displayed as PTZ (pan-tilt-zoom) Cameras in Camera Preview mode.

Key	Component	Version	Operating System
ROBOT-3786	Robot	43	N/A
Release Toggle: None			

Home: Second screen URL now offers a **HOME** button (typically for REACH devices).

Key	Component	Version	Operating System
ROBOT-3779	Robot	43	N/A
Release Toggle: None			

1080p High Definition: Devices can operate at an increased resolution of up to 1080p HD from clinical networks enabled to transmit 1080p video. Please contact your account representative to have this enabled. Learn more about this feature in the latest user guide.

Key	Component	Version	Operating System
ROBOT-3708	Robot	43	N/A
Release Toggle: None			

Upgrade Software: Teladoc Health software will only install and upgrade on PC's running Windows 10.

Key	Component	Version	Operating System
ROBOT-3464	Robot	43	N/A
Release Toggle: None			

Windows Viewpoint: On Windows Viewpoint software, after Audio/Video (A/V) Wizard completes, the user can either exit or run **Network Checkup** to confirm successful network connectivity.

Key	Component	Version	Operating System
ROBOT-3280	Robot	43	N/A
Release Toggle: None			

Network: Windows Network Checkup now includes Wi-Fi Name (SSID).

Key	Component	Version	Operating System
ROBOT-3278	Robot	43	N/A
Release Toggle: None			

Interface: An improved user interface for all Windows devices and Win Viewpoint software is available.

Key	Component	Version	Operating System
ROBOT-3177	Robot	43	N/A
Release Toggle: None			

Windows Provider Access

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

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

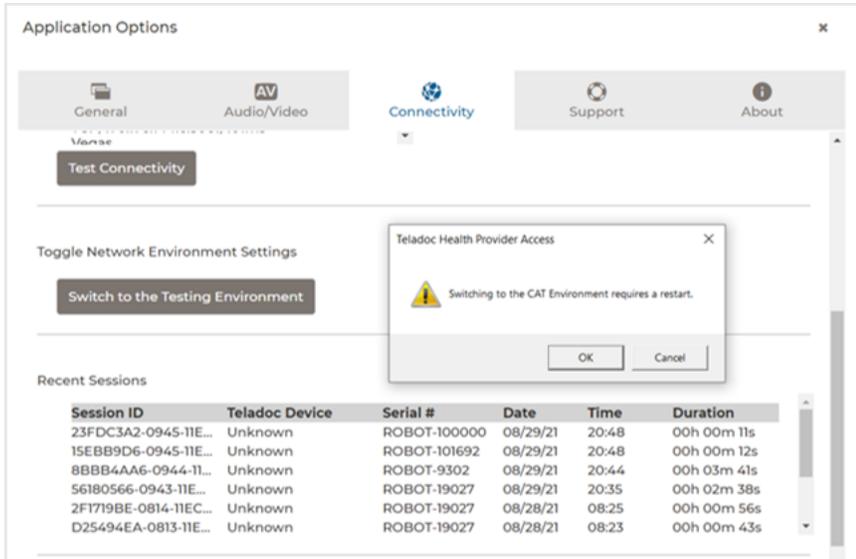
1080p High Definition: Users have increased resolution of up to 1080p HD from devices enabled to transmit 1080p video. Contact your account representative to have this enabled. Learn more about this feature in the latest user guide.

Key	Component	Version	Operating System
PAS-4908	Windows Provider Access software	43	Windows - 32bit and 64bit
Release Toggle: None			

New Customer Acceptance Testing Environment (CAT): Users have the ability to test a pre-release version of the Provider Access software in an isolated environment for new features in advance to them becoming available on the production network.

Key	Component	Version	Operating System
PAS-4900	Windows Provider Access software	43	Windows - 32bit and 64bit

Key	Component	Version	Operating System
Release Toggle: None			



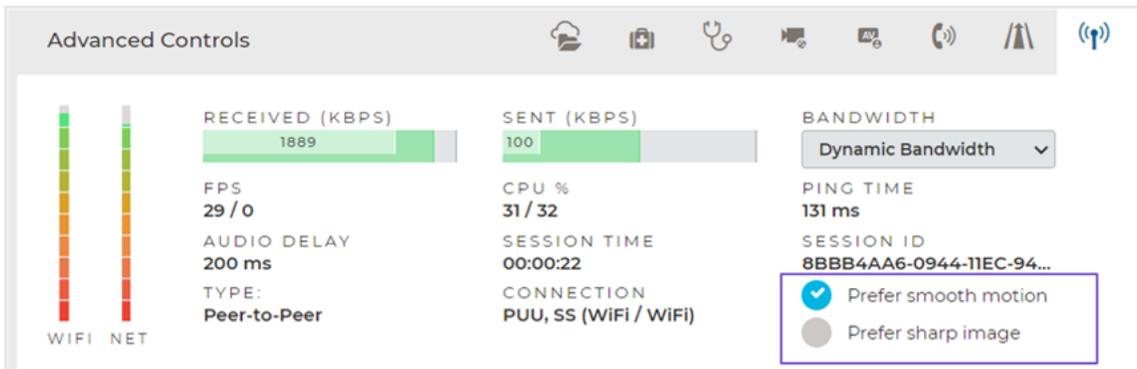
Video Libraries: Upgrades to the audio and video framework for improve quality and stability.

