Teladoc Health™

Quarterly Release Notes

Q1 2022

Teladoc HEALTH

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Release Notes for Quarter 1, 2022

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 Q1 release.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q1 engineering development continued through the second week of April.

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

Q1 2022 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 improve the Patient experience by aligning the Patient App with that of the Care Location App user experience and improved Audio controls for clients. The last bi-weekly update will occur April 15, 2022 in client test environments and April 19 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments May 24, 2022.

Mobile App

iOS Provider and Patient Apps: Teladoc Health iOS Provider and Patient Apps is available in the App Store as of the **week of March 2, 2022** with a new Fit to frame and Fill frame video enhancement. The schedule for whitelabel Clients will follow the general release.

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Desktop App

Desktop Provider and Patient Apps: Teladoc Health Desktop Provider and Patient Apps will be available to push to all clients who are using the auto update version of the app starting the **week of February 22, 2022** with the new auto-update capability.

Smart Notes Module

The Teladoc Health Smart Notes Module releases occur every two weeks. The primary focus for this quarter was the ability to add amendments to signed consult notes and to add addendums to encounters. The last bi-weekly update will occur April 15, 2022 in client test environments and April 19 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments May 24, 2022.

Analytics Portal

AV Quality Survey Results Dashboard: Teladoc Health AV Quality Survey Results Dashboard will be available to all clients starting **March 8, 2022** providing improved views into client mandatory survey results for better user insight.

Solo with Teams V1.0 (US ONLY)

The Teladoc Health Solo platform enables practices to configure how they integrate with Microsoft Teams.

Connected Devices

Teladoc Health **Connected Devices** release of the Windows devices software, Windows Provider Access, iOS Provider Access and iOS Viewpoint will roll out **Beginning March 16, 2022**. Improvements include:

- **Windows Device Software** (includes Win Viewpoint Software): The new release of the Windows Device software includes support for the EKO Bluetooth Stethoscope with persistent pairing.

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- **iOS Viewpoint Software:** The new release of the iOS Viewpoint provides an improved first time Authentication experience.
- **Windows Provider Access Software:** The new release of the Windows Provider Access software allows Providers to connect to a device in the Experience Center for demo and training purposes.
    - **Discontinuation Notice:** The Q1, 2022 release of **Windows Provider Access** software, version 44.3x, will be the last version to support **Windows 10 32-bit OS**. While Windows 10 32-bit OS computers can use version 44.3x for up to one year, those computers will not be able to install future versions of Windows Provider Access software.

- i**OS Provider Access Software:** The new release of the iOS Provider Access software presents users with the Apple default interface when they receive a phone call while in an existing iOS PAS session (End & Accept, Send to Voicemail, Hold and Accept).

Browser Support

As part of our Quarterly release, Teladoc Health revises the list of supported browsers and versions. Changes to the supported browser list for the Q1 release are identified below and will be enforced in the production environments on **April 19, 2022**.

Browser	Current Support	Support Starting January 18, 2022	Operating System
Chrome	86	90	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

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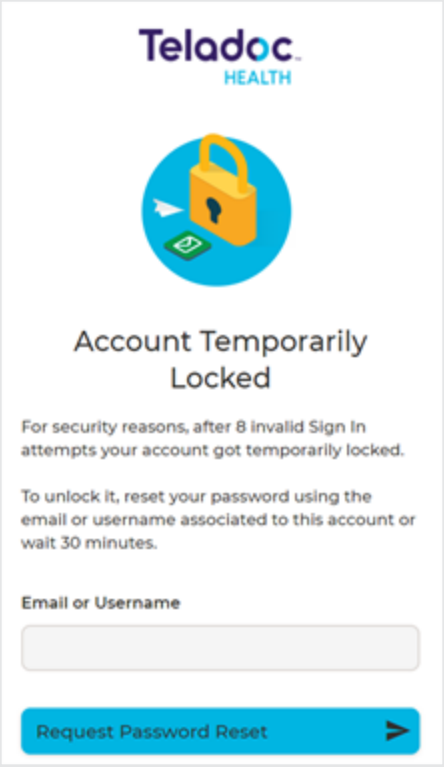
Solo™ Platform

Platform Enhancement

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

User Account Lockout: The number of failed login attempts before an account gets locked was reduced from 12 to 8. When a user is trying to log in and has 8 consecutive incorrect login attempts, the system will lock that user's account for 30 minutes.

Key	Component	Version	Operating System
CORE-5134	Solo Platform	2022.2.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			



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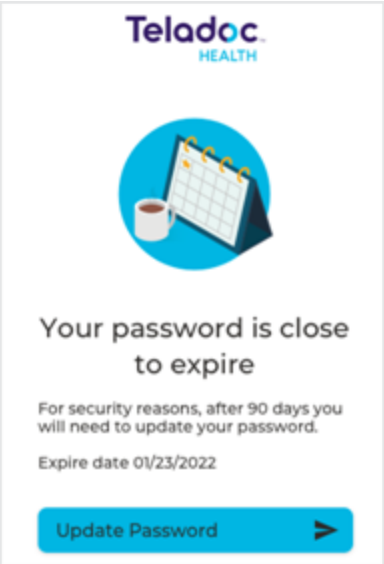
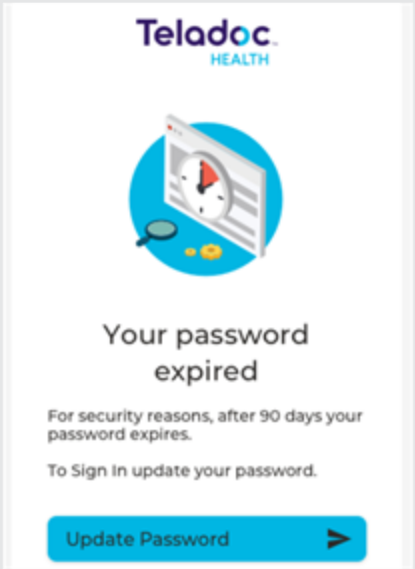
Password Reset- Spam prevention: In order to prevent spam and automated attempts of starting the work flow, the password reset validates when a human is interacting with the page. This feature is transparent to users.

Key	Component	Version	Operating System
CORE-2857	Solo Platform	2022.2.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Enforced Password Expiration: For users who sign in to Solo through the regular authentication method, they will be forced to update their passwords every 90 days in compliance with the industry security standards. The feature will be disabled by default. To enable it for your account, contact your Account Manager.

Key	Component	Version	Operating System
CORE-2233	Solo Platform	2022.2.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			





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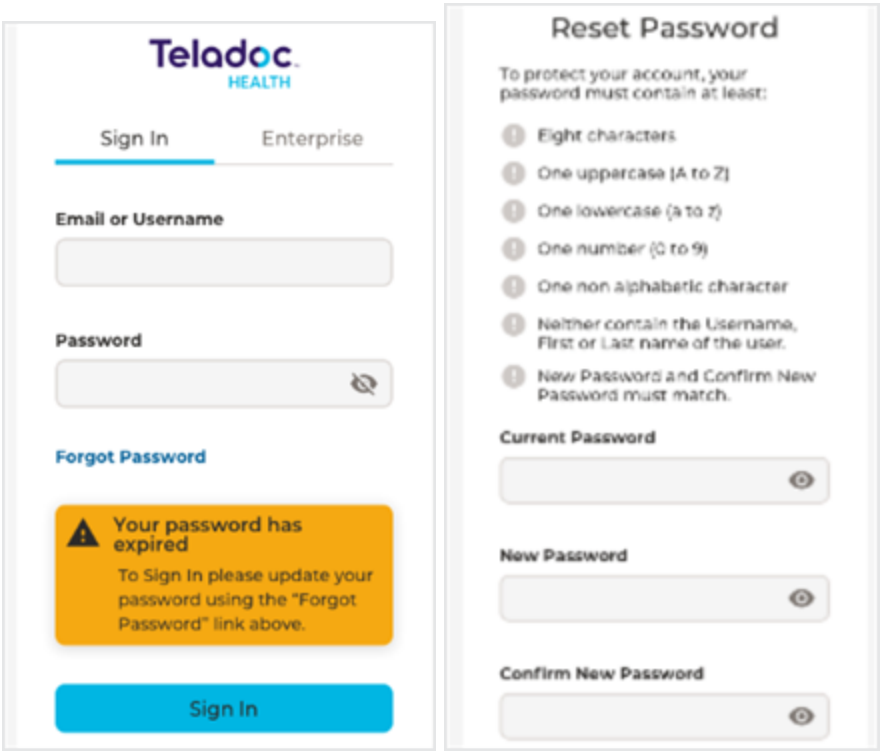

New Visit Screen: The current layout for the **New Visit** screen has been redesigned.

- to improve the user experience with more options to select patient devices.
- to improve icons for a better user experience
- to add information text for each connect option
- to **Connect** using visual identification from a virtual encounter using the updated **Confirm** button for **My current device.**
- provide control of **Patient Will Connect through** option on the Service level.
- select the device patients are allowed to connect with their personal device. Use **Service Settings -> General Settings -> Patient Will Connect Through.**

Key	Component	Version	Operating System
TC-9708	Solo Platform	2022.3.1	MacOS, and Windows -

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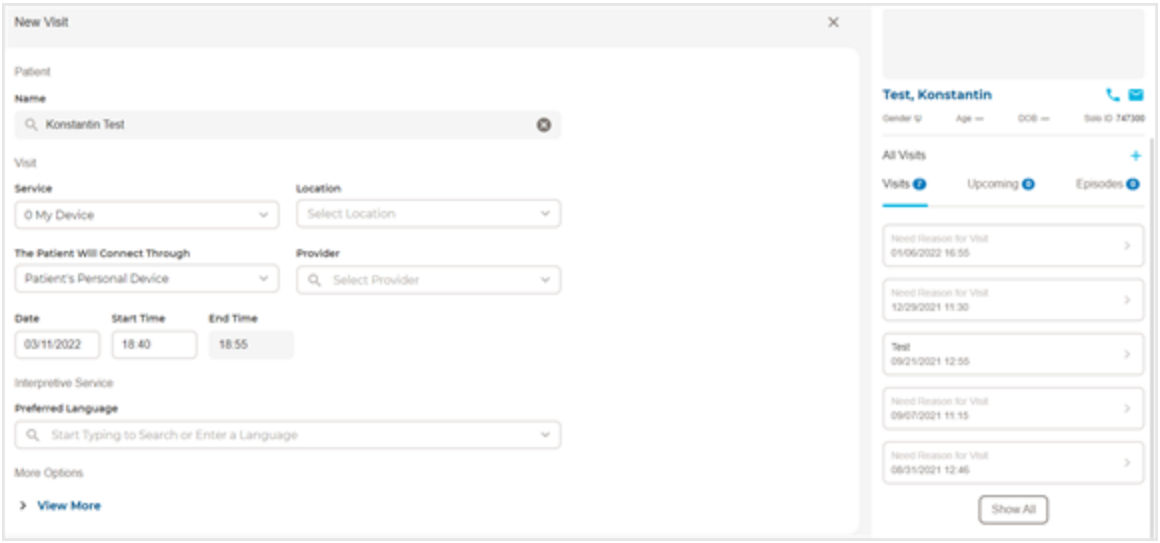
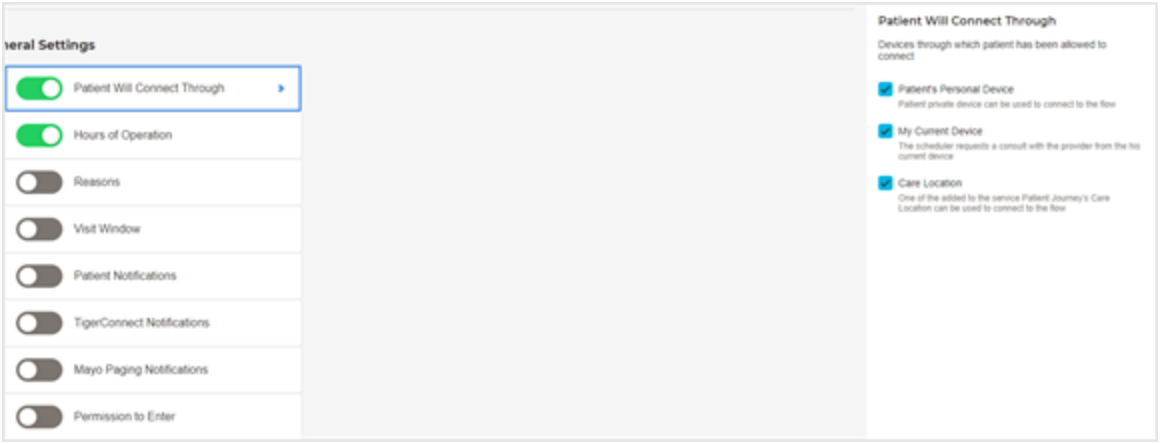
Key	Component	Version	Operating System
			32bit and 64bit.
Release Toggle: PatientWillConnectThroughServiceSettings			

Drop-down menu



Enable toggle in Services



Patient Device types

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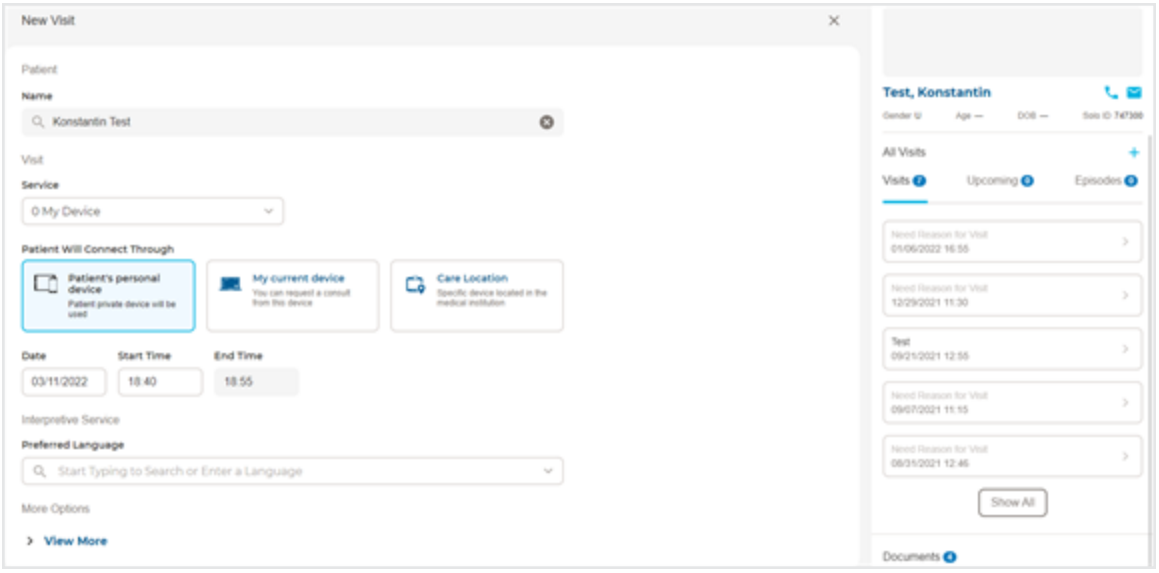
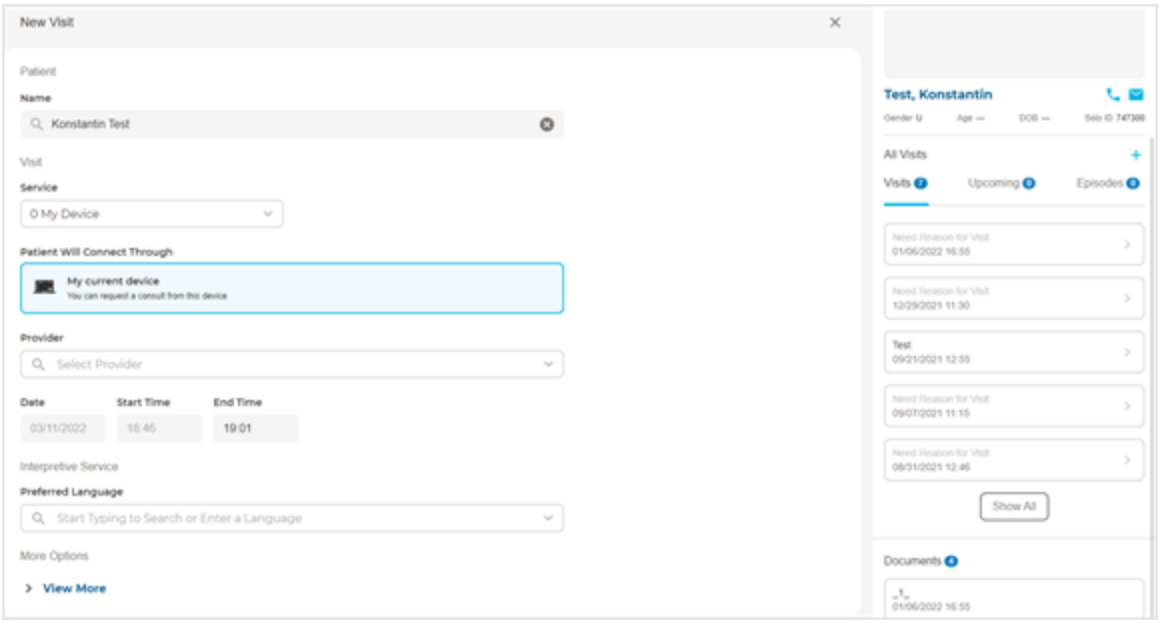


Current device



Localization: Solo platform is now localized for Mexican locale with Spanish language and formatting.

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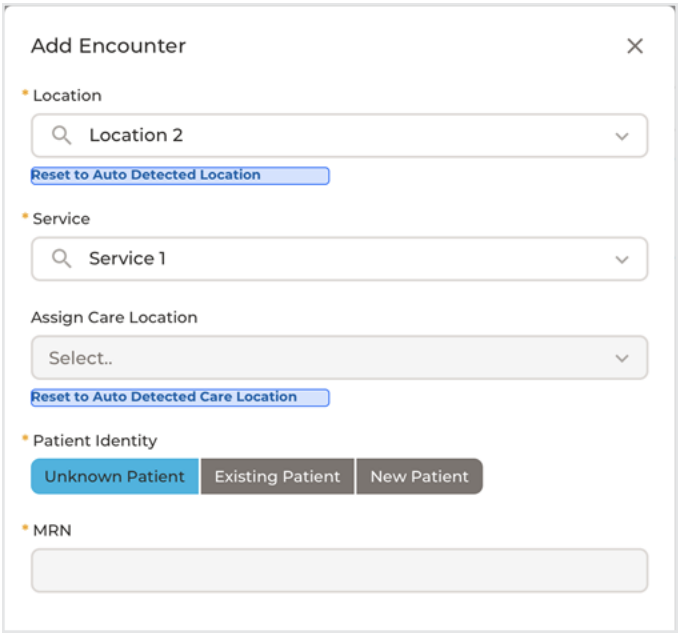
Key	Component	Version	Operating System
RVN-1490	Solo Platform	2022.2.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Care Location: Providers can now easily reset the auto-detected Care Location with a single click for a better user experience.

Key	Component	Version	Operating System
RVN-1485	Solo Platform	2022.2.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AutoAssignPopUpAlert			



Activity Logs: For improved Security and Compliance the "Linking and Unlinking Family Profiles" events were added to the user activity logs so Teladoc Health divisional administrative users can include in reporting requirements

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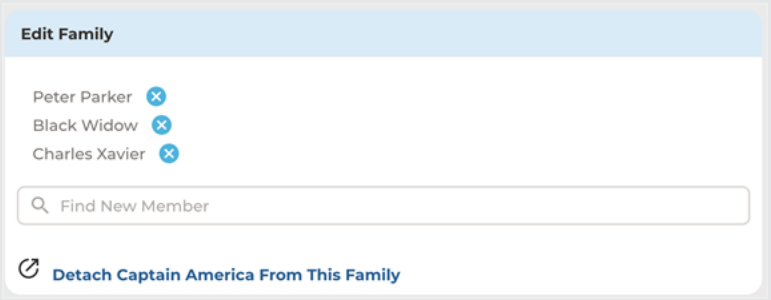
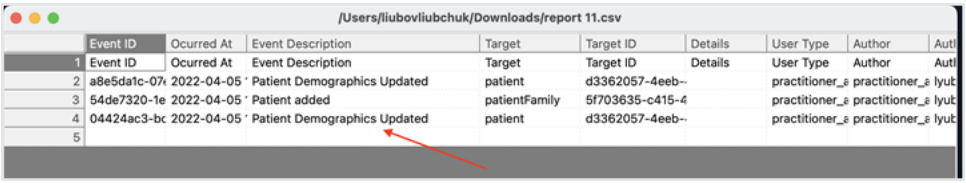
Key	Component	Version	Operating System
BETA-2109	Solo Platform	2022.4.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AdvancedFamilyMembership			





Activity Logs: For improved Security and Compliance the "Archive waiting room" event was added to the user activity logs so Teladoc Health divisional administrative users can include in reporting requirements.

Key	Component	Version	Operating System
BETA-2110	Solo Platform	2022.4.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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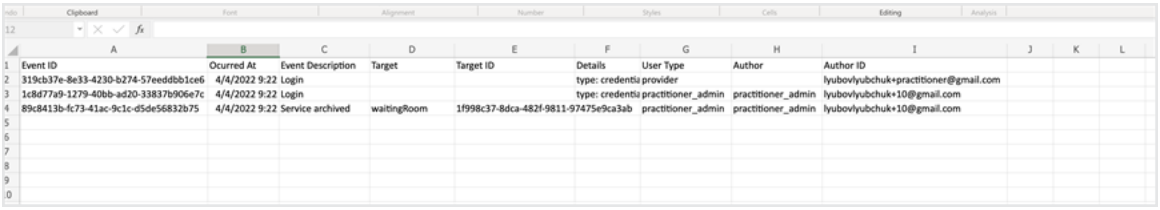
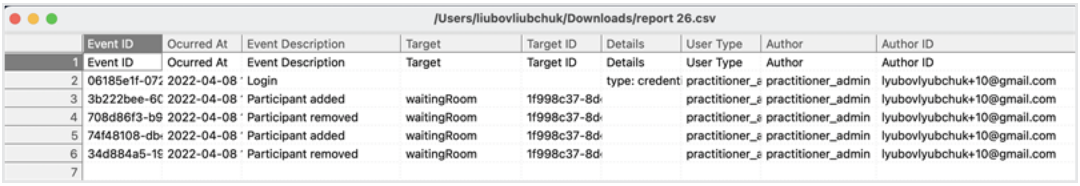


Event ID	Ocurred At	Event Description	Target	Target ID	Details	User Type	Author	Author ID
319cb37e-8e33-4230-b274-57eeddbb1ce6	4/4/2022 9:22	Login			type: credentia	provider		lyubovlyubchuk+practitioner@gmail.com
1c8d77a9-1279-40bb-ad20-33837b906e7c	4/4/2022 9:22	Login			type: credentia	practitioner_admin	practitioner_admin	lyubovlyubchuk+10@gmail.com
89c8413b-fc73-41ac-9c1c-d5de56832b75	4/4/2022 9:22	Service archived	waitingRoom	1f998c37-8dca-482f-9811-97475e9ca3ab		practitioner_admin	practitioner_admin	lyubovlyubchuk+10@gmail.com

Activity Logs: For improved Security and Compliance the "Add User" and “Remove User from a Service” events were added to the user activity logs so Teladoc Health divisional administrative users can include in reporting requirements

Key	Component	Version	Operating System
BETA-2111	Solo Platform	2022.4.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			



/Users/liubovliubchuk/Downloads/report 26.csv

	Event ID	Ocurred At	Event Description	Target	Target ID	Details	User Type	Author	Author ID
1	Event ID	Ocurred At	Event Description	Target	Target ID	Details	User Type	Author	Author ID
2	06185e1f-07	2022-04-08	Login			type: credent	practitioner_a	practitioner_admin	lyubovlyubchuk+10@gmail.com
3	3b222bee-6(	2022-04-08	Participant added	waitingRoom	1f998c37-8d		practitioner_a	practitioner_admin	lyubovlyubchuk+10@gmail.com
4	708d86f3-b9	2022-04-08	Participant removed	waitingRoom	1f998c37-8d		practitioner_a	practitioner_admin	lyubovlyubchuk+10@gmail.com
5	74f48108-db	2022-04-08	Participant added	waitingRoom	1f998c37-8d		practitioner_a	practitioner_admin	lyubovlyubchuk+10@gmail.com
6	34d884a5-19	2022-04-08	Participant removed	waitingRoom	1f998c37-8d		practitioner_a	practitioner_admin	lyubovlyubchuk+10@gmail.com
7									

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Solo with Teams v 1.0 (U.S. Only)

The Teladoc Health Solo platform enables practices to configure how they integrate with Microsoft Teams.

When enabled, your providers can:

- Start telehealth appointments (i.e. virtual encounter) for your practice using Microsoft Teams.
- Run telehealth appointments using Microsoft Teams
- View your Solo practice, including the patient queue within a Microsoft Teams App. Your Microsoft Teams admin should install and pin the App.
- View the patient profile securely using the Solo App during Team appointments.
- Patients join using the Solo intake experience and attend their appointment using a web browser without the need to install Microsoft Teams.

The Solo with Teams App requires a Solo practice enabled for Microsoft Teams and a Teams account. Reach out to your account manager to enable the integration. Then, the App is installed by your Microsoft Teams tenant admin. More information about the Solo with Teams App is viewable at: https://teladochealth.com/solo-teams/

Tickets:

- ACS-2 Solo in Teams app
- ACS-3 Teams sessions from Solo
- ACS-12 Solo with Teams app tabs for Solo links
- ACS-9 Solo navigation when embedded into Teams
- ACS-159 ACS Patient App

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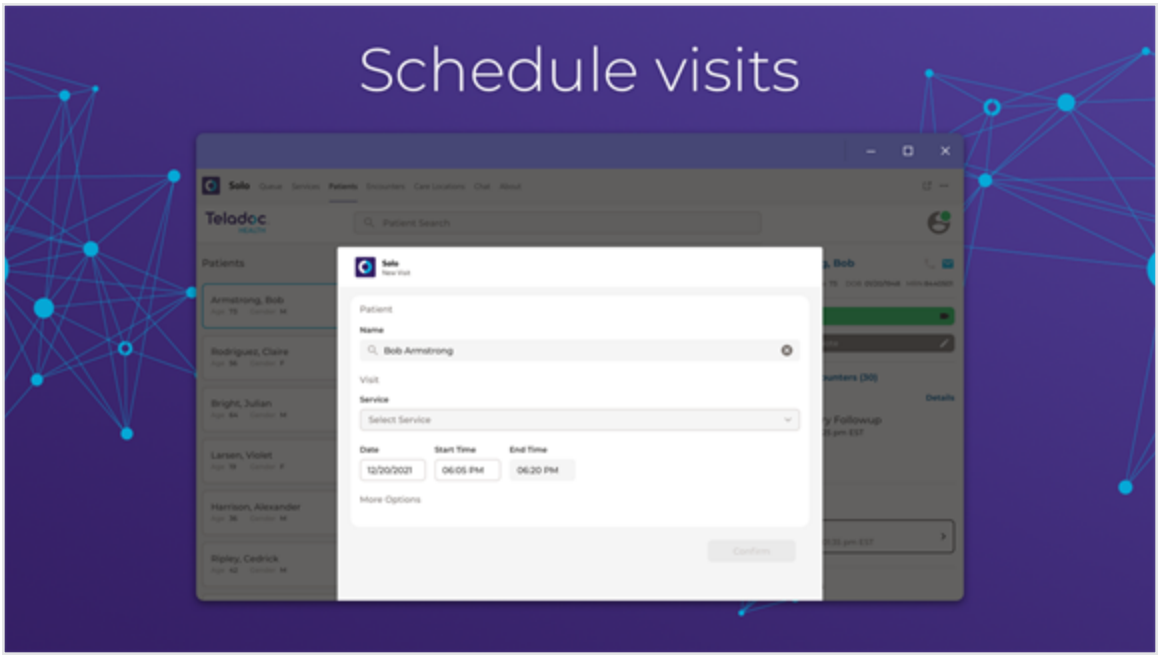

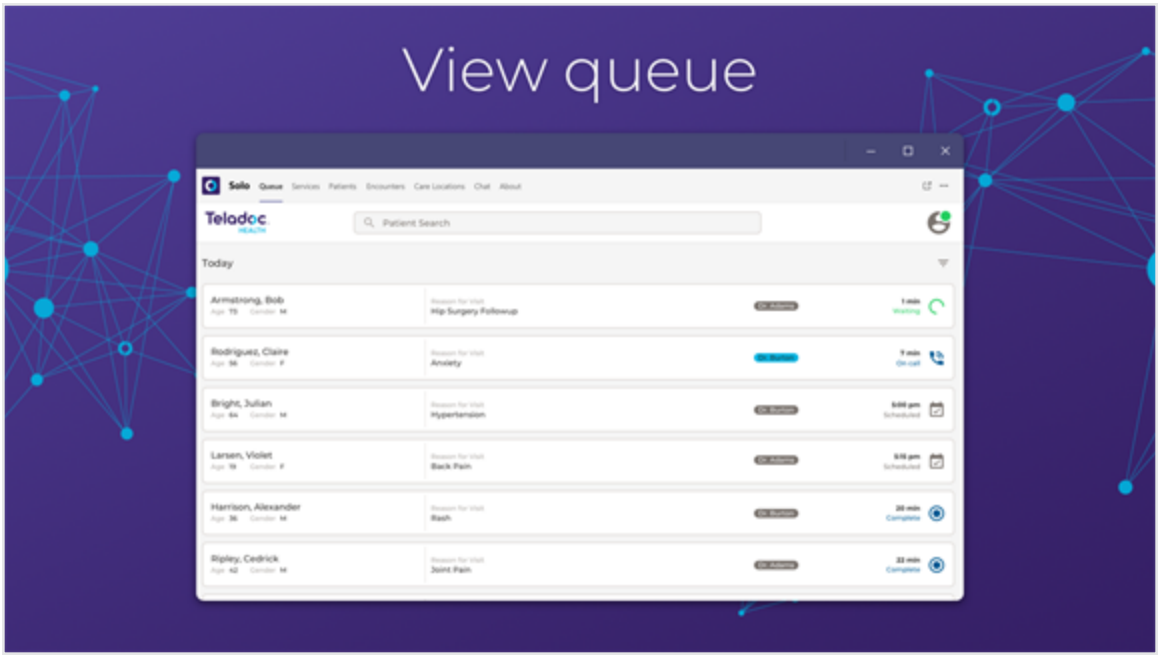

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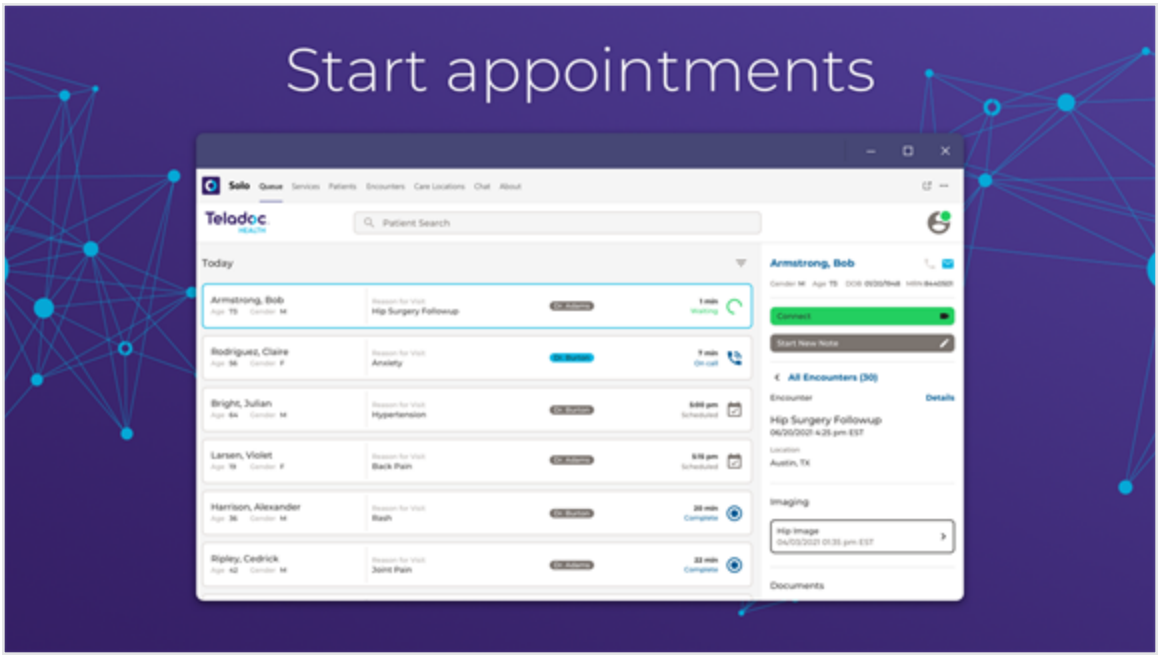

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Provider App

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.

