Teladoc Health™
Quarterly Release Notes
Q4 2021

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HEALTH

Release Notes for Quarter 4, 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 Q4 release.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q4 engineering development continued through the second week of January.

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

Q4 2021 Solo Platform Releases

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 add Blur background for Chrome users. The last bi-weekly update will occur January 14, 2022 in client test environments and January 18 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments February 22, 2022.

Mobile App

iOS Provider and Patient Apps: Teladoc Health iOS Provider and Patient Apps will be pushed to all clients starting the week of January 31, 2022 with a new Fit to frame and Fill frame video enhancement.

Smart Notes Module

The Teladoc Health Smart Notes Module releases occur every two weeks. The primary focus for this quarter was to improve user navigation and to make the platform more responsive for mobile devices. The last bi-weekly update will occur January 14, 2022 in client test environments and January 18 in production. All enhancements behind a

release toggle are enabled in client test environments biweekly and will be enabled in all production environments February 22, 2022.

Analytics Module

A new release of the Teladoc Health Analytics development added new fields to the Performance Report - Care Location Data. This data will be available to clients in the February 5, 2022 monthly report.

Connected Devices

The new release of Windows devices software, iOS Provider Access, and iOS Viewpoint rolled out the week of December 13, 2021. Improvements include:

Windows Device Software (includes Win Viewpoint Software): The new release of the Win Device software includes support for the Epiphan's SDI converters and EKO Stethoscope persistent pairing.

iOS Viewpoint Software: The new release of the iOS Viewpoint info menu includes an improved navigation experience.

iOS Provider Access Software: The new release of the iOS Provider Access software presents users with a series of requesting permission screens, such as camera and microphone access, which are required to conduct a virtual encounter.

Browser Support

As part of our Quarterly release, Teladoc Health revises the list of supported browsers and versions. For the Q4 release, there will be no changes or updates to the list of supported browsers and versions. The current list is found under **Browser/OS Compatibility and Tested Devices.**

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

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

Browser	Current Support	Support Starting January 18, 2022	Operating System
Chrome	86	86	Chrome 86 Mac OS 10.14 and later, Windows 7 and 10, and Android v7.0 and later
Safari	14	14	Max OS 10.14 and later, and iOS 12.1 and later
Firefox	78	78	Windows 7 and 10
Edge	88	88	Windows 10

Solo™ Platform

Platform Enhancement

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

Collapse and Expand: The **Collapse**/**Expand** button for the right and left panel now appears only when users hover over the button, which allows for better access of the scroll bar on desktop devices.

Key	Component	Version	Operating System
RVN-1074	Platform Enhance-ment	10.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Encounter Dashboard: Solo users can now configure the encounter dashboard to reset the filters after logging into a practice to view the full list of encounters. Configuration can be found under **Encounters** sections in **Practice Settings.**

Key	Component	Version	Operating System
RVN-1055	Platform Enhance-ment	12.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: LocalEncounterFilters			

Login: The number of failed attempts allowed before an account is locked has been reduced.

Key	Component	Version	Operating System
CORE-5133	Platform Enhance-ment	12.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: LocalEncounterFilters			

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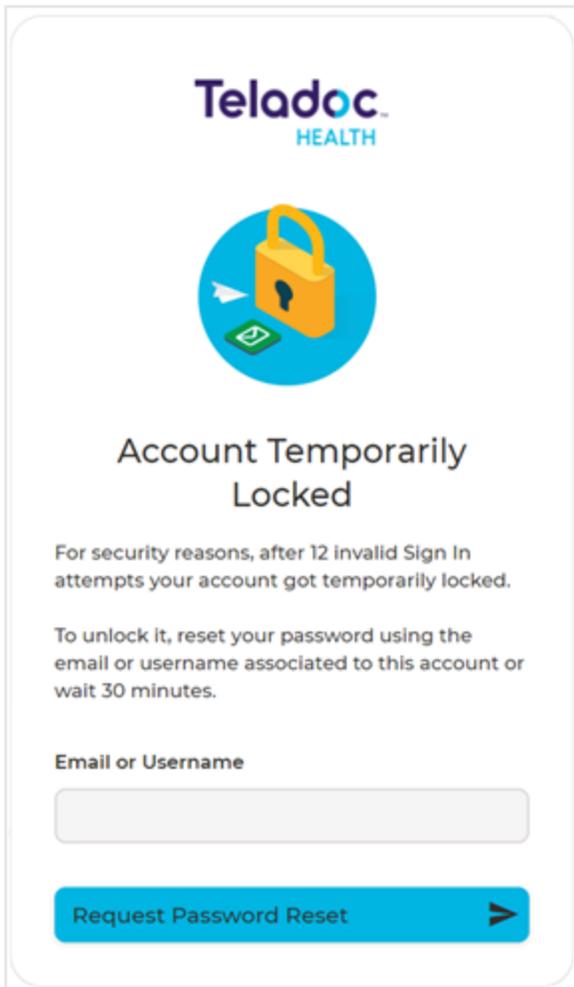
Email or Username

testuser

Password

👁️‍🗨️

Forgot your password?

