Teladoc Health™

Quarterly Release Notes

Q2 2022

Teladoc HEALTH

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Release Notes for Quarter 2, 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 Q2 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.

Q2 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 included:

- The highly requested feature that allows Providers to be assigned to an Appointment, provides all related notifications and updates to activity logs.
- New intelligence for identifying a duplicate Patient during Patient entry and ability to select which entry will be used as the source.

The last bi-weekly update will occur July 8, 2022 in client test environments and July 12 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments Aug 16, 2022.

Mobile App

iOS Provider and Patient Apps: Teladoc Health iOS Provider and Patient Apps will be available in the App Store as of the **week of July 18, 2022** with the ability now to pin up

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to two users in a call and new icons next to names to easily identify the Provider and/or Interpreter. The schedule for whitelabel Clients will follow the general release.

Smart Notes Module

The Teladoc Health Smart Notes Module releases occur every two weeks. The primary focus for this quarter was the ability for practitioners to return to the field they were last documenting after navigating away. The last bi-weekly update will occur July 8, 2022 in client test environments and July 12 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments August 16, 2022.

Analytics Portal

Automated Delivery Service: Teladoc Health Automated Deliver Service no allows clients to receive a direct, daily feed of raw data via a secure FTP. This will be delivered to Clients the week of July 12, 2022.

Imaging

Imaging Portal: The Teladoc Health Imaging portal now supports rapid location search and selection and the ability to collapse the **Search** panel for improved image viewing. This was delivered to Clients as part of the Image 2.10.0 release in June 2022.

Connected Devices

Teladoc Health **Connected Devices** release of the Windows devices software, Windows Provider Access, iOS Provider Access and iOS Viewpoint rolled out to devices **Beginning June 22, 2022** and are now complete. Improvements include:

Windows Device Software (includes Win Viewpoint Software): The new release of the Windows Device software has moved to a full 64-bit installation.

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Windows Provider Access Software: The new release of the Windows Provider Access software has transitioned to 64-bit support and now supports Windows 11 operating system.

iOS Provider Access Software: The new release of the iOS Provider Access software allows patients to view a host shared screen.

Browser Support

As part of our Quarterly release, Teladoc Health revises the list of supported browsers and versions. With this release, there are no planned Support changes.

Browser	Current Support	Support Starting April 10, 2022	Operating System
Chrome	91	91	Mac OS 10.14 and later Windows 7 and 10 Android v7.0 and later
Safari	14	14	Max OS 10.14 and later iOS 12.1 and later
Firefox	88	88	Windows 7 and 10
Edge	88	88	Windows 10

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Solo™ Platform

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

Platform Administration

Admin Center: The concept of "Enterprise" was renamed to "Tenant".

Key	Component	Browser(s)	Operating Systems
CORE-6701	Platform Administration	IDA/Electron Chrome Safari, Mac Firefox	Mac OS and Windows - 64bit
Release Toggle: None			

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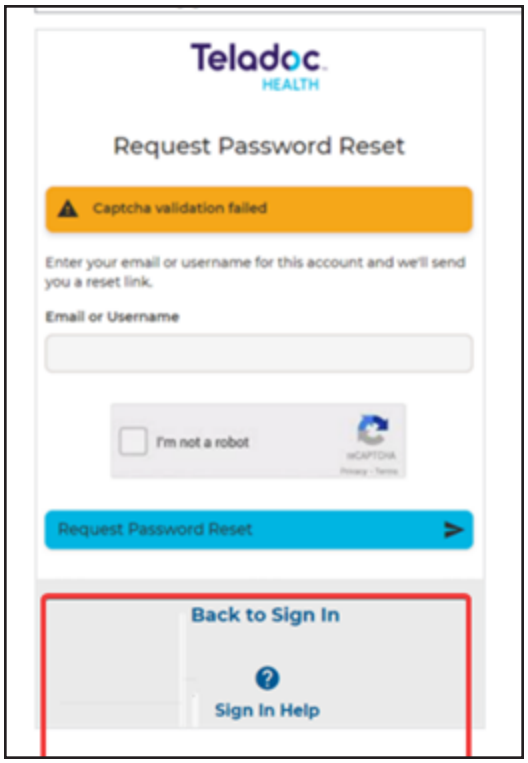
Platform Enhancements

Password Reset - Spam prevention: The Password Reset feature validates that a human is interacting with the page. There are two types of validations. The first one is transparent to users and if it passes, then there is no action required. If it fails, the second type of validation takes action where users have to validate that they are human by completing a challenge. The goal is to prevent spam and automated attempts.

Key	Component	Version	Operating System
CORE-6837	Platform Enhancement	2022.7.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			



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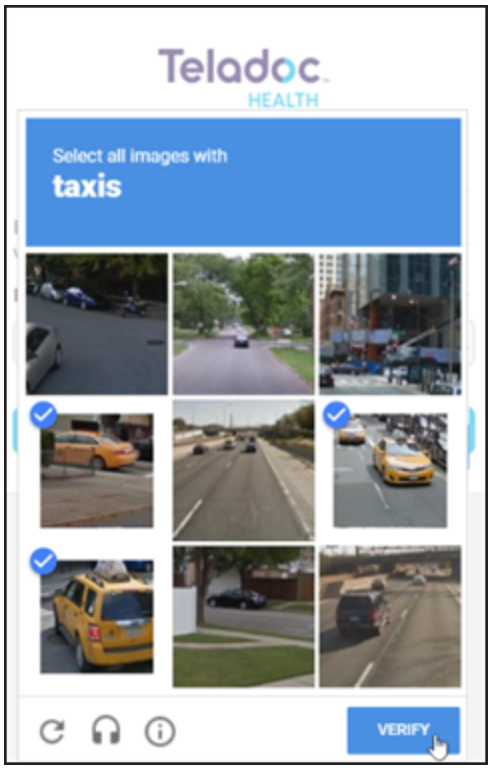

User Account Lockout: The number of login attempts that fail before an account gets locked has been reduced from 8 to 5. After a user unsuccessfully attempts to log in 5 to 8 consecutive times, the user's account will be locked for 30 minutes.

Key	Component	Version	Operating System
CORE-5135	Platform Enhancement	2022.7.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Appointment Assignment: Users can now assign the name of the practitioner to a patient's appointment during scheduling.

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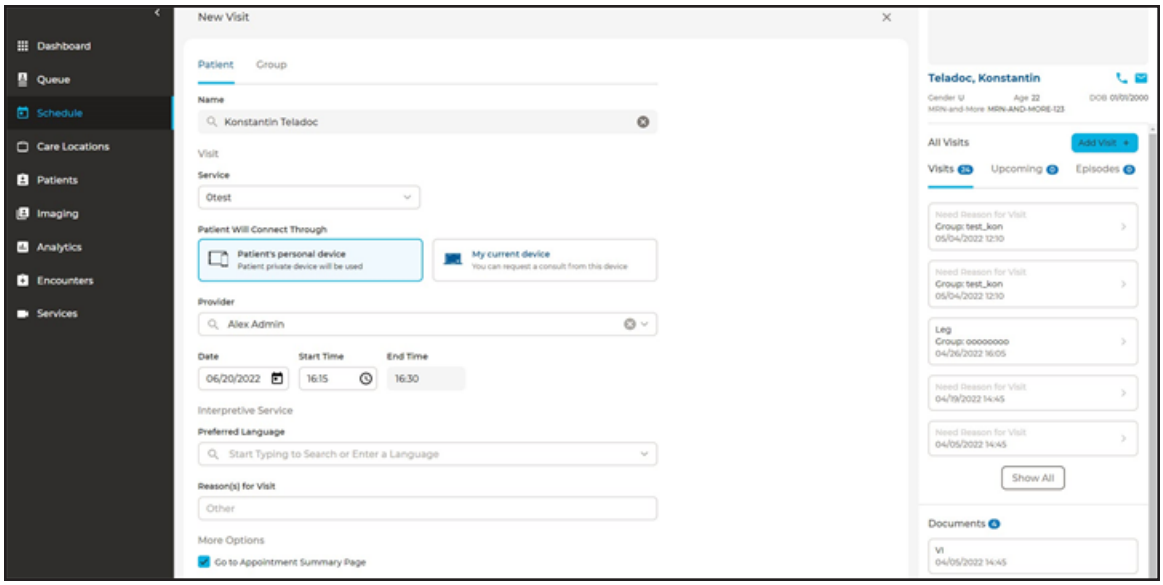
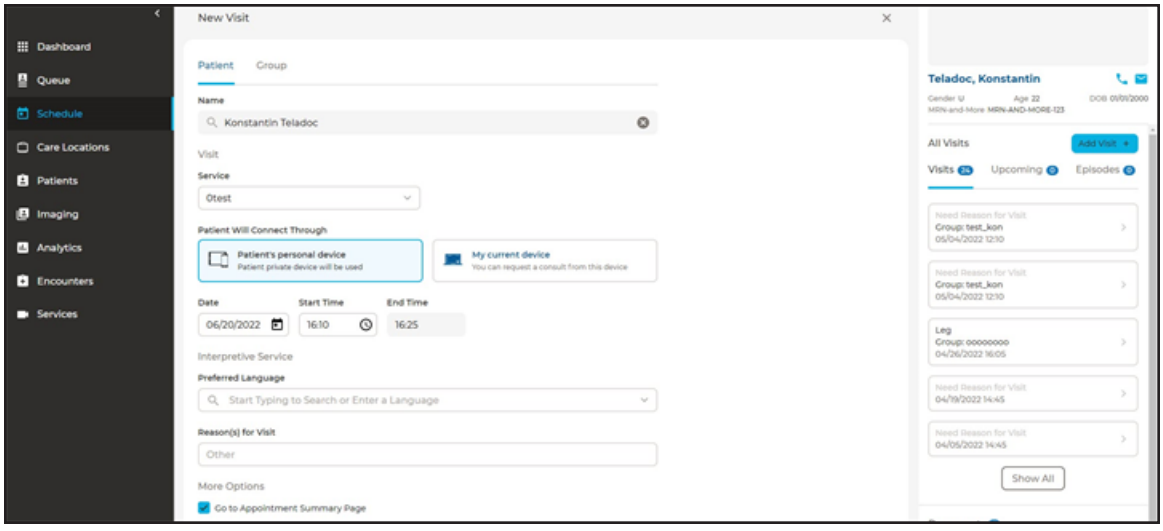
Key	Component	Version	Operating System
BETA-1654	Desktop Provider App, Provider App, and Web Provider App	2021.11.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AssignProviderToAppointment			

New



Old



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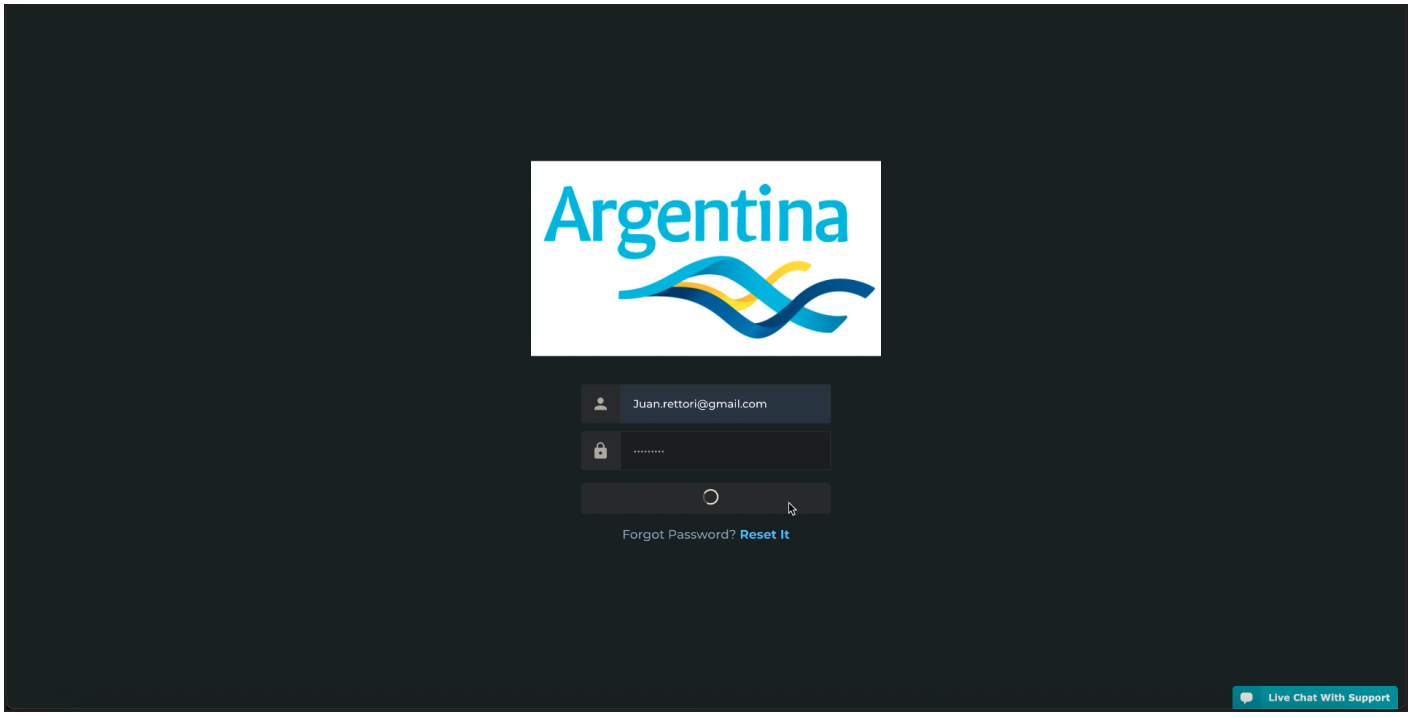
Legacy login: A **Sign In** button indicates that a login request is being processed and no longer accepts multiple requests.