PHI Information: When a patient leaves their video-call screen during a session (virtual encounter) while waiting for their session to begin, unintentional sharing of their PHI information is blocked by locking links to their demographic and visit details in the right panel fo**r My Current device** visit types.

Key	Component	Version	Operating System
TC-9733	Web Provider App	2022.3.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: PreventNavigateFromVideoCallForMyCurrentDeviceSession			

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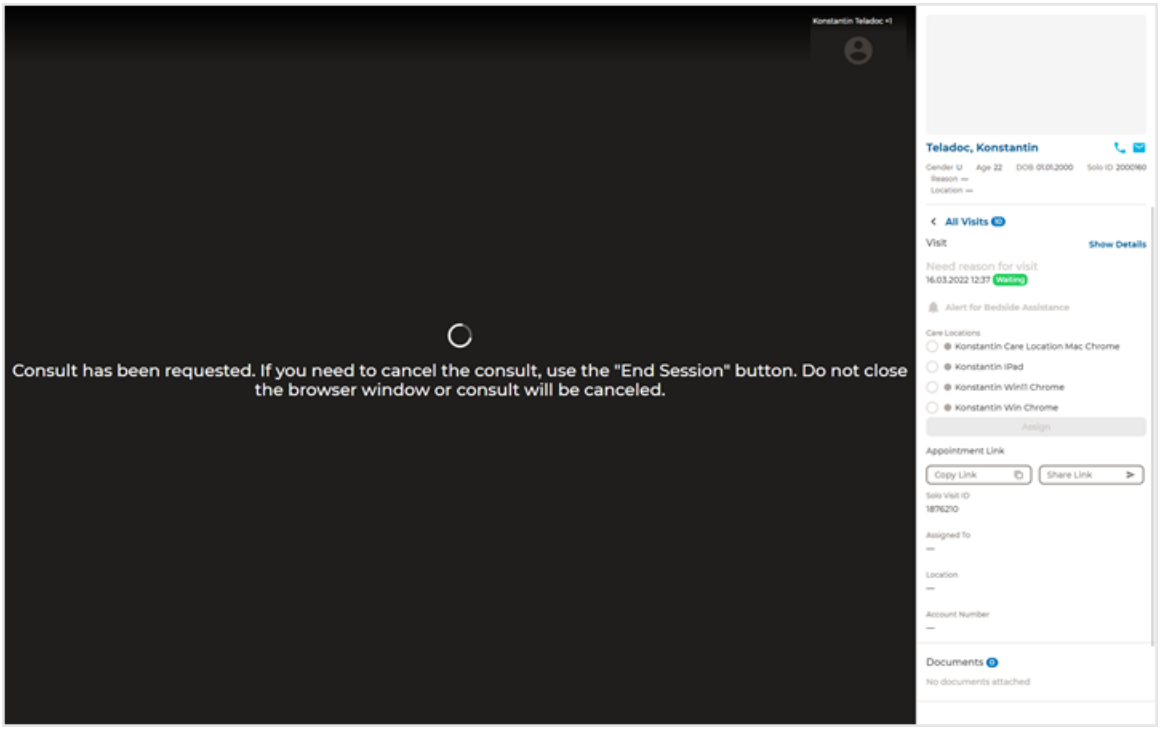

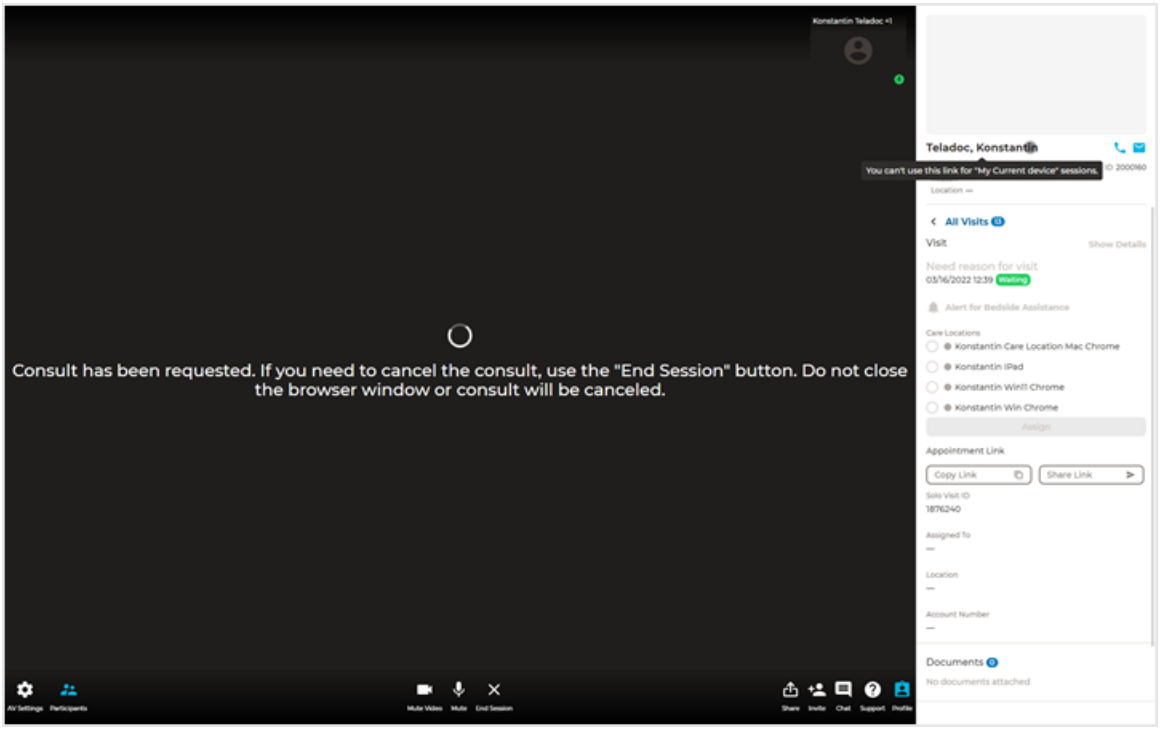

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Services Layout: The current layout for Services was redesigned for the **My Current Device** visit type as follows.

- The video-call screen is displayed instead of the custom waiting screen.
- The UI was unified with other video-calls types.
- It is now possible to cancel **My Current Device** type of visit without having to wait for the provider to join the call.

Key	Component	Version	Operating System
TC-9731	Web Provider App	2022.3.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: WaitingScreenWithCancelForCurrentDevice			

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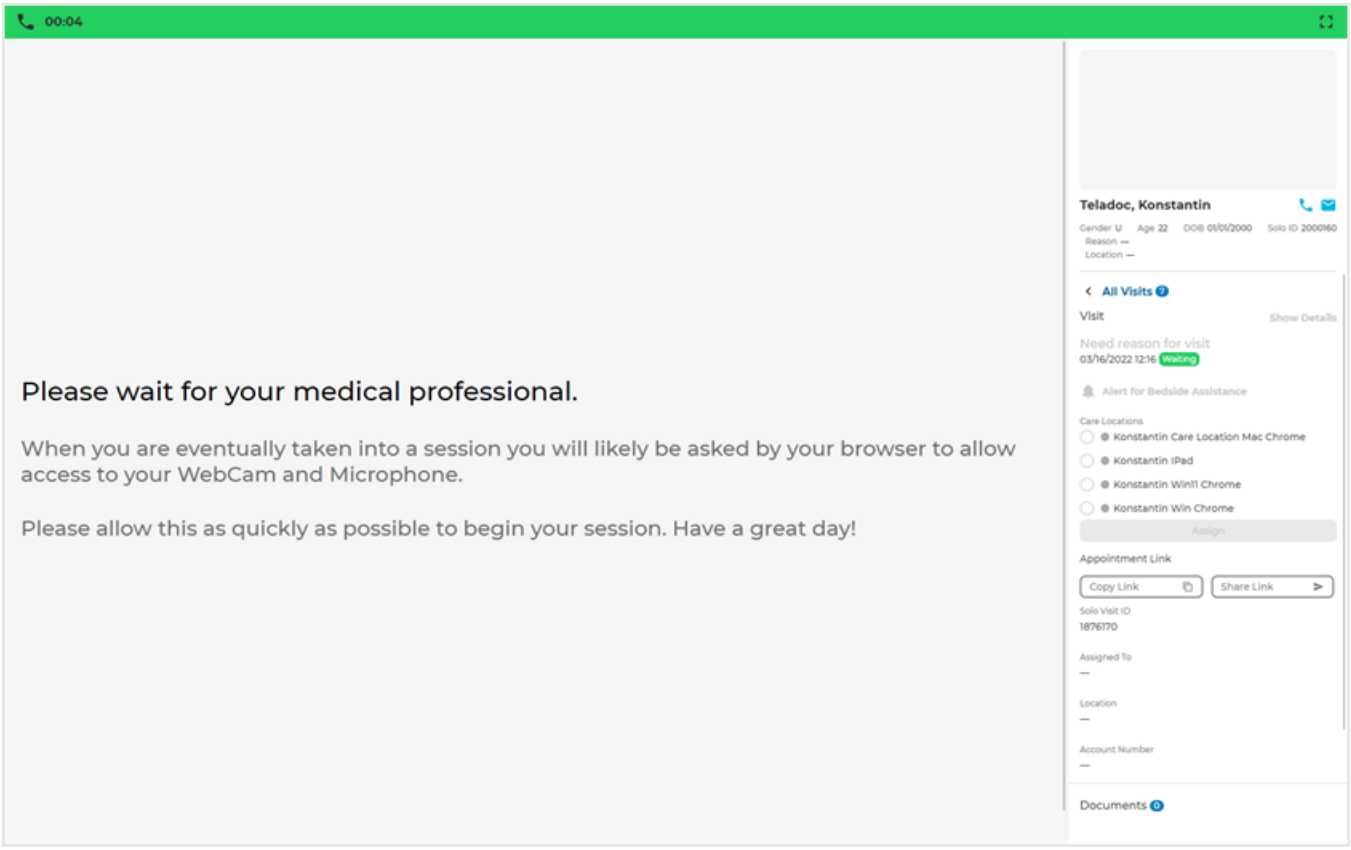

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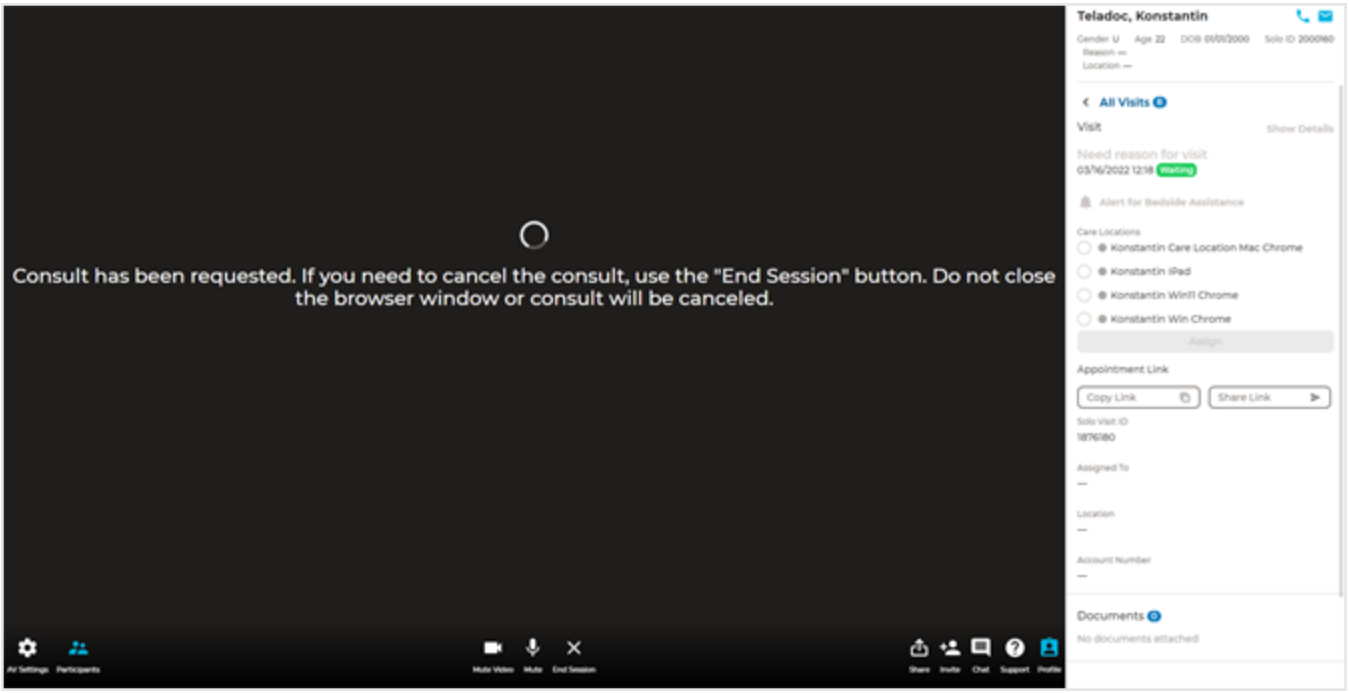

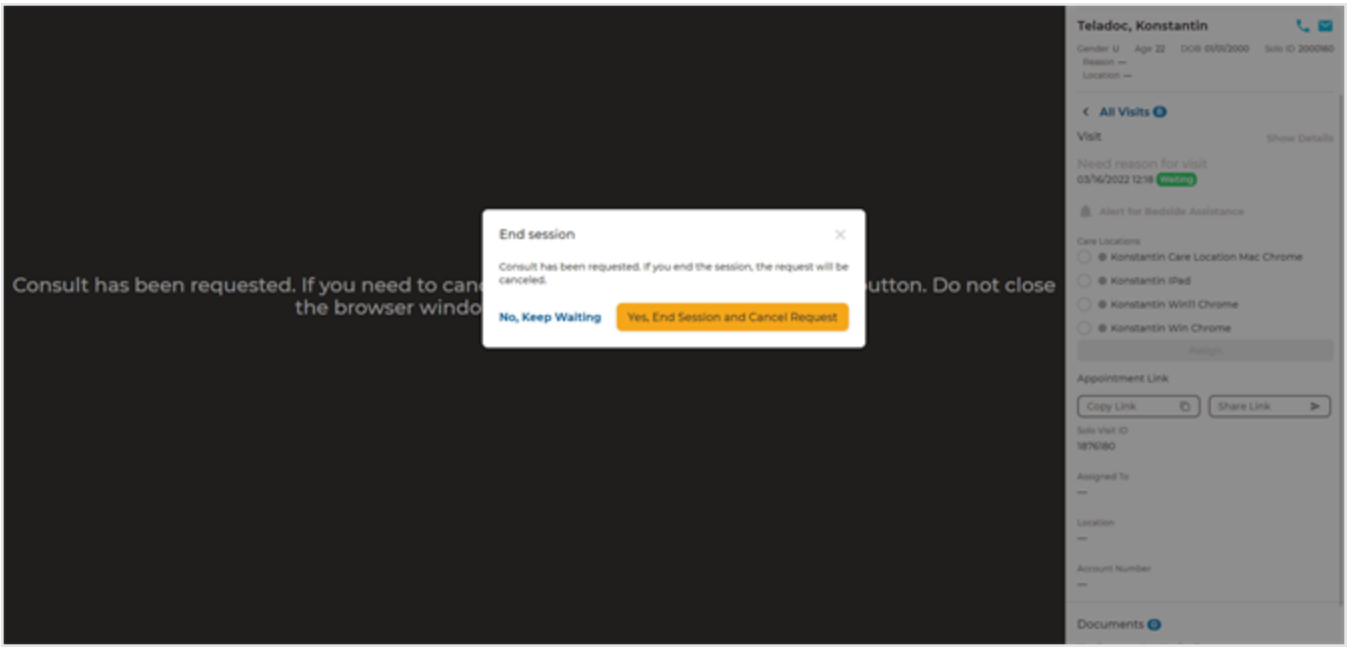

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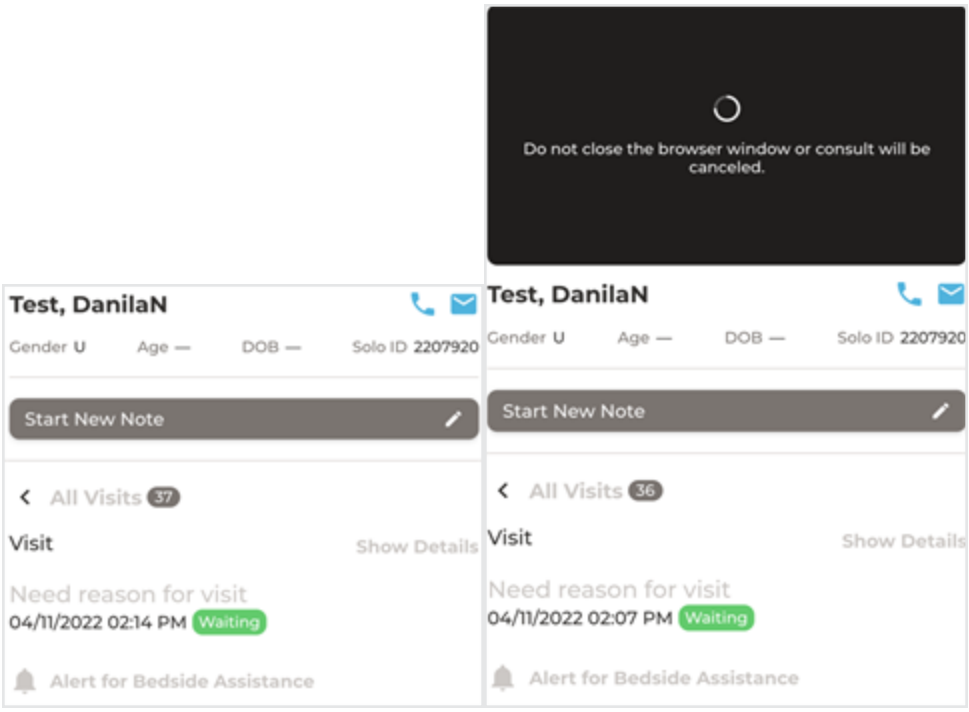
- Improve user experience for **My Current device** type of visit.
- Display information text <Do not close the browser window or consult will be canceled.> in the video-preview section why working with the Smart Notes templates why waiting for the medical provider to join.
- Allow the user to return to the Waiting screen from the Smart Notes screen by clicking on the video-call preview section with information text on why waiting for the medical provider to join.

Key	Component	Version	Operating System
TC-9751	Web Provider App	2022.4.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: PatientWillConnectThroughServiceSettings			



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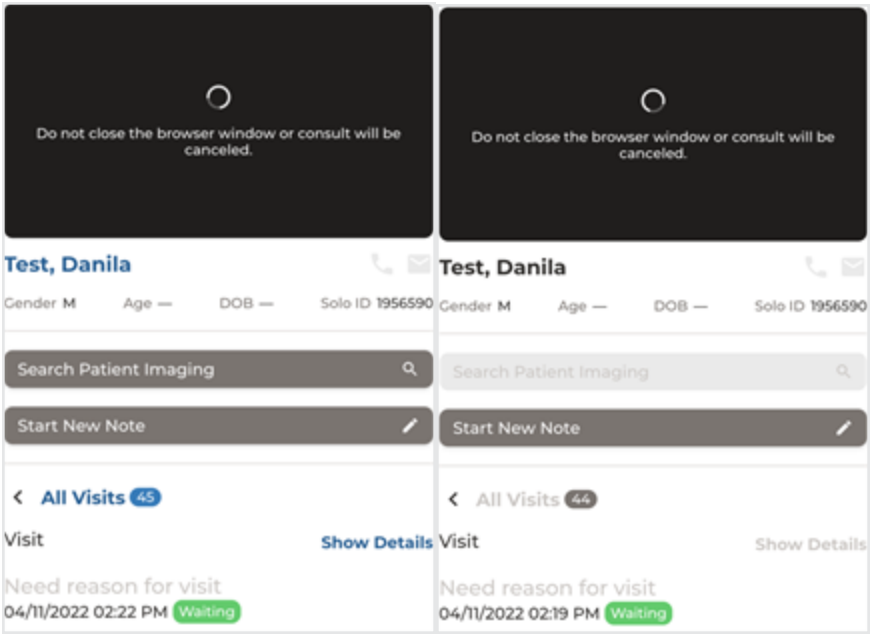
PHI Information: Unintentional sharing of PHI information for patients of **My Current device** types of visits who leave a virtual encounter during the waiting process, is blocked with the **All visits** link. This applies to the **Search Patient Imaging** button for users of **My Current device** visits.

Key	Component	Version	Operating System
TC-9805	Web Provider App	2022.4.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: PreventNavigateFromVideoCallForMyCurrentDeviceSession			



Phone Validation: Usability improvement :for standard phone validation component has been applied to all screens where it was missing.

Key	Component	Version	Operating System
TC-9420	Web Provider App	2022.3.2	MacOS Windows - 32bit Windows - 64bit

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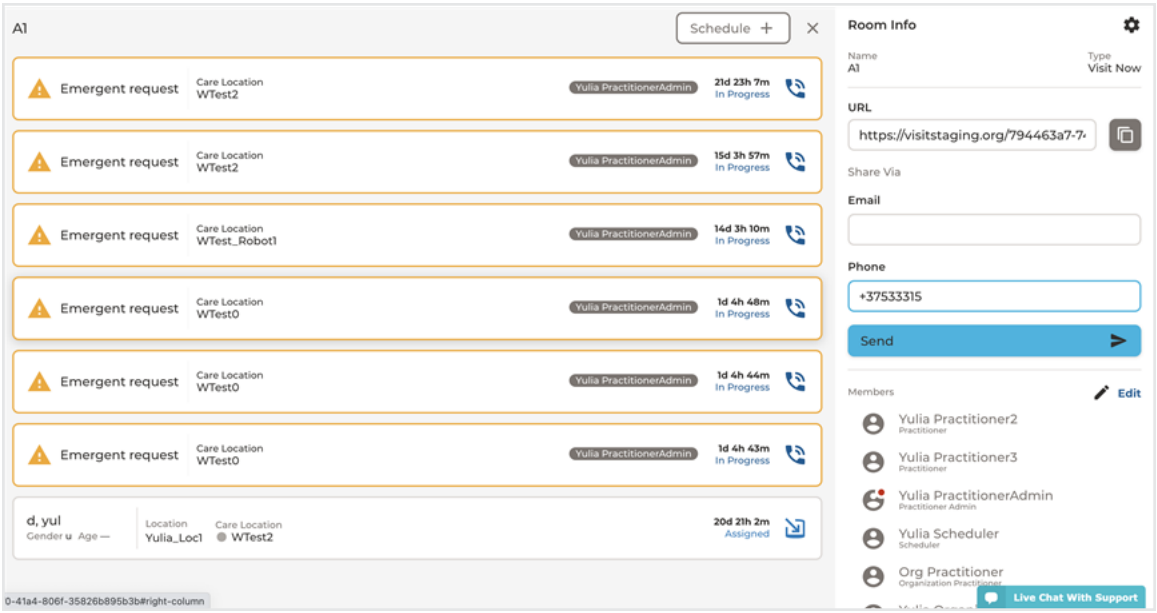
Key	Component	Version	Operating System
Release Toggle: UnifiedPhoneNumberControl			

Old



New

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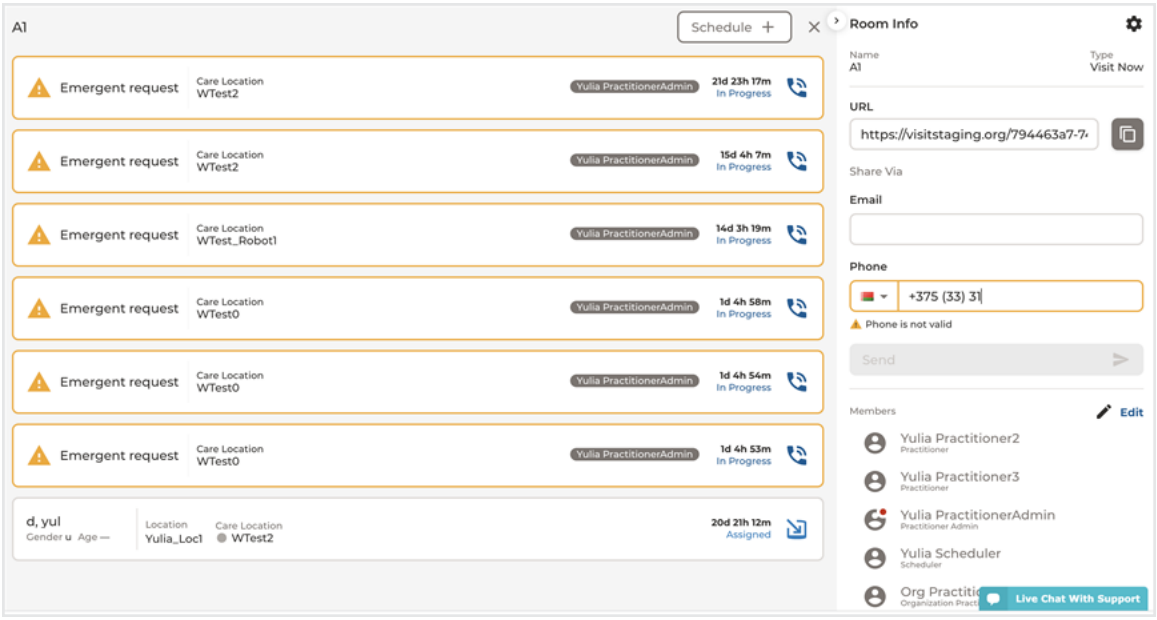

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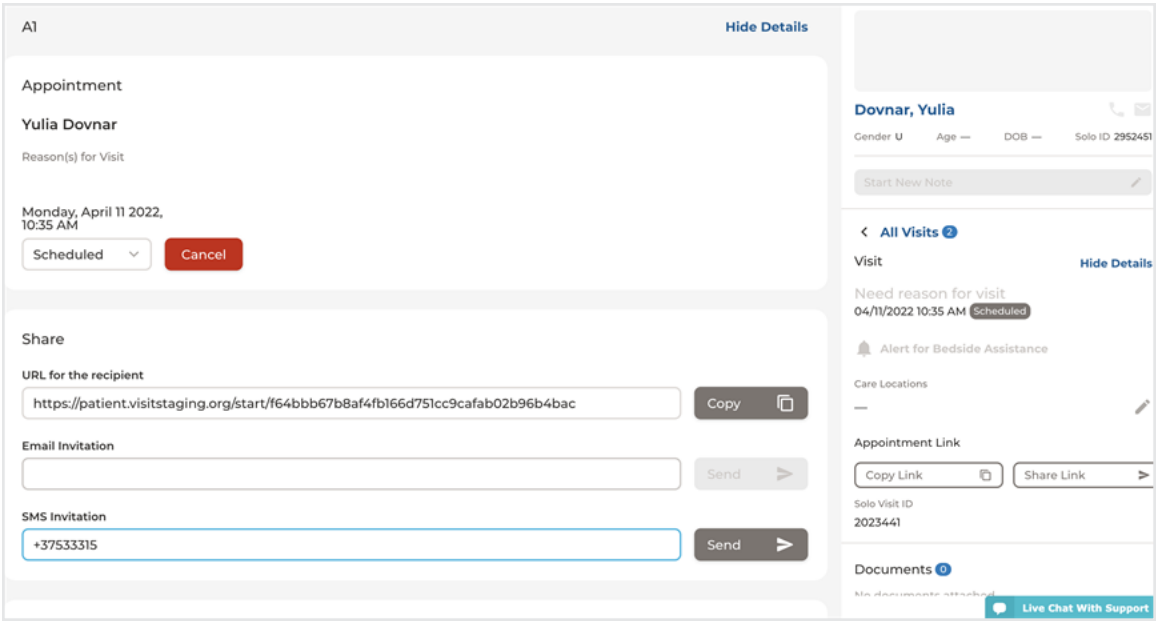