Key	Component	Version	Operating System
PAS-4405	Windows Provider Access software	43	Windows - 32bit and 64bit
Release Toggle: None			

Smooth vs. Sharp Image Preferences: Users who connect to a Teladoc Health Vita device can toggle between receiving a high frame rate, but lower video resolution, or a lower frame rate with higher resolution video. Enable advanced session video options in

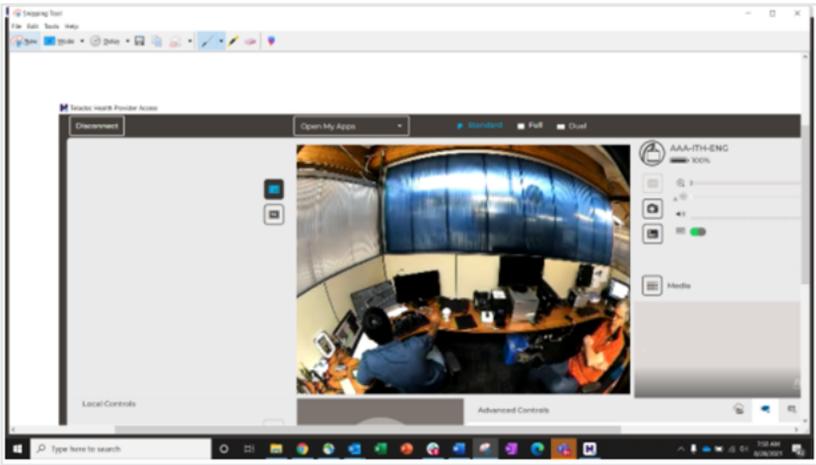
your setting menu to enable this option. Once enabled, this option will display in the **Network** tab within the **Advanced Controls** section of your Provider Access software.

Key	Component	Version	Operating System
PAS-4399	Windows Provider Access software	43	Windows - 32bit and 64bit
Release Toggle: None			



Desktop and Application Screen Sharing: When connecting to a MultiPresence session, hosts can share their desktop or an application using the new screen sharing feature. Screen sharing enhances the ability to collaborate and share material when in a virtual encounter. Please, contact your Teladoc Health representative to have this feature enabled as part of the MultiPresence solution. See the user guide for more details.

Key	Component	Version	Operating System
PAS-4231	Windows Provider Access software	43	Windows - 32bit and 64bit
Release Toggle: None			



iOS Viewpoint

iOS Viewpoint runs on Robot types of devices and is used primarily for acute care and on demand.

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

Image Quality: Improved image quality of transmitted iOS Viewpoint snapshots for remote practitioners.

Key	Component	Version	Operating System
iOS-1064	Viewpoint	43	iOS
Release Toggle: None			

Branding: Teladoc Health branding added, in-session.

Key	Component	Version	Operating System
iOS-491	Viewpoint	43	iOS

Key	Component	Version	Operating System
Release Toggle: None			

iOS Provider Access Software

The iOS Provider Access software is used for scheduled and on-demand care.

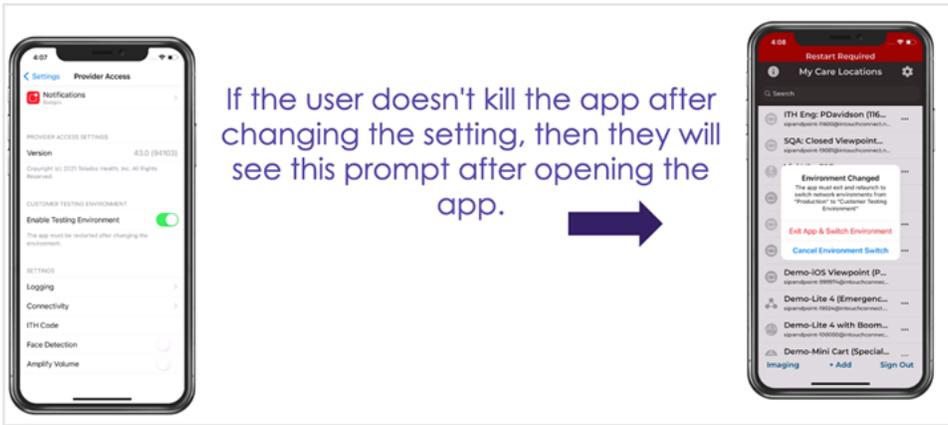
Improved Network Detection: Faster detection and handling of network changes.