Key	Component	Version	Operating System
OMG-253	Platform Enhance-ment	2022.6.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			



Update Race Categories on Demographics Page: Race categories on the **Demographics** page have been updated to reflect standards set forth by US Office of Management & Budget

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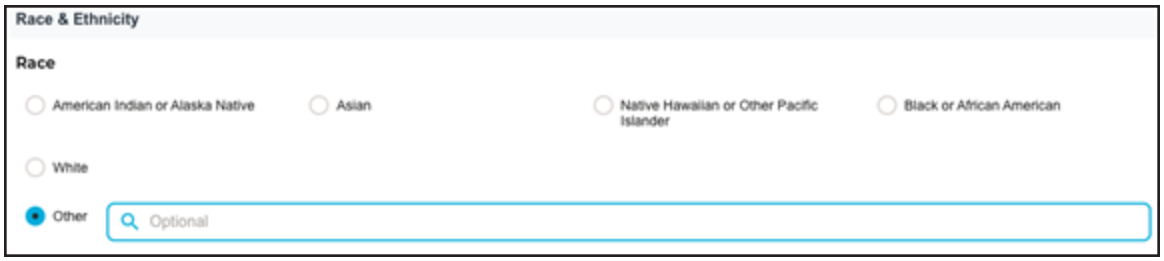
Key	Component	Version	Operating System
OMG-239	Platform Enhance-ment	2022.7.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: DemographicsImprovements			



Start Page: The default Start Page option **Blank** has been renamed to **Services,** users who choose this option will start on the **Services** page when they log in.

Key	Component	Version	Operating System
OMG-213	Platform Enhance-ment	2022.6.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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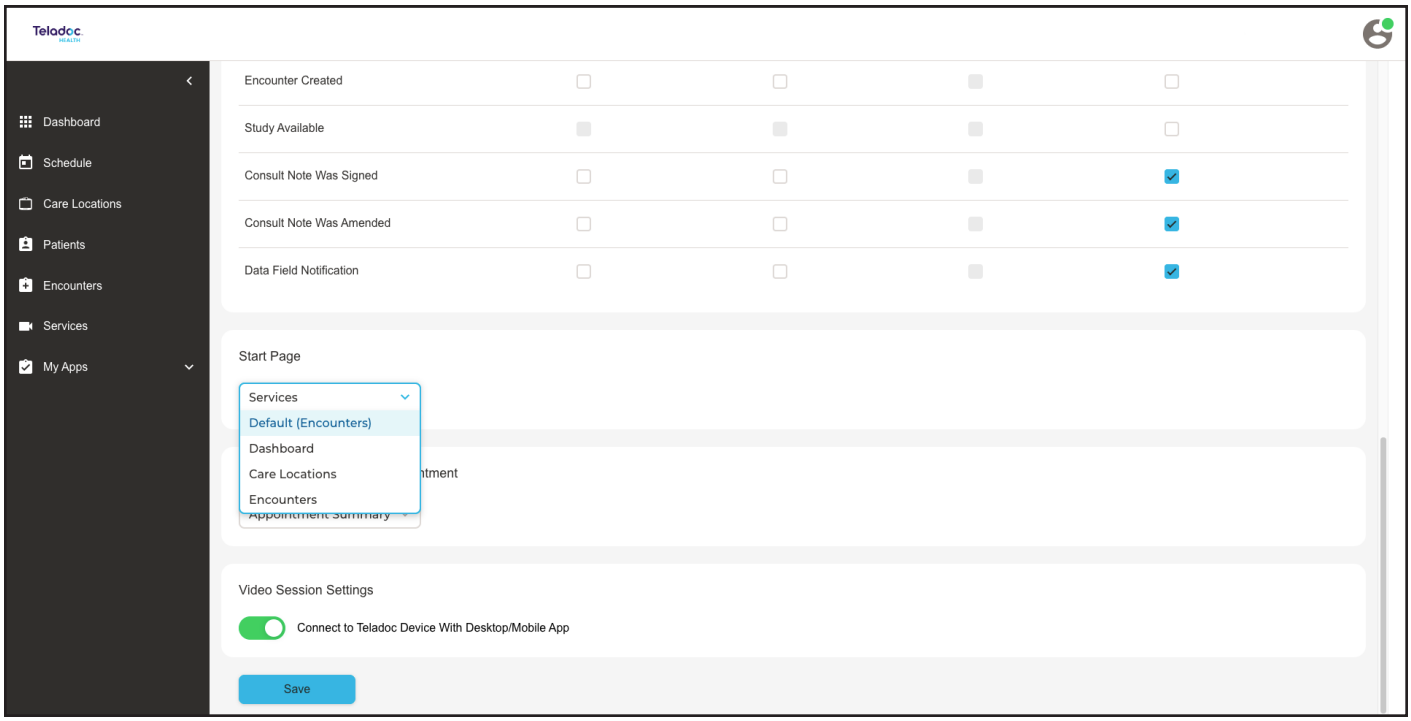

Restricted Page: User experience enhancement provides feedback when user tries to access a restricted page

Key	Component	Version	Operating System
OMG-116	Platform Enhance-ment	2022.6.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

New Patient: When users enter the details for a new patient in using the **New Patient** tab in the **Encounter Creation** screen, Solo will now intelligently suggest if the patient already exists. With one click, users can switch to using that patient in the **Existing Patient** tab. Similarly, when searching for existing patients, if there are no search results, users can now use the **Add Patient** button to jump to the **New Patient** tab for Solo to automatically carry over the name that was used in the search.

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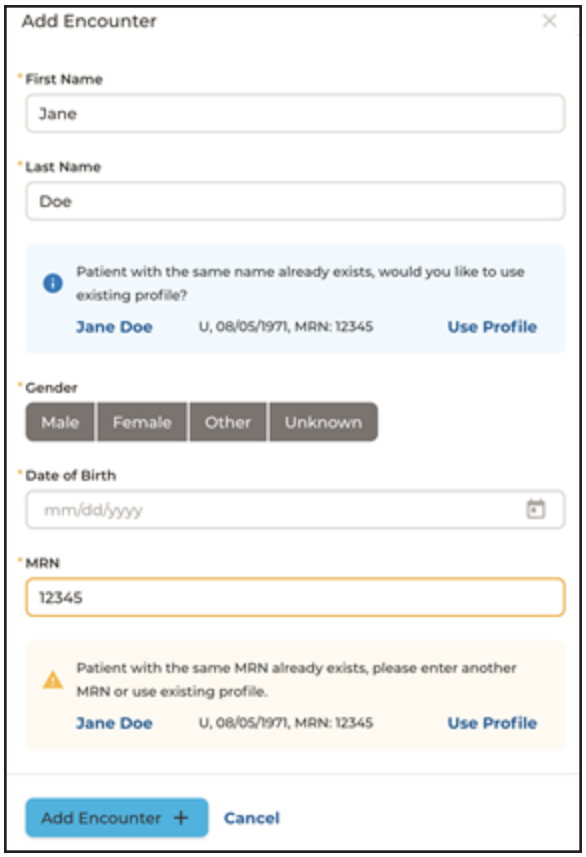
Key	Component	Version	Operating System
RVN-1839	Platform Enhancement	2022.6.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: EncounterUserCreationImprovements			



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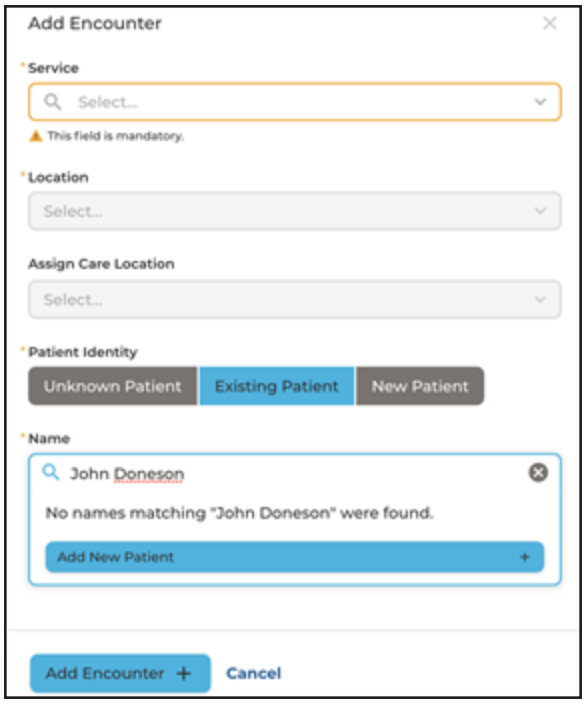

Language: Solo is now localized for Polish locale with support for local language and date and time formats.

Key	Component	Version	Operating System
RVN-1738	Platform Enhancement	2022.5.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Patient Merge

Patient Merge: The Solo platform now provides merging of any duplicate patient profiles that were created accidentally for existing patient records; including the ability to carry over any existing document. This features is only available to users with Practitioner Admins and Back Office roles.

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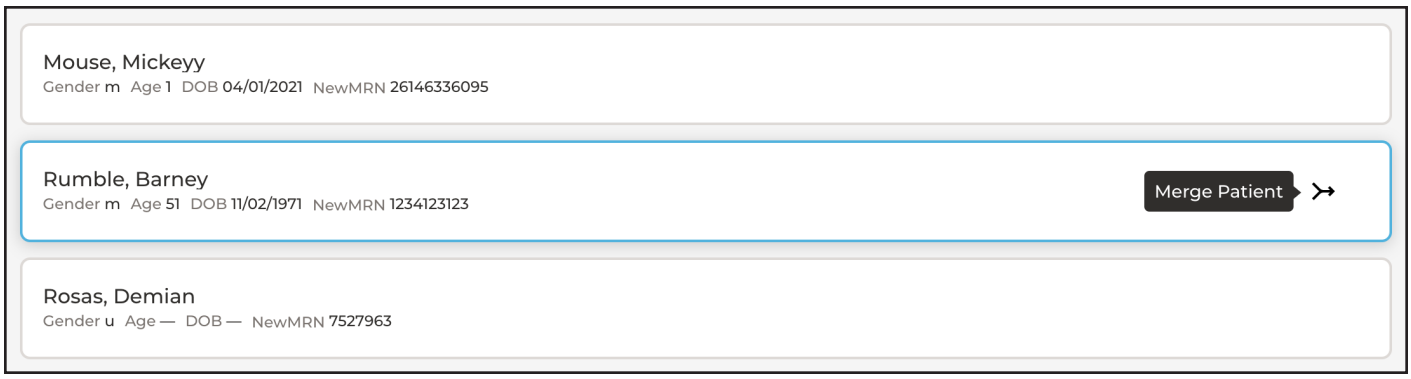
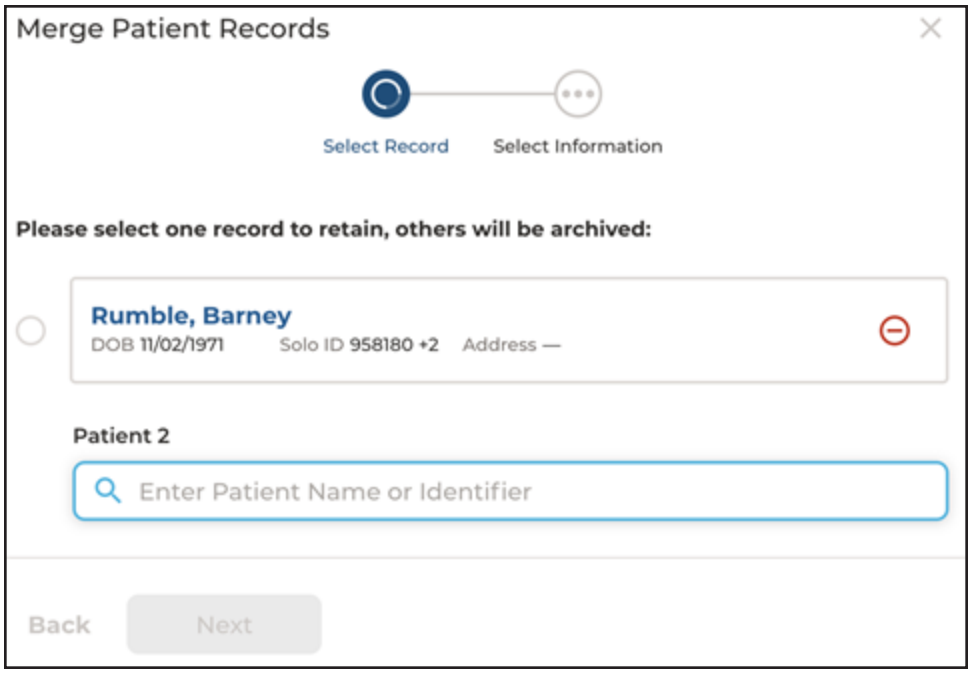
Patient Page: Users can start a patient merge by selecting a patient from the list in the **Patients** page and hovering over **Merge** from the right edge.



From the subsequent screen, users can search for one or more patient records to merge. Users can also select a single patient record that will be maintained as a 'surviving' patient record that will carry any documentation over from any archived patient record.



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Users are presented with the option to pick and select information from different profiles to be retained and pooled together in the final 'surviving' patient profile. Once information is selected, users can merge the patient records. Duplicate records will no longer be displayed in the patient list and will be labeled and maintained as **Archived**. Searching for the archived patient records will display the latest profile results with an **Alias** badge.