⚠️ **Invalid email, username or password.**
After 3 more invalid attempts your account will be temporarily locked.

Sign In ›

Enterprise Sign In ›

New Password Reset Flow: If your account is revoked, you will receive the message <Looks like your administrator has marked your account as inactive. Contact your administrator to solve this issue.>

Key	Component	Version	Operating System
CORE-4334	Platform Enhance-ment	12.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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Email or Username

Password

Forgot your password?

Sign In ›

Enterprise Sign In ›

Create Account ›

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Request Password Reset

Enter your email or username for this account and we'll send you a reset link.

Email or Username

test@mailnator.com

Request Password Reset ➤

Back to Sign In

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Password Reset Requested

Password reset instructions will be sent to "t**t@mailnator.com" if that email address or username is associated with a Teladoc Health account.

Back to Sign In

Reset Password Request

Teladoc Health   1:45 PM
For me

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We've received a request to reset your password

If you believe that you have received this email in error, or that an unauthorized person has accessed your account, please immediately send an email to our **Technical Support** or call us directly at 877-484-9119.

Reset Password

You can also copy and paste this link into your browser:

http://passwordresetlink.com

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Security Questions

If you ever need to reset your password, we will need to ask you a couple of simple questions.

Challenge Question 1

In what city did you meet you ⌄

Challenge Answer 1

Answer1

Challenge Question 2

What is your mother's or fath ⌄

Challenge Answer 2

Answer2

Save and Continue

Security Questions Updated

Teladoc Health
For me

1:45 PM

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Security Questions Updated

Dear FullName,

The security questions for your Teladoc Health account have been successfully updated.

If you believe that you have received this email in error, or that an unauthorized person has accessed your account, please immediately send an email to our **Technical Support** or call us directly at 877-484-9119.

If you require further assistance, please contact us using the above information.

Thank you,
Teladoc Health Technical Support.

Need help?

🌐
Resource Center

💬
Live Chat Now

📞
+1 (877) 484 9119

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Reset Password

To protect your account, your password must contain at least:

- ✓ 8 characters.
- ✓ One uppercase (A to Z).
- ✓ One lowercase (a to z).
- ✓ One number (0 to 9).
- ✓ One non alphabetic character: !@#$%^*&;?_+.
- ✓ Neither contain the Username, First or Last Name of the user.
- ✓ Both passwords must match.

New Password

··············· 👁

Confirm New Password

··············· 👁

Reset Password

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Password Reset Successful

Go to Sign In

Need help?

🌐
Resource Center

💬
Live Chat Now

📞
+1 (877) 484-9119
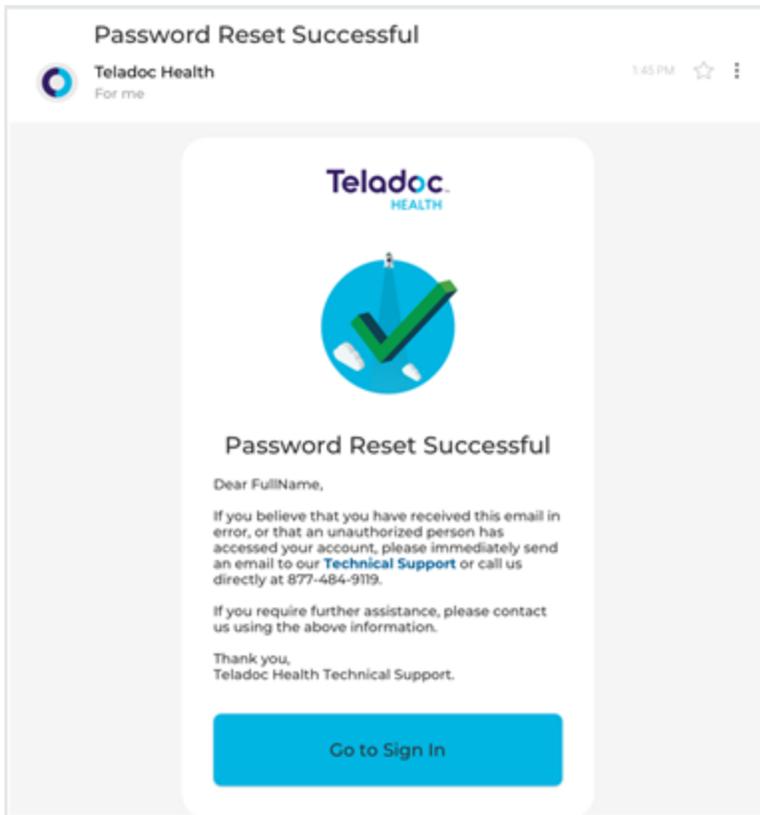
Platform Administration