Key	Component	Version	Operating System
IOS-1255	iOS Provider Access App and iOS Viewpoint	43	iOS
Release Toggle: None			

Customer Testing Environment: As a clinical or admin lead user of iOS PAS, you can switch between the production environment and the Customer Acceptance Environment (CAT) to test new features and workflows with your program devices running on the CAT environment.

Users can change to Customer Acceptance Environment (CAT) by going to App setting and enabling the toggle. Users will have to force close the App running in the background after changing the environment setting.

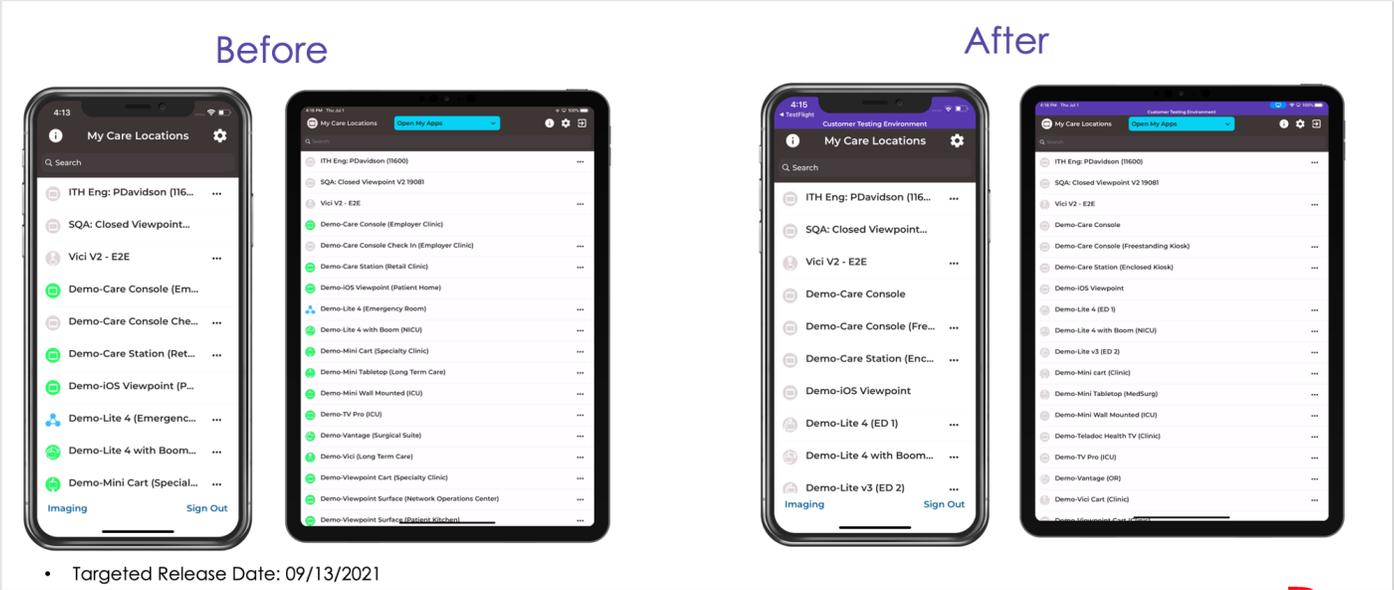
Key	Component	Version	Operating System
IOS-1142	iOS Provider Access App	43	iOS
Release Toggle: None			



Customer Testing Environment: As a clinical or admin lead user of the iOS PAS, switch between the production environment and the Customer Acceptance Environment (CAT) to test new features and workflows with your program device running on the CAT environment.

Users will have a clear indication in the notification bar when the App is opened in Customer Acceptance Environment (CAT). Users will have to force close the App running in the background after changing the environment setting.

Key	Component	Version	Operating System
IOS-1141	iOS Provider Access App	43	iOS
Release Toggle: None			



Notification: Update availability notification will come from the Apple Store.

Key	Component	Version	Operating System
IOS-952	iOS Provider Access App and ViewPoint	43	iOS
Release Toggle: None			

LEARN MORE

TeladocHealth.com | engage@TeladocHealth.com



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.

RFC-i 3302 | Quarter 3, 2021, Teladoc Health Inc. All rights reserved.