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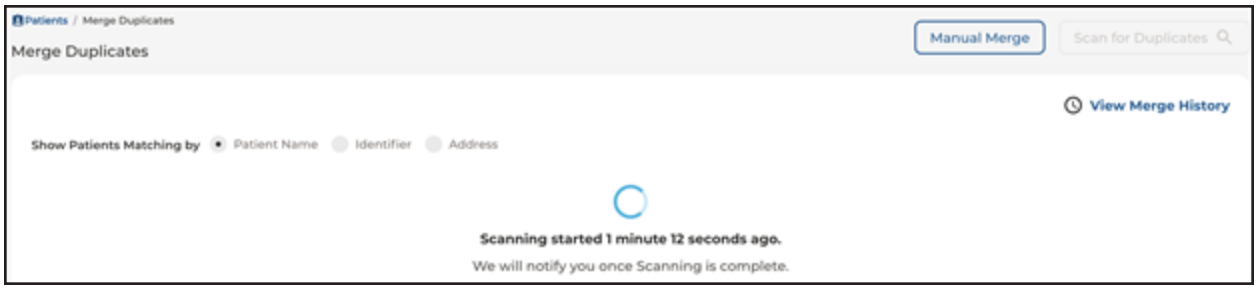
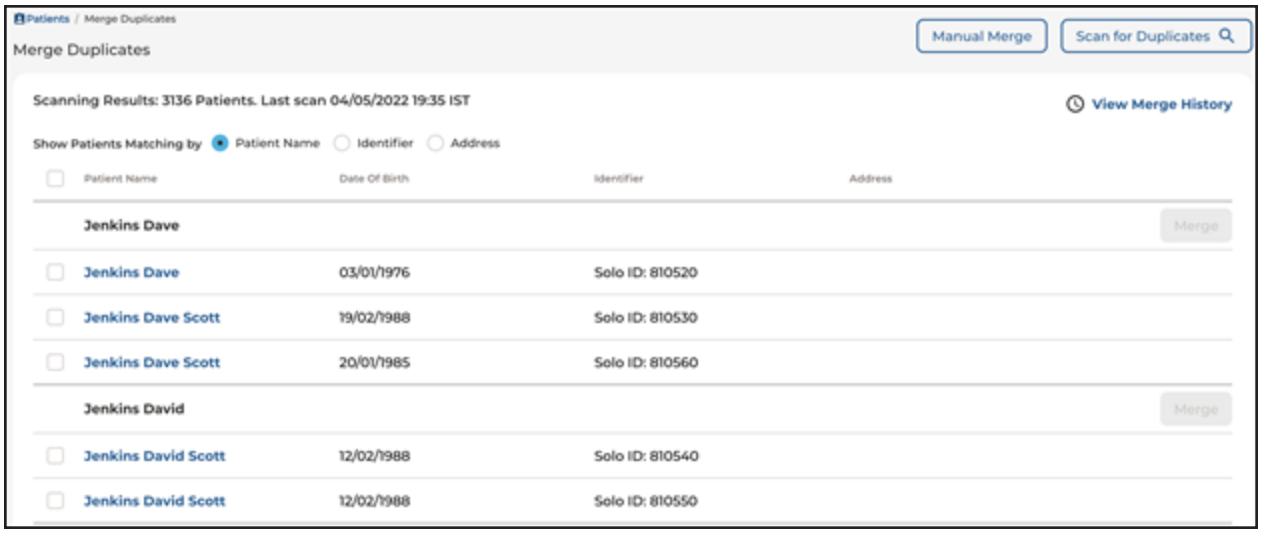
Scanning for Duplicates: Administrators can run a scan that will automatically search patients for potential duplicate records based on **Name**, **Identifiers** or **Address**. The initial scan will run in the background. Users are alerted when it is complete and the results are ready to be reviewed.



Once ready, duplicate results are conveniently categorized and presented by the group.



Users can select two or more patients from a group to merge the patients into a single record. Admin will again be presented with the option to select one profile to retain as a

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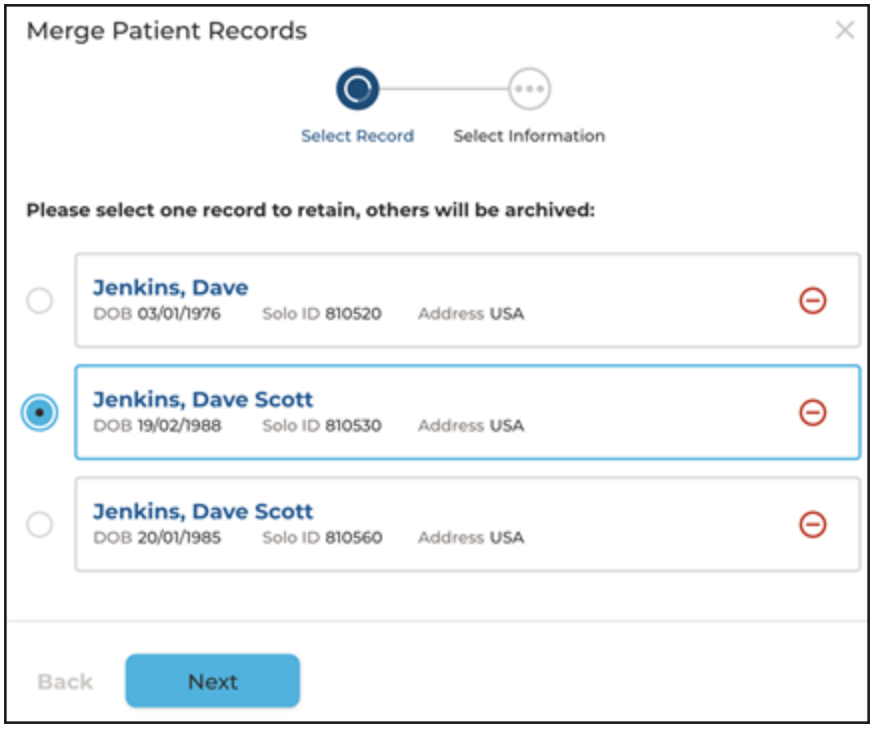
surviving record and the ability to pick and choose information from the different records.



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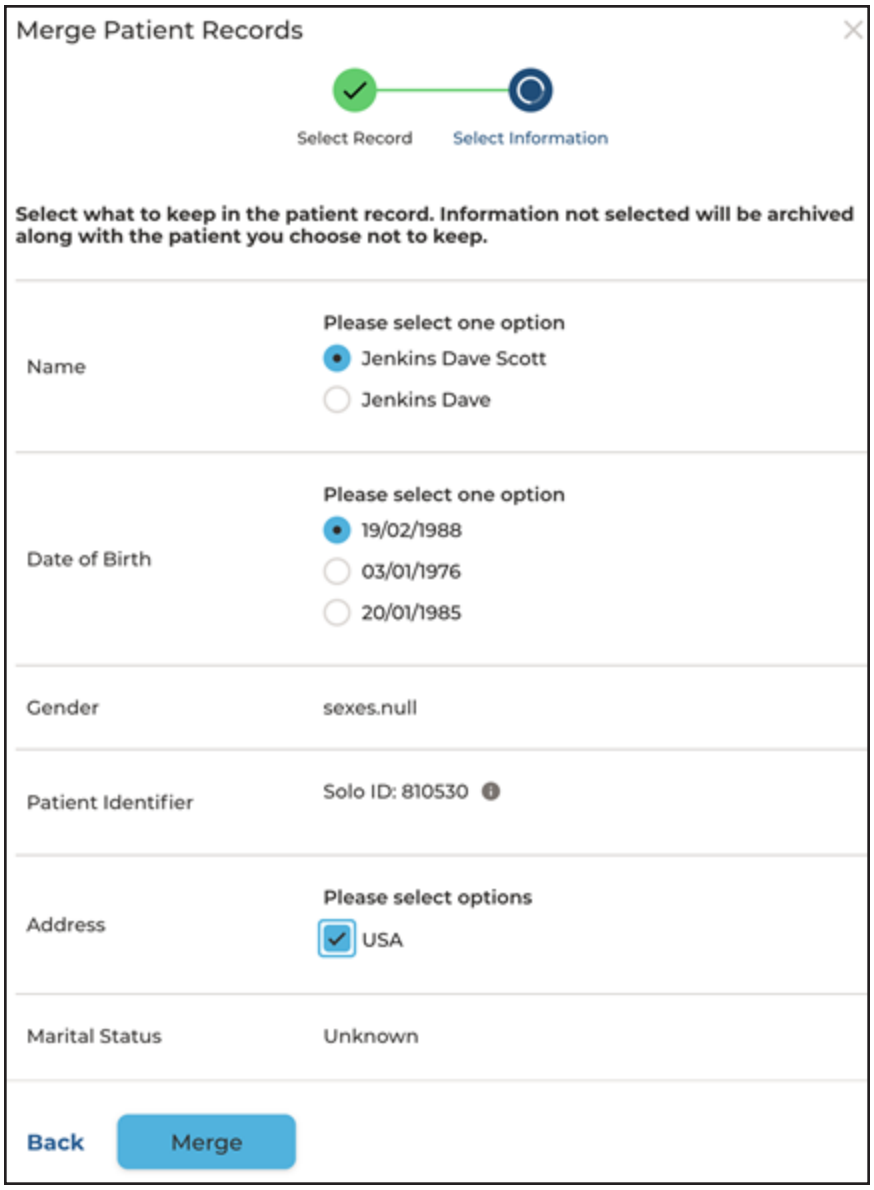

Once complete, users can review the final surviving record by selecting a patient.

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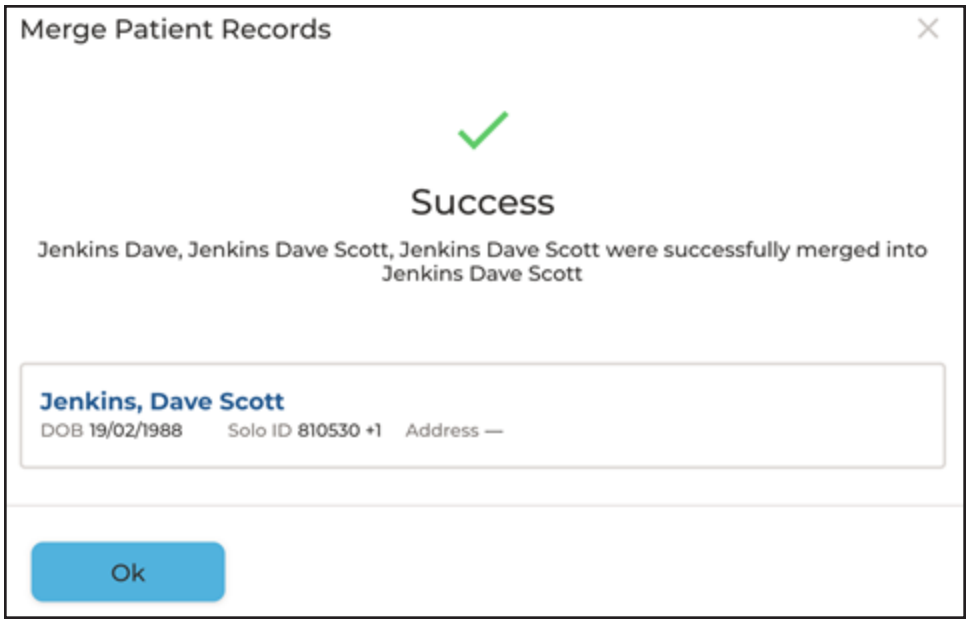

Merge History: Admins can view the merge history in the practice by selecting **View Merge History** from the top right corner.

Manual Merge: Users can merge two or more records manually by selecting the **Manual Merge** button from the top right corner. Users can search for S patient by name or identifier to add them to the list of records to be merged following the same steps as previous methods to complete the merge.

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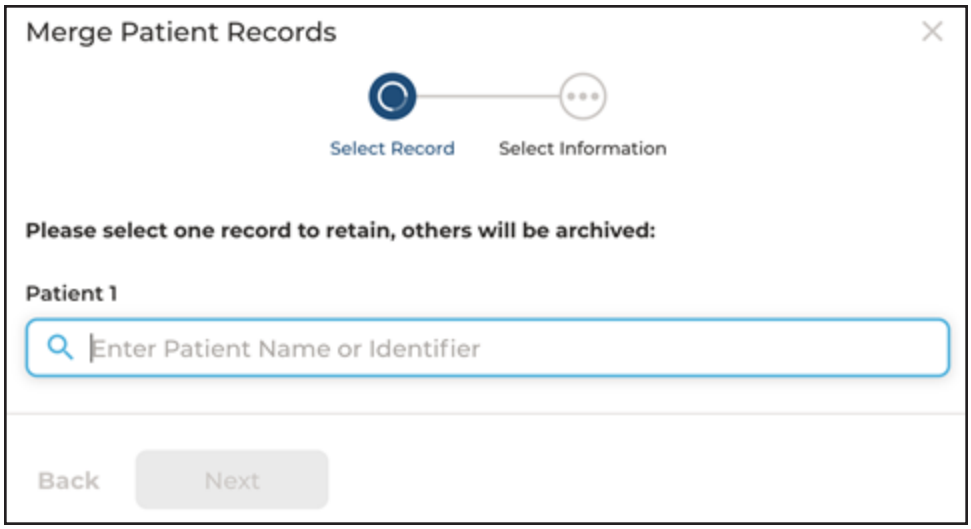
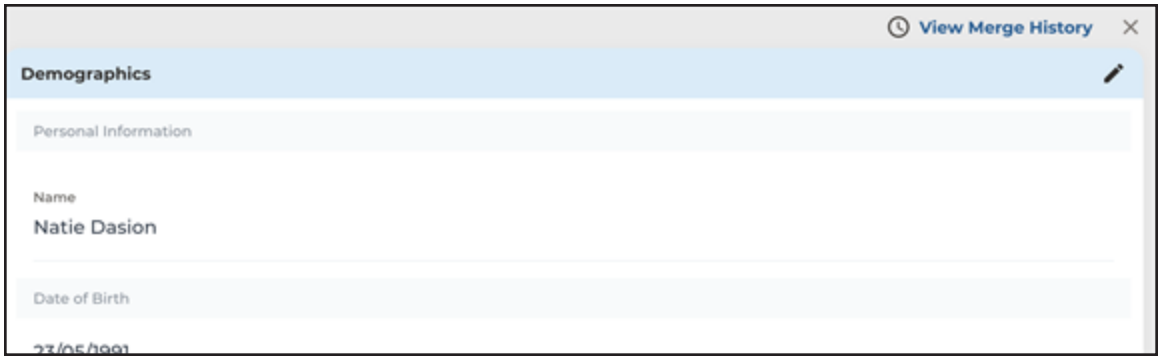


Surviving Patient Profile: Patient profiles that are a result of one or more merges include a **View Merge History** button that display the detail of merges.



Patient Unmerge: Users can revert merges using unmerge functionality by selecting a merge from the **Merge History** screen. Upon unmerge, any archived records are reverted back to their original state. Any documentation and updates to the patient are retained in the surviving patient record and are not carried over to the revived records.

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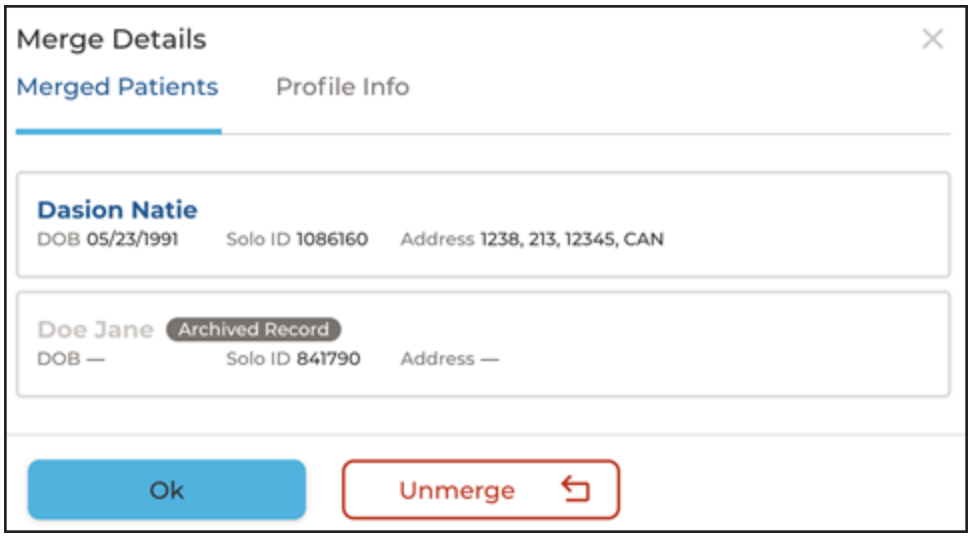

Key	Component	Version	Operating System
RVN-1220	Platform Enhance-ment	2022.7.2	MacOS, Windows - 32bit and 64bit
Release Toggle: PatientReconciliation			

Service Device Display: Users can now configure a Service to limit the display of devices for their patients to view one or many available to them, such as **Patient personal device** only.