New

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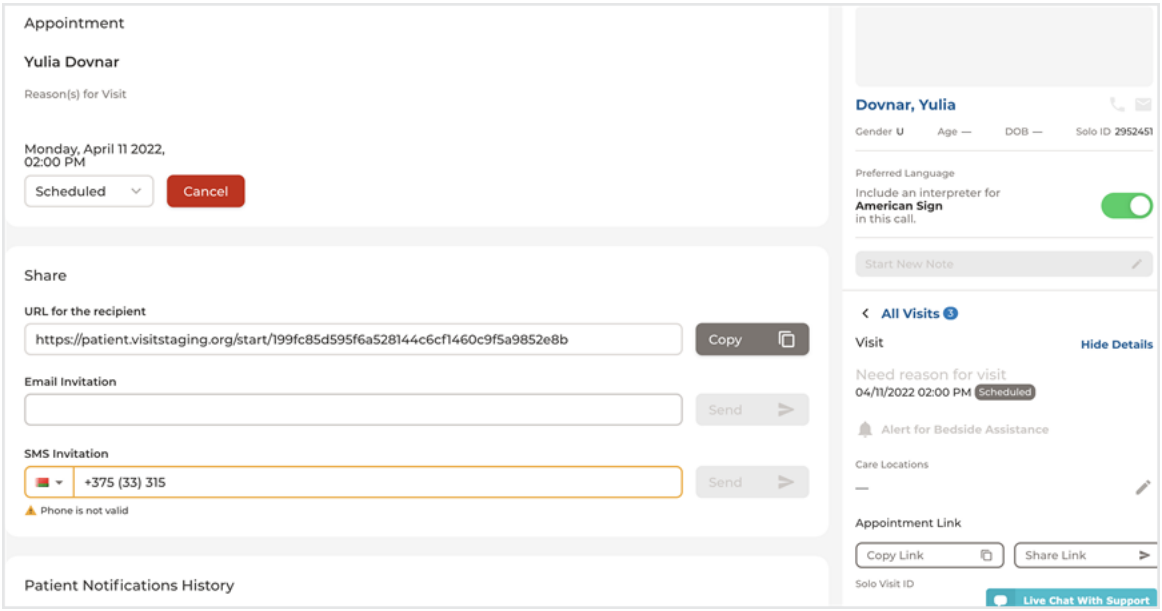

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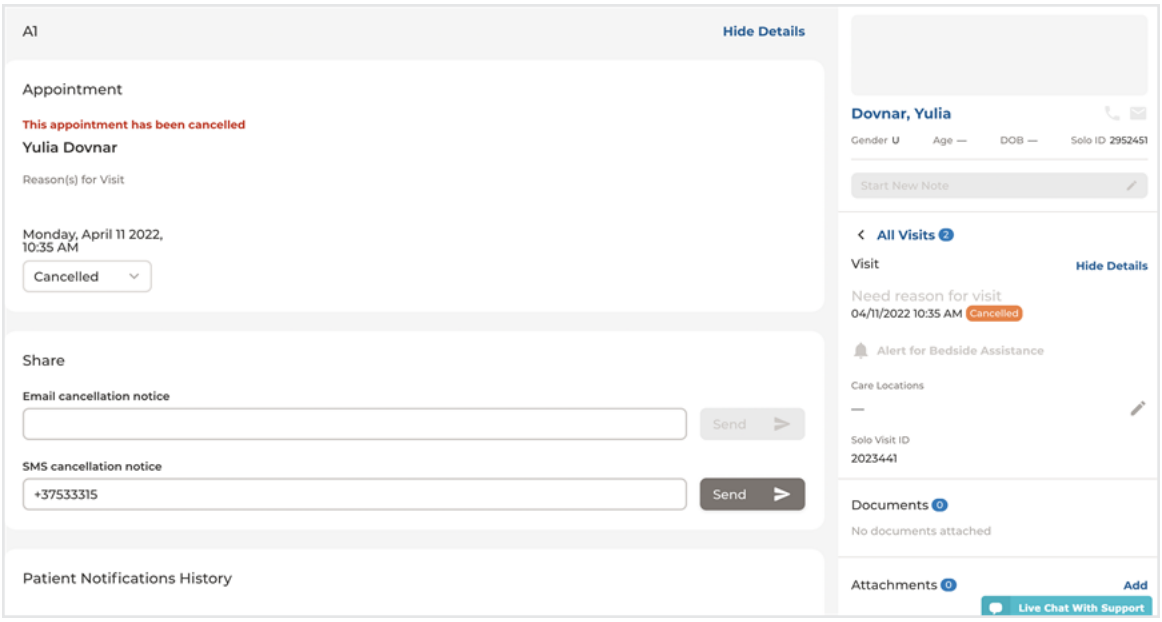

New

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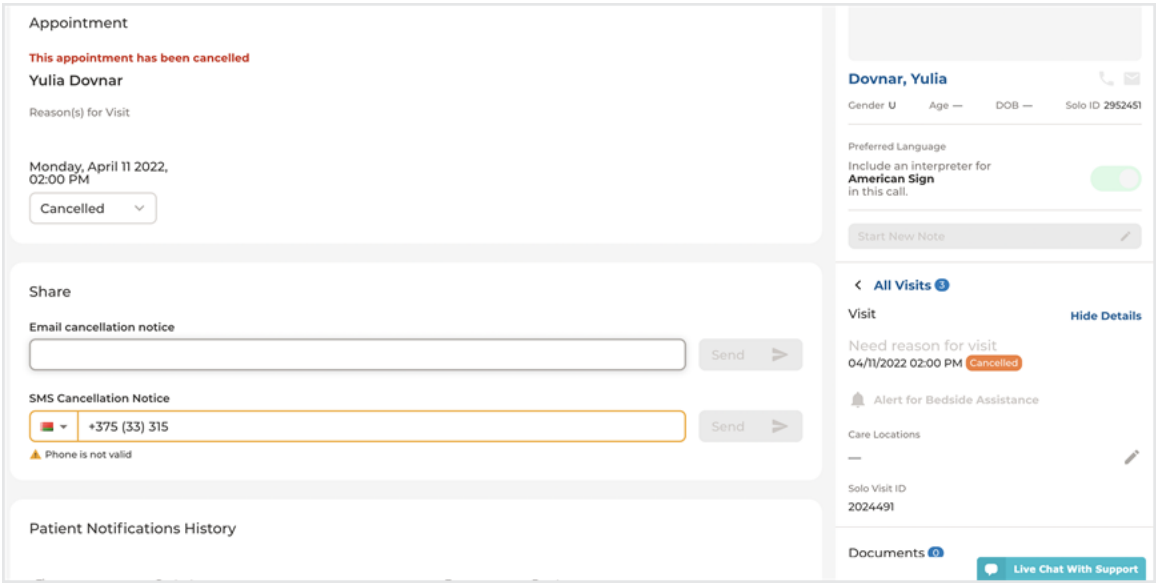

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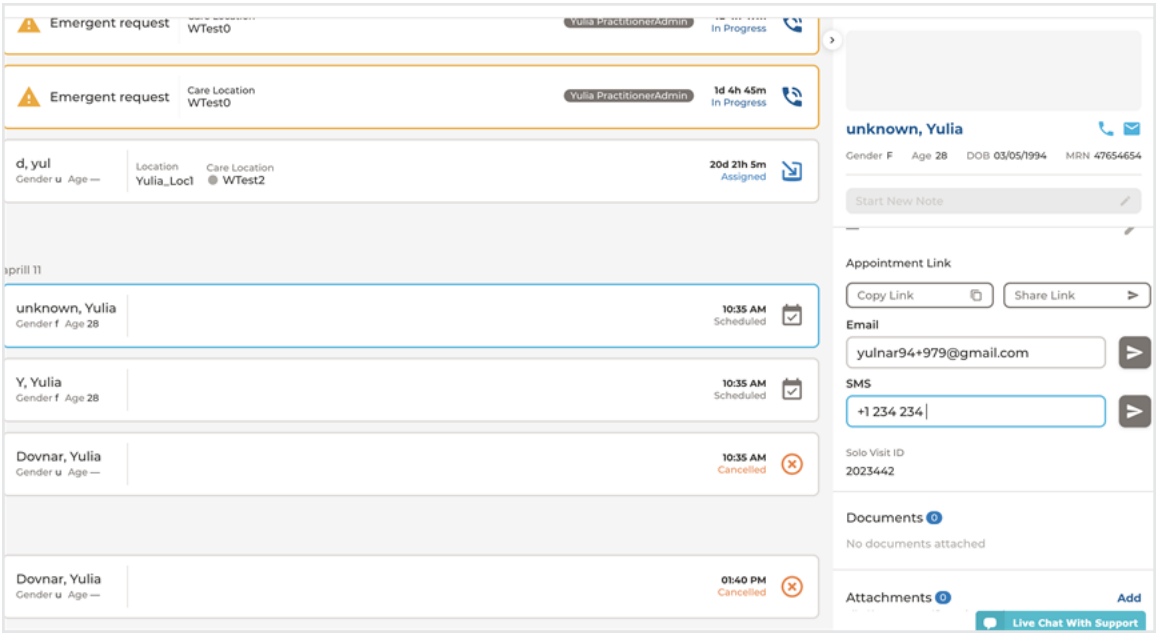

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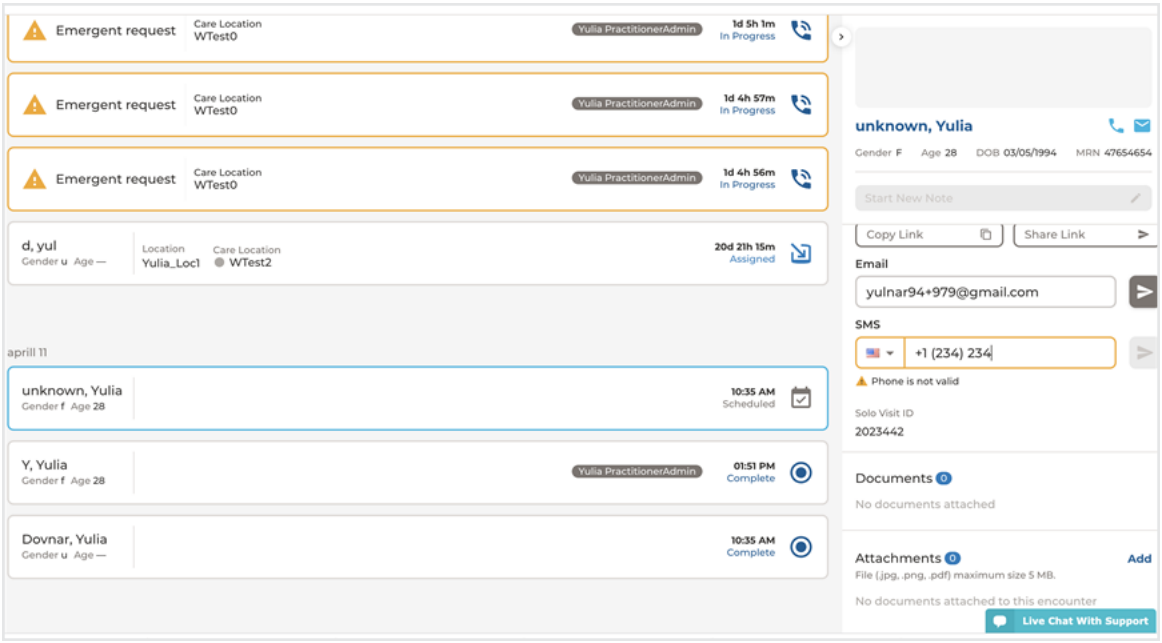

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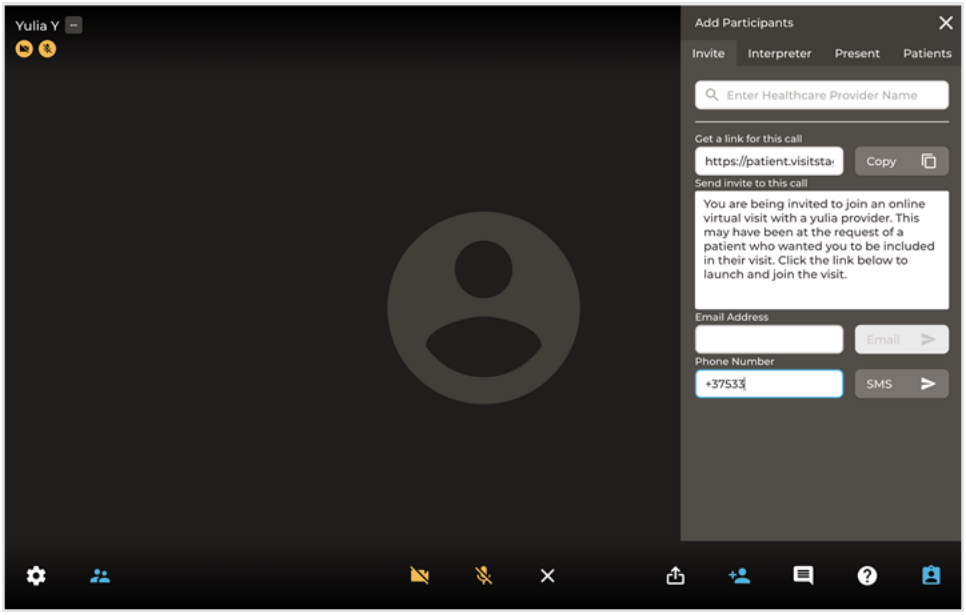

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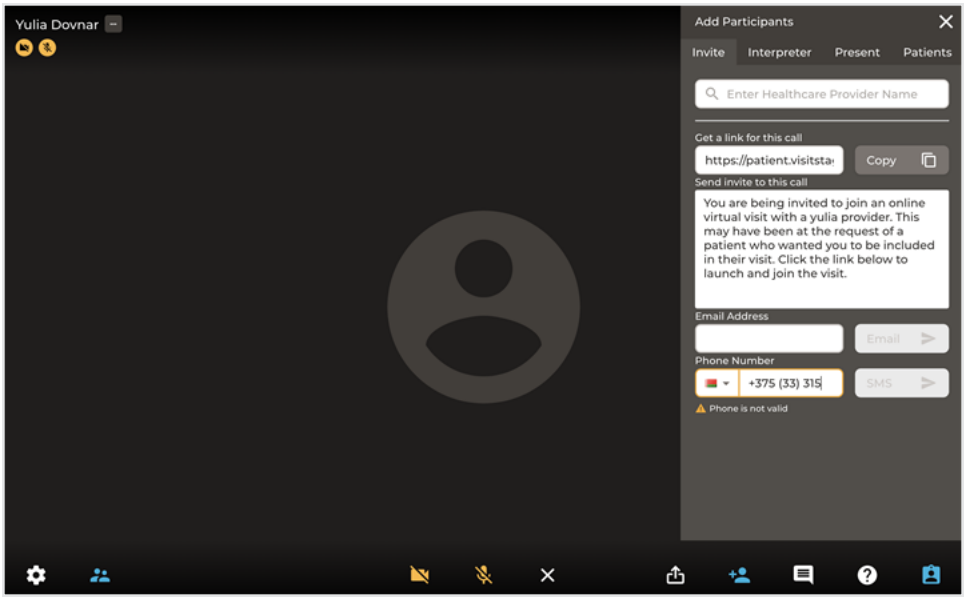

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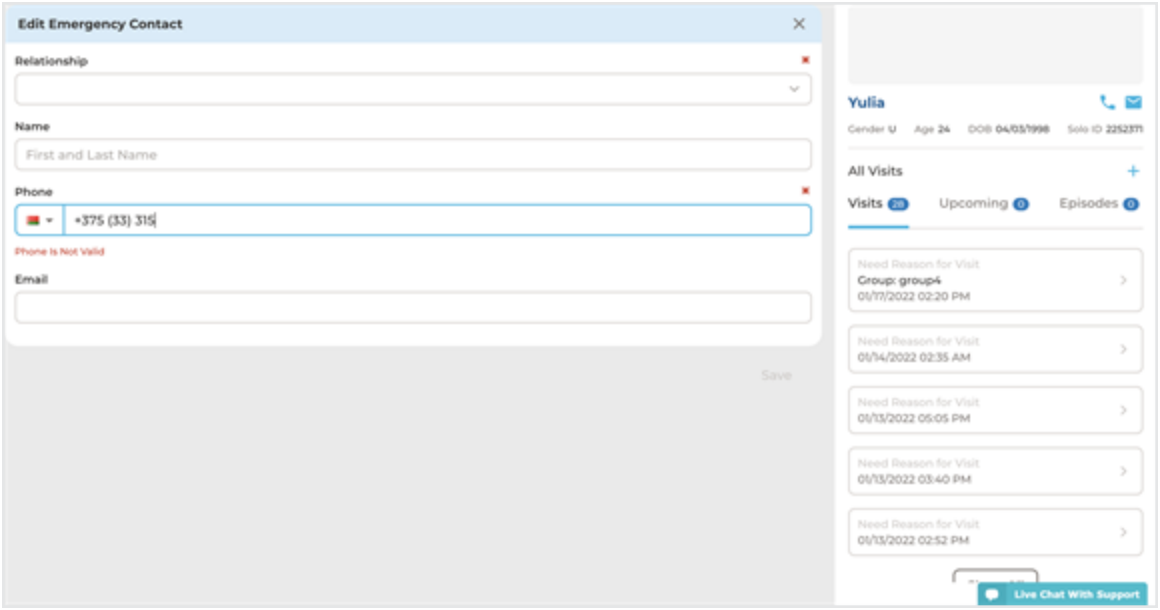

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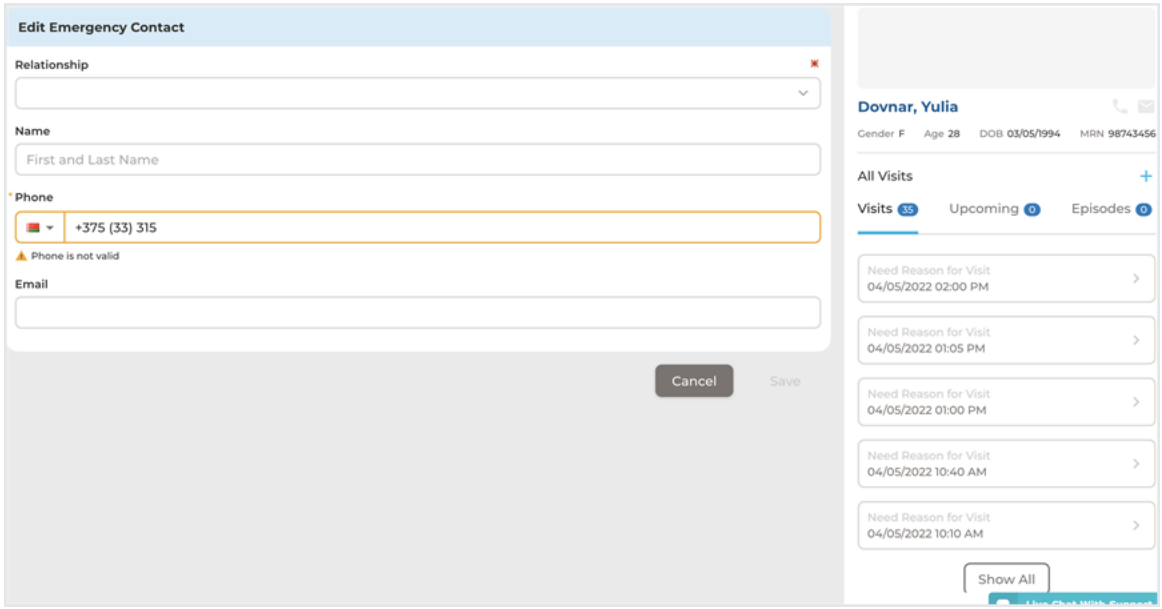

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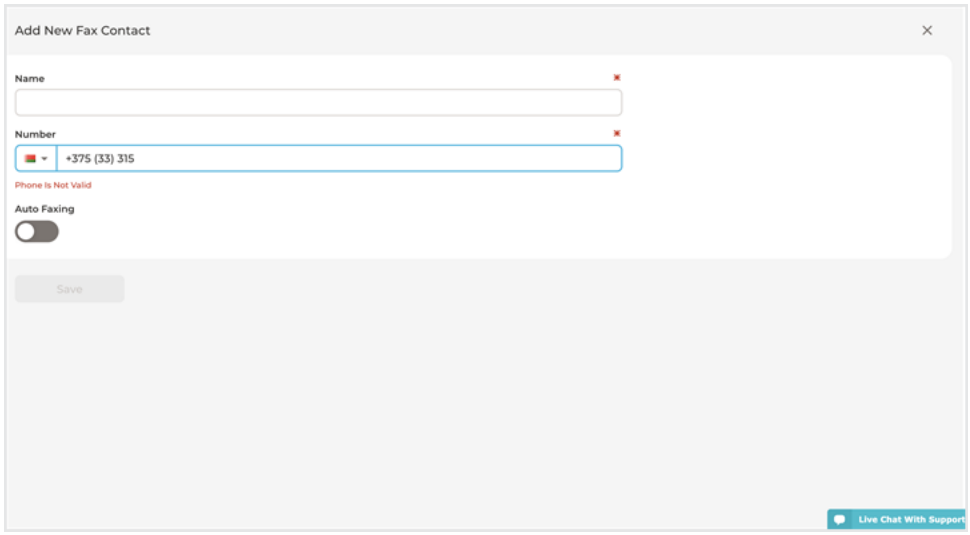

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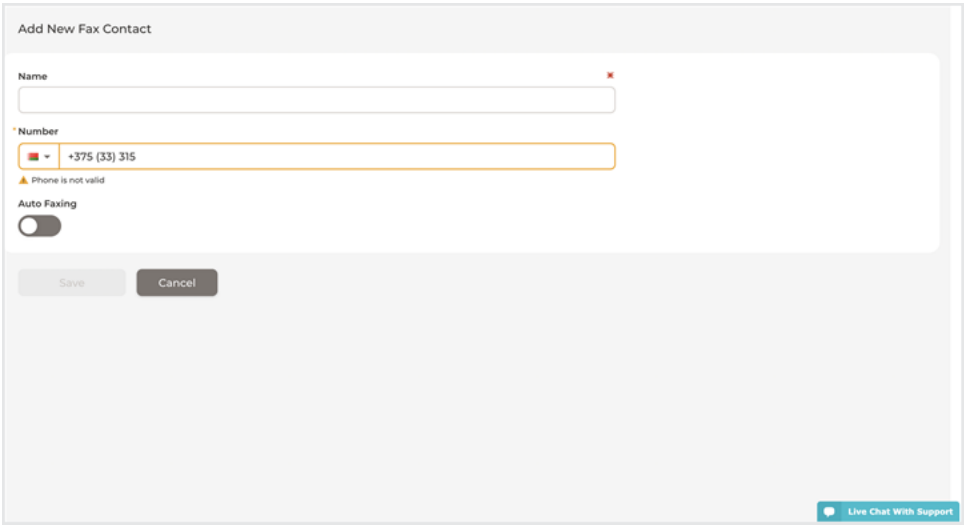

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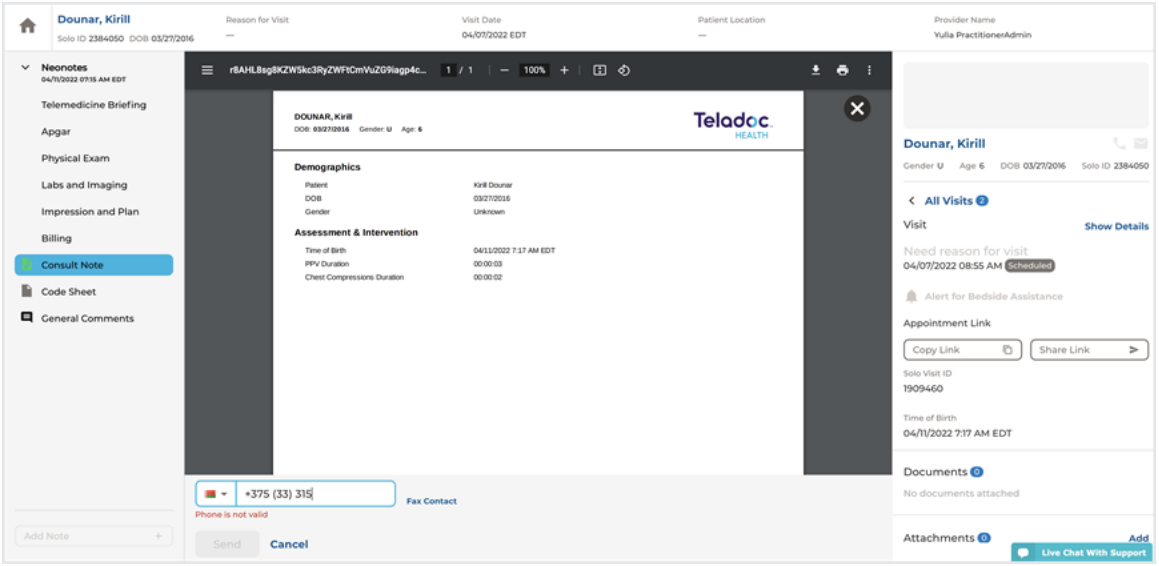

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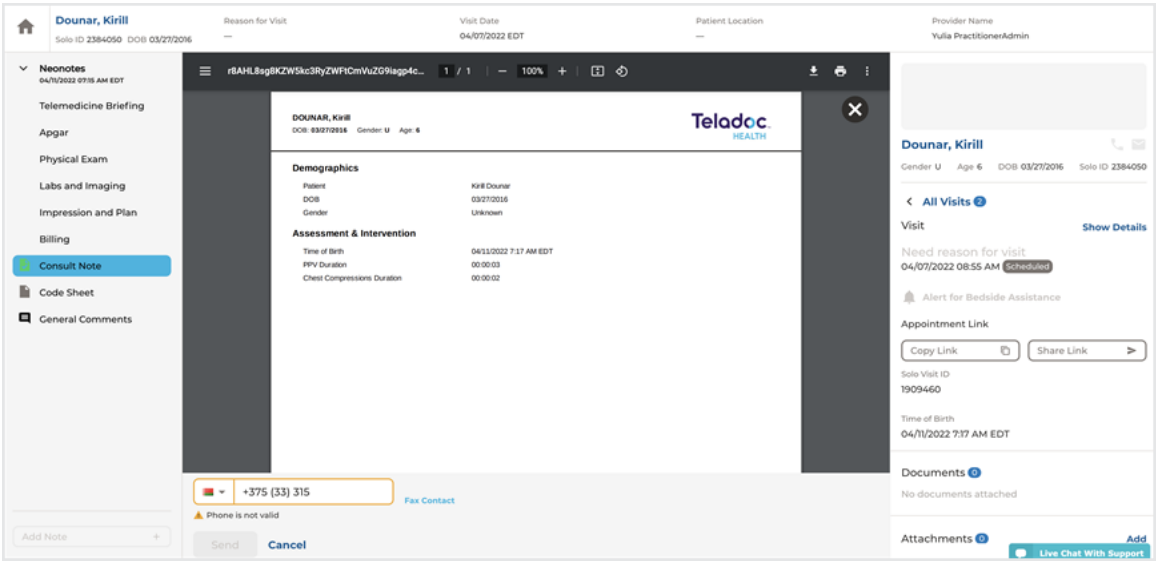

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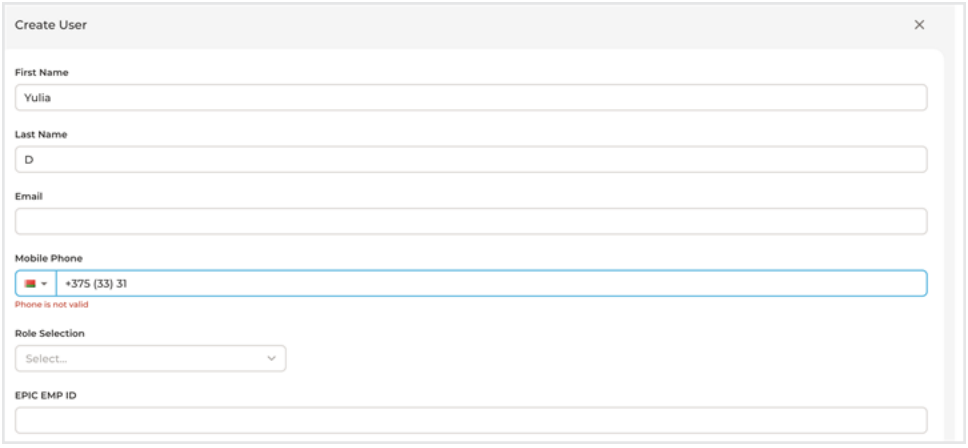

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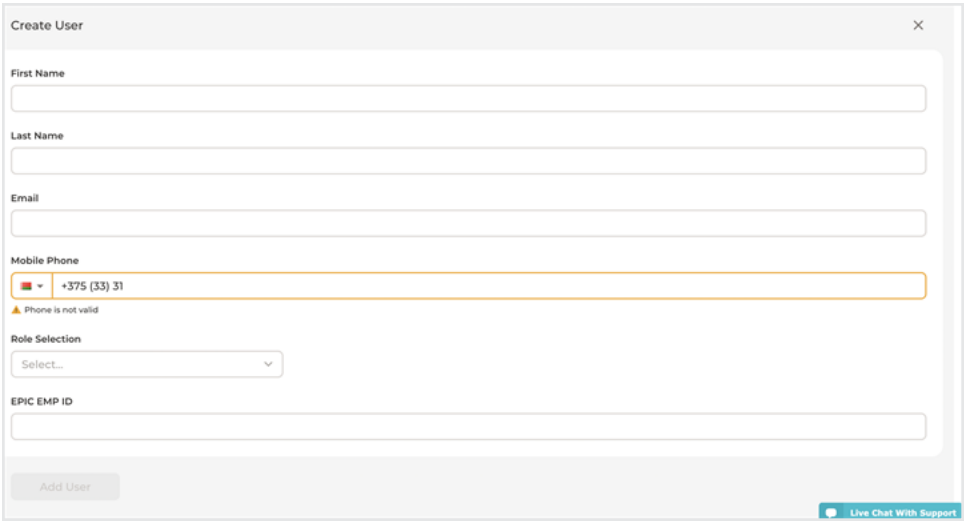

Session time: Session time is configurable at the organization level (from 10 to 180 mins, default session time = 30 mins). User activity is tracked on browser events: mouse movement, keyboard typing, and screen tapping. an Information popup is displayed before the session end and an information message displayed after a user is automatically logged out.

Key	Component	Version	Operating System
TC-8921	Web Provider App	2022.3.2	MacOS Windows - 32bit Windows - 64bit
Release Toggle: ConfigurableAutoLogout			

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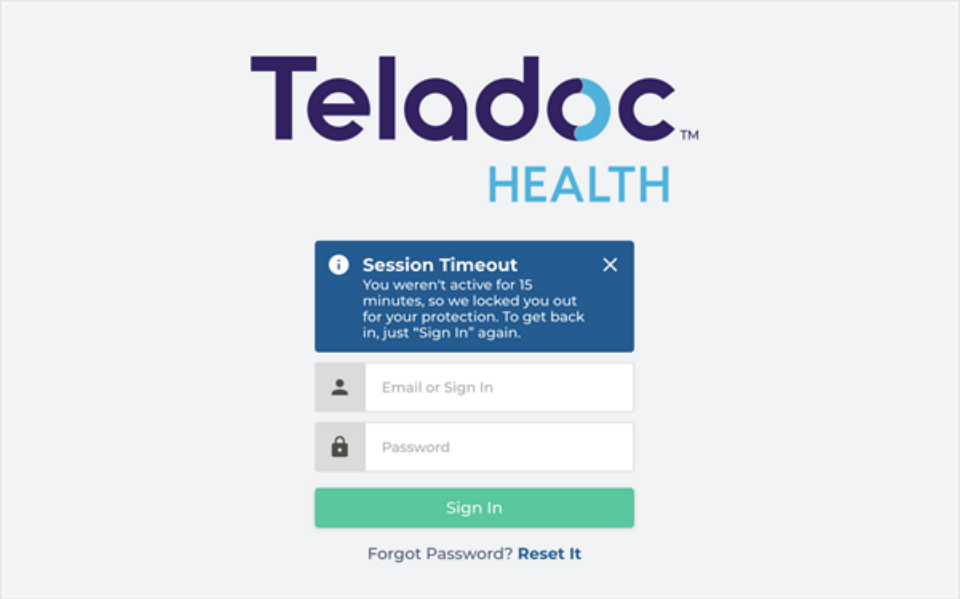

Notification: The patient Authentication notification is now consistent with the Patient application. The passcode lifetime has been updated to 30 mins.