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

Service Settings: Practice Admins can now establish default service settings that will be applied to all newly created services using a bulk import tool,

Key	Component	Version	Operating System
SCIT-1270	Platform Admin-istration	1.1	MacOS, and Windows - 32-bit and 64-bit.
Release Toggle: Default_Service_Settings			

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.

> **Browser Support**: Available on Chrome, Safari, and Firefox.

Blur Background: Providers and Patients using Chrome now have the ability to blur their background to conceal their environment for increased privacy during a virtual encounter. This feature is only available for DAS and **Chrome**:

| Key	Component	Version	Operating System
WPAS-398	Web Provider App and Web Patient App	11.2	Windows 32 and 64 bit
Release Toggle: Blur_Background			
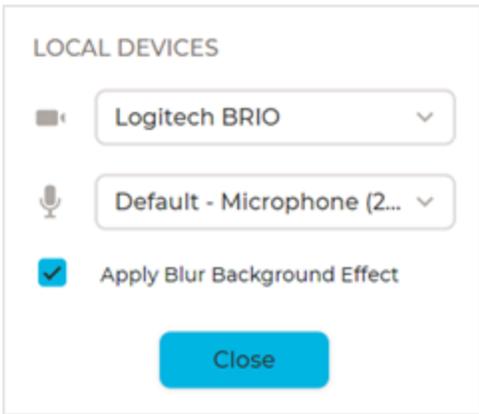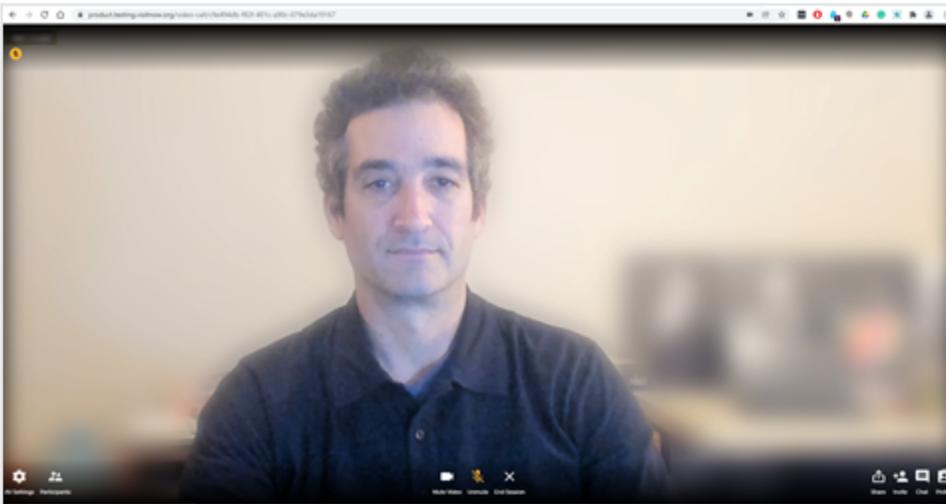
iOS Provider App