Key	Component	Version	Operating System
TC-10013	Platform Enhancement	None	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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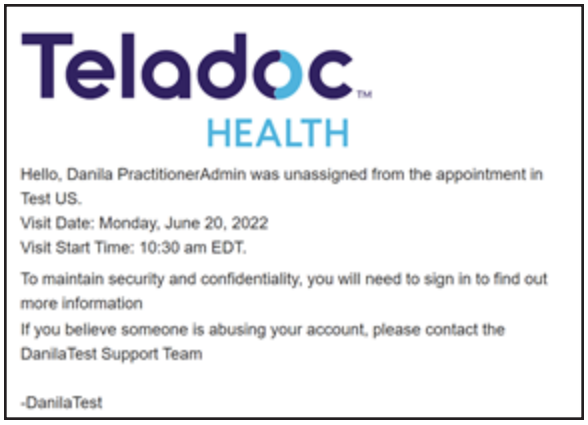
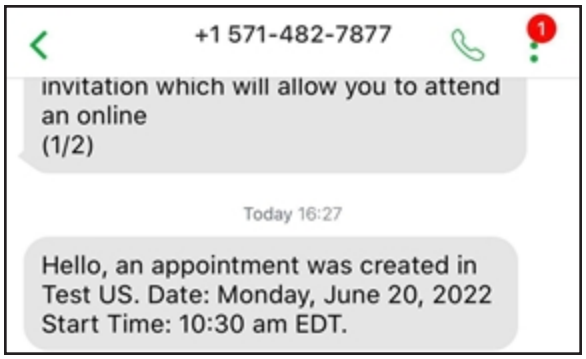
Practitioner Notification: A notification is sent when an appointment is unassigned.

Key	Component	Version	Operating System
TC-10012	Platform Enhancement	2022.6.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AssignProviderToAppointment			

New



Old



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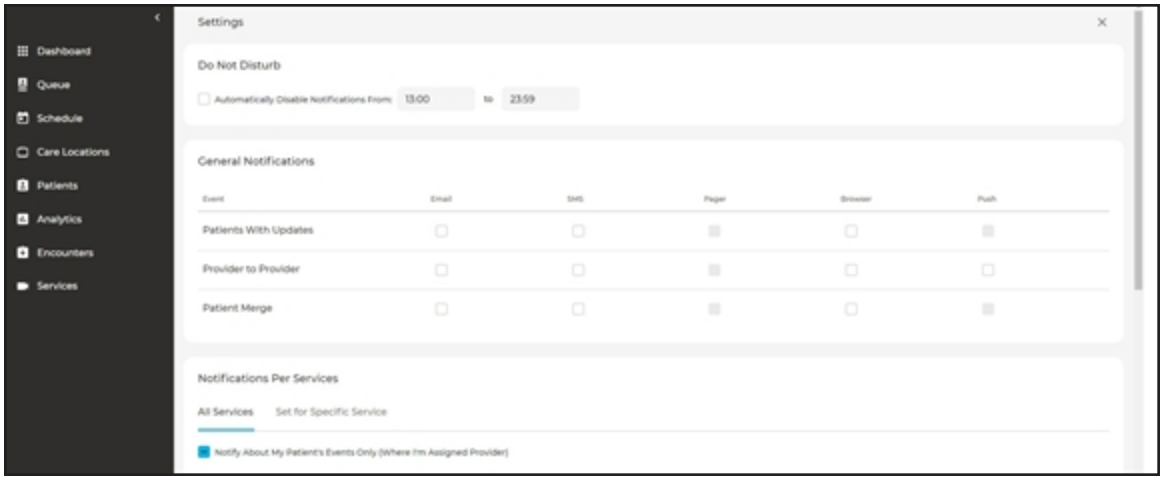
Practitioner Notification: A new practitioner notification is sent when an appointment is assigned to the practitioner.

Key	Component	Version	Operating System
TC-10011	Platform Enhancement	2022.6.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AssignProviderToAppointment			

Notifications settings: A Flexible notification is sent when a Service is assigned.

Key	Component	Version	Operating System
TC-9998	Web Provider App and Platform Enhancement	2022.6.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: ServiceNotificationSettings			

New



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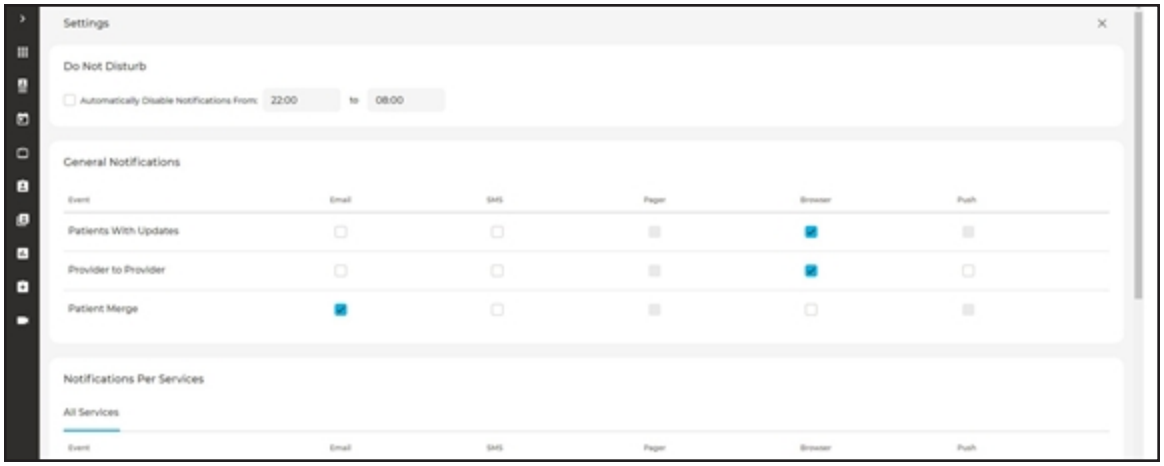
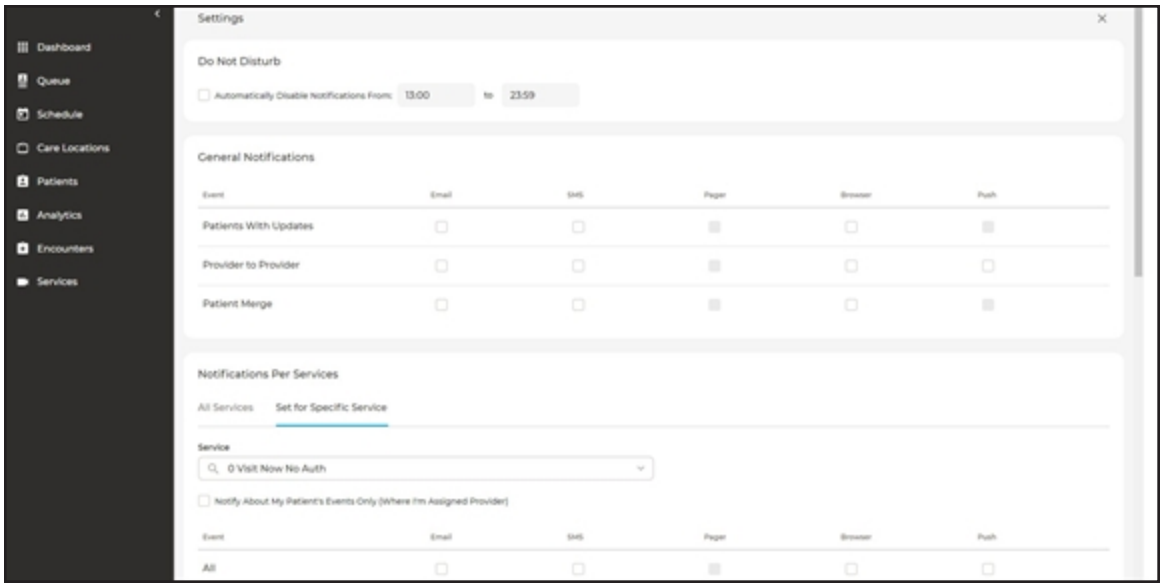
Old



New



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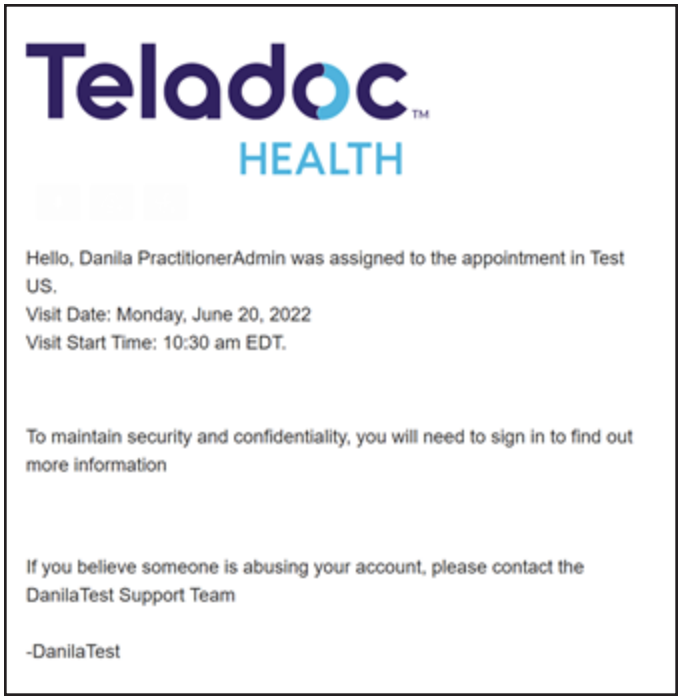
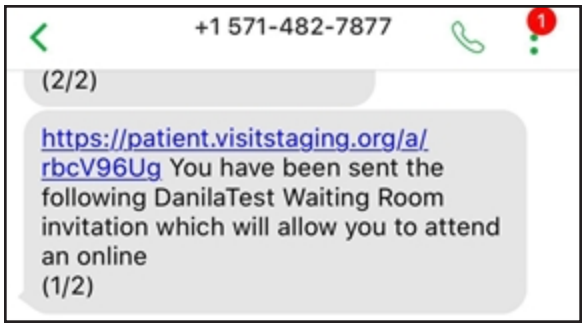
Notification: A notification is created when an Appointment is scheduled.

Key	Component	Version	Operating System
TC-9900	Platform Enhancement	2022.6.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: SendNotificationsWhenAppointmentSchedule			

New



Old



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Usability improvement: Usability improvement for **Notify Patients When a Provider Joins the Call** and **Invite guest to the video call** SMS notifications have been made. The appointment link displays in the message using a short link to prevent the link from being split for SMS messages that exceed 153 characters.

Key	Component	Version	Operating System
TC-9851	Platform Enhancement	2022.5.1	MacOS, and Windows - 32 and 64 bit
Release Toggle: None			

Improvement for Group Management: If toggle ArchivePatientGroup is on, the **Archive group** button is present on the **New Visit** screen to allow users to Archive groups. This action is permanent. The Archived group is not visible.

Key	Component	Version	Operating System
TC-9789	Platform Enhancement	2022.5.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AssignProviderToAppointment			

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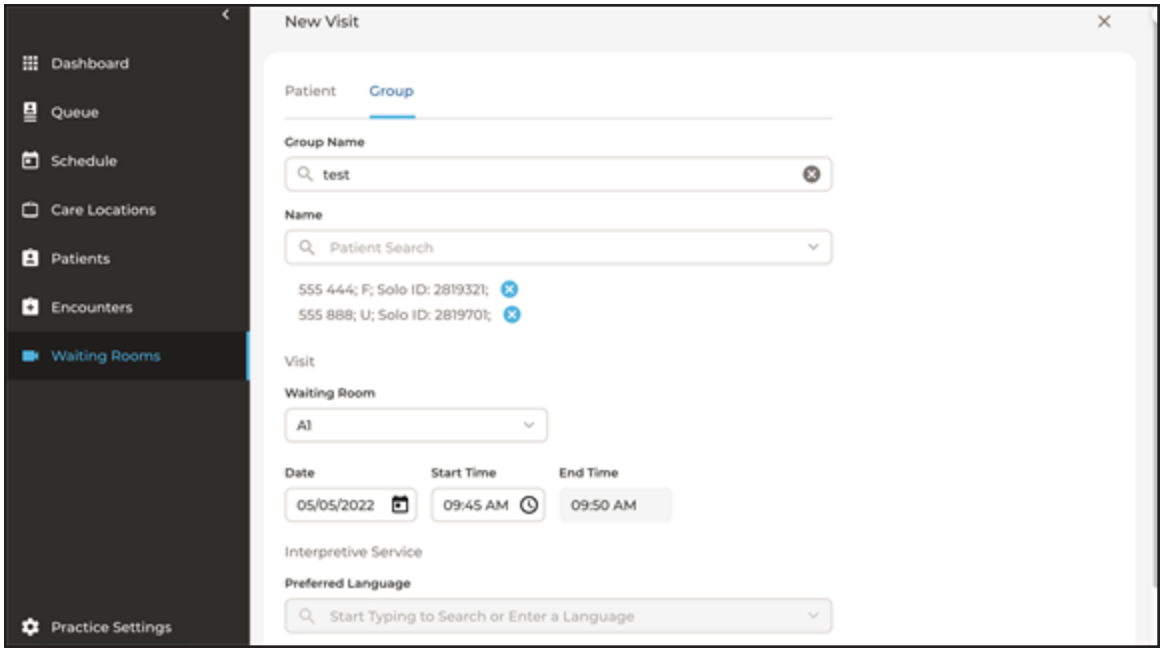
Old