Key	Component	Version	Operating System
TC-9407	Web Provider App	2022.4.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: None			

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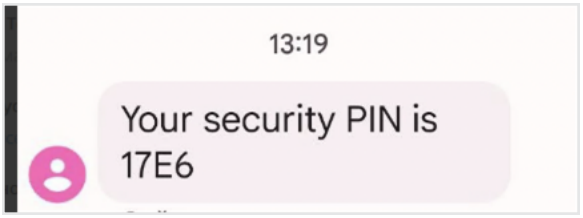

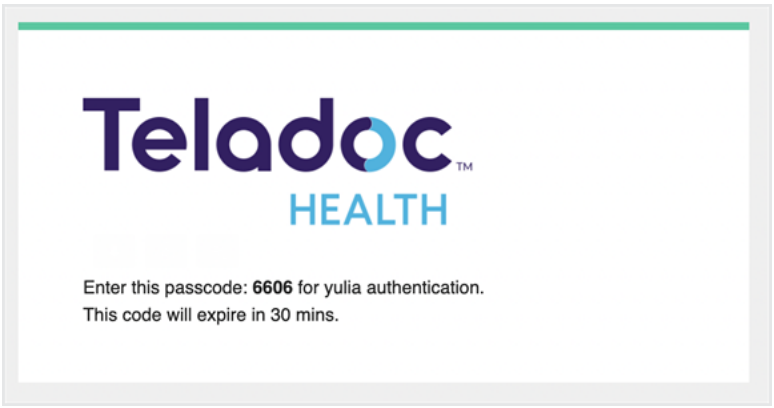

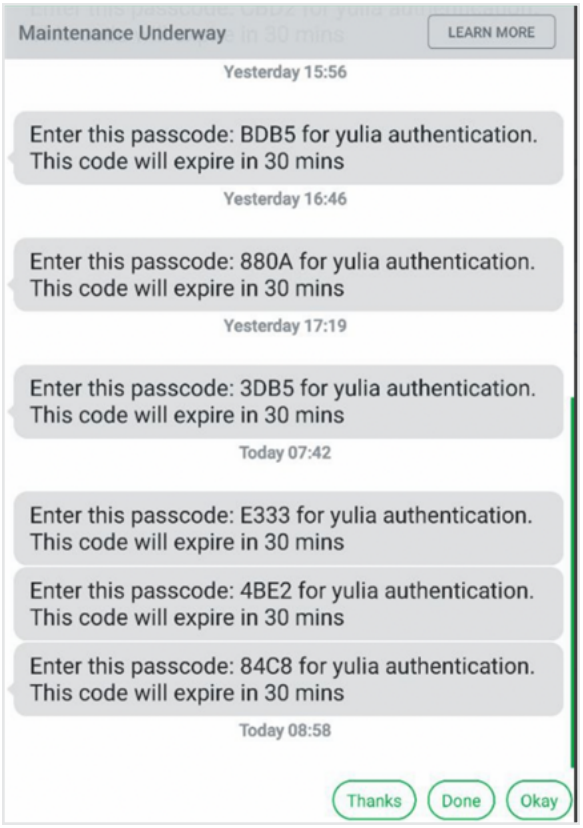

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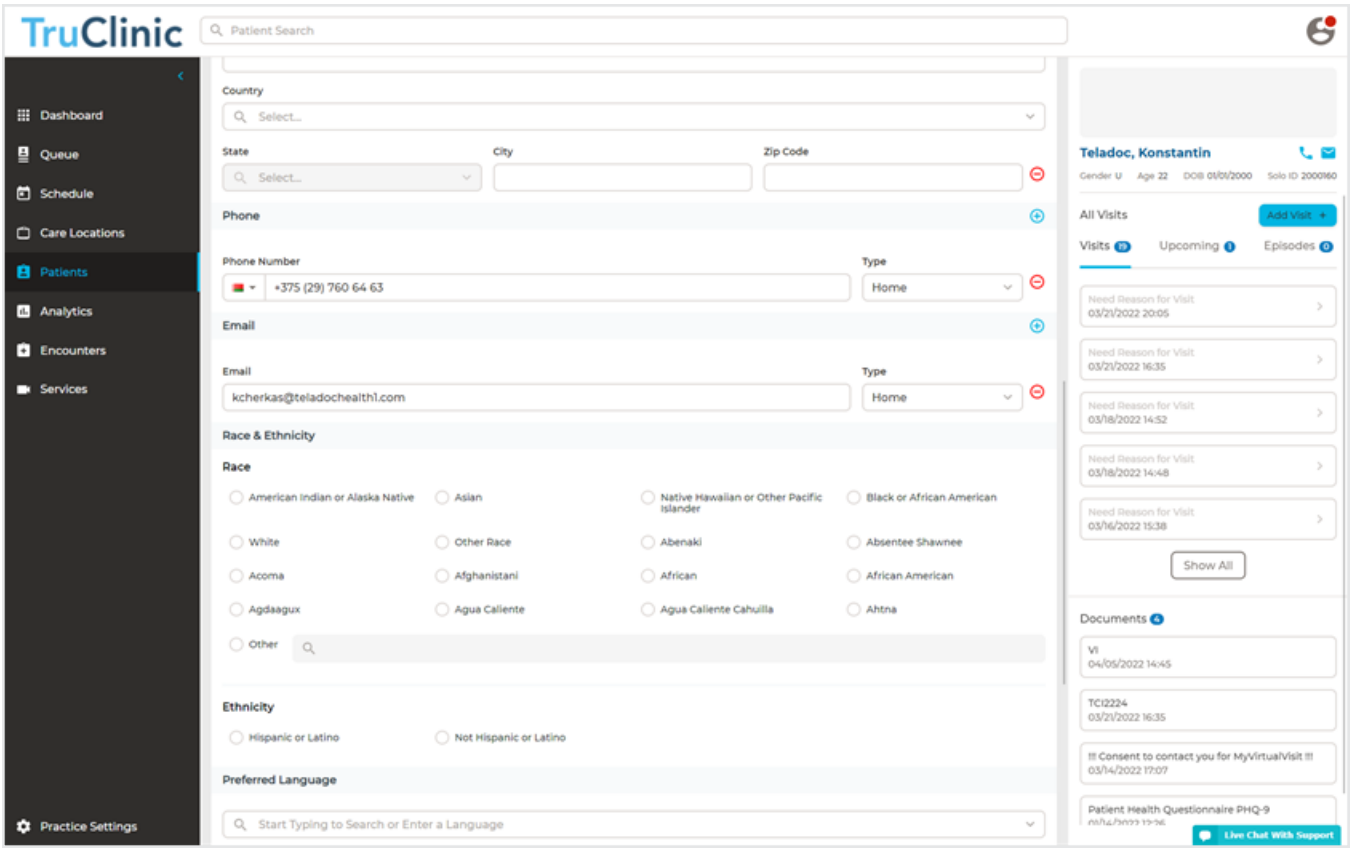
Visit Notification: An Application is resent prior to visit notifications if the primary email or primary phone were updated manually or through external integrations.

Key	Component	Version	Operating System
TC-9787	Web Provider App	2022.3.2	MacOS Windows - 32bit Windows - 64bit
Release Toggle: PatientNotificationsForPrimaryContactsChange			



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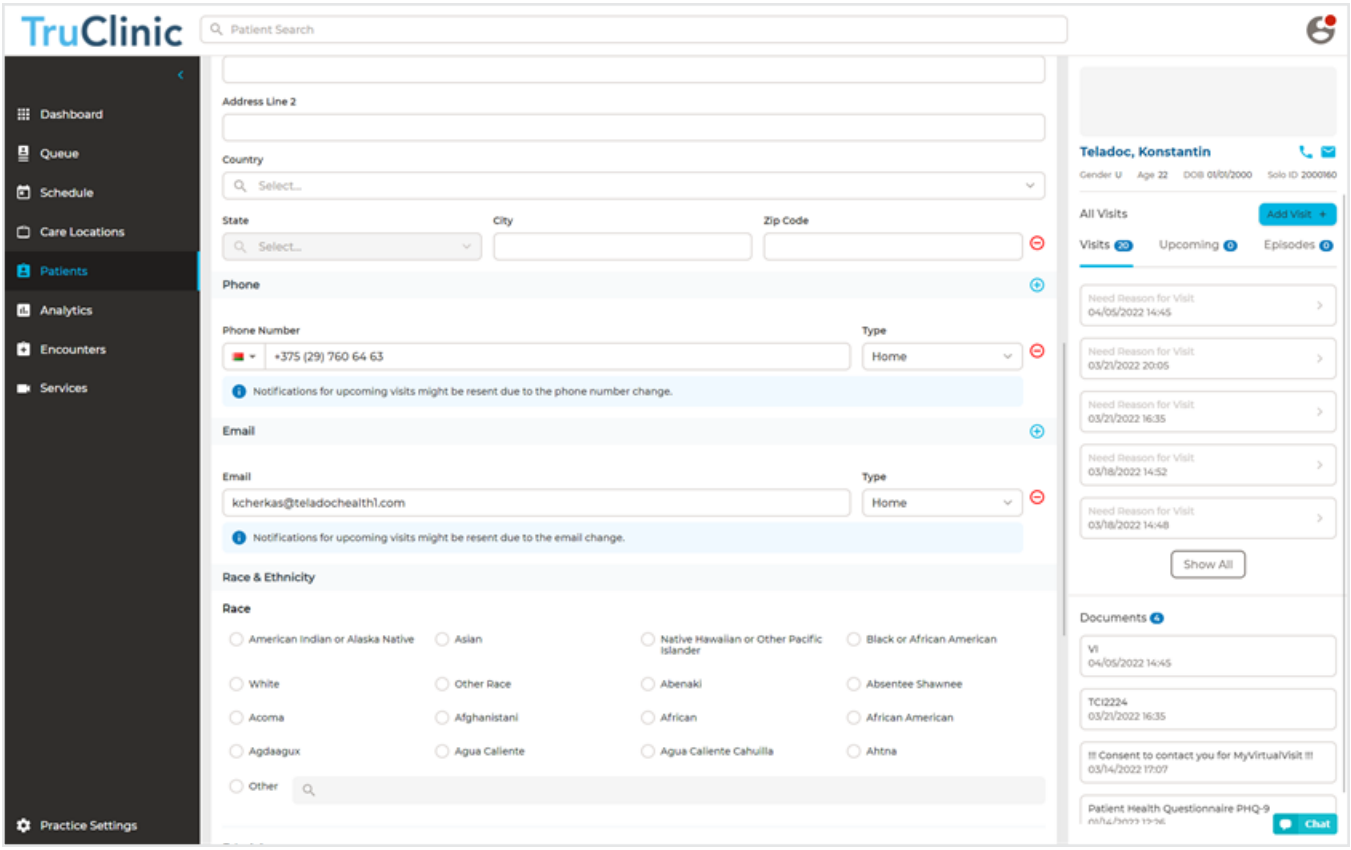

Output Device Preference: Users of the Chrome or Edge Browser and of the Provider and Patient for Windows or Mac (DAS) App can select the speaker or headphone preference for their output device while in a session (i.e. virtual encounter). This feature increase the usability of selecting a preferred output device as an alternative solution to switching between the Windows or MacOS device properties menu.

Key	Component	Version	Operating System
WPAS-1331	Web Provider App, Web Patient App, Desktop Provider App, and Desktop Patient App	2022.1.2	MacOS Windows - 32bit Windows - 64bit
Release Toggle: OutputDeviceSelection			

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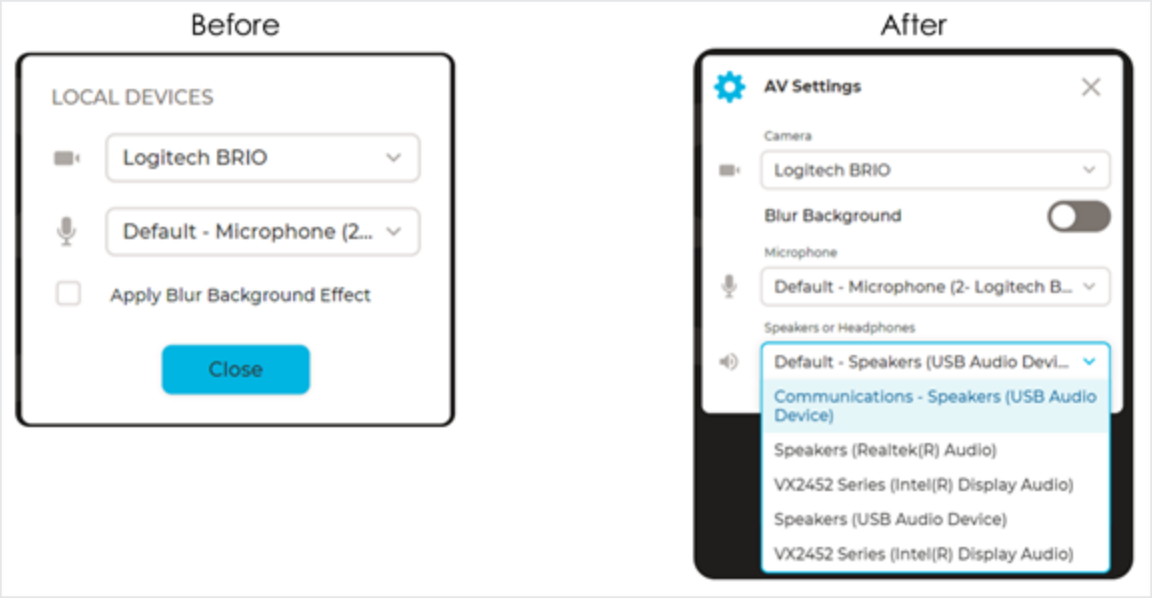
Blur Background: A provider can save their last used blur background setting for their next virtual care encounter. When a provider enables blur background on a supported device, the provider's preference is saved as part of their user profile. Then when the provider engages in a virtual encounter from their device, blur background is enabled. If the provider turns off blur background, then the next sessions (i.e. virtual encounter) will have blur background disabled. .

Key	Component	Version	Operating System
WPAS-1274	Web Provider App and Desktop Provider App	2022.2.2	MacOS and Windows - 32 bit and 64 bit
Release Toggle: None			

Provider Experience: Select output device/speakers when in a. virtual encounter.



Patient Experience: Select output device/speakers when in session (i.e. virtual encounter)

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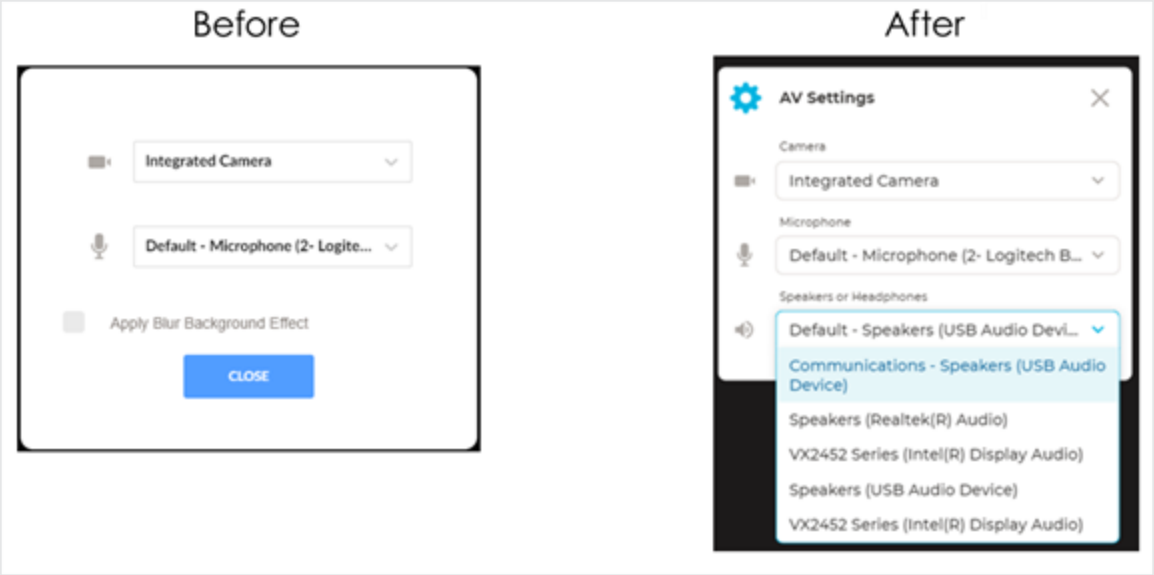

Pre-Diagnostic Test Browser: Users of the Chrome or Edge Browser and the Provider and Patient for Windows or Mac (DAS) App can select their output device of preference (speakers or headphones) while testing their devices in the pre-diagnostic test feature before joining a session (i.e. virtual encounter). This increases the usability of selecting a preferred output device as the alternative solution is to switch the output device within either the Windows or MacOS device properties menu.

Key	Component	Version	Operating System
WPAS-295	Desktop Provider App, Desktop Patient App, and Patient Web App	2022.2.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: AudioOutput			

Patient Experience: Select Audio Output Device in Pre-Diagnostics

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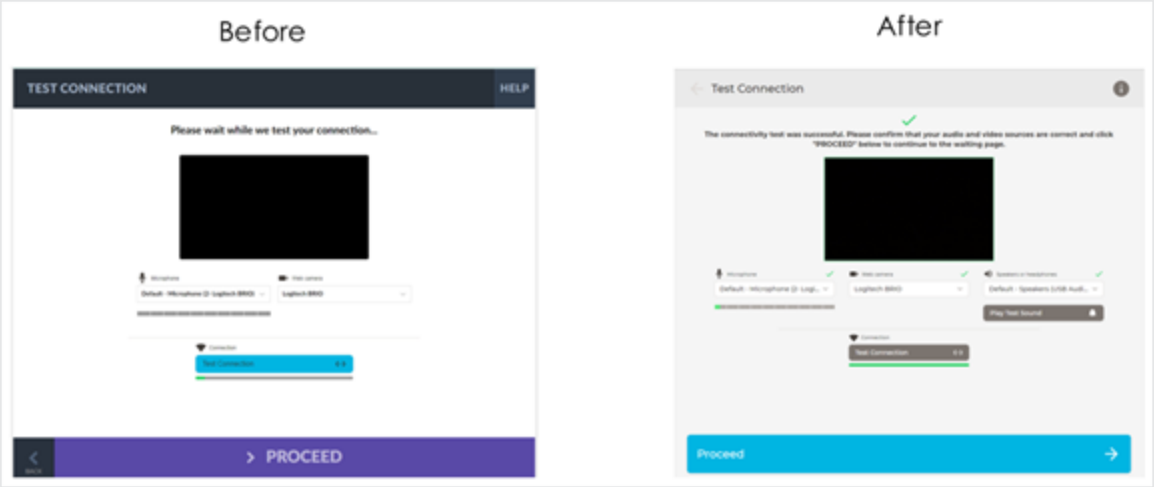
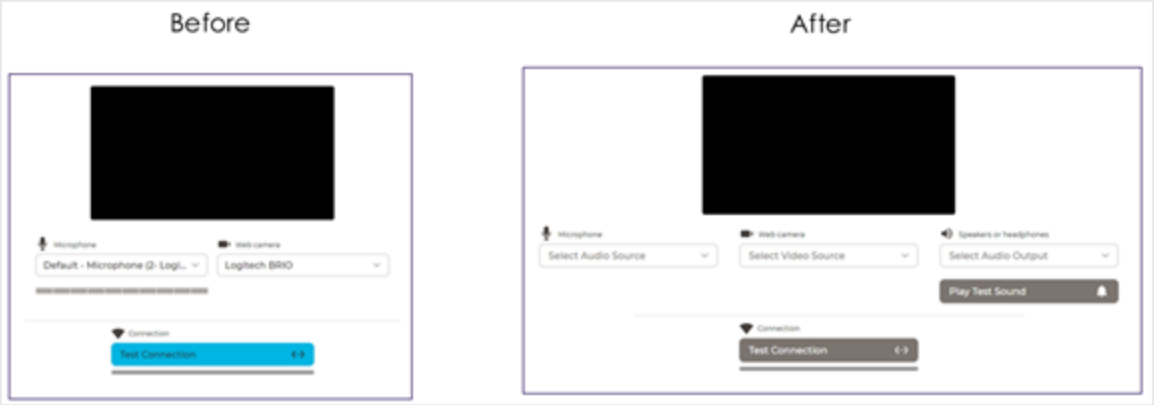


Provider Experience: Select Audio Output Device in Pre-Diagnostics



Pre-Diagnostics: Users now have the ability to test their output device (speakers and/or headphones) from within the pre-diagnostics feature before starting a session. This allows the user to test that they can hear from their device before joining a session.

Key	Component	Version	Operating System
WPAS-47	Desktop Provider App, Web Patient App, Web Provider App,	2022.2.1	MacOS Windows - 32bit Windows - 64bit

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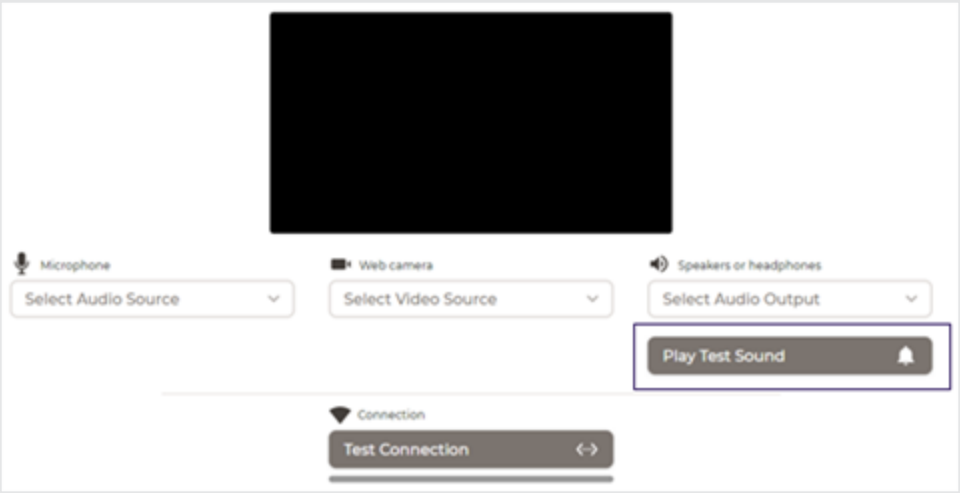
Key	Component	Version	Operating System
	Android Patient App, and Desktop Patient App		
Release Toggle: AudioOutput			



Group Call Sensitivity: An enhancement to increase the sensitivity of participants who are speaking in a group call has been enabled. Until now, when a user on the iOS App would talk, the users on the Web App would not always indicate that the user was talking, and that participant would not be prioritized and become automatically visible in a large group call.

Key	Component	Version	Operating System
WPAS-1287	Web Provider App and Desktop Provider App	2022.3.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: None			

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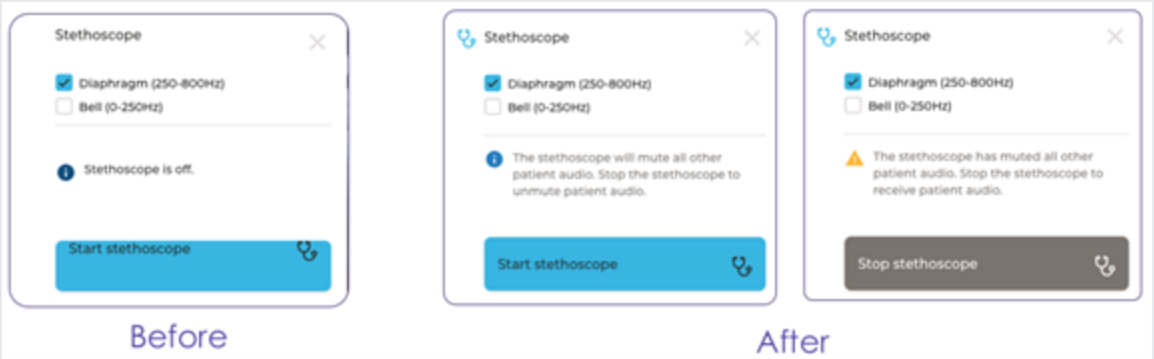
Stethoscope Audio: When enabling the stethoscope audio from a Teladoc Health connected device's control dialog, it is initially muted so as not to create background sounds that interfere with hearing the heart and lung sounds from the stethoscope. The user is provided with messages to help the provider understand how it works.

Key	Component	Version	Operating System
WPAS-159	Web Provider App	2022.3.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: None			



Video Image: A user can see themselves in the video. Their image will always be mirrored to provide an intuitive experience when communicating with others.

Key	Component	Version	Operating System
WPAS-1645	Web Provider App, Android Patient App, Desktop Patient App, Desktop Provider App, and Web Patient App,	2022.3.2	MacOS and Windows - 32 and 64 bit
Release Toggle: None			

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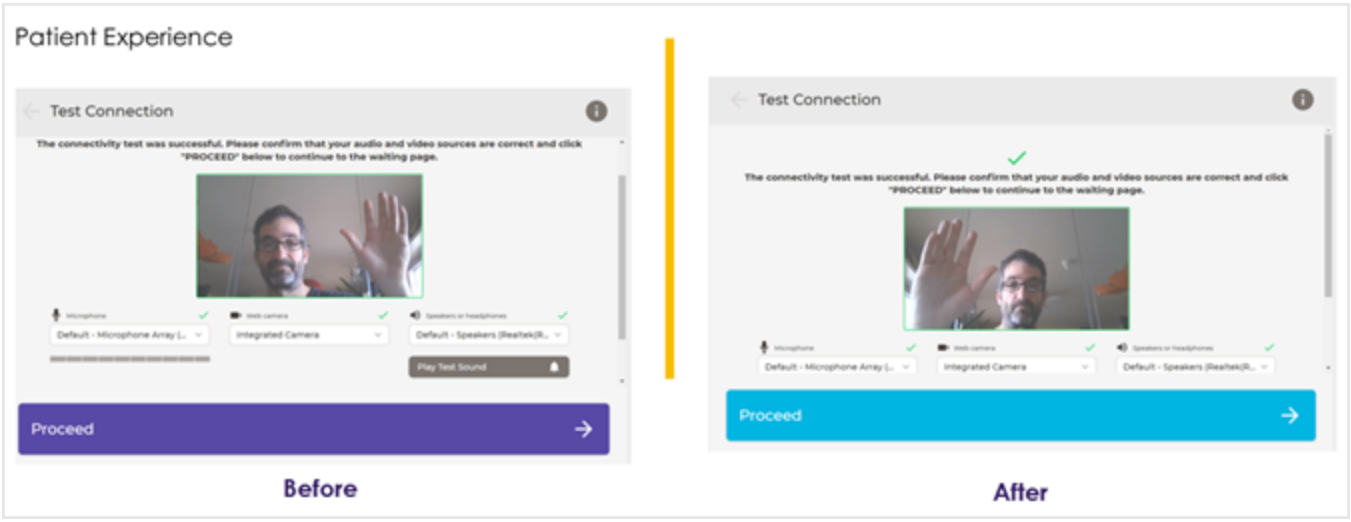

Microphone notification: When a user has their microphone muted and speaks, a notification will display the message <You are muted>. The message will persist for three seconds after the user stops speaking. The notification will prompt the user to unmute their microphone if they want to be heard.

Key	Component	Version	Operating System
WPAS-781	Web Provider App, Android Patient App, Desktop Patient App, Desktop Provider App, and Web Patient App,	2022.3.2	MacOS and Windows - 32 and 64 bit

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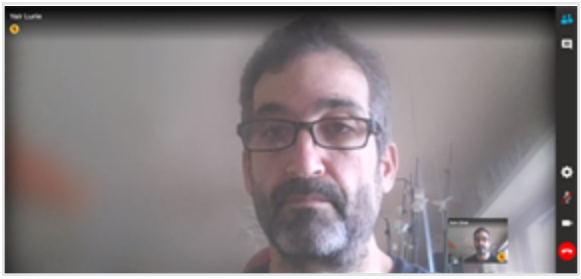
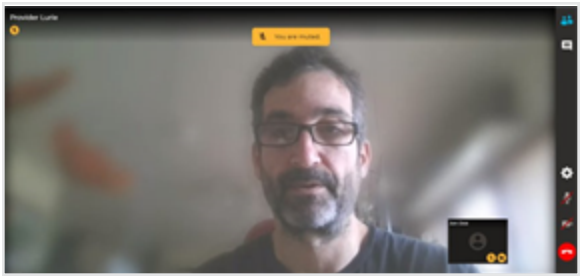
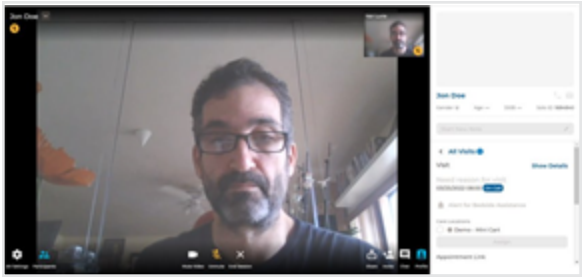
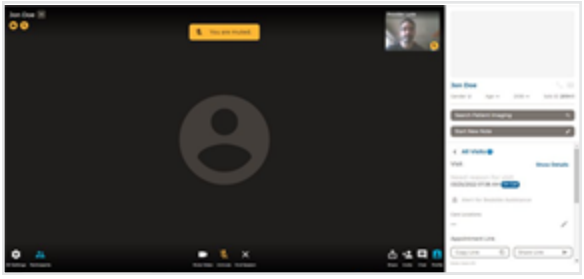
Key	Component	Version	Operating System
Release Toggle: MuteindicatorMessage			

Before	After
Patient	
	
Provider	
	

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Before	After
iOS	

Improved user notification in a session: At the beginning of the session, the user will now see **Connecting**. with a spinner animation until the other user(s) has successfully joined the call. Previously under poor network conditions, they would sometimes see a **Stream Error** message. If the remote user is unable to join the call due to unknown reasons, instead of showing **Stream Error**, the application will show an **Unable to join** message after 30 seconds. Additionally, whenever the notification indicates the remote participant is **Unable to join due to a network issue**, or that the remote user has their **Camera and Microphone blocked**, a new silhouette will be displayed along with the notification indicating the remote user is unable to send audio and video.