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.
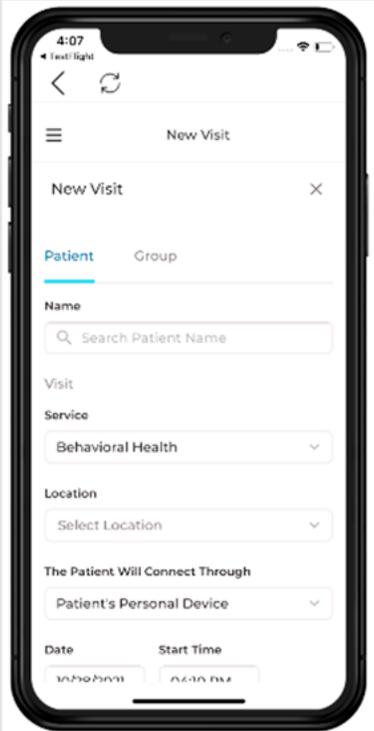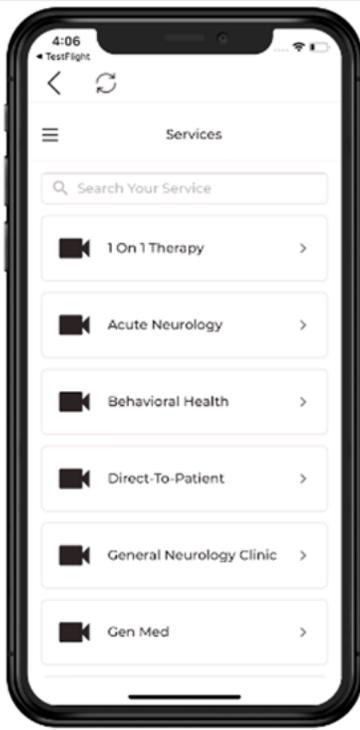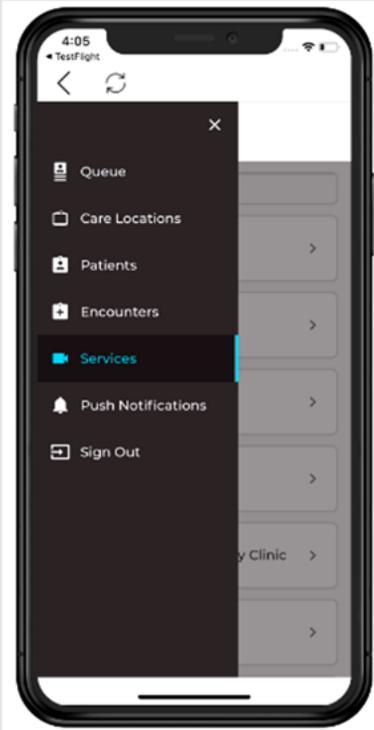
Care Location dashboard: The dashboard is now accessible on mobile devices. Users can view a care location list and search for specific ones. A user can also connect to the care location by clicking on the **Connect** button.
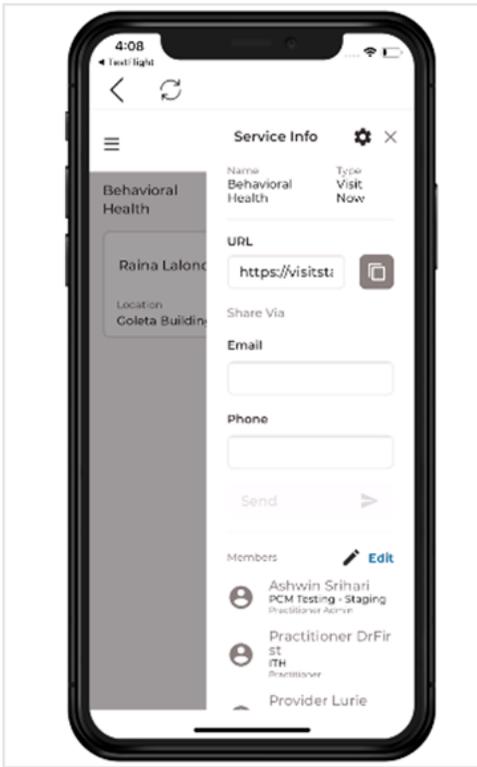
Key	Component	Version	Operating System
ACS-437	Web Provider App and iOS Provider App	10.2	Android and iOS