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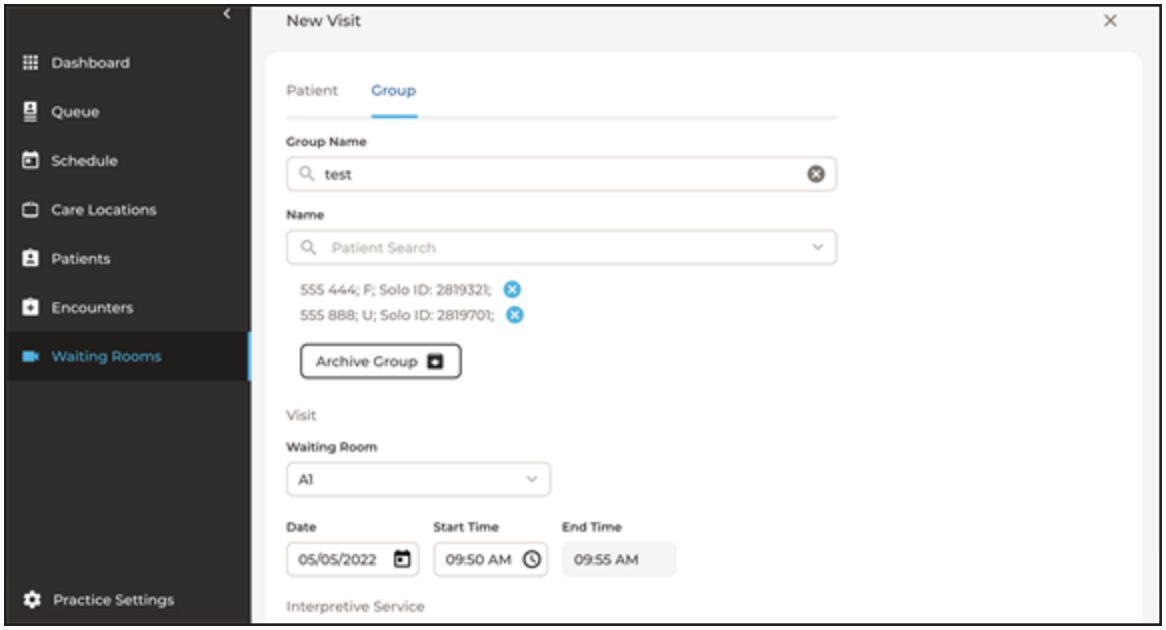

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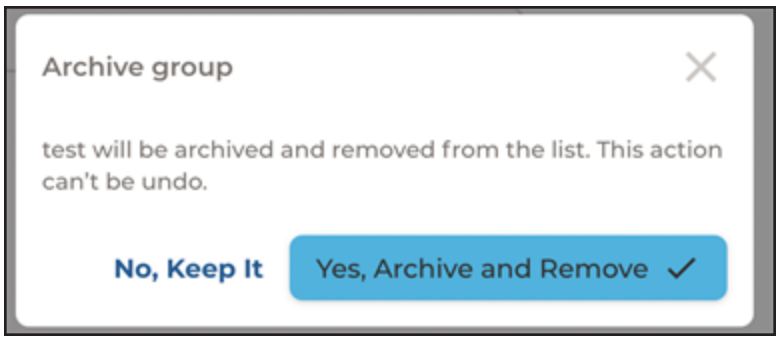
New



Created Encounter: A visual indicator has been added to the dashboard to distinguish how an encounter was created

Key	Component	Version	Operating System
SN4-4119	Platform Enhance-ment	2022.5.2	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

Report Generator

Report Generator Patient Intake Forms Updates: The Report Generator now has patient intake forms (e.g. Consent, HPI) and medical questionnaire responses available to export.

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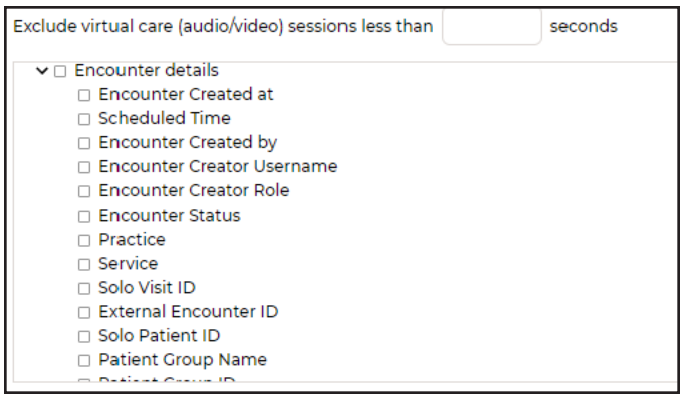
Key	Component	Version	Operating System
SN4-4310	Report Generator	2022.6.1	MacOS, Windows - 32bit and 64bit
Release Toggle: UnifiedSoloReporting2022Q2			

Report Generator Encounters Field:

Encounter Details: Nine additional data fields have been added to the Report Generator.



The Encounter Status includes:

- Not Started
- In Progress
- Canceled
- Completed

Unsigned, signed, and amended status previously found under Encounter Status, can now be found in Note Status under template data.

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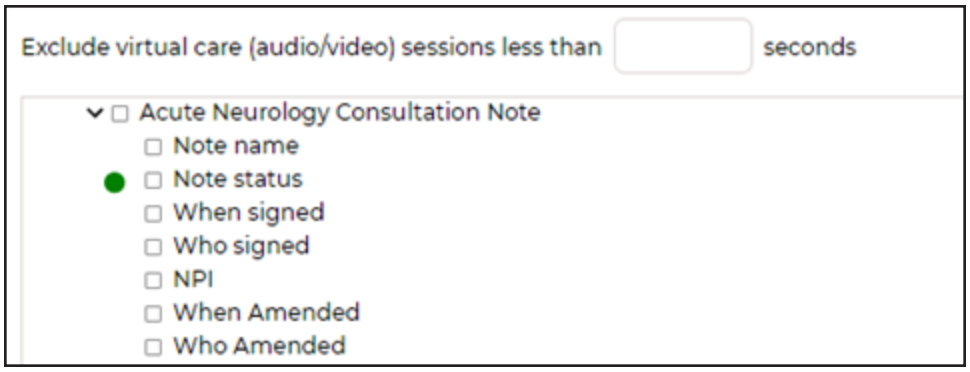

- **Scheduled Time:** Data displayed in the report generator when a consumer schedules an appointment 2/9/2022 10:03:14
- **Encounter Created by:** How the encounter was created manually. Manual API, or HL7.
- **Encounter Creator Username**: Email for the user who created the encounter manually. This field will be null if the encounter was created by API or HL7. johnsmith@teladochealth.com.
- **Encounter Creator Role:** Solo role for the user who created the encounter manually. This field will be null if the encounter was created by API or HL7. Practitioner, Scheduler, Practitioner Admin, or Nurse.
- **Practice:** Name of the Practice set up in Super Admin. The Practice reports up to an Organization with Services. Western Health System and Santa Barbara Cottage Health System.
- **External Encounter ID:** Customer health system EMR generated encounter ID sent to Teladoc Health via an HL7 imessage. Varies depending on Electronic Medical Record.
- **Solo Patient ID:** Solo-generated patient identifier to coincide with health system EMR patient identifier like MRN. The **Visit ID** is overwritten in the UI if the MRN is added to the patient profile. 53926664.

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- **Patient Group ID:** Solo system generated universal identifier for Patient Group ID's. 2b3cade6-a423-442b-a66b-992db102219c
- **Patient Group Name:** Name of a group of patients that join a session, like a diabetes coach, dietician, or another Solo user. The group name is used to identify the Reason/Use Case and participants, and is displayed in the **Queue.** Groups run for a set time and duration. Weight Management, ADHD Group, Nutrition Group, and Neuro Acute Group.

Key	Component	Version	Operating System
SN4-4280	Report Generator	2022.5.1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

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Report Generator Encounter Video Session Details Updates: The **Report Generator Encounter Video Session Details** section has been updated with the following fields:

- Assigned Care Location
- Assigned Care Location SN#
- Care Location First Assigned At (date & time)
- Care Location Last Assigned At (date & time)

In addition, the first five (5) sessions are now available with the following data: Call session ID, Call Username, Solo Role, Call National Provider Identifier, Call Start, Call End, Call Duration

Key	Component	Version	Operating System
SN4-4094	Report Generator	2022.5.2	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

Activity Logs

Activity Logs: For improved Security and Compliance, the information about an **Appointment** created, appointment assigned to a practitioner, and an appointment unassigned notification events were added to the user activity logs so Teladoc Health divisional administrative users can include the information in reporting requirements

Key	Component	Version	Operating System
TC-10159	Platform Enhancement	None	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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Activity Log: Such events are added to the Activity Logs. This event shows when the user was automatically logged out from the application because of inactivity.

Key	Component	Version	Operating System
TC-9919	Platform Enhancement	2022.5.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Activity Logs: For improved Security and Compliance the information about assigned practitioner events were added to the user activity logs so Teladoc Health divisional administrative users can include in reporting.

Key	Component	Version	Operating System
TC-9903	Platform Enhancement	2022.5.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Activity Logs: For improved Security and Compliance, users can view an appointment and encounter by clicking on an **Appointment** bar. These events are added to the user activity logs so Teladoc Health divisional administrative users can include this information in reporting requirements.

Key	Component	Version	Operating System
TC-9863	Platform Enhancement	2022.4.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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Activity Logs: For improved Security and Compliance the **Patient Notifications History** events were added to the user activity logs so Teladoc Health divisional administrative users can include this information in reporting requirements.

Key	Component	Version	Operating System
TC-9830	Platform Enhancement	2022.4.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Activity Log: For improved Security and Compliance, the **Encounter Created** events have been updated with information if the **Encounter** (Visit) is related to the Group Encounter (visit). This change is related to the user activity logs so Teladoc Health divisional administrative users can include this information in reporting requirements.

Key	Component	Version	Operating System
TC-9828	Platform Enhancement	2022.5.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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Provider App

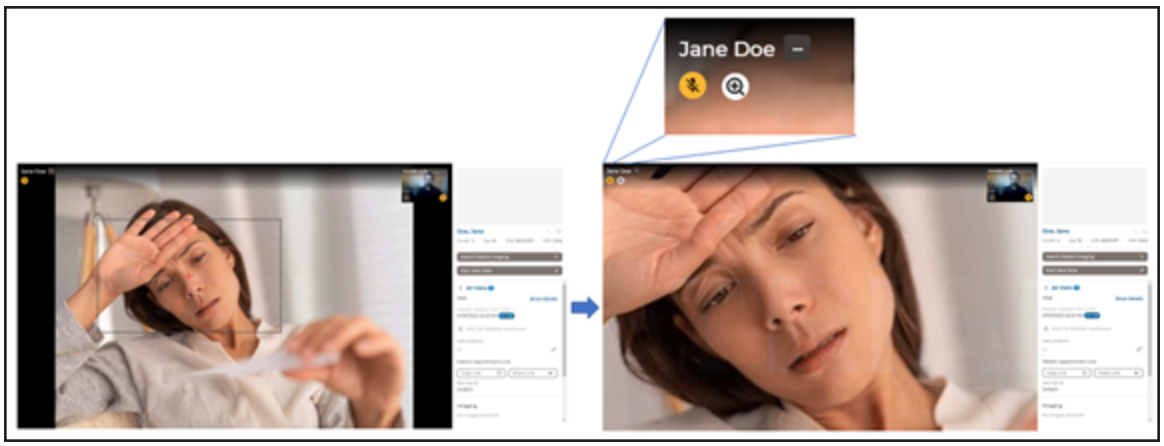
Web Provider App

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.

Zoom Notification and UnZoom function: A notification will be displayed for a user when they zoom in.

Key	Component	Version	Operating System
WPAS-1889	Web Provider App	2022.7.1	Windows - 32bit and 64bit
Release Toggle: None			



Video Zoom: Users have the ability to zoom in on an area of interest or to frame remote participants so they fill their screen by using the new digital box zoom feature. Use the mouse or the scroll wheel to zoom in for a better perspective of other users in a session. It also works when beaming into a Web Viewpoint. As a result, users ensure they are able to better see remote participants.

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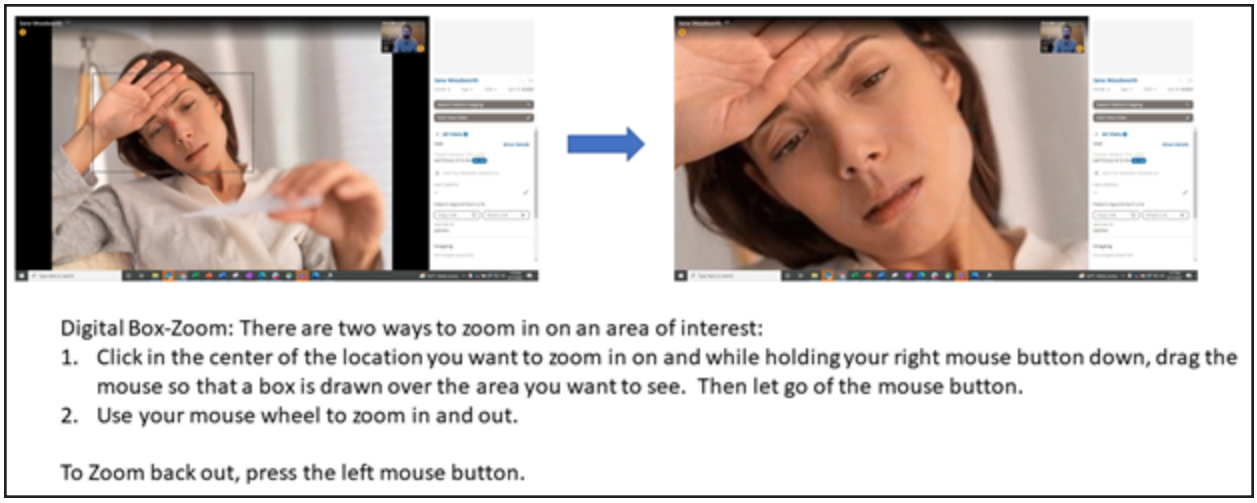
Key	Component	Version	Operating System
WPAS-1800	Web Provider App	2022.6.2	Windows - 32bit and 64bit
Release Toggle: None			



Invite Participant: Practitioners who connect directly to the Teladoc Health Web Viewpoint from **My Care Locations**, or directly with another practitioner, can invite participants to a session by email or SMS using the **Invite** panel

Key	Component	Version	Operating System
WPAS-1748	Web Provider App and Web Care Location App	2022.6.2	Windows - 32bit and 64bit
Release Toggle: None			

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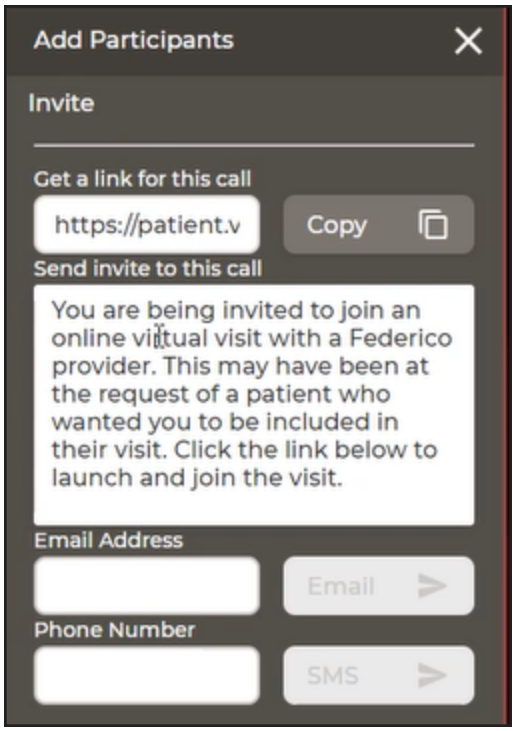

Video Display: All users can now change the amount of video they want to see from other participants in a session. From the context menu (...), users can choose to see a participant in Fill Video or Fit Frame mode. Fill video displays the participant's video in full screen without a letterbox; beneficial when the remote participant is using a smartphone. Fit video is the default mode. In this mode, all a participant's video is shown, which may result in letterboxing and a smaller view of the participant.