Key	Component	Version	Operating System
WPAS-1533	Web Provider App, Android Patient App, Desktop Patient App, Desktop Provider App,	2022.3.2	MacOS and Windows - 32 and 64 bit

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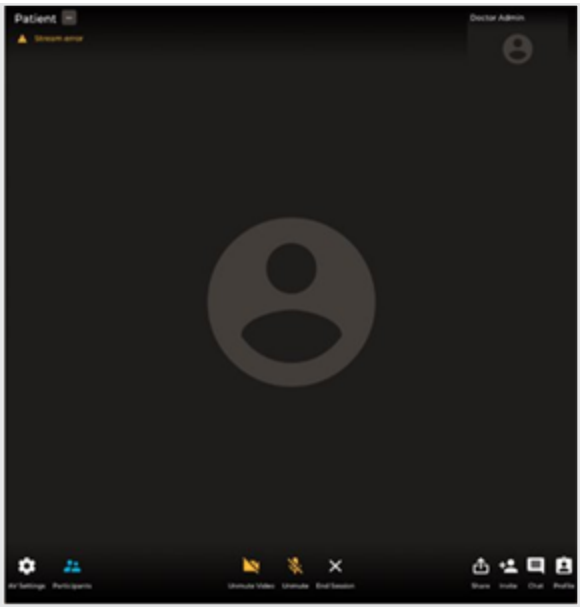
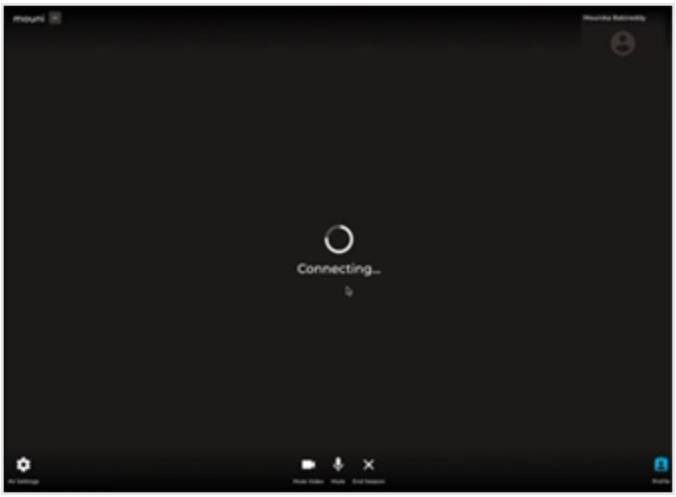
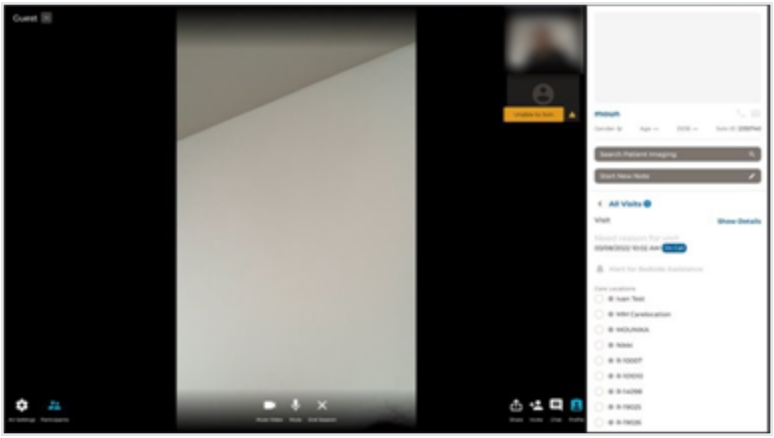
Key	Component	Version	Operating System
	and Web Patient App,		
Release Toggle: DisplayStreamError			

Before	After
	
	

Unable to connect due to network issues

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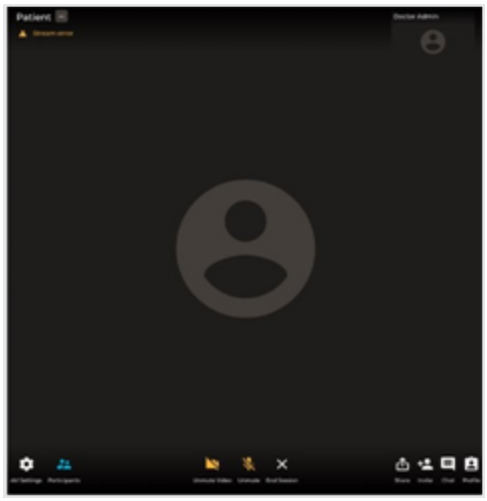
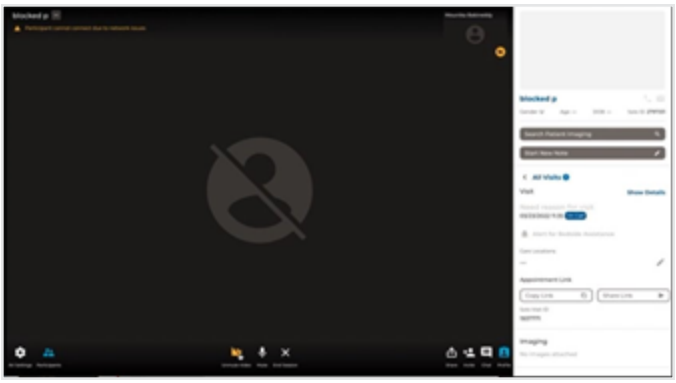
Before	After
	

Mic and Camera blocked

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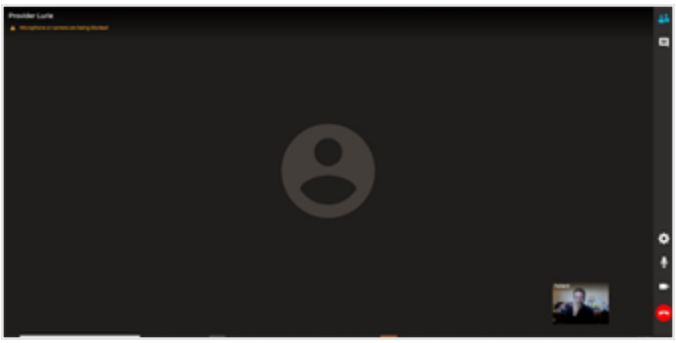
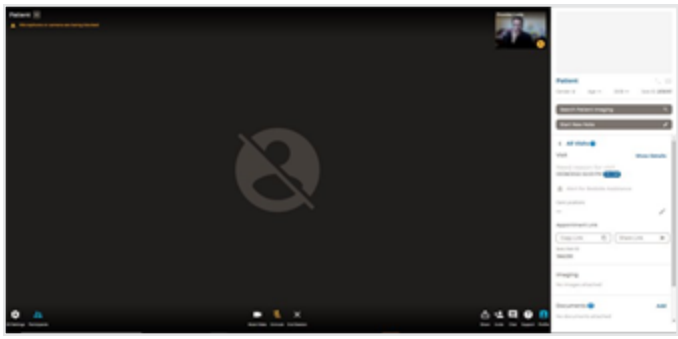
Before	After
	

Pre-Call Diagnostics: Enhancements to the pre-call diagnostics tool for providers includes placing an **x** close button on the top right-hand corner of the page. The pre-call diagnostics page also allows the provider to exit the test by accessing one of the pages in the left-hand navigation bar.

Key	Component	Version	Operating System
WPAS-1588	Web Provider App, and Desktop Provider App	2022.3.2	MacOS and Windows - 32 and 64 bit
Release Toggle: None			

Queue screen: The **Queue** screen has redesigned **Appointment** bars:

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- To improve the overall user experience during resizing to correct current floating text behavior.
- To incorporate assigned provider information into the bar
- To make system's behavior consistent to align with the **Encounters** tab

Key	Component	Version	Operating System
BETA-2090	Web Provider App	2022.3.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: ResizableAppointmentBar			

Localization: Solo can be localized for the Ukrainian locale, with support for local language and date & time formats.

Key	Component	Version	Operating System
RVN-1592	Web Provider App and Web Patient App	2022.3.2	MacOS and Windows - 32 and 64 bit
Release Toggle: None			

Desktop Provider App

The Desktop App is used by patients to attend scheduled and on-demand low and medium acuity care appointments with their provider.

Emergent Workflow: Users of Provider for Windows and Mac (DAS) who connect to a device in the Emergent workflow, will have access to the patient profile while in session (i.e. virtual encounter). This allows the provider to document the encounter while communicating with the patient and support staff.

Key	Component	Version	Operating System
WPAS-1448	Desktop Provider App	2022.2.1	MacOS Windows - 32bit

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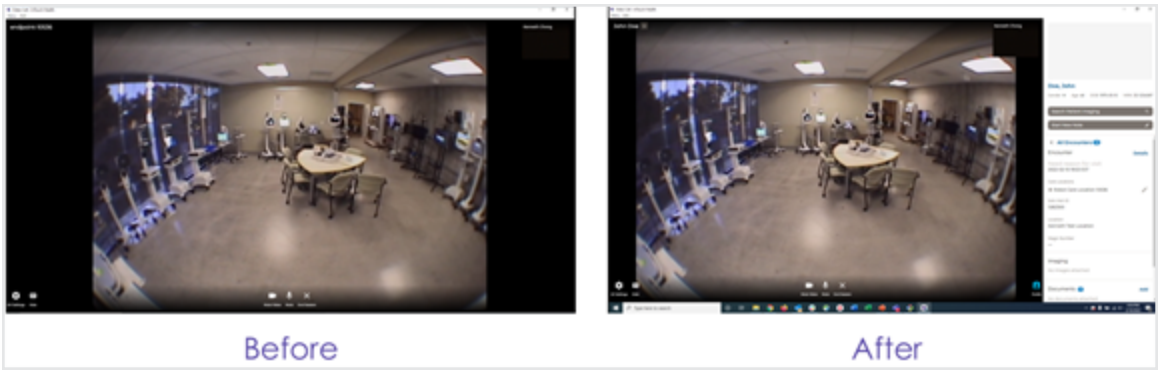
Key	Component	Version	Operating System
			Windows - 64bit
Release Toggle: None			



Volume Control when in Session: Users of the Provider and Patient for Windows or Mac (DAS) App can adjust the volume level of their speakers or headsets while in a session (i.e. virtual encounter) right from within the software. This increases the usability of controlling volume levels as the alternative solution is to control volume levels within either the Windows or MacOS sound properties.

Key	Component	Version	Operating System
WPAS-1330	Desktop Provider App, and Desktop Patient App	2022.2.1	MacOS Windows - 32bit Windows - 64bit
Release Toggle: AudioOutput DasVolume			

Patient Experience

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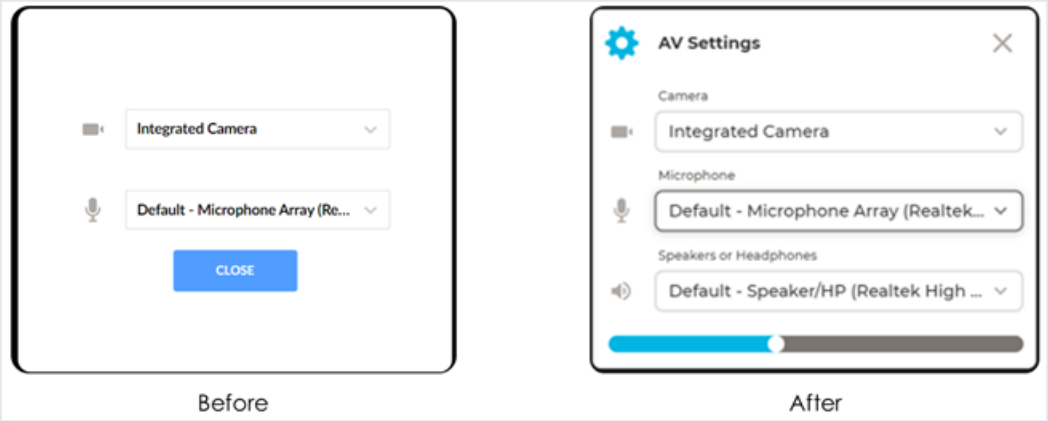
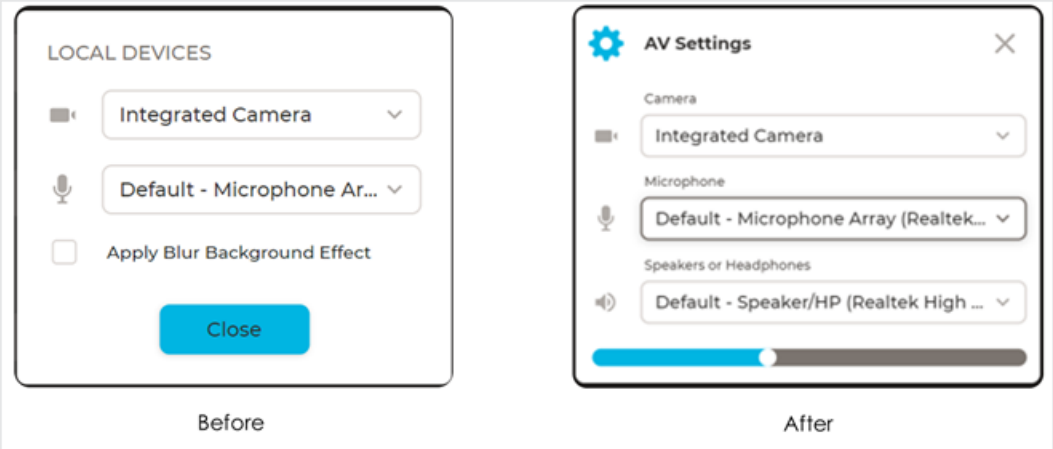


Before After

Provider Experience



Before After

Volume During a Test: Users of the Provider and Patient for Windows or Mac (DAS) App can adjust the volume of their speaker and headset while testing their devices in the AV pre-diagnostic feature before joining a session (i.e. virtual encounter). This feature increases the usability of controlling volume levels as an alternative solution to controlling volume levels within either the Windows or MacOS sound properties.

Key	Component	Version	Operating System
WPAS-22	Desktop Provider App,	2022.1.2	MacOS Windows - 32bit

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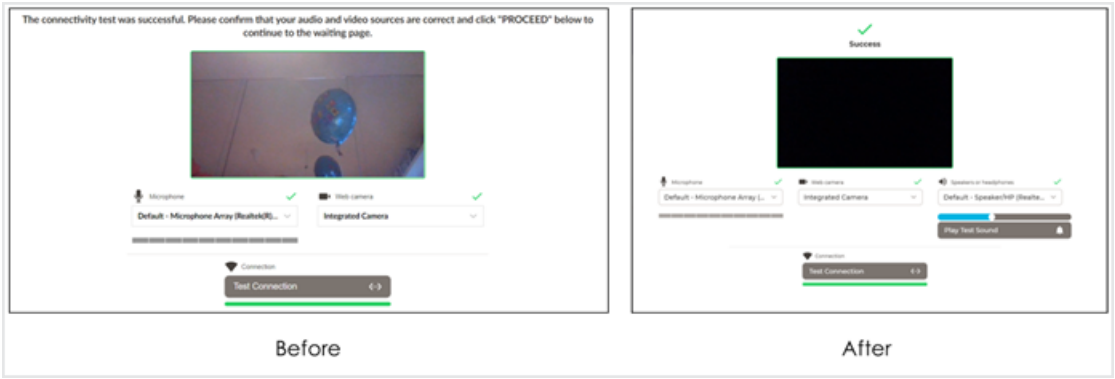
Key	Component	Version	Operating System
	and Desktop Patient App		Windows - 64bit
Release Toggle: AudioOutput DasVolume OutputDeviceSelection			

Pre-Call Diagnostics - Provider Experience

Pre-Call Diagnostics - Patient Experience



Shortcuts: Users of Provider and Patient for Windows and Mac now have the ability to use shortcuts for Copy (ctrl+c), Paste (ctrl+v), and Find (ctrl+f). Having these shortcuts especially helps Providers who need to more easily document an encounter.

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NOTE: Mac OS uses the Command key instead of the Control key. Copy (Command+c), Paste (Command+v), and Find (Command+f)

Key	Component	Version	Operating System
DAS-10	Desktop Provider App, and Desktop Patient App	1.5.6	MacOS Windows - 32bit Windows - 64bit
Release Toggle: AudioOutput DasVolume OutputDeviceSelection			

Two Types of Apps: Users of Patient and Provider for Windows and Mac (DAS) have added details about' the version of the App they are using. There are two main types of Apps now. One version will auto-update and another will not. Some customers prefer rolling out the Patient and Provider for Windows and Mac App themselves and will benefit from using the version that will not auto-update.

Key	Component	Version	Operating System
DAS-244	Desktop Provider App, and Desktop Patient App	1.5.6	MacOS Windows - 32bit Windows - 64bit
Release Toggle: AudioOutput DasVolume OutputDeviceSelection			

Patient About Menu

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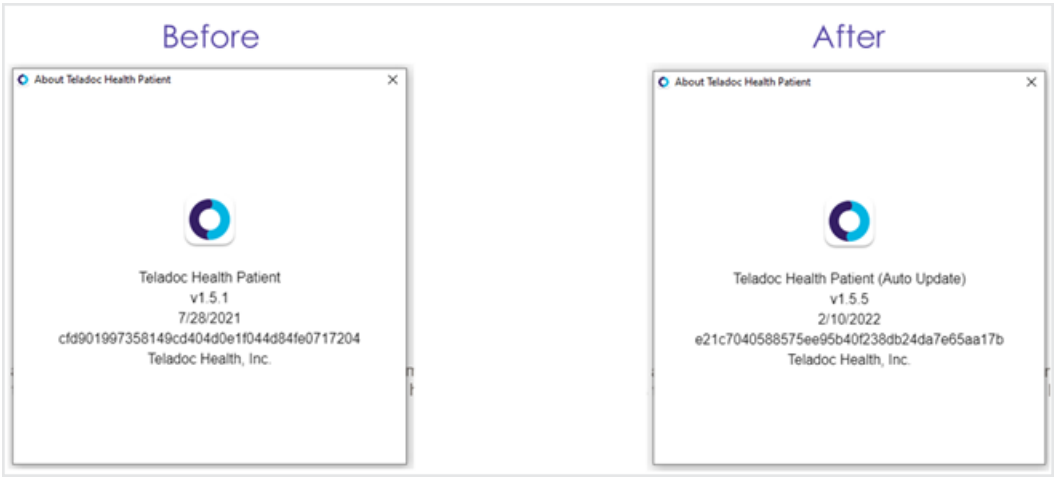

Provider About Menu

Pre-Call Diagnostic Test: When either a Patient or a Provider conducts a Pre-Call Diagnostic test, and either the speakers, microphone, or web camera fails to work properly, a clear indication of which device(s) are failing is provided. In addition, the **Get Help** button will provide clear steps to resolve the particular failures. This enhancement will help the user ensure their audio and video devices are working properly and ensure a high quality virtual care encounter.

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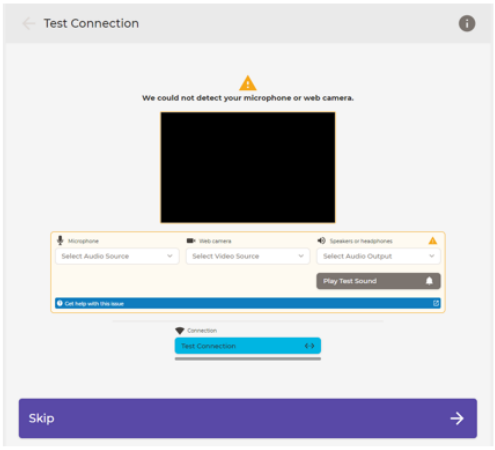
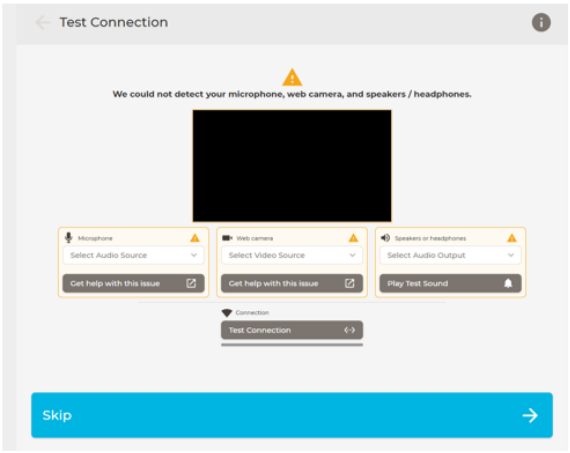
Key	Component	Version	Operating System
WPAS-1426	Web Provider App	2022.2.2	MacOS Windows - 32bit Windows - 64bit
Release Toggle: NewPatientDiagnosticsFlow			

Patient Experience





Before **After**

Before when the speakers had an issue, we were unable to clearly identify the speakers with having an issue. With this enhancement we can clearly identify exactly which devices are having the problem.

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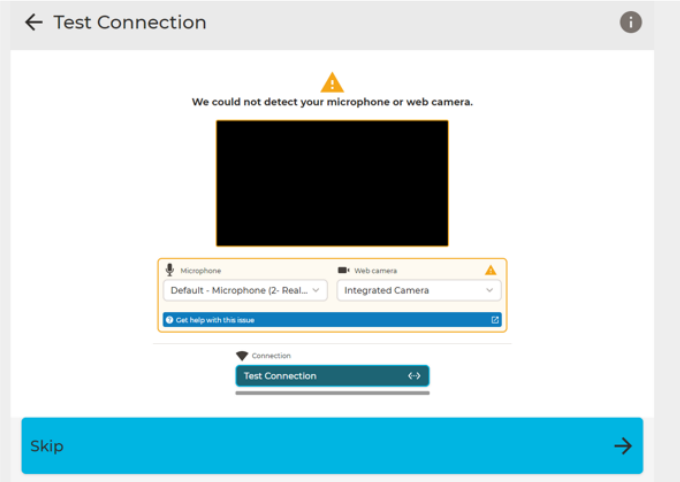
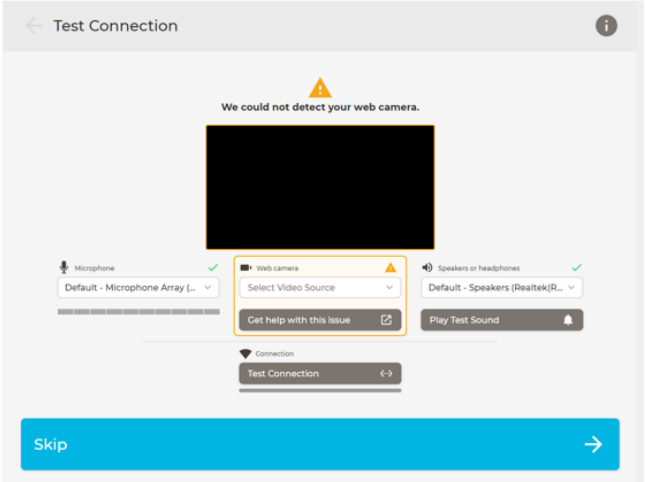
Patient Experience

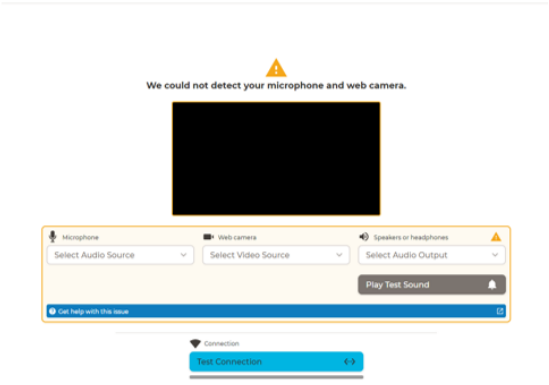


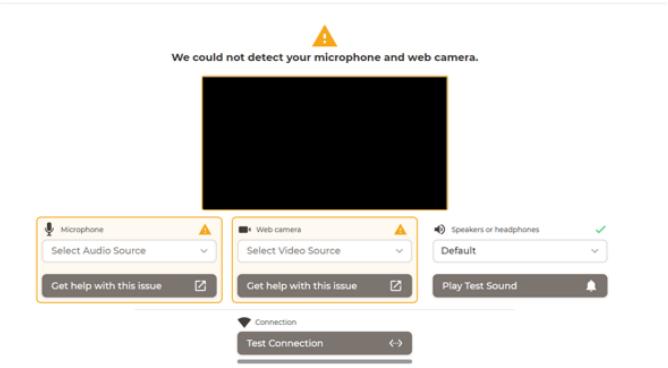


Before **After**

Before when either the microphone or camera had an issue, it wasn't easy to determine which device was failing. Now, the culprit device, the web-camera in this example is clearly identified as having an issue. The web-camera issue is also accompanied by a 'Get help with this issue' button which provides clear steps to help resolve the issue.

Provider Experience





Before **After**

Before when the speakers had an issue, we were unable to clearly identify the speakers with having an issue. With this enhancement we can clearly identify exactly which devices are having the problem.

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iOS Provider App

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

Improve user notification in a session: At the beginning of a session, a user will now see **Connecting...** with a spinner animation until the other user has successfully joined the call. If the remote user is unable to join the call due to unknown reasons, the application will show **Unable to join** message after 30 seconds.

Key	Component	Version	Operating System
iOS-1557	iOS Provider App, iOS Patient App and iOS Care Location App	43.1	iOS
Release Toggle: None			

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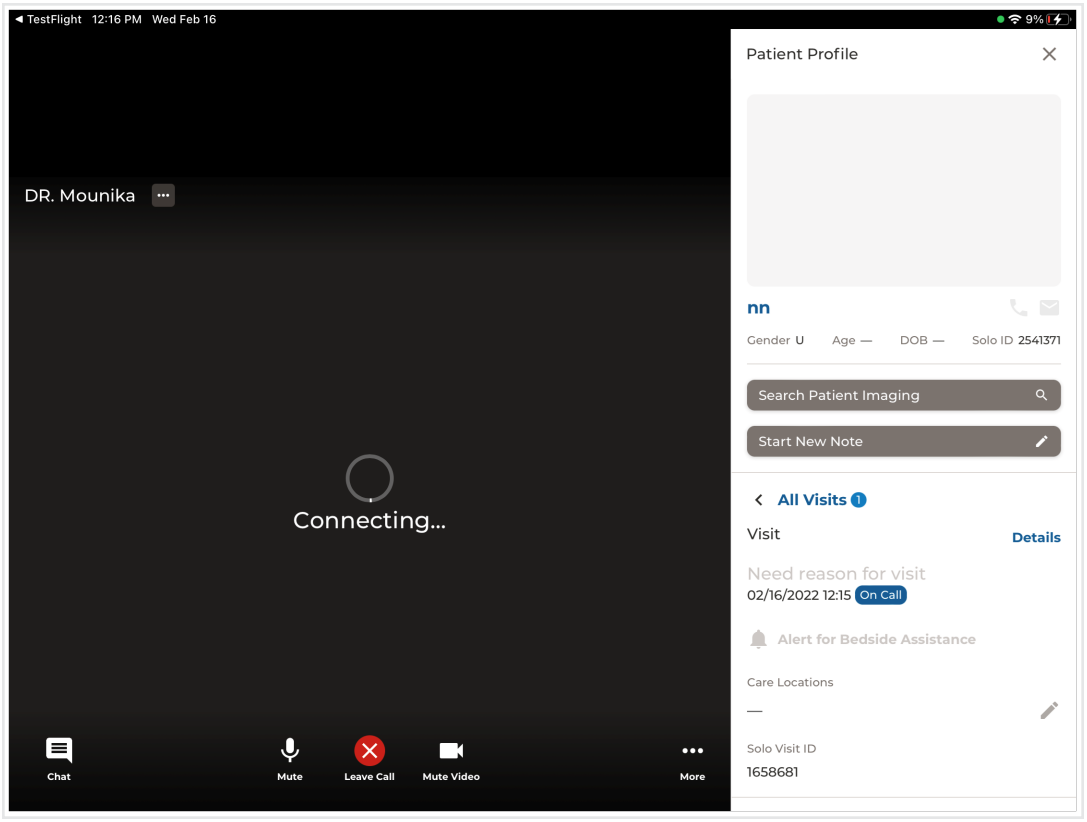

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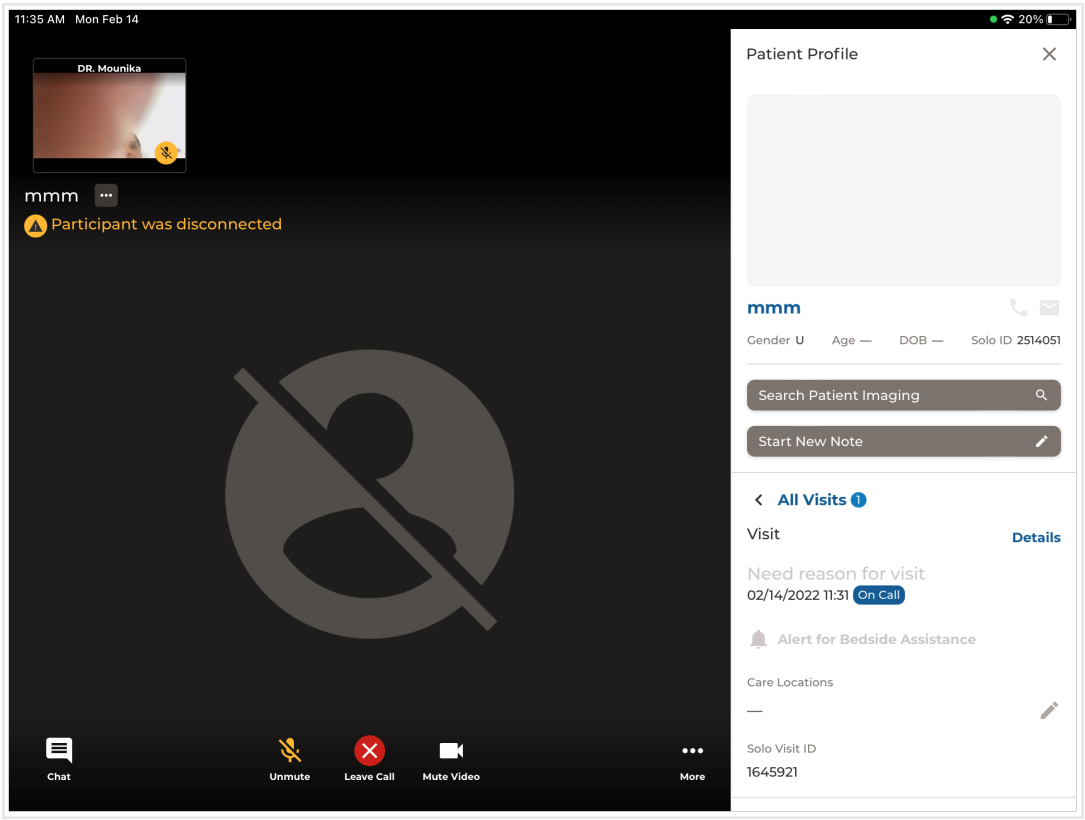

UI enhancements: A user can change other participant's video to **Fit to frame** or **Fill frame**. **Fill frame** will crop the other participant's video and fill it within the available frame. **Fit to frame** will fit the participant's video within the available frame.