Release Toggle: CarelocationsMobileNavigation			
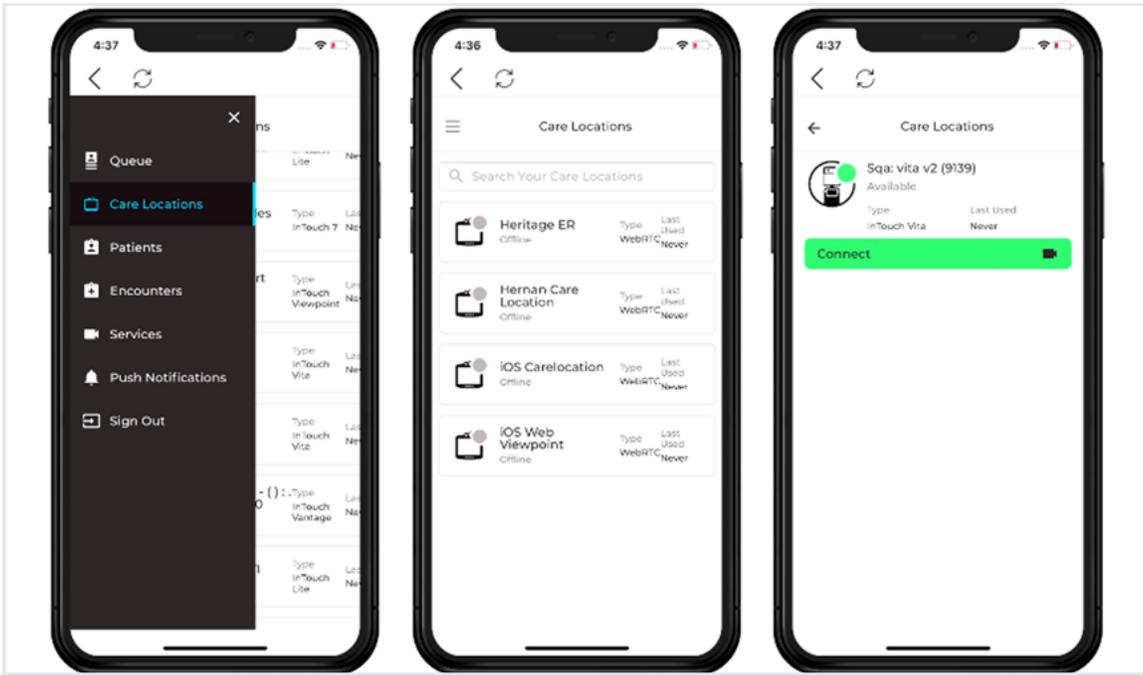
Service tab: Services are now accessible in the left panel on mobile devices. Users can view the list of services from the **Service** tab and schedule calls with a patient for a specific service. User can also view the **Service Info** page when they click on the top, right corner of the **Service Page**.
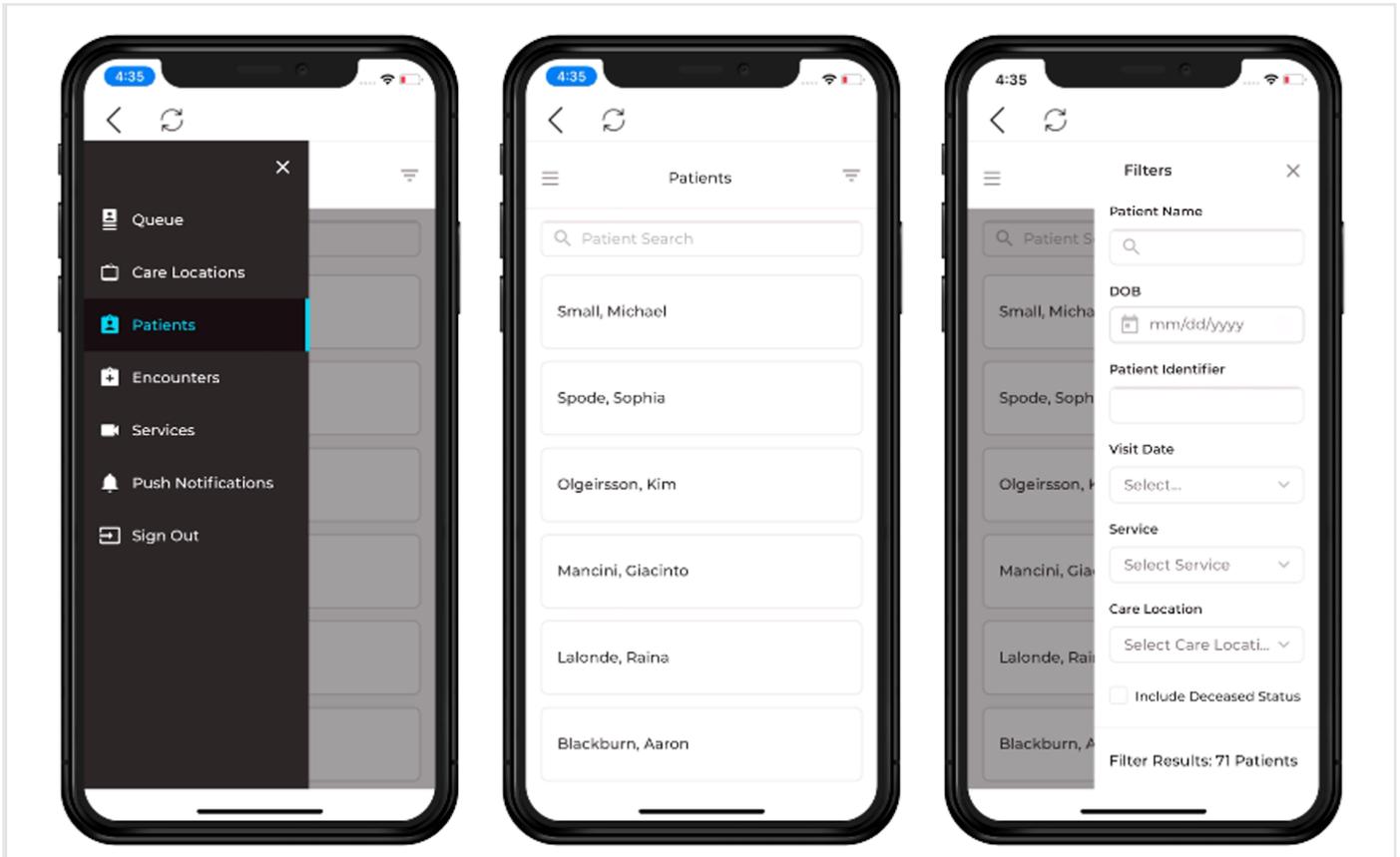
Key	Component	Version	Operating System
ACS-337	Web Provider App and iOS Provider App	10.2	Android and iOS
Release Toggle: ServicesMobileNavigation			