Key	Component	Version	Operating System
WPAS-1707	Web Provider App, Desktop Patient App, Desktop Provider App, and Web Patient App,	2022.5.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

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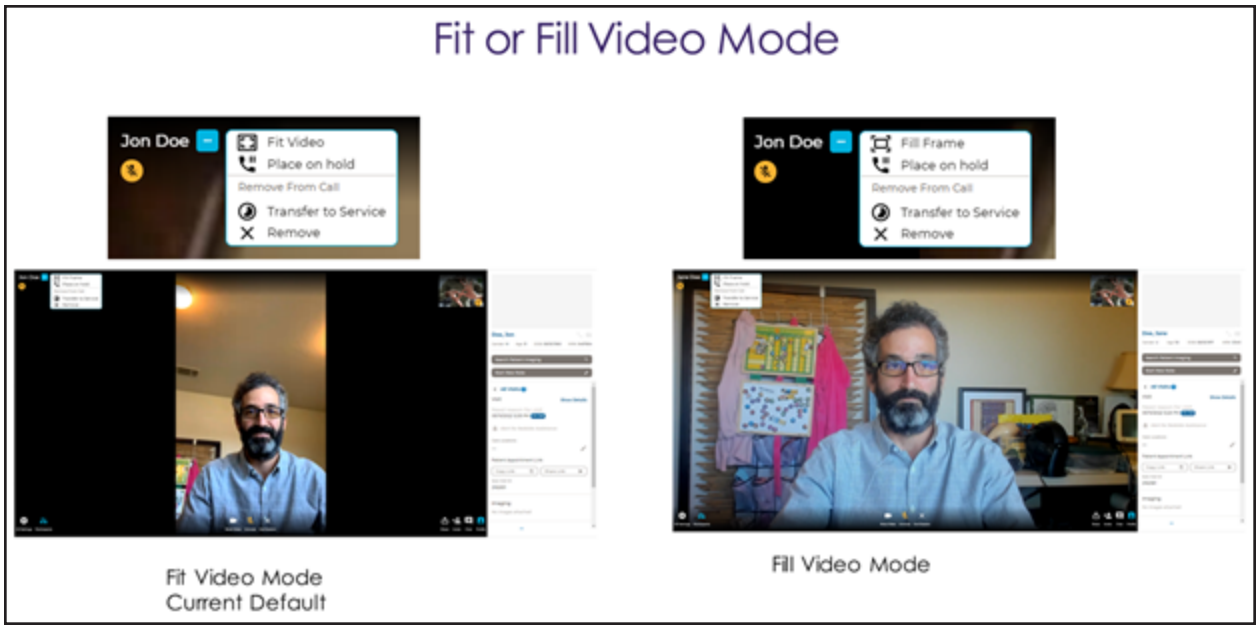

Multiple Participants: Ability to pin up to two individuals in a call, allowing you to see them side by side.

Key	Component	Version	Operating System
WPAS-946	Web Provider App and Web Patient App,	2022.5.2	Windows - 32bit and 64bit
Release Toggle: PinParticipant			

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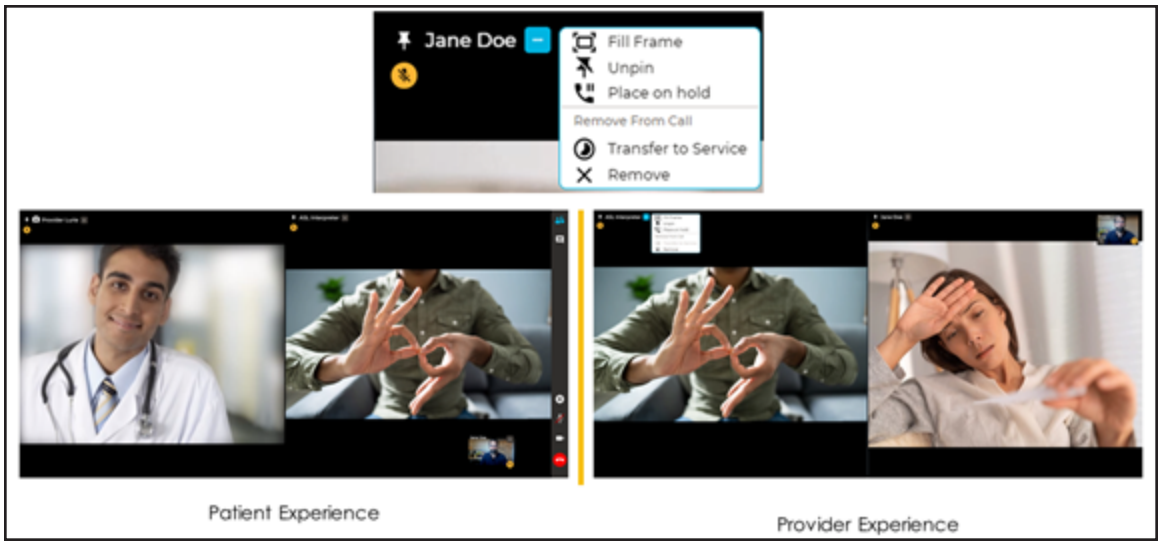

PHI Restrictions: Practice Admin role has been updated to restrict access to all PHI.

Key	Component	Version	Operating System
SCIT-1866	Web Provider App and Practice Administration	2022.6.1	Windows - 32bit and 64bit
Release Toggle: RestrictAccessToPIIForPracticeAdmin			

Assign: Practitioner: User can re-assign or Unassign a practitioner to their appointment (s)

Key	Component	Version	Operating System
TC-9999	Web Provider App and Platform Enchancement	2022.5.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AssignProviderToAppointment			

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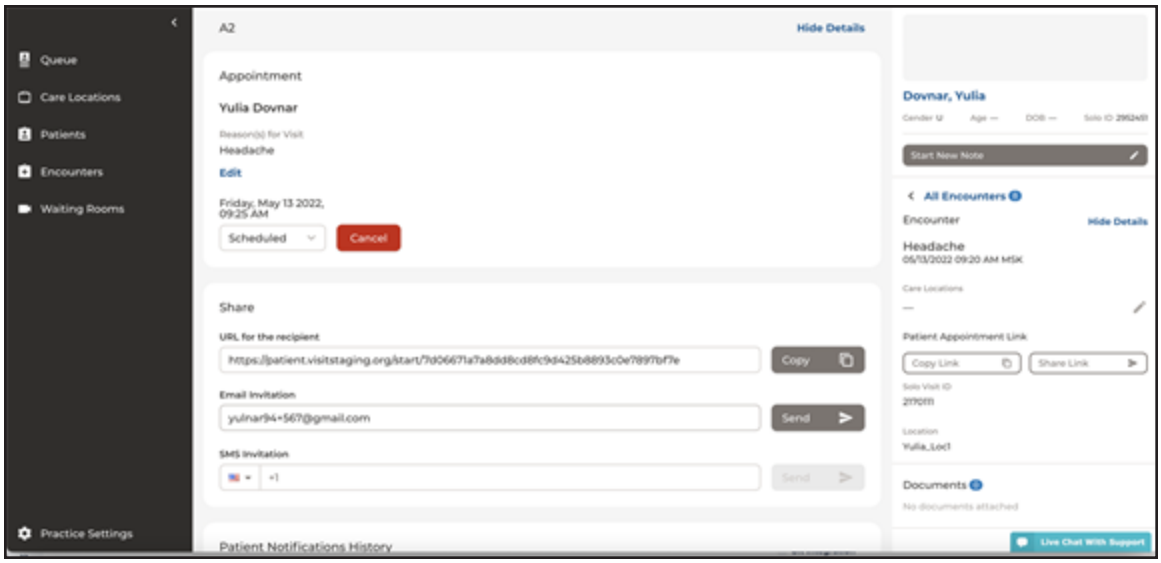
Usability improvement for Context-Aware Linking: When a practitioner joins a call (i.e. session), but their patient is not currently on the call, a **Provider has joined the call** notification is sent to the patient.

Key	Component	Version	Operating System
TC-9990	Web Provider App	2022.5.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Assigned Practitioner Information: Information about the assigned practitioner is displayed in the Central panel AKA appointment bars; right panel; and **Appointment Details** page.

Key	Component	Version	Operating System
TC-9901	Web Provider App and Platform Enchancement	2022.5.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AssignProviderToAppointment			

Old



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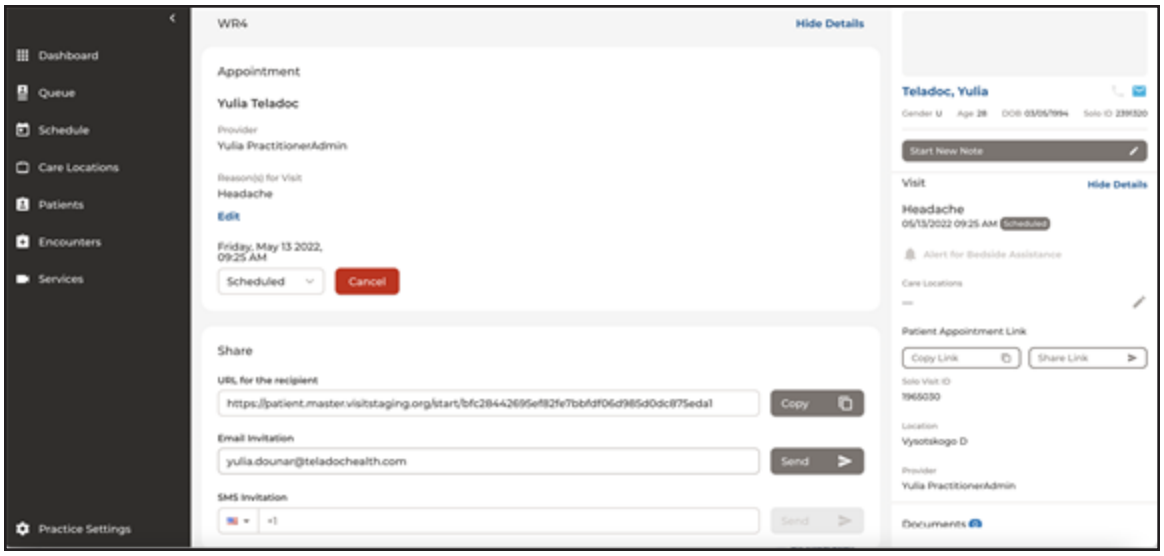
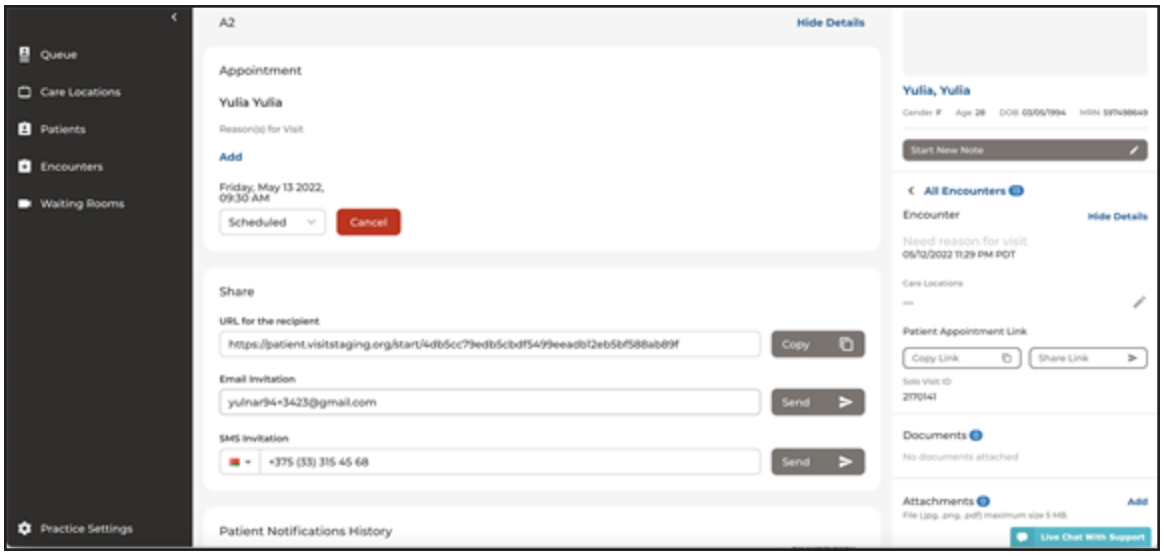
New