Key	Component	Version	Operating System
iOS-1362	iOS Provider App, iOS Patient App, and iOS Care Location App	43.1	iOS
Release Toggle: None			

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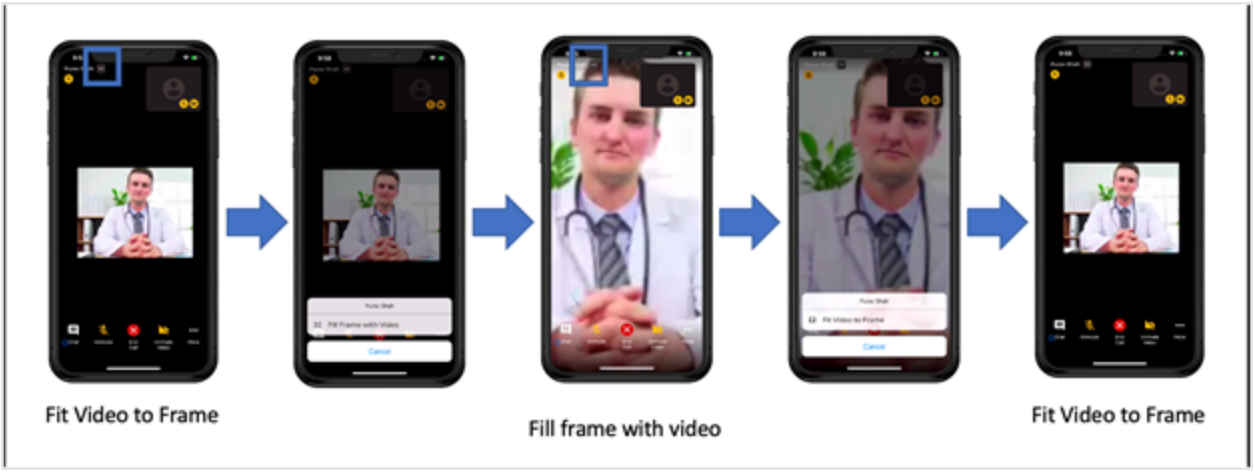

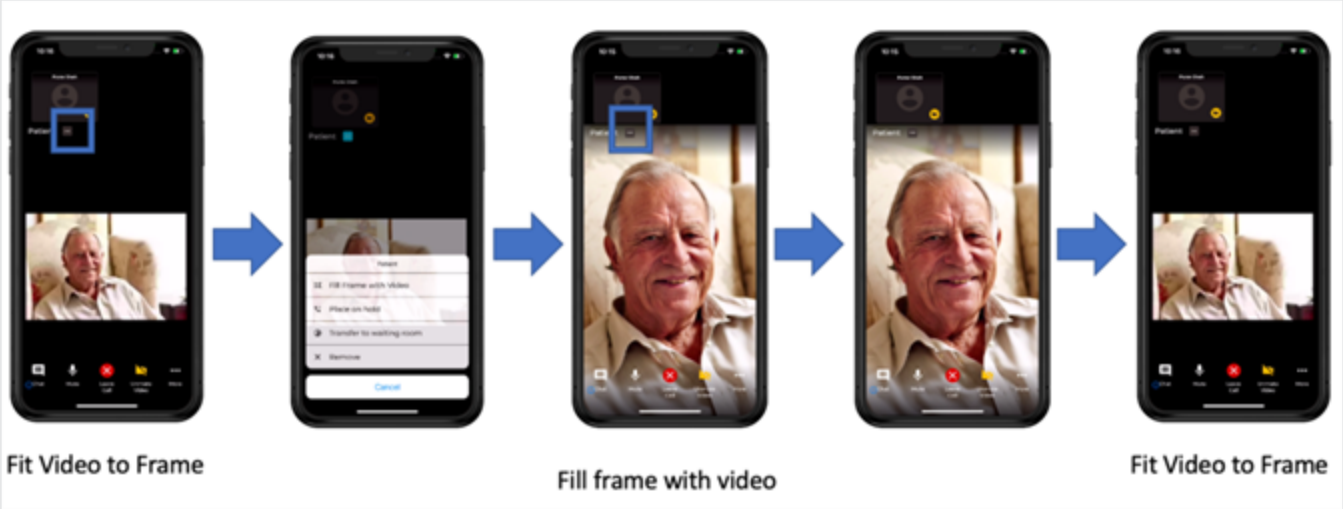

Dynamic localization: The iOS App can now dynamically localize the text in the App based on the language sent to the practice. This brings parity between the web/browser and iOS app experience.

> **NOTE:** The iOS apps only supports Spanish (Spain), Chinese(Honk Kong), English (Canada), English (UK), German (Germany), Greek (Greece), Portuguese (Brazil), Portuguese (Portugal), French (France), and Italian (Italy).

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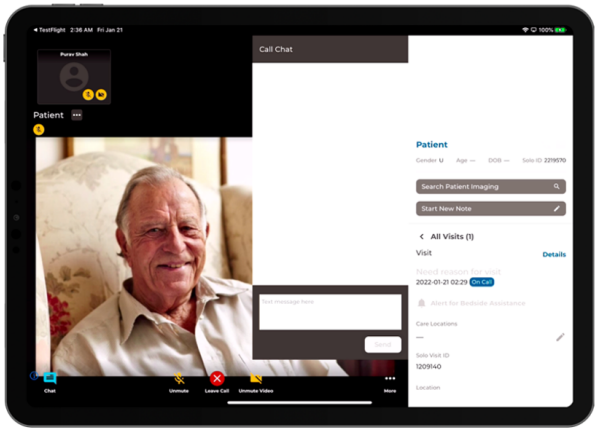
If the practice is set to a different language, then the iOS App will default to the language set to the device. If the iOS App does not support the language set to the device, then it defaults to English.

Key	Component	Version	Operating System
iOS-1177	iOS Patient App, iOS Care Location App, and iOS Provider App	43.1	iOS
Release Toggle: None			

Layout change for Chat & Invite panel: A Provider using an iPad can now see the patient while opening a chat or Invite panel during a consultation.

Key	Component	Version	Operating System
IOS-1408	iOS Provider App	43.1	iOS
Release Toggle: CarelocationsMobileNavigation			

Before



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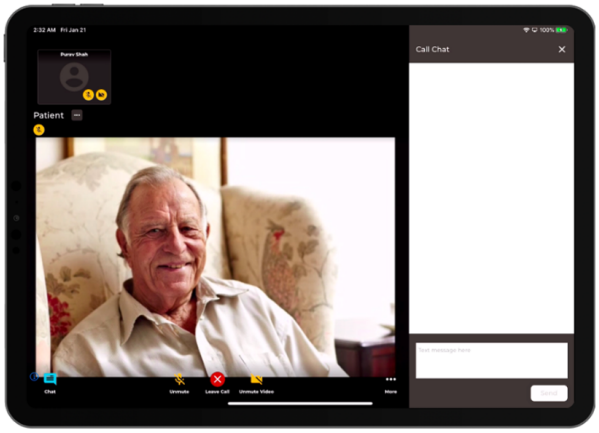

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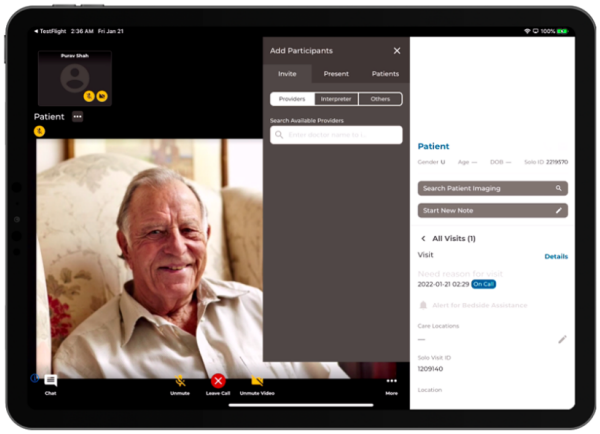
Before



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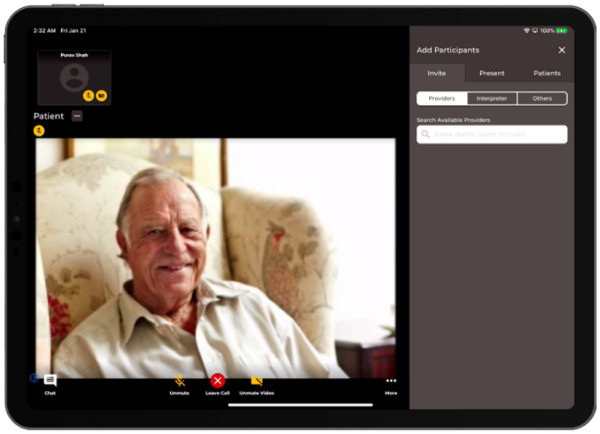

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Patient App

iOS Patient App

The iOS Patient 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.

Pre-Call diagnostics for iOS Provider App: Users can now 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 Patient App	42.1	iOS
Release Toggle: None			

Web Patient App

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

Improved User Experience for Patients:: Aligns the Patient user experience with the Care location App to significantly improve the Patient usability experience on Mobile devices.

Key	Component	Version	Operating System
BETA-1640	Web Patient App	2022.2.1	MacOS and Windows - 32 and 64 bit

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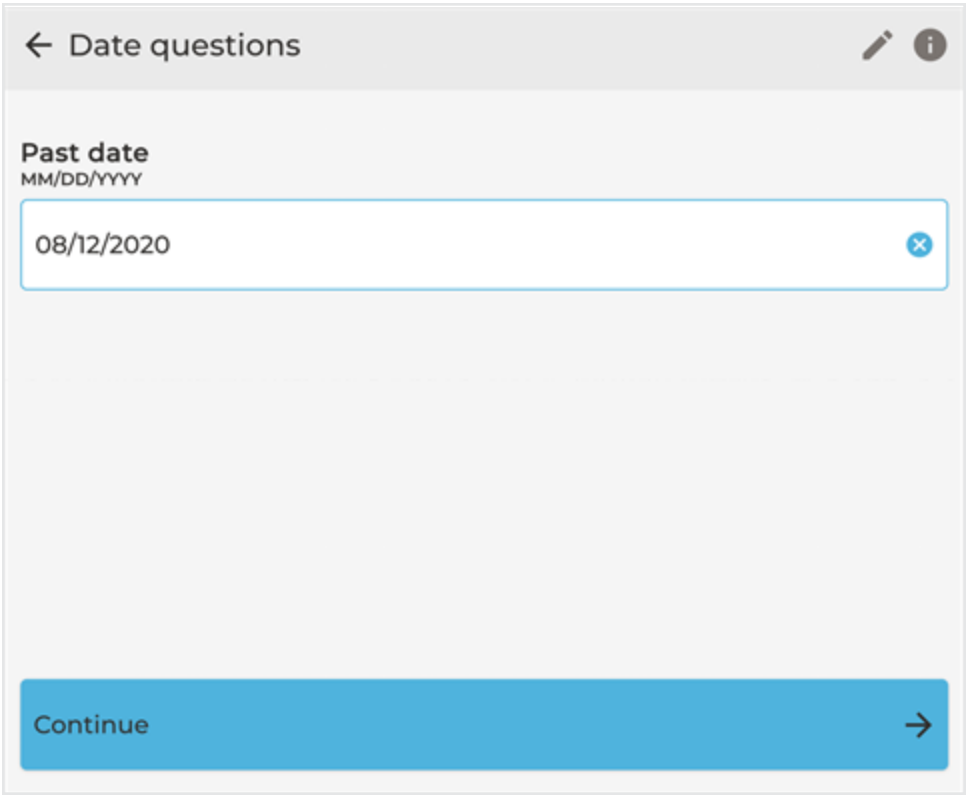
Key	Component	Version	Operating System
Release Toggle: NewUIByDefaultForPatientApp			



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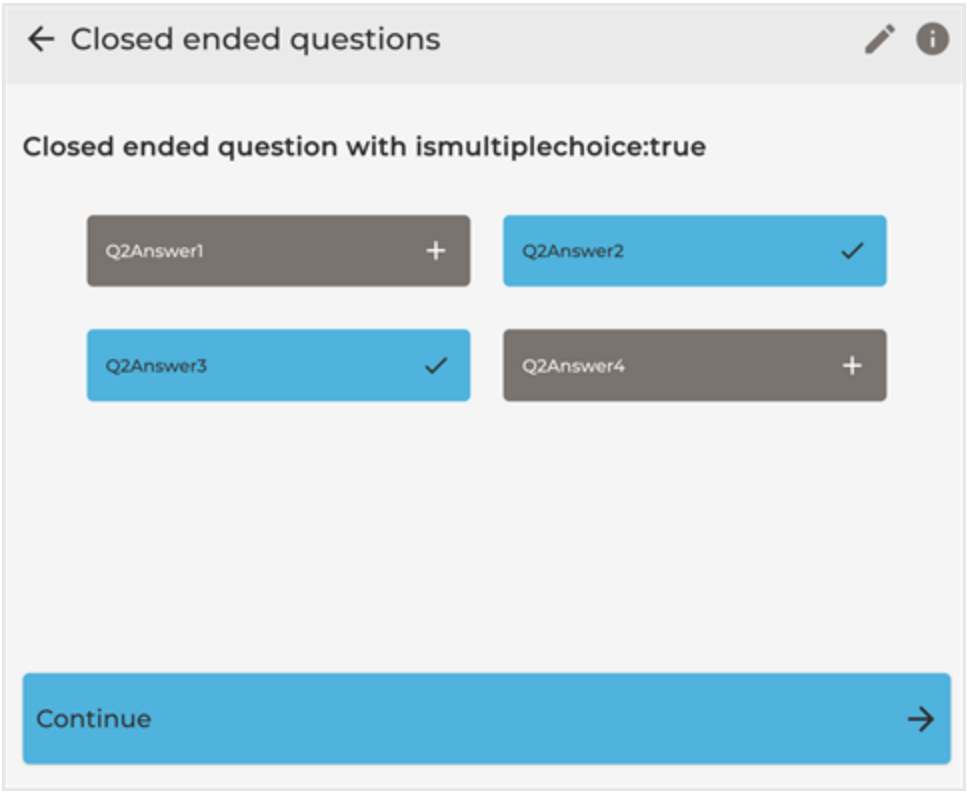

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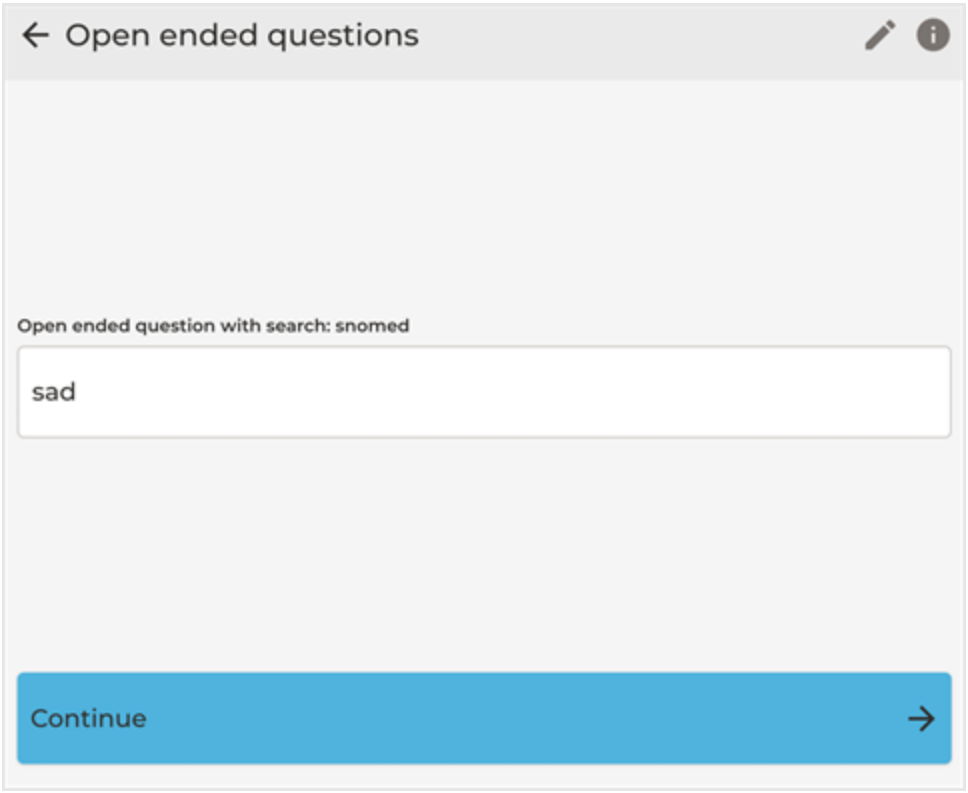

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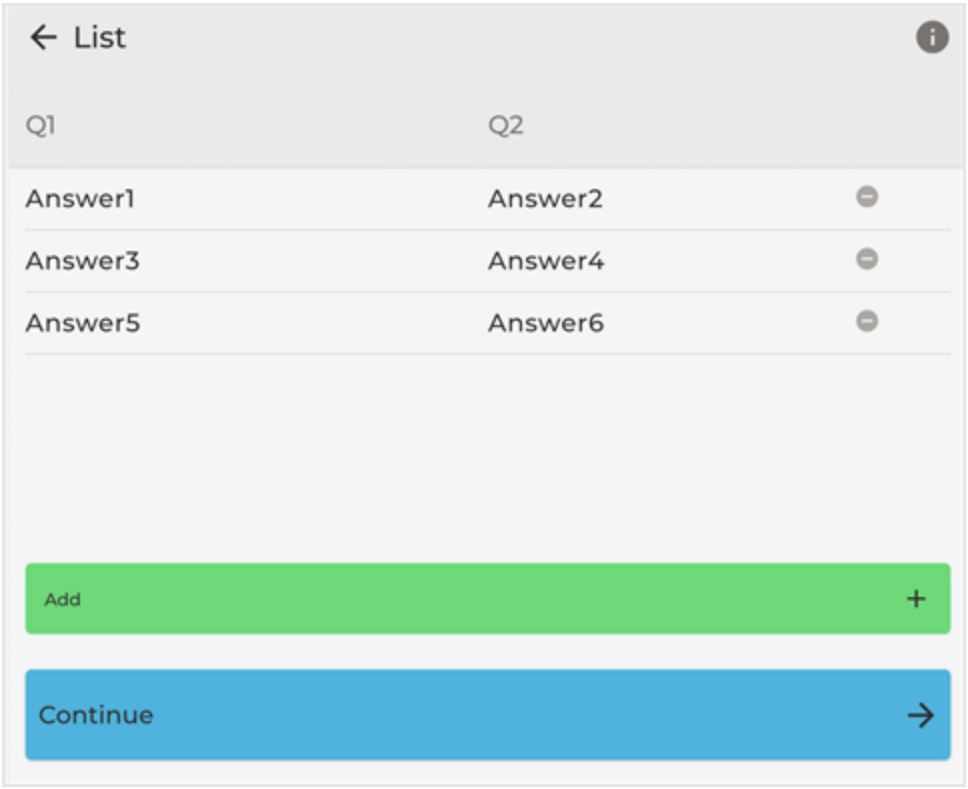

Improved User Experience for Patients using the Web Patient App: It aligns the Patient user experience with that of the Care location App and addresses current quality issues with the current Patent experience to significantly improve the Patient usability experience on Mobile devices.

Key	Component	Version	Operating System
BETA-1640	Web Patient App	2022.2.1	MacOS and Windows - 32 and 64 bit
Release Toggle: NewUIByDefaultForPatientApp			

Improved User Experience for Patients using the Web Patient App: It aligns the Patient user experience with that of the Care location App and addresses current

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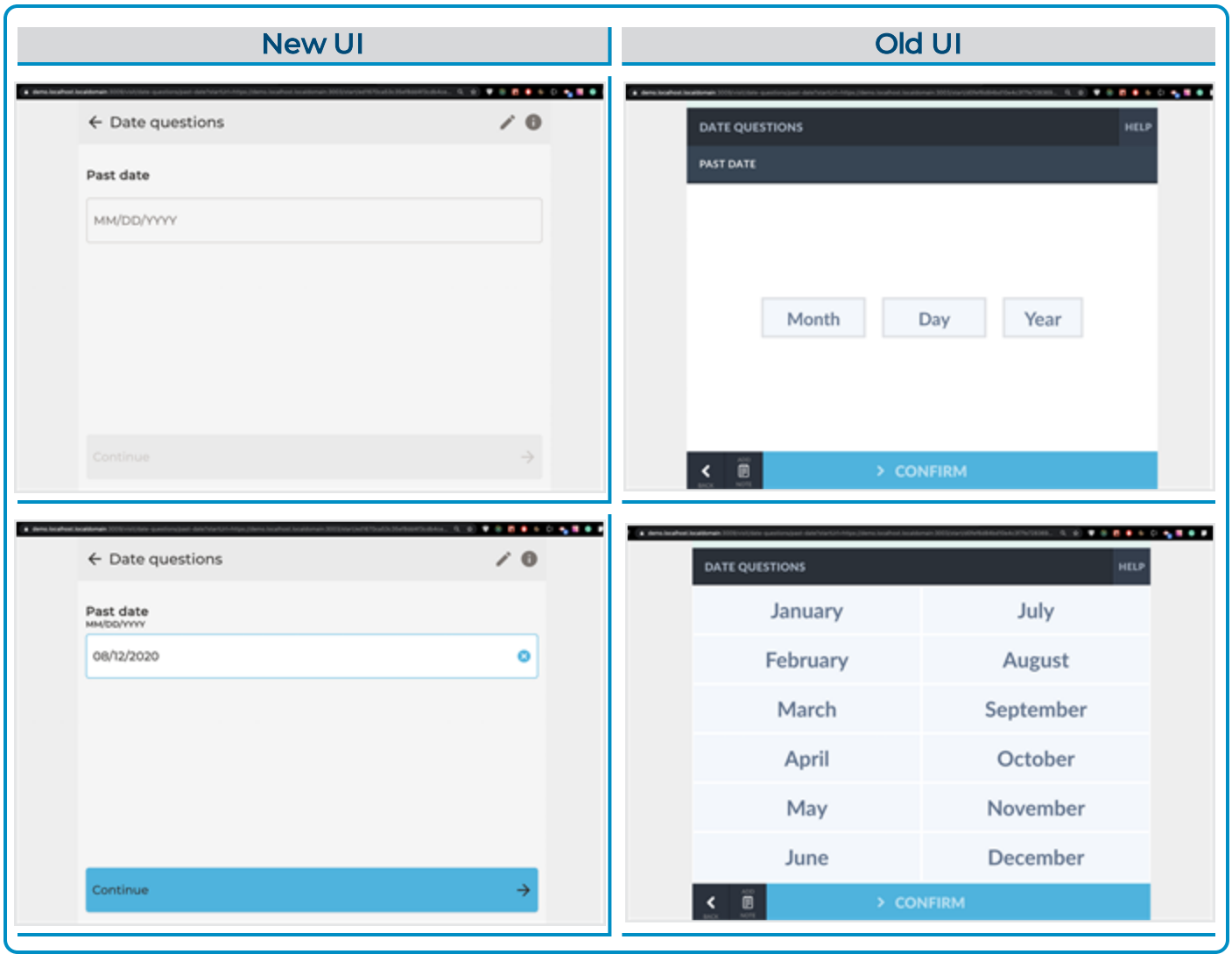
quality issues with the current Patent experience to significantly improve the Patient usability experience on Mobile devices.

Key	Component	Version	Operating System
BETA-1640	Web Patient App	2022.2.1	MacOS and Windows - 32 and 64 bit
Release Toggle: NewUIByDefaultForPatientApp			



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	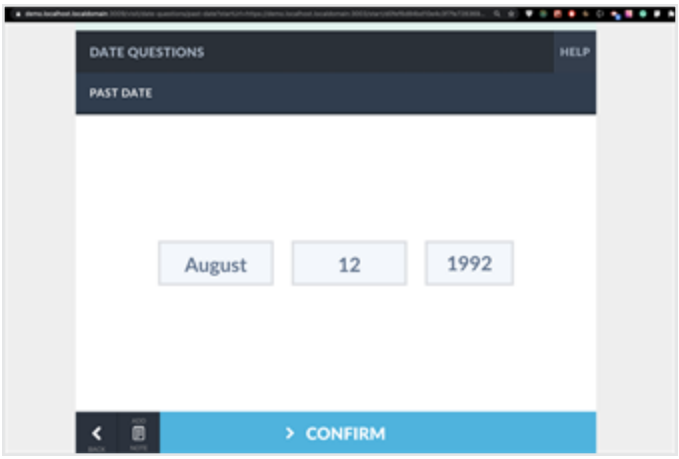
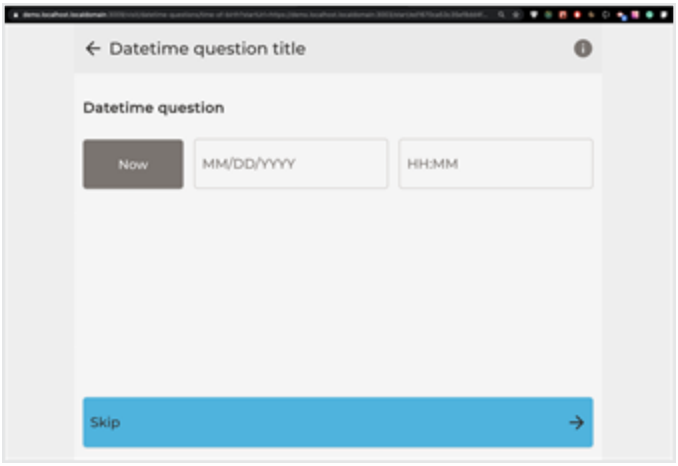	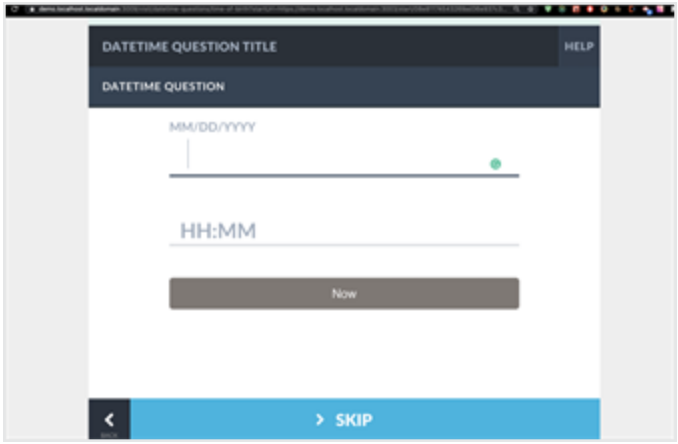

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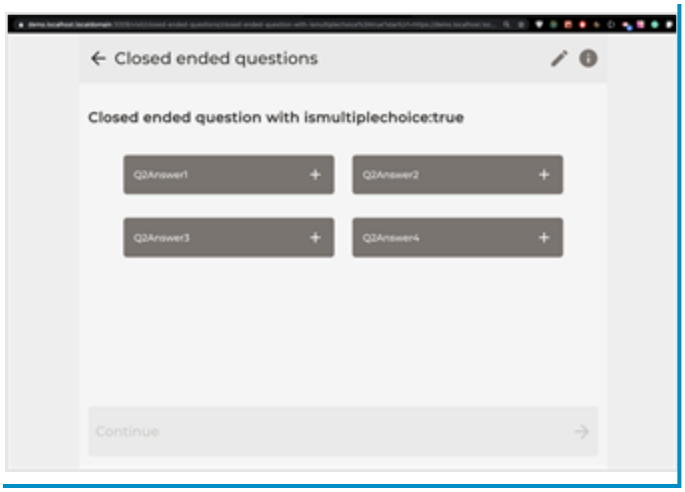	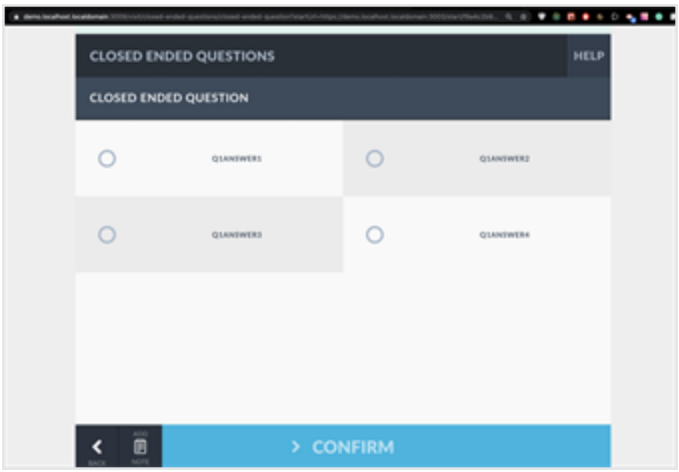
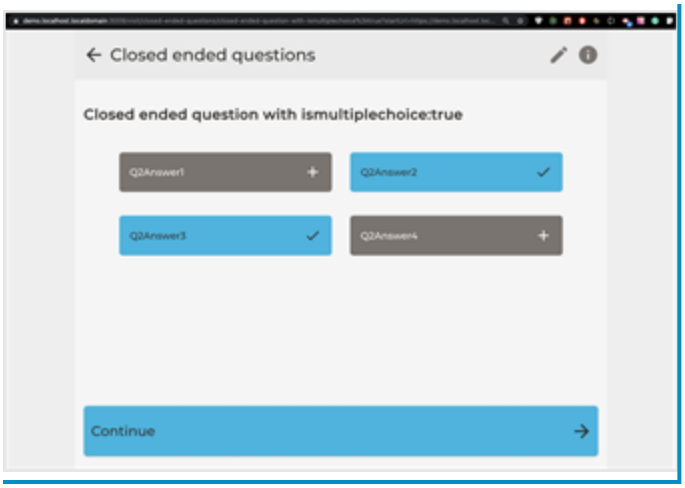	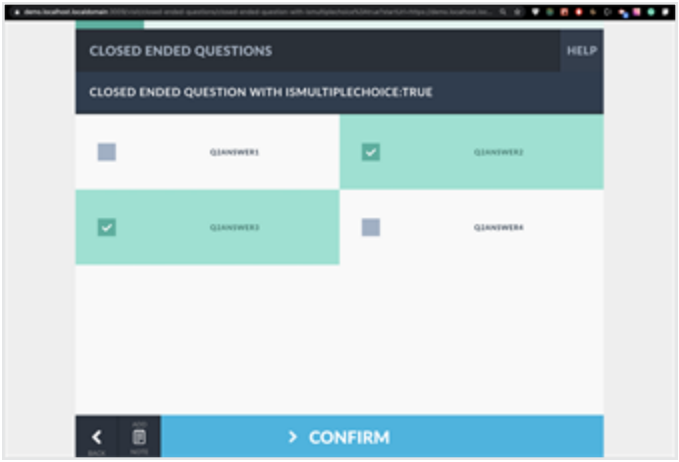