Screen 1 (4:05)

- Queue
- Care Locations
- Patients
- Encounters
- Services
- Push Notifications
- Sign Out

(partial: Clinic >)

Screen 2 (4:06) — Services

Search Your Service

- 1 On 1 Therapy >
- Acute Neurology >
- Behavioral Health >
- Direct-To-Patient >
- General Neurology Clinic >
- Gen Med >

Screen 3 (4:07) — New Visit

New Visit ✕

Patient   Group

Name
Search Patient Name

Visit

Service
Behavioral Health ⌄

Location
Select Location ⌄

The Patient Will Connect Through
Patient's Personal Device ⌄

Date   Start Time
10/26/2021   06:10 PM

Screen 4 (4:07) — Service

Behavioral Health   [Schedule +]   ✕

Raina Lalonde   45918 m
                       Assigned

Location   Care Location
Coleta Building 3   ◉ IOS Carelocation

Patient dashboard: The patient dashboard is now accessible on mobile devices. Users can view the patient list and patient information in the right Patient panel. Users can search for specific patients or use filters to search groups of patients.

Key	Component	Version	Operating System
ACS-335	Web Provider App and iOS Provider App	10.2	Android and iOS
Release Toggle: PatientsMobileNavigation			

Mobile Devices: Solo users on mobile devices can now apply filters through a new touch-optimized filter panel.

Key	Component	Version	Operating System
RVN-933	Platform Enhance-ment	2021.10.2	Android and iOS
Configuration Toggle: EncounterDashboardMobileFilters			

User Interface: Users can change other participant's video to **Fit to frame**, which crops their video in the view frame or **Fill frame**, which allows users their complete video.

Key	Component	Version	Operating System
IOS-1362	iOS Provider App, Care location App, and iOS Patient App	43.1	iOS
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.

Performance Report Improvement
Care Location Data: The following fields have been added to the Care Location Audit:

Last Session Time Stamp: The new field displays after a user's last virtual encounter

Device Type: The new field displays the type of device in the current care location (i.e. Vici or Viewpoint)

Serial Number: The new field displays the care location's unique serial number

Branding Logo: The old InTouch Health Logo has been replaced with the new Teladoc Health Logo

Key	Component	Version	Operating Systems
DT-3898	Performance Report	1.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Smart Notes

Smart Notes is used to overcome barriers in documenting virtual encounters. Smart Notes users easily select standardized apps built with conditional logic, or unique workflows to meet their clinical documentation needs.

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

Read-Only Access: Smart Notes forms can be locked after at least one Consult Note has been signed, which allows read-only access to users.

Key	Component	Version	Operating System
SN4-425	Smart Notes	8.2	MacOS, Windows - 32bit and 64bit
Release Toggle: SN4AmendmentAddendum			

Smart Notes Tables: Customers with Smart Notes enabled can now configure tables to be expanded by default. This allows users to start a new entry without an extra click.

Key	Component	Version	Operating System
SN4-3696	Smart Notes	12.2	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

Smart Notes Navigation Users can leave Smart Notes to access the Teladoc Health Imaging Module, and then return to where they left off.

Key	Component	Version	Operating System
SN4-3699	Smart Notes	12.2	MacOS, Windows - 32bit and 64bit

Key	Component	Version	Operating System
Release Toggle: None			

Connected Devices

Patient-Side Devices and Software:

- Innovative telehealth devices provide 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.

> **NOTE:** If your device experiences interruptions while upgrading to the latest release, contact the Technical Assistance Center at tac@teladochealth.com or 877-484-9119.

Robot

The robot items relate to all devices.

Eko Stethoscope persistent pairing: Once an Eko or Littmann Core stethoscope is connected, it will remain the only default stethoscope.

Key	Component	Version	Operating System
Robot-4078	Windows	Taurus Dot one	Windows
Release Toggle: None			

Devices including TV Pro family, Lite, Vantage and Viewpoint now support Epiphan's SDI converters, including Av.io SDI and SDI2USB variants.