Old



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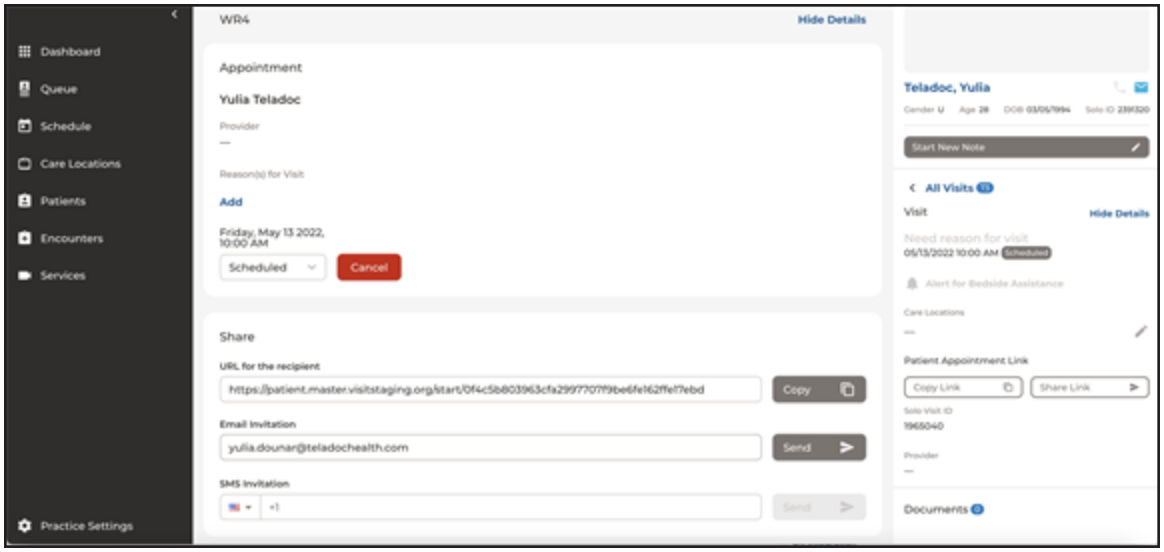
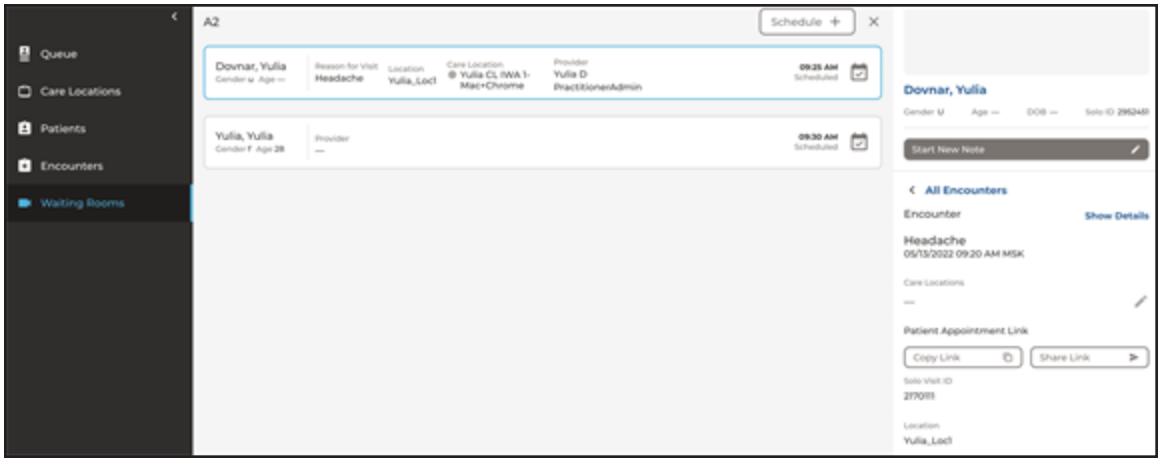
New



Old



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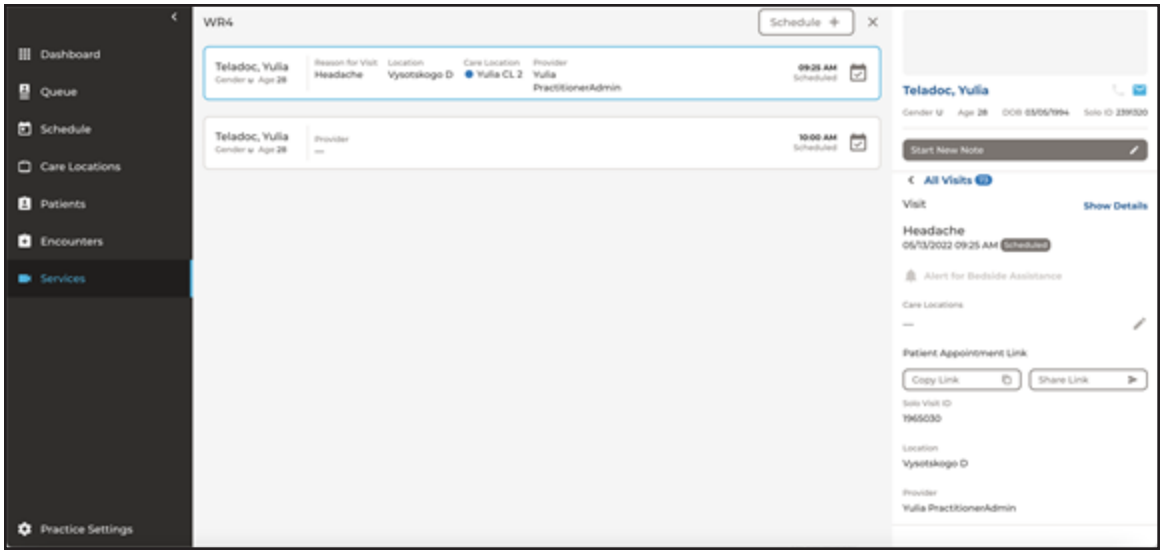
New



Desktop Provider App

Filter Queue: Users now have the ability to filter patients in Queue by the practitioner they have scheduled a session with.

Key	Component	Version	Operating System
BETA-1650	Desktop Provider App, Provider App, and Web Provider App	2021.11.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: AssignProviderToAppointment			

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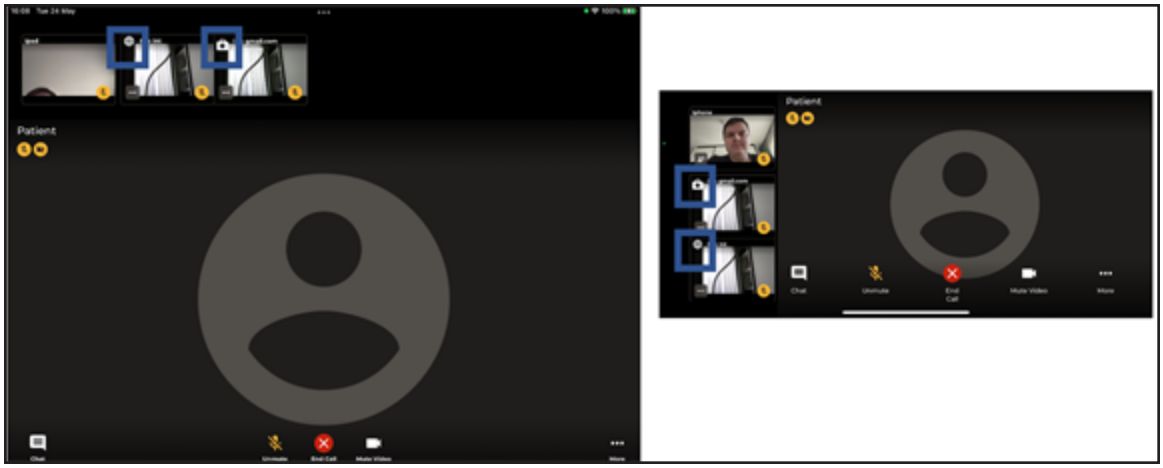
iOS Provider App

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

Patient Identification: A Doctors Bag icon is displayed next to the practitioners name to help patients easily identify the practitioner. A 'Globe' icon is displayed next to an Interpreter's name helps patients easily identify an interpreters in a session.

Key	Component	Version	Operating System
IOS-1735	iOS Provider App, iOS Care Location App, and iOS Patient App	44.0	iOS
Release Toggle: None			



Mulit-party Session: Ability to pin up to two individuals in a session; allowing you to see participants side by side. Users can unpin a user by clicking on the pin icon or by going to the context menu.

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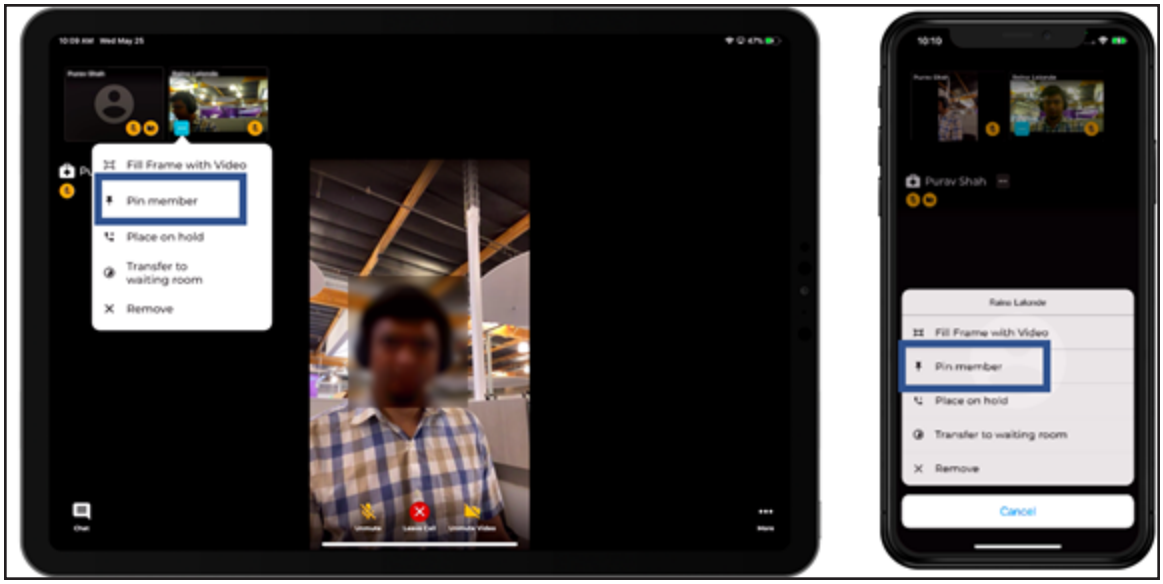
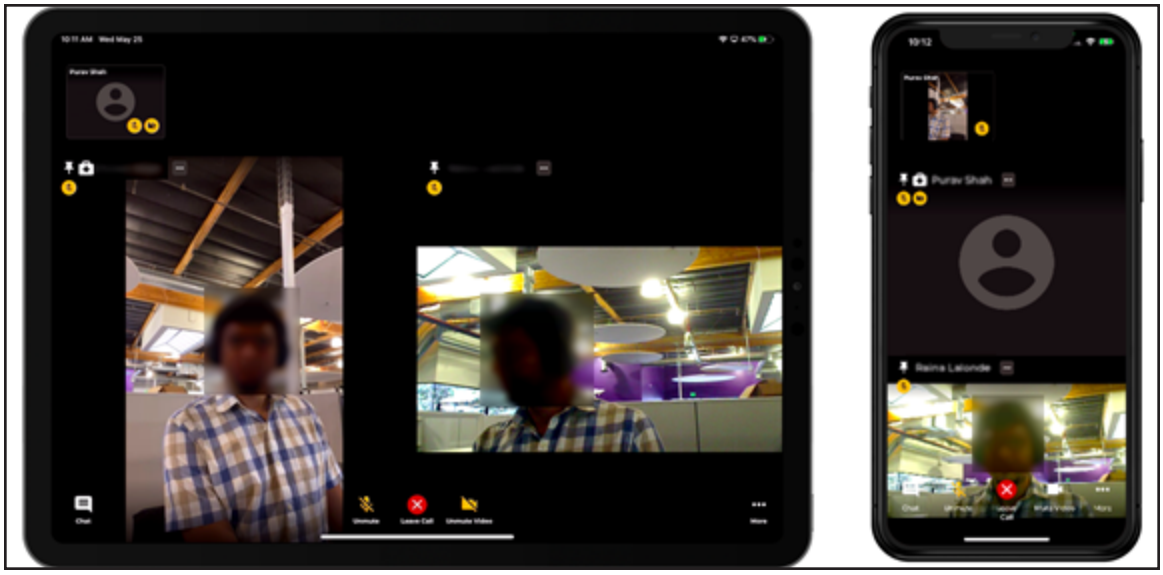
Key	Component	Version	Operating System
IOS-1686	iOS Provider App, iOS Care Location App, and iOS Patient App	44.0	iOS
Release Toggle: None			





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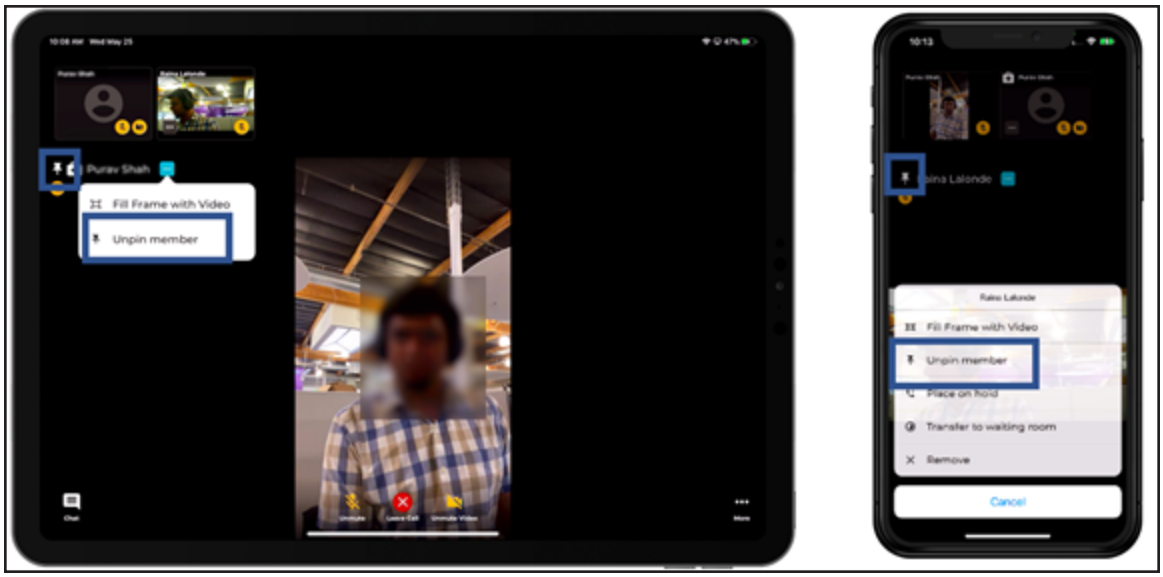

Patient Joins Session: In a group call when a patient joins a session, they will see their practitioner's video on the main view.