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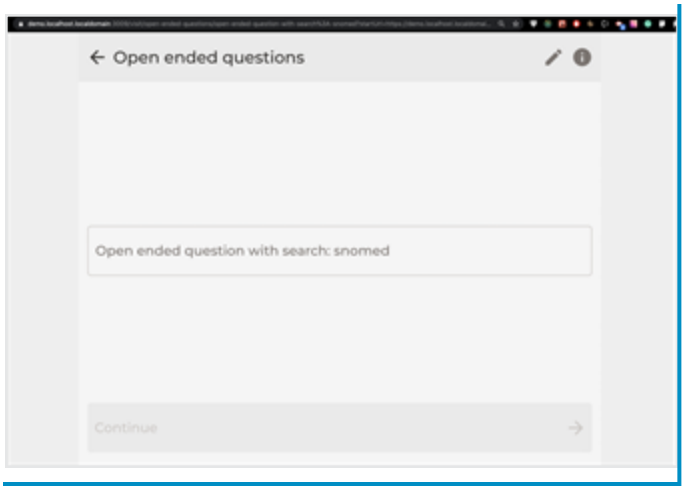	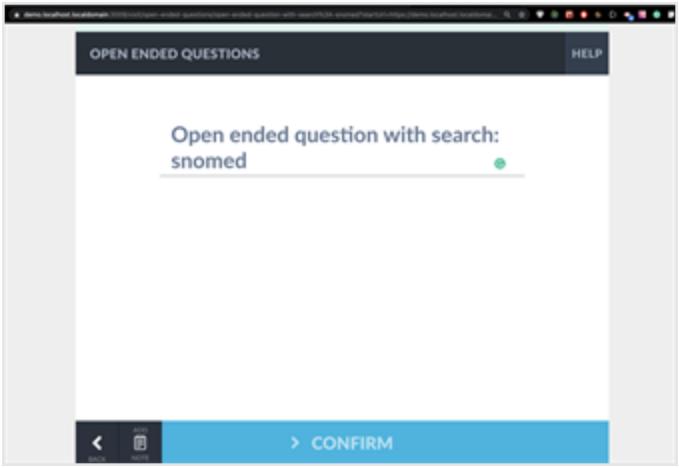
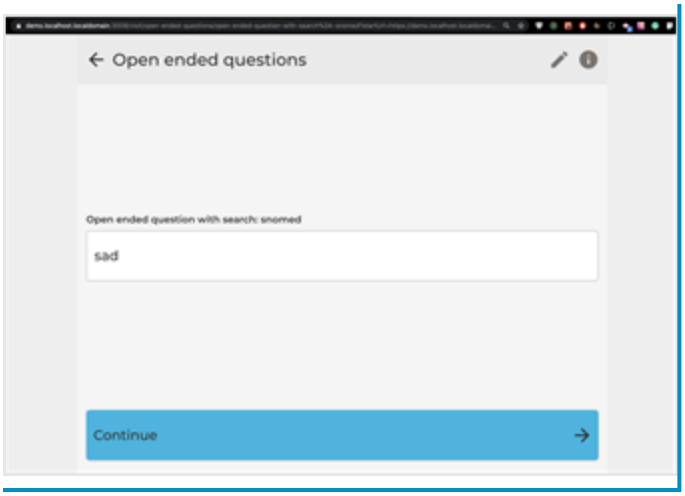	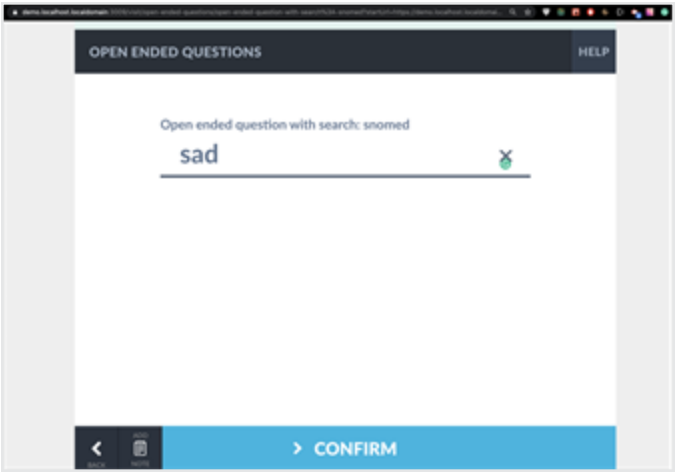

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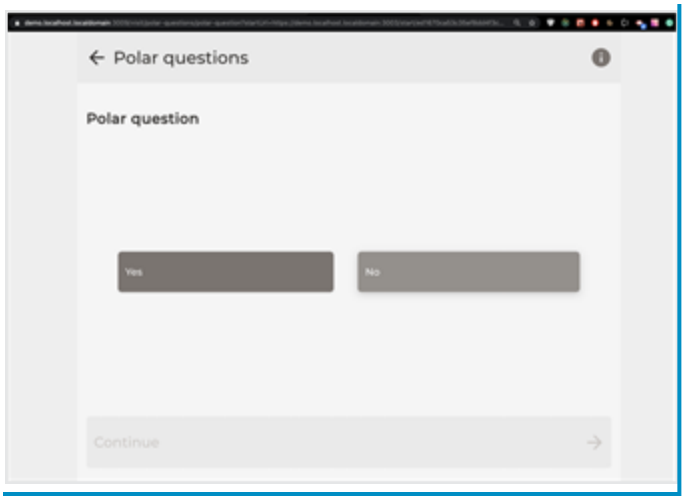	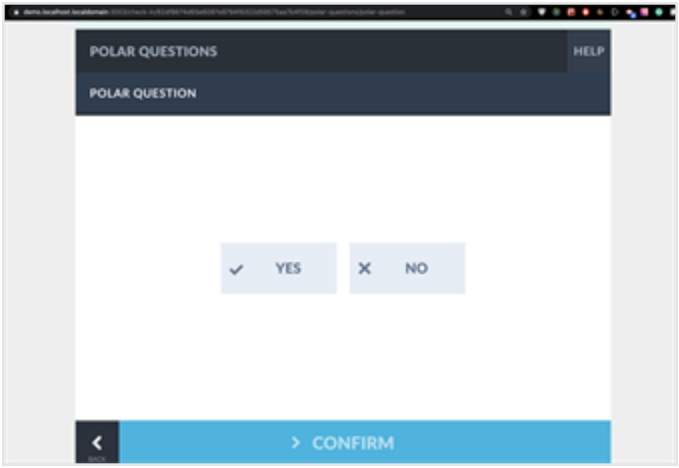
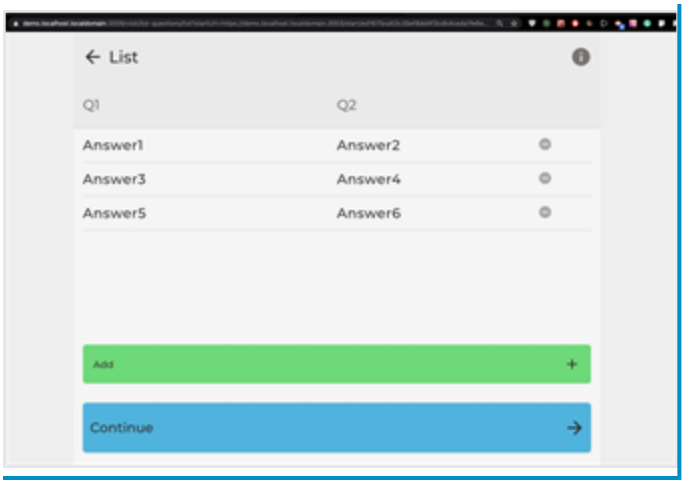	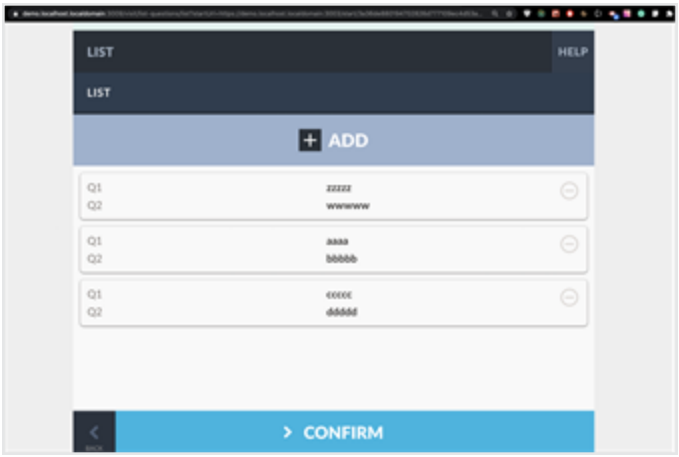

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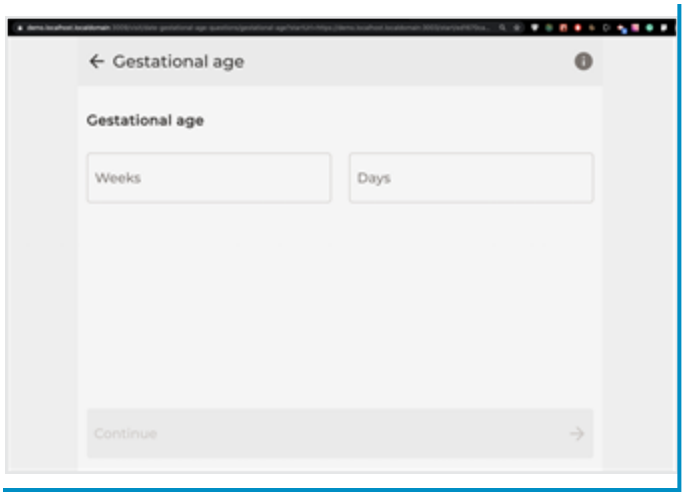	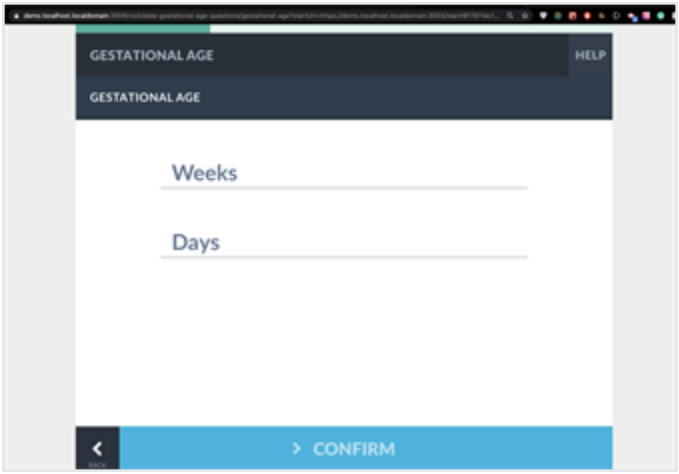
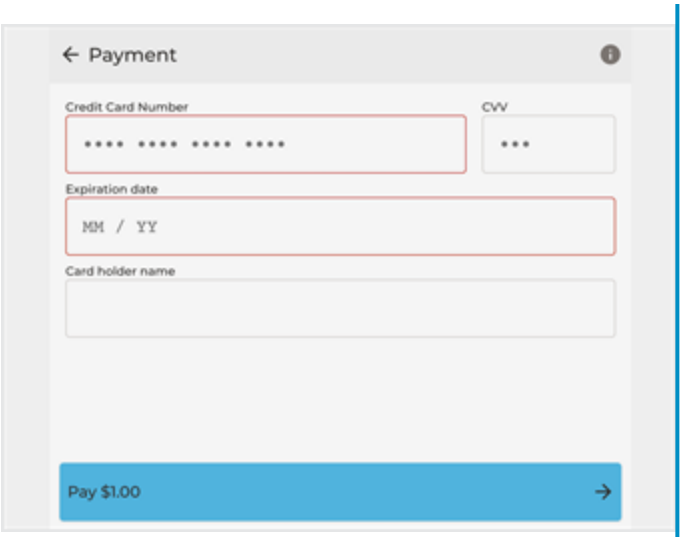	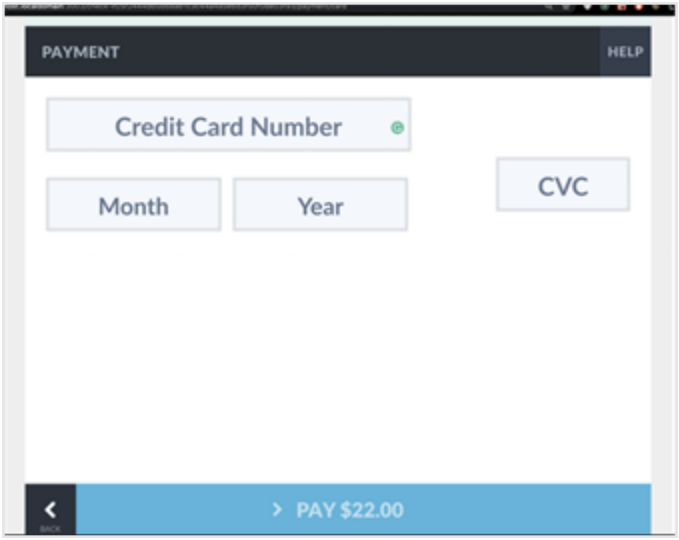

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Analytics

A new release of the Teladoc Health Analytics module will be pushed to all clients February 28, 2022 with further enhancements to our datasets.

The Mandatory A/V Survey is available through SSRS (free) and the Analytics Portal. The Tableau functionality has been updated to 2021.4 and default date ranges updated to 10-01-21 thru 12-31-21 for all workbooks The new AV Quality Survey Results dashboard allows you to view your mandatory (thumbs up vs thumbs down) survey results to add color, context, and sentiment to better understand the 'why'. This contextual data leads to more in-depth insights and drives better decisions through your organization. The following metrics are visualized:

1. Total survey count split up by Provider, Patient, and Guest
2. Provider, Patient, and Guest Survey Results
3. Top 5 Good vs Bad Provider Ratings
4. Top 5 Good vs Bad Waiting Room Ratings
5. Top 5 Audio and Video Quality Reasons
6. Good vs Bad Calls Trended Monthly
7. Raw Survey Results for Greater Analysis

Key	Component	Version	Operating Systems
DT-3697	Analytics Portal	2022.03.08	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

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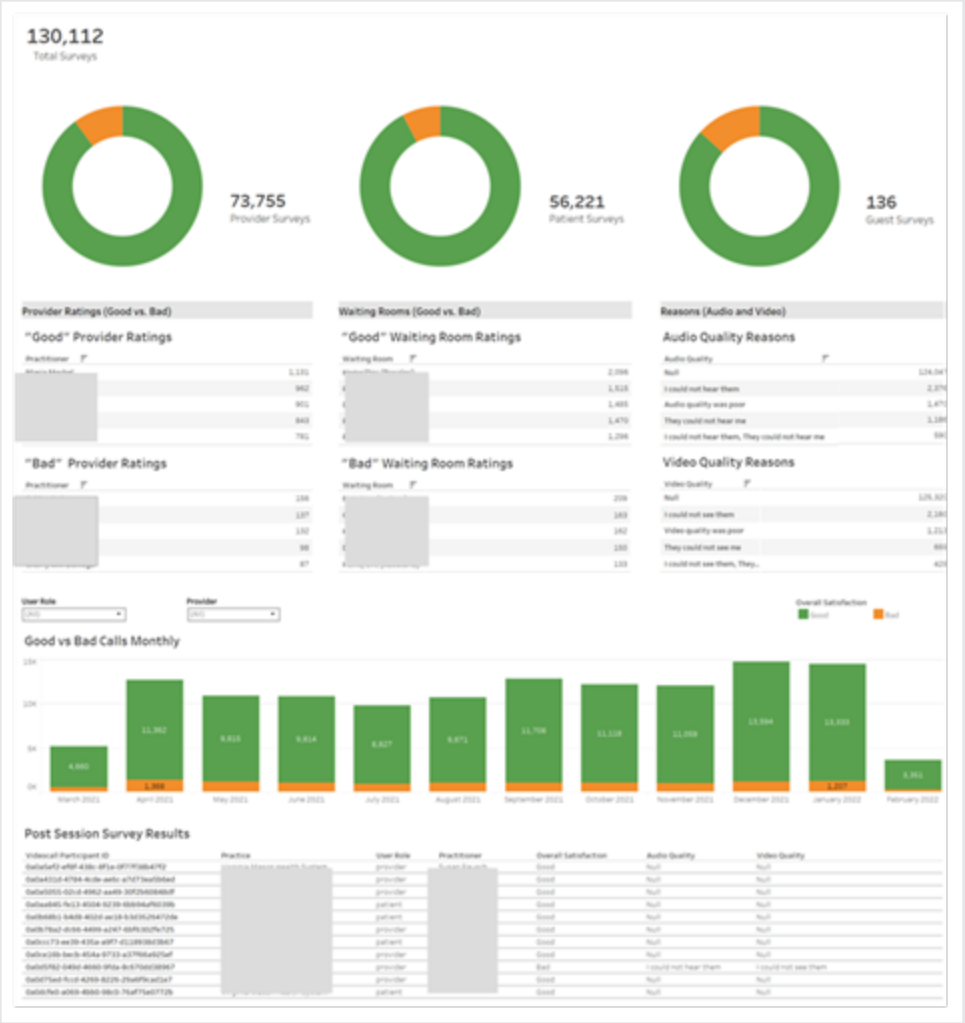

Appointments: In the Appointments data set, the column value of the field [Patient Online Check-in Status] will be set to NULL as we transition to removing the column entirely. The removal of this column will allow for better alignment among Teladoc's customer-facing data sets.

Key	Component	Version	Operating Systems
DT-4218	Analytics Portal	1.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS

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Key	Component	Version	Operating Systems
Feature Toggle: None			

Date Ranges: Default date ranges have been updated to 4-01-21 thru 3-31-22 for all workbooks

Key	Component	Version	Operating Systems
DT-4216	Analytics Portal	1.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Please see release notes stated in the link below under Analytics 2022.03.08
https://confluence.teladoc.net/display/ITH/Product+Releases

Key	Component	Version	Operating Systems
DT-3697	Analytics Portal	1.19	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

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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.

A practitioner user who manages multiple stroke virtual encounters, can input data into an amended or addended modal. They can then click away from the modal, and have their data saved so that when they return to the modal, their previous input fields are still there for the practitioner to continue a consultation note.

Key	Component	Version	Operating System
SN4-4103	Smart Notes	2022.2.2	MacOS, Windows - 32bit and 64bit
Release Toggle: SN4AmendmentAddendum			

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.

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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
Release Toggle: None			

Smart Notes Amend/Addend

Smart Notes 4 supports the ability to add amendments to signed consult notes and addendums to encounters. Prior to this, users were only provided with a single text field to add an addendum, which would appear at the top of the signed note.

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Ability to Amend a Signed Consultation Note

After a consult note is signed, the form becomes locked and is no longer accessible for practitioners. Instead, practitioners can make corrections and late entries through the amendment feature, which can be accessed through the **Add Amendment +** button located in the bottom, right corner of the screen. Fields displaying in the amendment modal MUST be referenced from the original form, which is configured in the same form. JSON is added to the Practice in the Super Admin App (ask your implementation specialist for details). When the amendment modal is displayed to the practitioner, it is pre-populated with the most recent updated field data. Then, once a user selects the appropriate action of either **Correction** or **Late Entry**, they can overwrite what is displayed, review and sign the amendment. Once electronically signed, amendment changes appear inline with the red strike through of the previous and overwritten data on the PDF.

> **NOTE:** Only the originating practitioner can add amendments to their own signed consultation notes. Conditional logic for Amendment provides for more detailed documentation support.

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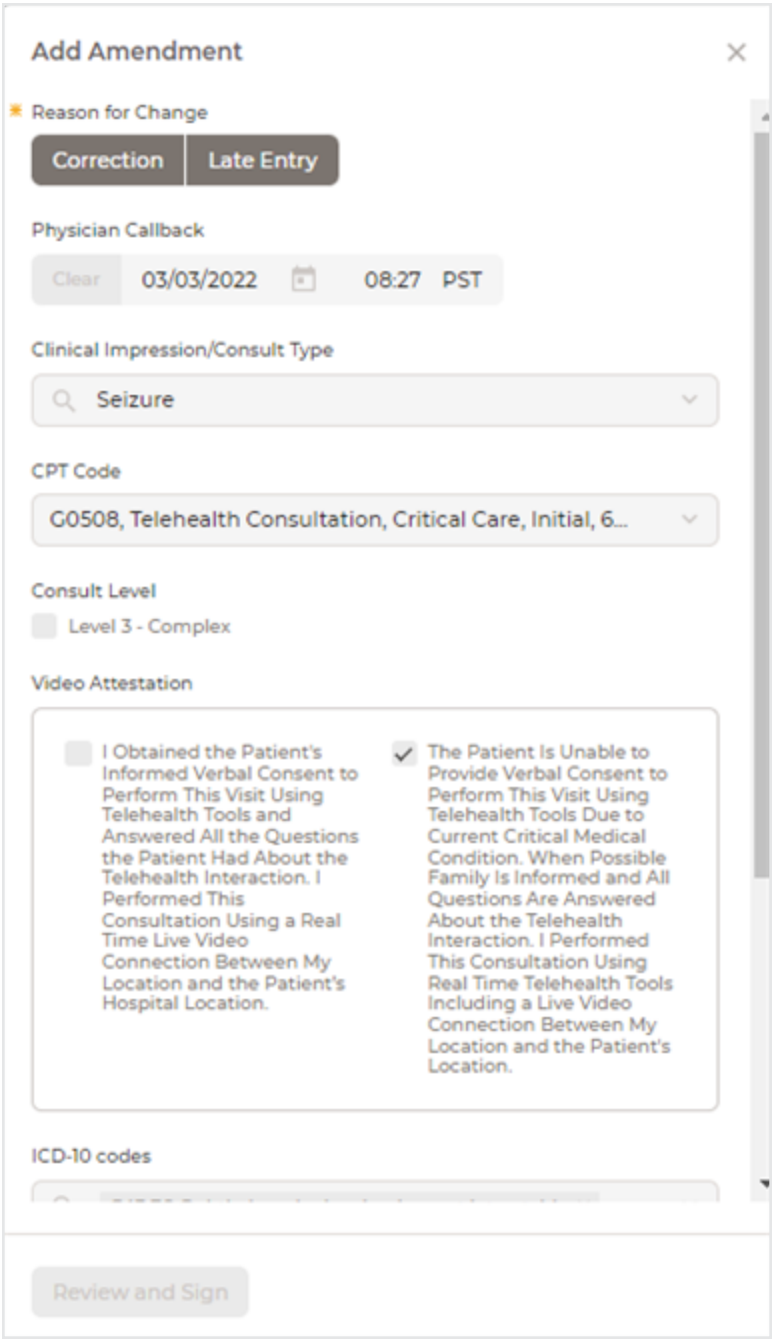

Acute Neurology Consultation Note
DEAS, Tiffany
Gender: **F** Location: **InTouch Health**

Teladoc HEALTH

History of Present Illness

Last known well	Known
Last known well time	03/03/2022 08:13 PST

Clinical Impression/Consult Type

Clinical Impression/Consult Type	**Seizure** Correction by Chris Casas at 03/29/2022 11:18 PDT ~~Migraine with aura~~ Original Entry by Chris Casas at 03/03/2022 08:14 PST

Billing & Codes

ICD-10 codes	**G43.B0 Ophthalmoplegic migraine, not intractable** Correction by Chris Casas at 03/03/2022 08:15 PST ~~G43.B1 Ophthalmoplegic migraine, intractable~~ Original Entry by Chris Casas at 03/03/2022 08:14 PST
CPT Code	**G0508, Telehealth consultation, critical care, initial, 60 minutes** Correction by Chris Casas at 03/29/2022 11:18 PDT ~~G0426, Telehealth consultations, ED/ initial IP, moderate MDM complexity~~ Original Entry by Chris Casas at 03/03/2022 08:14 PST
Consult Level	Level 2 - Video
Verification Statement	I have verified the Patient Name and Date of Birth.

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Add an addendum(s) to a signed Consult Note

In addition to amendments, originating or secondary practitioners can add addendums to a virtual encounter. Addendums are additional PDF documents that can be configured to include fields from the primary form. After an addendum is signed, a PDF documented is created and attached to the same encounter, which then can be accessed from the left panel.

> **NOTE:** Any new unsigned addendums are automatically saved as drafts and be accessed by practitioners at a later time. Smart notes supports up to 5 addendums. Addendums also support conditional logic for detailed documentation.

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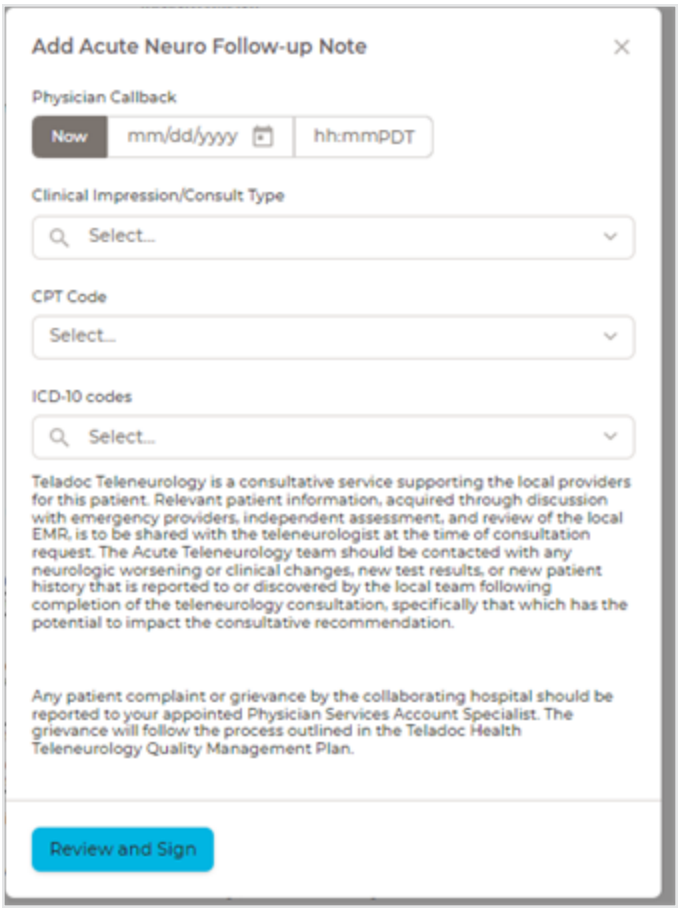

After signing an addendum note

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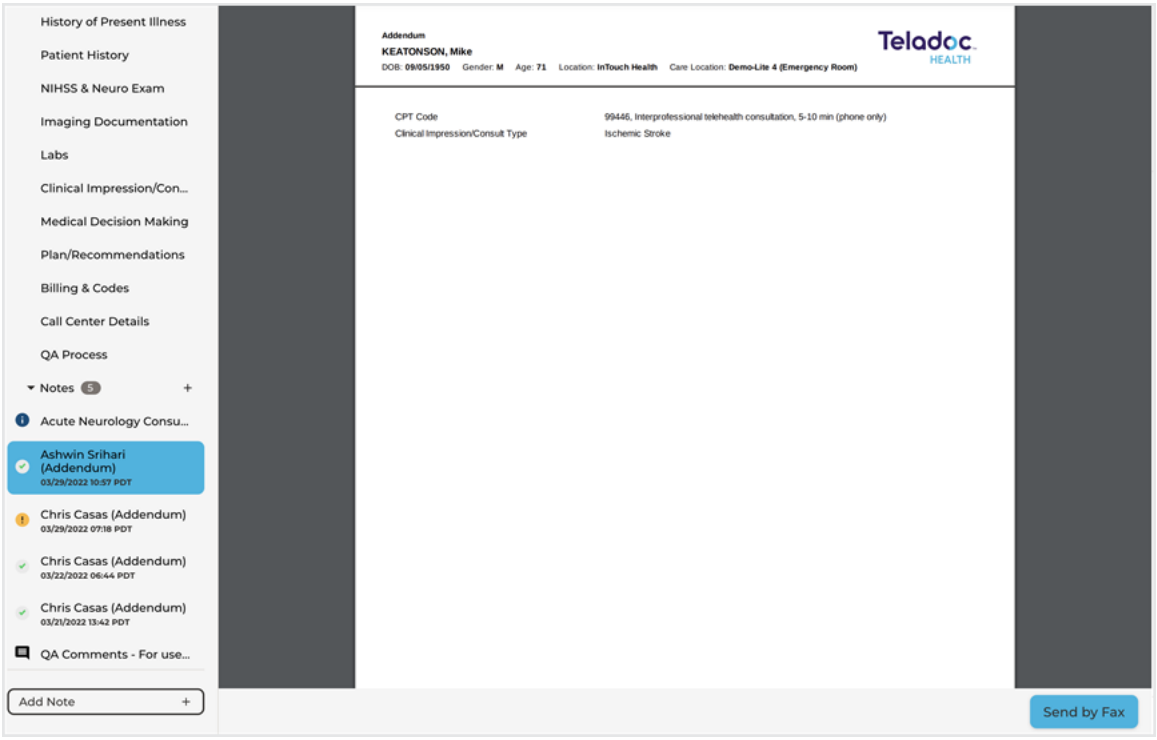

Encounter Dashboard Consult Note Status

Amendments and Addendums are reflected on the **Encounter** dashboard with updates to the consult note status. Clicking on the Amended badge will display the details, including the time and name of practitioners. Clicking on the Addendum badge will list all of the consult notes, including the ability to expand to view further details, such as time, name of practitioner, note status, and fax status.

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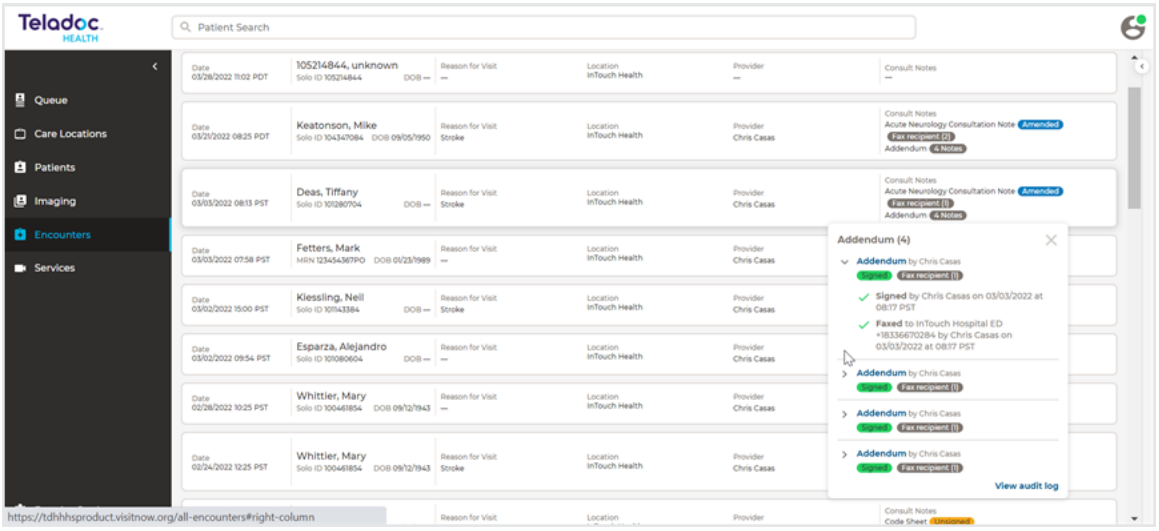

Encounter Dashboard Filtering

The filter panel on the **Encounter** dashboard has been updated for Amended notes and Addendums. Under the note status filter, users filter for amended notes.