Key	Component	Version	Operating System
Robot-3714	Windows	Taurus Dot one	Windows
Release Toggle: None			

VITA Device's software: VITA device users have updated usability and clarity.

Key	Component	Version	Operating System
Robot-3210	Windows	Taurus Dot one	Windows
Release Toggle: None			

Remote Teladoc Device Display: On a Teladoc Device, remote Practitioner's name is easier to read.

Key	Component	Version	Operating System
Robot-3128	Windows	Taurus Dot one	Windows
Release Toggle: None			

iOS ViewPoint

The iOS ViewPoint software runs on all Teladoc Health Windows devices and iPads.

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

Info Menu: The iOS Viewpoint info menu has been updated for easier navigation, support, and log upload information.

Key	Component	Version	Operating System
IOS-1210	iOS ViewPoint	Taurus Dot one	iOS
Release Toggle: None			

Onboarding Screens: iOS Viewpoint onboarding screens allow end users to selective media and permissions during initial launch for an optimal virtual encounter.

| Key	Component	Version	Operating System
IOS-1110	iOS ViewPoint	Taurus Dot one	iOS
Release Toggle: None			

iOS Provider Access Software

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

Onboarding screens: During an install, users can set permission screens that are required during a virtual encounter. These include camera and microphone, notification, local Network Access, and biometrics.