> **NOTE:** The Consult Notes filter includes Addendum notes that can be selected to display only encounters with one or more addendum notes.

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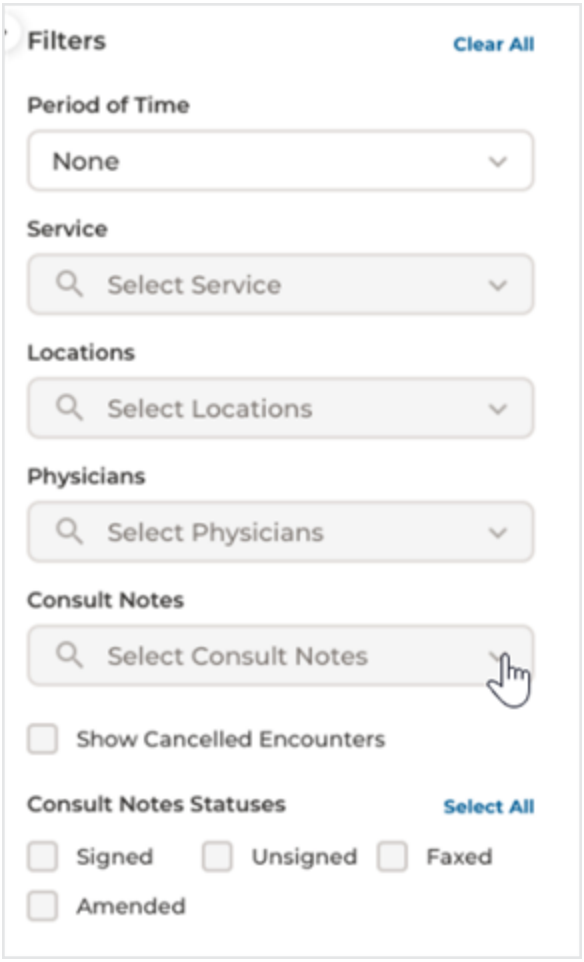

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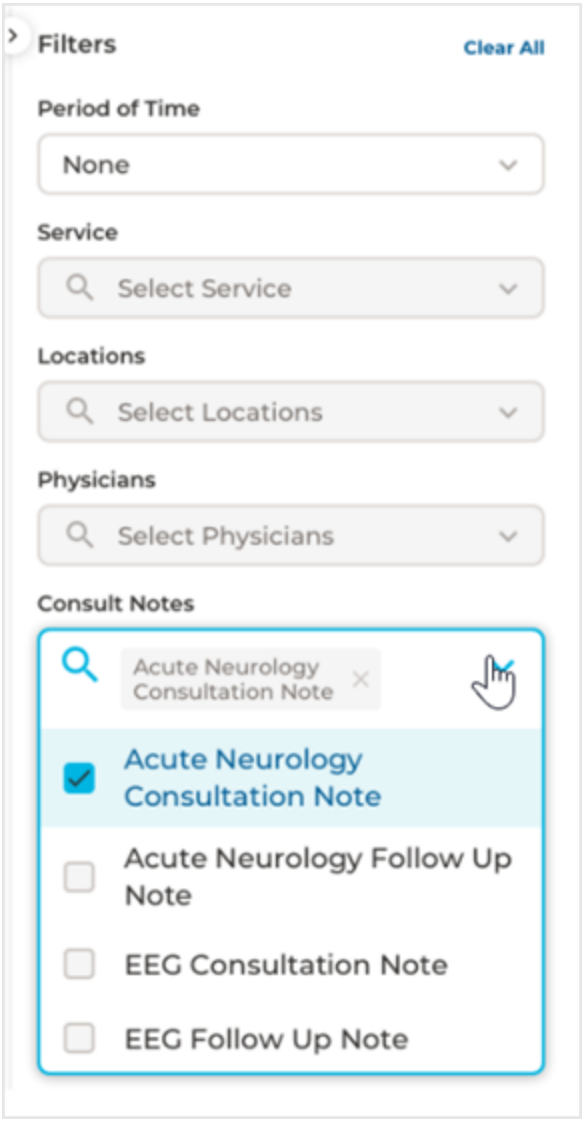
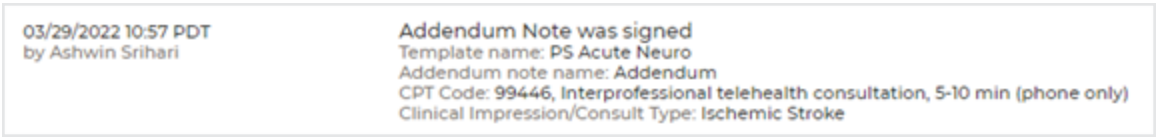


Encounter Audit Log

The encounter Audit Log captures amendments and addendum activity, including date/time, user name, and any data that was entered.



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Report Generator

Reports include amendments and addendums. For amendments, reports display only the most recent entry. For Addendums, all are displayed.

Demographics Updates

Demographic updates are supported for both Amendments and Addendums.

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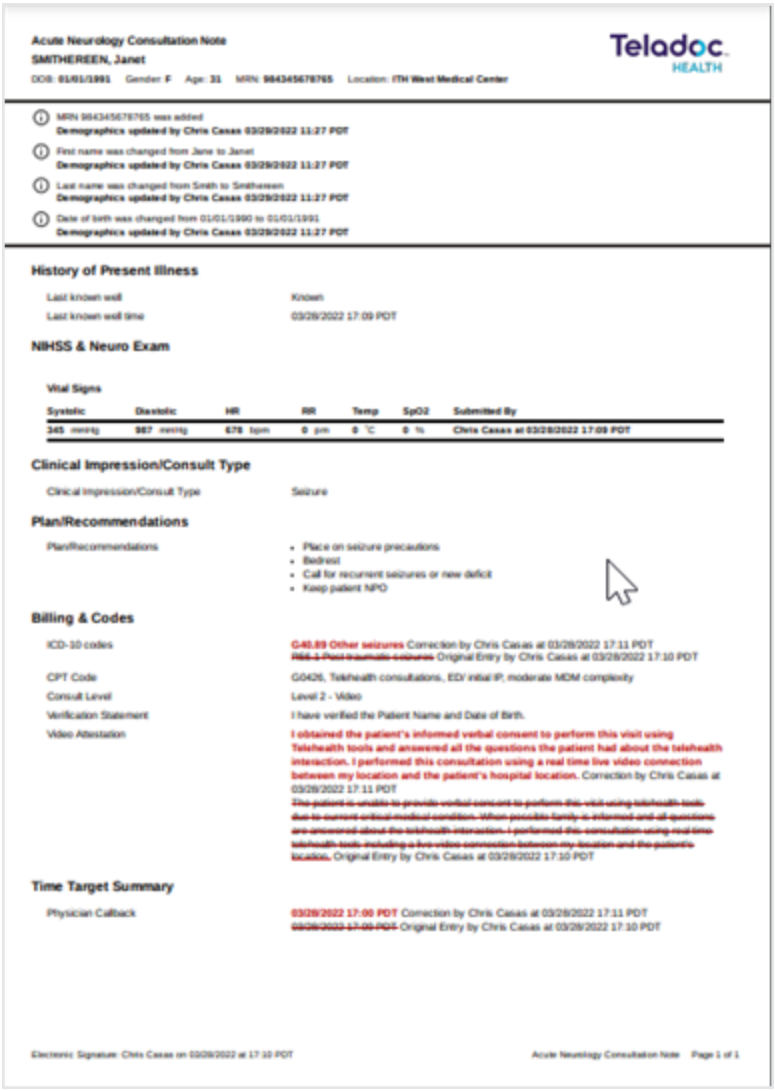

Acute Neurology Consultation Note
SMITHEREEN, Janet
DOB: 01/01/1991 Gender: F Age: 31 MRN: 984345678765 Location: ITH West Medical Center

Teladoc HEALTH

MRN 984345678765 was added
Demographics updated by Chris Casas 03/29/2022 11:27 PDT

First name was changed from Jane to Janet
Demographics updated by Chris Casas 03/29/2022 11:27 PDT

Last name was changed from Smith to Smithereen
Demographics updated by Chris Casas 03/29/2022 11:27 PDT

Date of birth was changed from 01/01/1990 to 01/01/1991
Demographics updated by Chris Casas 03/29/2022 11:27 PDT

History of Present Illness

Last known well	Known
Last known well time	03/29/2022 17:09 PDT

NIHSS & Neuro Exam

Vital Signs

Systolic	Diastolic	HR	RR	Temp	SpO2	Submitted By
345 mmHg	987 mmHg	678 bpm	0 pm	0 °C	0 %	Chris Casas at 03/28/2022 17:09 PDT

Clinical Impression/Consult Type

Clinical Impression/Consult Type: Seizure

Plan/Recommendations

Plan/Recommendations:
- Place on seizure precautions
- Bedrest
- Call for recurrent seizures or new deficit
- Keep patient NPO

Billing & Codes

ICD-10 codes: G40.89 Other seizures Correction by Chris Casas at 03/28/2022 17:11 PDT
~~R56.1 Post traumatic seizures~~ Original Entry by Chris Casas at 03/28/2022 17:10 PDT

CPT Code: G0426, Telehealth consultations, ED/ initial IP, moderate MDM complexity

Consult Level: Level 2 - Video

Verification Statement: I have verified the Patient Name and Date of Birth.

Video Attestation: I obtained the patient's informed verbal consent to perform this visit using Telehealth tools and answered all the questions the patient had about the telehealth interaction. I performed this consultation using a real time live video connection between my location and the patient's hospital location. Correction by Chris Casas at 03/29/2022 17:11 PDT
~~The patient is unable to provide verbal consent to perform this visit using telehealth tools due to current critical medical condition. When possible family is informed and all questions are answered about the telehealth interaction. I performed this consultation using real time telehealth tools including a live video connection between my location and the patient's location.~~ Original Entry by Chris Casas at 03/28/2022 17:10 PDT

Time Target Summary

Physician Callback: 03/29/2022 17:00 PDT Correction by Chris Casas at 03/28/2022 17:11 PDT
~~03/28/2022 17:00 PDT~~ Original Entry by Chris Casas at 03/28/2022 17:10 PDT

Electronic Signature: Chris Casas on 03/28/2022 at 17:10 PDT

Acute Neurology Consultation Note Page 1 of 1

Fax and Auto-faxing

Users can auto-fax an amended consultation note.

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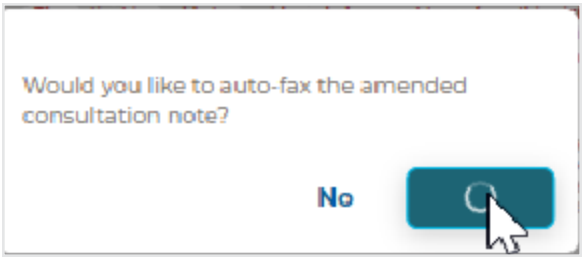
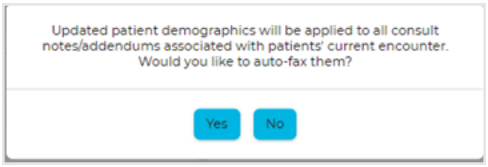


Users can auto-fax saved demographic updates.



Addendum Label Configuration

The name of the Addendum label can be configured to display throughout the application and in the headers of the consultation note.

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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.

Provider Microphone: Devices, such as Demonstration units in the Teladoc Experience Center, can be configured to begin sessions (i.e. virtual encounters) with Provider's microphone muted.

Key	Component	Version	Operating System
ROBOT-3894	Robot	44.36	iOS
Release Toggle: None			

Eko Bluetooth Stethoscopes Paired: An Eko Bluetooth Stethoscope can be paired 1 to 1 with a device and saved as a bound-pair. A technical support specialist will first need to disable the setting **Allow any Eko stethoscope**. The stethoscope setup page will then be the stethoscope to use for virtual encounters.

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Key	Component	Version	Operating System
ROBOT-4094	Robot	44.36	iOS
Release Toggle: None			

iOS Viewpoint

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

Authentication: First time use Authentication updated for ease of use and support of both Portrait and Landscape modes.

Key	Component	Version	Operating System
IOS-1209	iOS Viewpoint	44.36	iOS
Release Toggle: None			

Call kit: When the iOS Viewpoint user is prompted with a Call kit call while in Teladoc virtual encounter, the user can either accept or deny it.

Key	Component	Version	Operating System
IOS-1638	iOS Viewpoint	44.36	iOS
Release Toggle: None			

Permissions: The Location Services Permission prompt has been updated to inform the user to adjust the permission under Settings>>Privacy>>Location Service.

Key	Component	Version	Operating System
IOS-1425	iOS Viewpoint	44.36	iOS
Release Toggle: None			

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On Hold: When the remote care provider accepts a Call kit call while in Teladoc virtual encounter using the iOS Viewpoint App, the Viewpoint displays the On Hold UI. after the Call kit call ends. When the practitioner returns to the iOS Viewpoint session, the On Hold UI will disappear.

Key	Component	Version	Operating System
IOS-1459	iOS Viewpoint	44.36	iOS
Release Toggle: None			

Windows Provider Access Software

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

Improved Log Access: Teladoc Health technical services can more easily and securely access Provider Access logs allowing for a quicker investigation into session issues.

Key	Component	Version	Operating System
PAS-5031	Windows PAS	44.36	Windows - 32 and 64 bit
Release Toggle: None			

Upgraded Video Libraries: Upgraded audio /video framework to improve quality.

Key	Component	Version	Operating System
PAS-5121	Windows PAS	44.36	Windows - 32bit and 64bit
Release Toggle: None			

>

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Microphone: When a Provider connects to a Connected Device in the Experience Center for a Demo or Training, their microphone will be automatically muted.

Key	Component	Version	Operating System
PAS-5036	Windows PAS	44.36	Windows - 32bit and 64bit
Release Toggle: None			

iOS Provider Access Software

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

Apple Default Interface: Users are now presented with an Apple default interface when they receive a phone call while in a session (i.e. virtual encounter) using iOS PAS ("Provider Access software). Users are presented with three options when they receive the phone call:

1. **End & Accept:** This will end the session in iOS PAS and accept a phone call
2. **Send to Voicemail: T**his will send the incoming phone call to voice mail.
3. **Hold & Accept:** This will put the iOS PAS session on hold and start the phone call.

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When the user selects **Hold & Accept**, they are taken to the Apple default interface where they can manage two different calls at the same time. In this interface at the top, they can see the active call and the call on hold.

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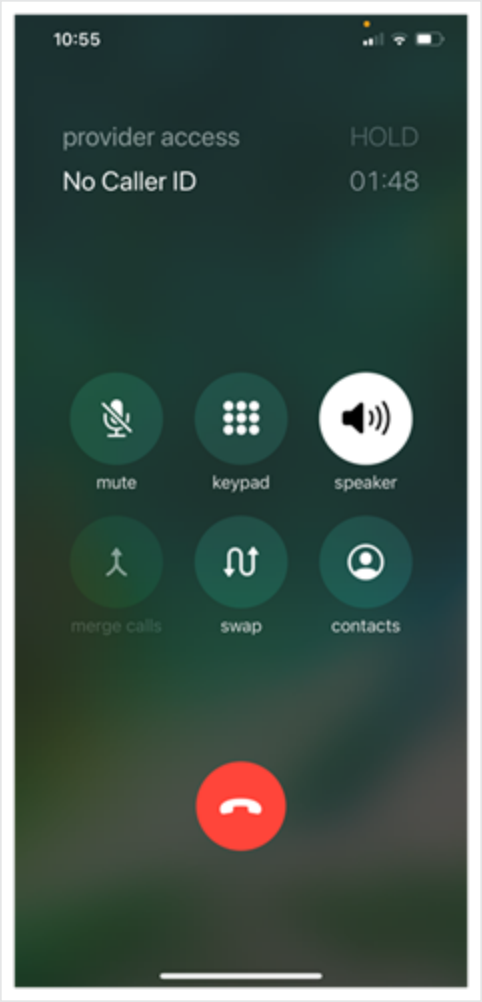

Through this interface, users can swap between the two calls.

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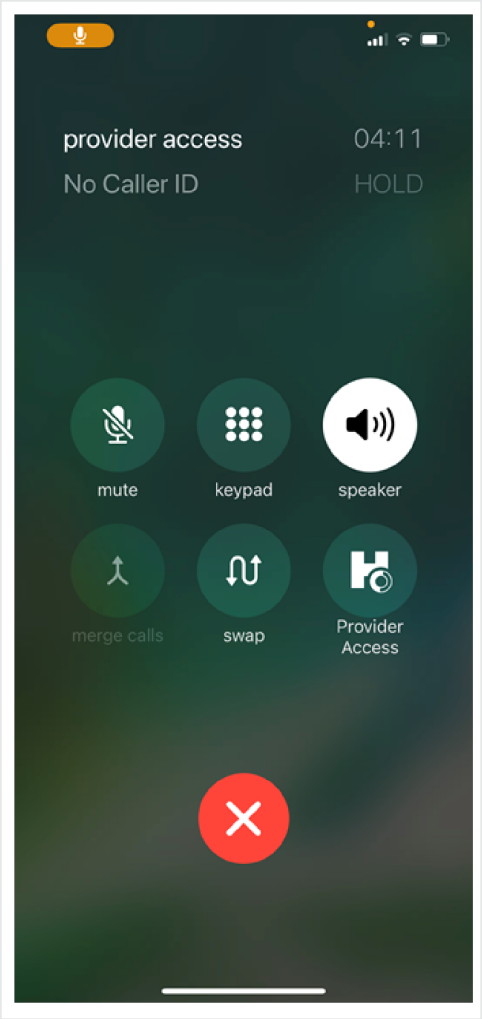

Users can mute or unmute their microphone through this interface when they are in an active session with the iOS PAS. Users will be directed within the App when they click on the **Provider Access** icon on this interface.

When the user has put the iOS PAS session on hold while attending another phone call and then opens the iOS PAS App, they will be presented with an **On-hold** message. The user won't be able to resume the session in the iOS PAS until they end the other ongoing phone call through the Apple interface.

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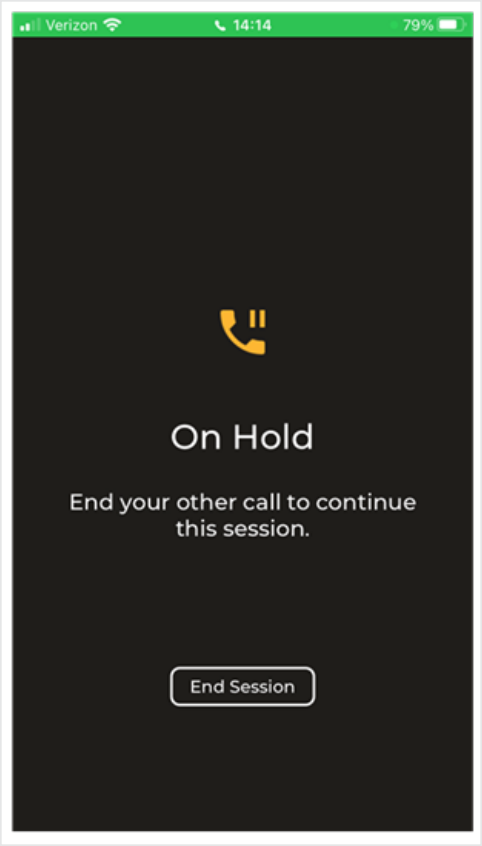

At this time, other users in the iOS PAS session will be presented with a message of On-hold until the user resumes the call.

A user on the Robot side will be presented with an **On-hold** message on the main view or in the thumbnail depending on the role of Host or Guest of the user who went on-hold.

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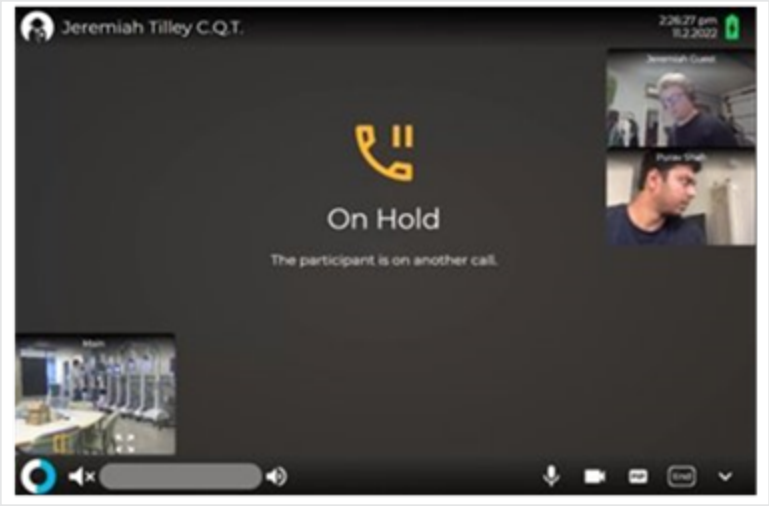
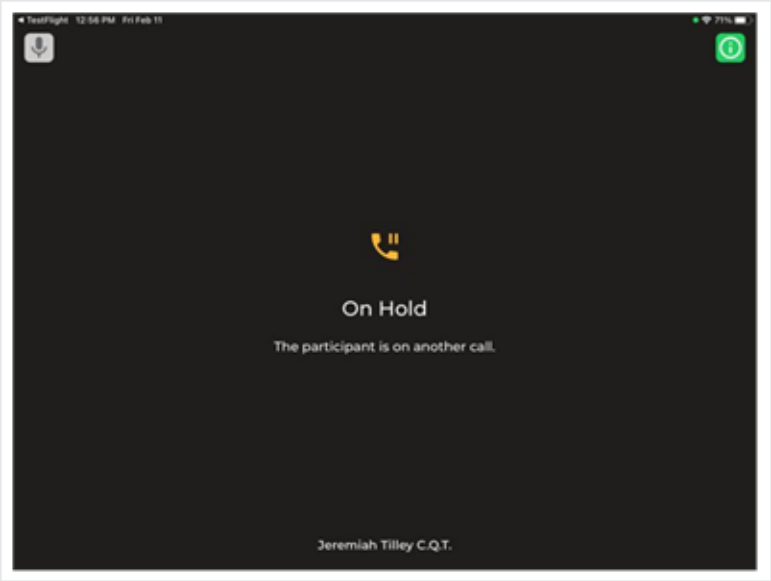


Robot screenshot



iOS Viewpoint screenshot

A user joining from a Windows PAS will be presented with an **On-hold** message similar to this screenshot. The host cannot transfer the host role to the user **On-hold**.

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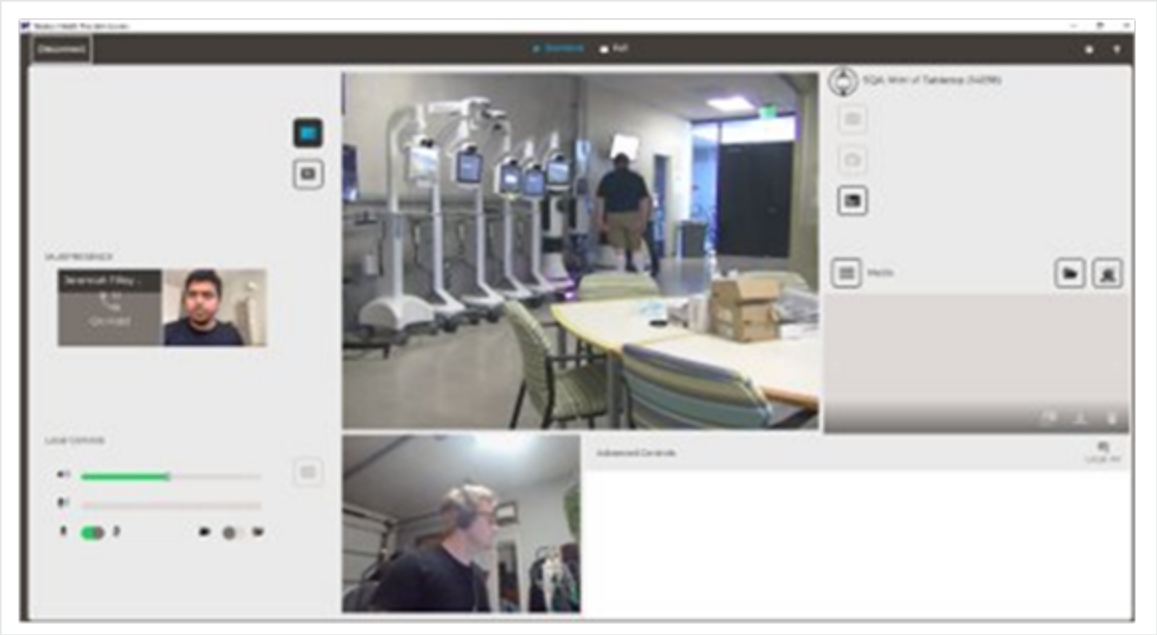

A user joining from a iOS PAS will be presented with an **On-hold** message similar to this screenshot. The host cannot transfer the host role to the user **on-hold**.

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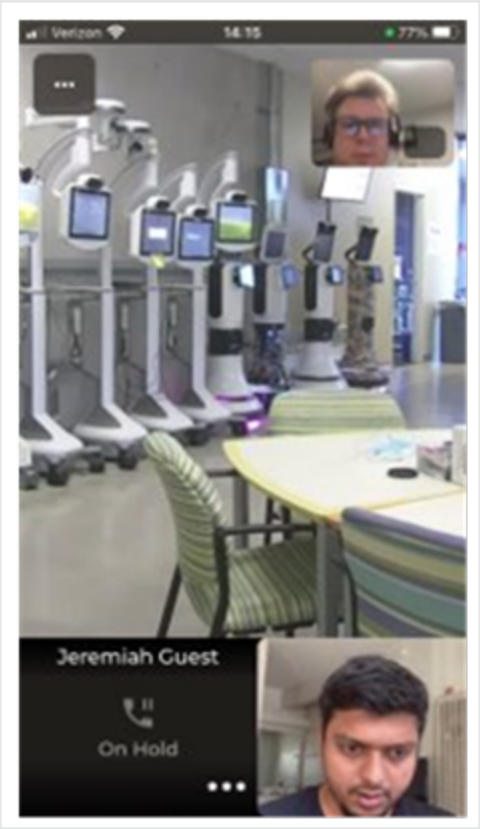

Key	Component	Version	Operating System
IOS-340	iOS PAS, iOS Viewpoint, and Windows Robot	44.36	iOS
Release Toggle: None			

Demo Training: When a Provider connects to a Connected Device in the Experience Center for a Demo or Training, their microphone will be automatically muted.

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Key	Component	Version	Operating System
IOS-1379	iOS PAS	44.36	iOS
Release Toggle: None			

Care Location App

Serial number field for Care Locations does not allow letters, special characters, or spaces (i.e., numbers only).

Key	Component	Version	Operating System
IOS-1379	Care Location App	2022.1.2	Mac OS and Windows 32 and 64 bit
Release Toggle: None			

Serial Number: Serial number field for Care Locations does not allow letters, special characters, or spaces (i.e., numbers only)

Key	Component	Version	Operating System
SCIT-1491	Care Location App	2022.1.2	Mac OS and Windows 32 and 64 bit
Release Toggle: None			

The "New Ui Toggle" has been removed and will no longer show for any customers IWA application).

Key	Component	Version	Operating System
SCIT-1599	Care Location App	2022.1.2	Mac OS and Windows 32 and 64 bit
Release Toggle: None			

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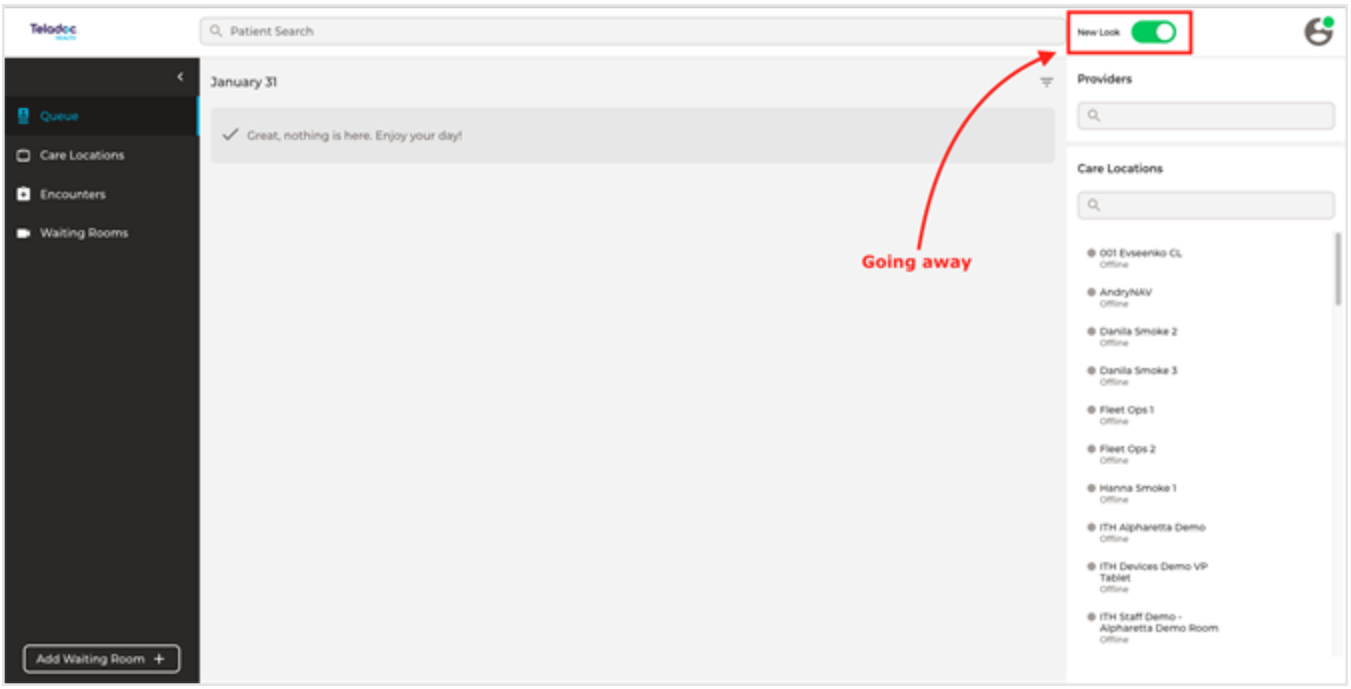

Beam-in sound: for scheduled calls: When a provider connects to a carelocation for a scheduled appointment, the patient on the carelocation side will hear a beam-in-sound.

Key	Component	Version	Operating System
IOS-1301	iOS Care Location App	43.1	iOS
Release Toggle: CarelocationsMobileNavigation			

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About Teladoc Health

Teladoc Health is the global virtual care leader; helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

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