Key	Component	Version	Operating System
IOS-1109	iOS Provider Access App	Taurus Dot one	iOS
Release Toggle: None			
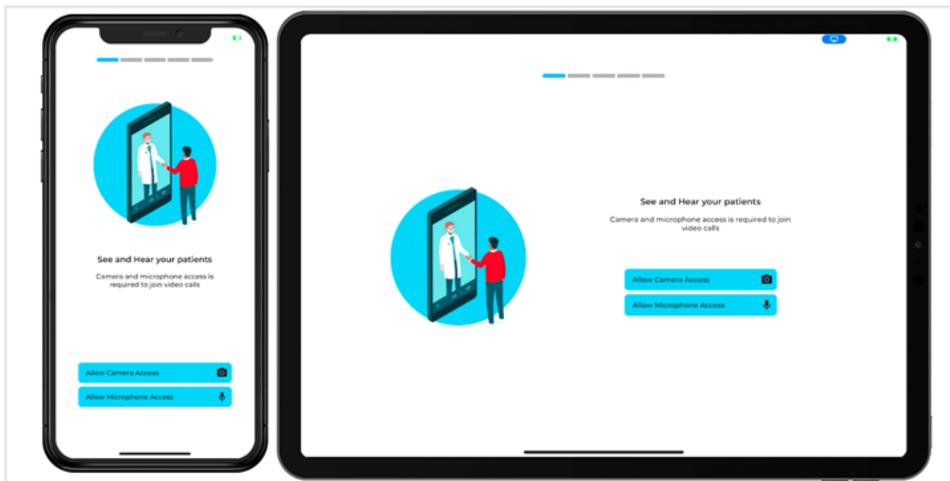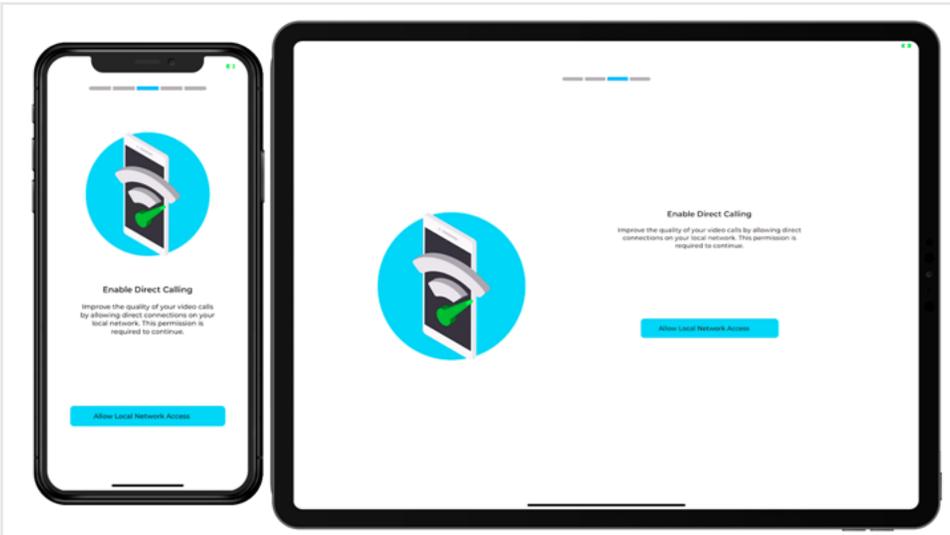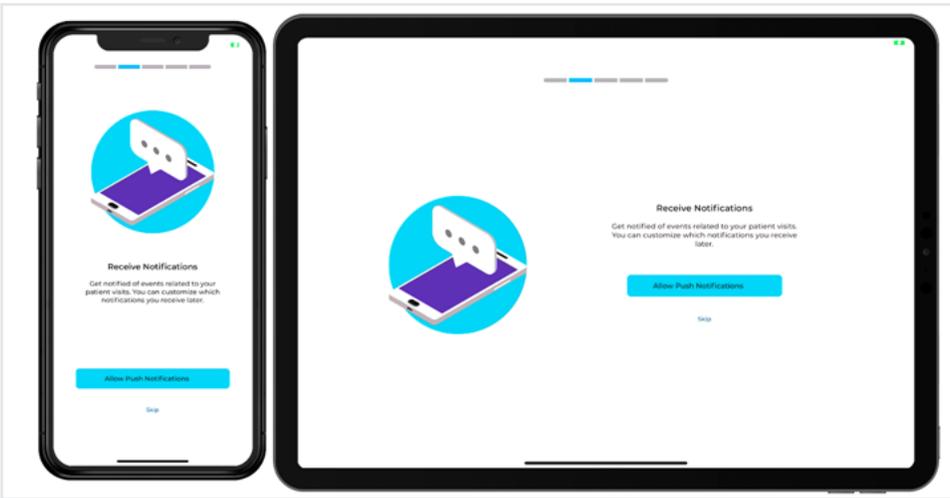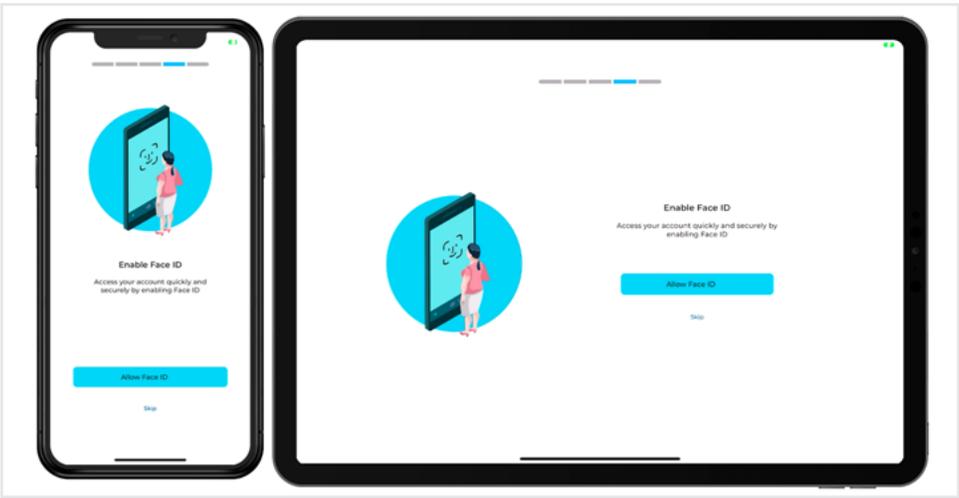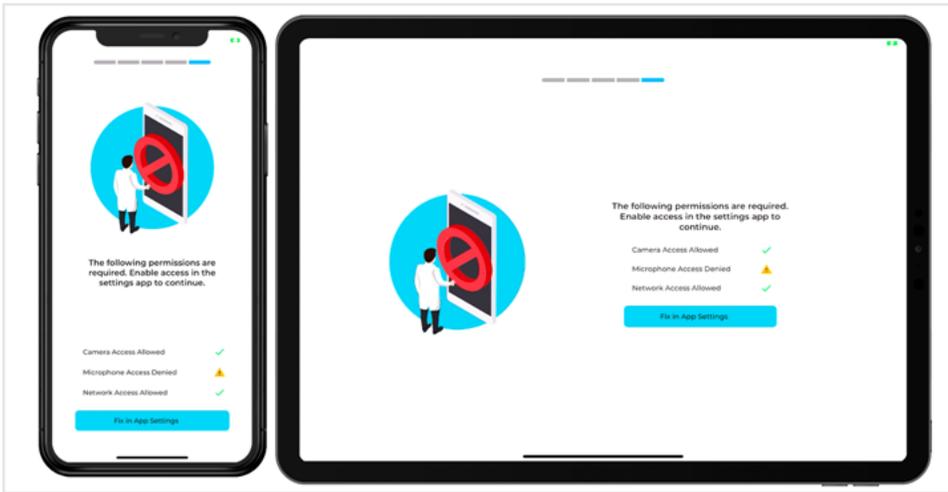
About Teladoc Health

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.