Key	Component	Version	Operating System
IOS-1241	iOS Provider App, iOS Care Location App, and iOS Patient App	44.0	iOS
Release Toggle: None			

Interstitial screen: The Interstitial screen has been updated for patients before they join a session. A new message has been added and a **Leave call** dialogue box for practitioners when Services (i.e. waiting room) is enabled for **Notify Patients When a Provider Joins the Call**.

Key	Component	Version	Operating System
IOS-462	iOS Provider App	44.0	iOS
Release Toggle: None			

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Patient App

Web Patient App

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

Practitioner Name: A **Doctors Bag** icon displays next to the practitioner's name to help patients identify who the practitioners are in a session.

Key	Component	Version	Operating System
WPAS-1630	Web Patient App	2022.5.2	Windows - 32bit and 64bit
Release Toggle: None			

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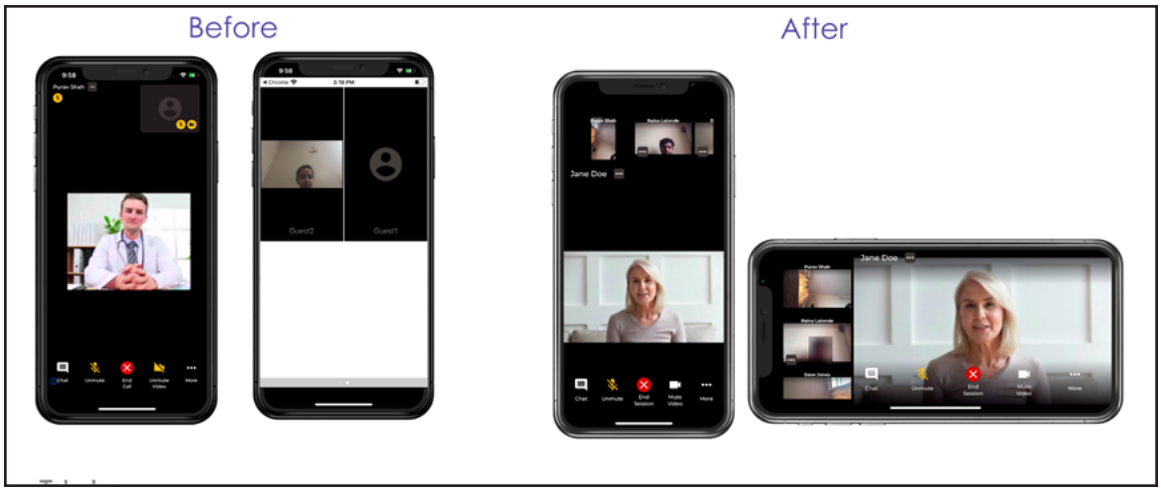
iOS Patient App

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

Videocall layout: A similar interface for patients who use their iPhone for sessions with the iOS Provider App, allows them to view all users by scrolling through the thumbnails at the top of the screen.

Key	Component	Version	Operating System
IOS-1768	iOS Patient App	44.0	iOS
Release Toggle: None			



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Analytics

A new release of the Teladoc Health Analytics module will be pushed to all clients July 12, 2022 with further enhancements to our datasets.

Care Location Audit tab: In the Performance Report, the **Care Location Audit** tab has three field changes.

- Internal vs Outreach has been renamed to Internal or Outreach.
- Building Owner Parent Company has been renamed to Building Owner Ultimate Parent.
- Device Owner Parent Company has been renamed to Device Owner Ultimate Parent.

Key	Component	Version	Operating Systems
DT-4403	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Workbook Date Ranges: All workbook date ranges have been updated to refelect the most recent quarter of 07-01-2022 to 06-30-2022

- Administrative Management
- Program Management
- Reliability
- Appointment Overview
- AV Quality Surveys

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Key	Component	Version	Operating Systems
DT-4372	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Program Management Dashboard: The Program Management Dashboard's box and whisker graph will display a single color point to provide a more accessible user interface

Key	Component	Version	Operating Systems
DT-4363	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

The new Direct Videocalls dataset provides clients a way to see session that occurred "on-demand" or those that were scheduled without a prior appointment in place. Data fields include:

- Practice
- Care Location
- Practitioner
- Videocall Start Time
- Videocall Stop Time
- Videocall Type

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Key	Component	Version	Operating Systems
DT-4317	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

A/V Quality Survey dashboard: The **A/V Quality Survey** dashboard now includes a time slider so clients can choose a specified time frame.

Key	Component	Version	Operating Systems
DT-4235	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

The Automated Delivery Service allows clients to receive a direct, daily feed of raw data via secure file transfer protocol (sFTP).

Features include:

- The Automated Delivery Service can provide both operational and clinical data securely.
- The Automated Delivery Service will deliver the datasets as a CSV file.
- The Automated Delivery Service CSV files will be overwritten whenever the process is run.
- The Automated Delivery Service data sets will display a date and timestamp after each file so customers can validate they picked up the most recent data (e.g. Jan 13, 2021 7:00 AM)
- The Automated Delivery Service's data sets will contain a rolling 30 days of data.

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- The Automated Delivery Service has the flexibility to send files with any character delimiter to separate fields to reduce any additional conversion efforts.
- The Automated Delivery Service should produce one additional row at the end of the file. The carriage return, line feed (CRLF) should end with just 1 CRFL as a standard

Data Sets Available:

- Sessions Data – Device/PAS related data
- Appointments Data– IWA/Solo related data
- Provider Survey Data – IWA/Solo custom provider surveys that appear after the videocall
- Customer Survey Data – IWA/Solo custom customer surveys that appear after the videocall
- Report Generator – IWA/Solo clinical template data

Key	Component	Version	Operating Systems
DT-3846	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Appointment Dataset: The Appointments data set will no longer show the column value of the field [Patient Online Check-in Status]. It is no longer used. Next to each UTC time field, is the local timestamp based on the practice time zone. The time no longer needs to be converted.

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Local Time Fields:

- Appointment Created Time
- Appointment Time
- Appointment Start Time
- Appointment End Time
- Patient Last Response Time
- Wait Start Time
- Wait End Time
- Videocall Start Time
- Videocall End Time

Key	Component	Version	Operating Systems
DT-3830	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

The Appointment Overview Dashboard includes a new bar chart that aggregates the number of appointments conducted over time. The bar chart is used to provide a simple and easy way to represent time series data and can be displayed as daily, monthly, quarterly, and yearly. Additionally, the box and whisker graphs now display a single color point to provide a more accessible user interface

Key	Component	Version	Operating Systems
DT-2295	Analytics Portal	2022.7.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

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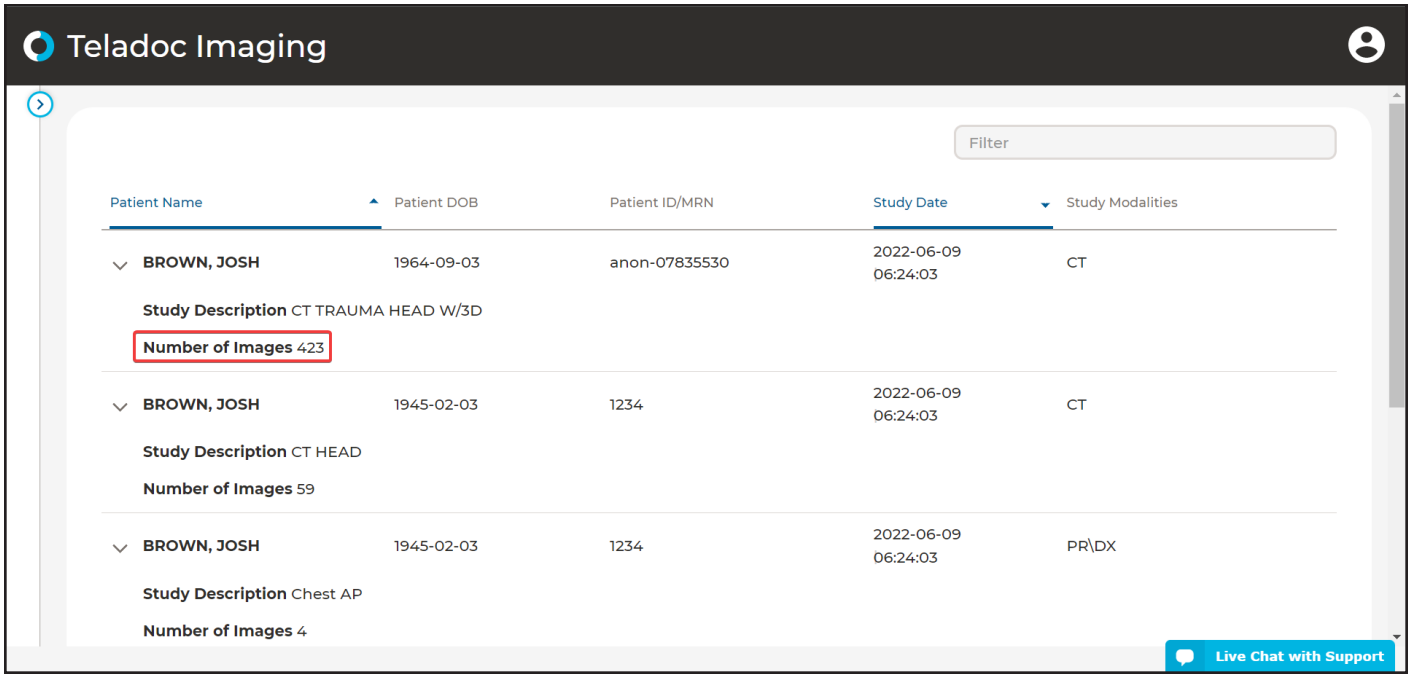
Imaging

Immediately access diagnostic-quality studies - Imaging is a single portal to quickly access DICOM imaging at any of the sites running third-part imaging modules.

Number of Images: Users searching for imaging studies on the Imaging Portal see the number of images within a study before opening it on the Viewer. This allows them to anticipate if a study might take a long time to load on the viewer because of the number of images it contains.

Key	Component	Browser(s)	Platform
IMG-462	Imaging	IDA/ Electron Chrome Safari, Mac, and Fire-fox	MacOS, Windows - 32 & 64bit
Release Toggle: None			



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Imaging Portal: Users can search a location. Users are able to reduce the list of locations when searching for studies of a given location on the Imaging Portal, by typing the name and quickly selecting the required one.

Key	Component	Browser(s)	Platform
IMG-451	Imaging	IDA/ Electron Chrome Safari, Mac, and Fire-fox	MacOS, Windows - 32 & 64bit
Release Toggle: None			

Expand and collapse the Search panel: Users searching for studies on the Imaging Portal can collapse the Search Panel to have more space on the screen to visualize the list of studies and expand it back to run a new search.

Key	Component	Browser(s)	Platform
IMG-449	Imaging	IDA/ Electron Chrome Safari, Mac, and Fire-fox	MacOS, Windows - 32 & 64bit
Release Toggle: None			

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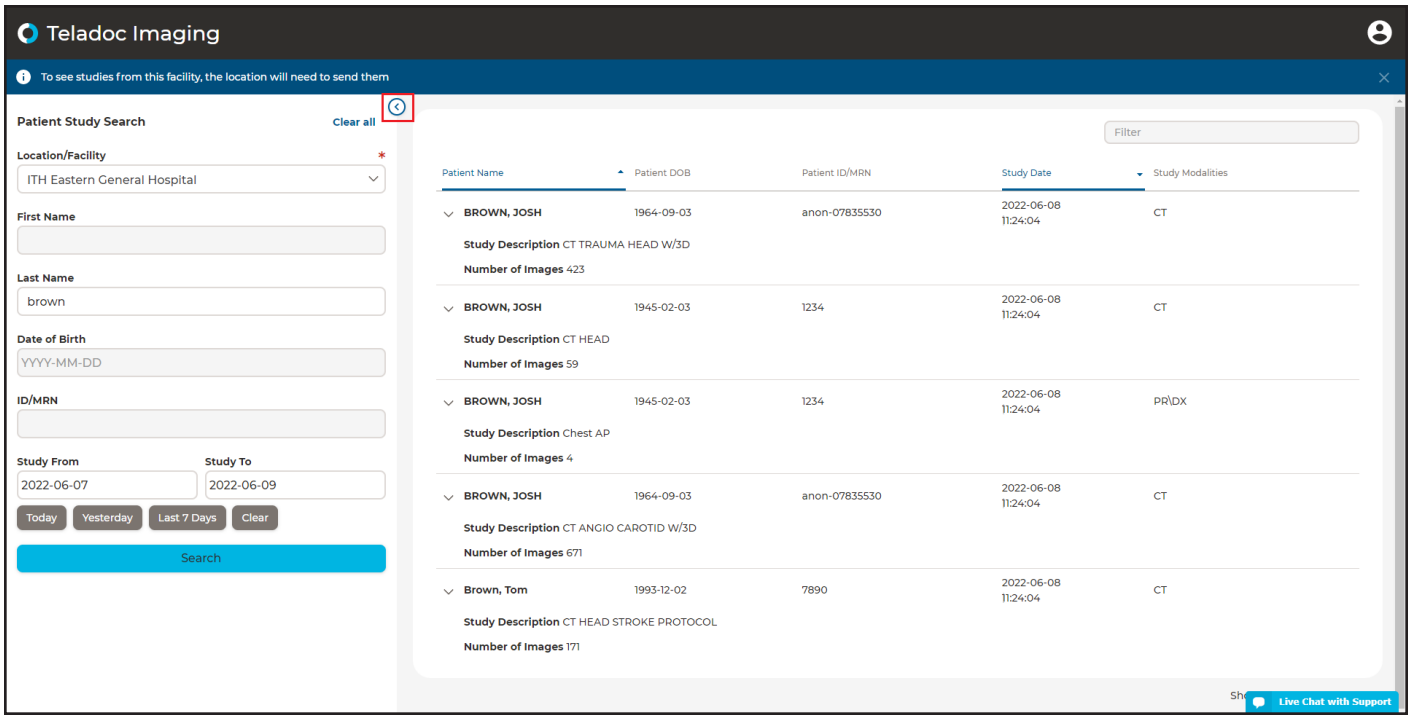

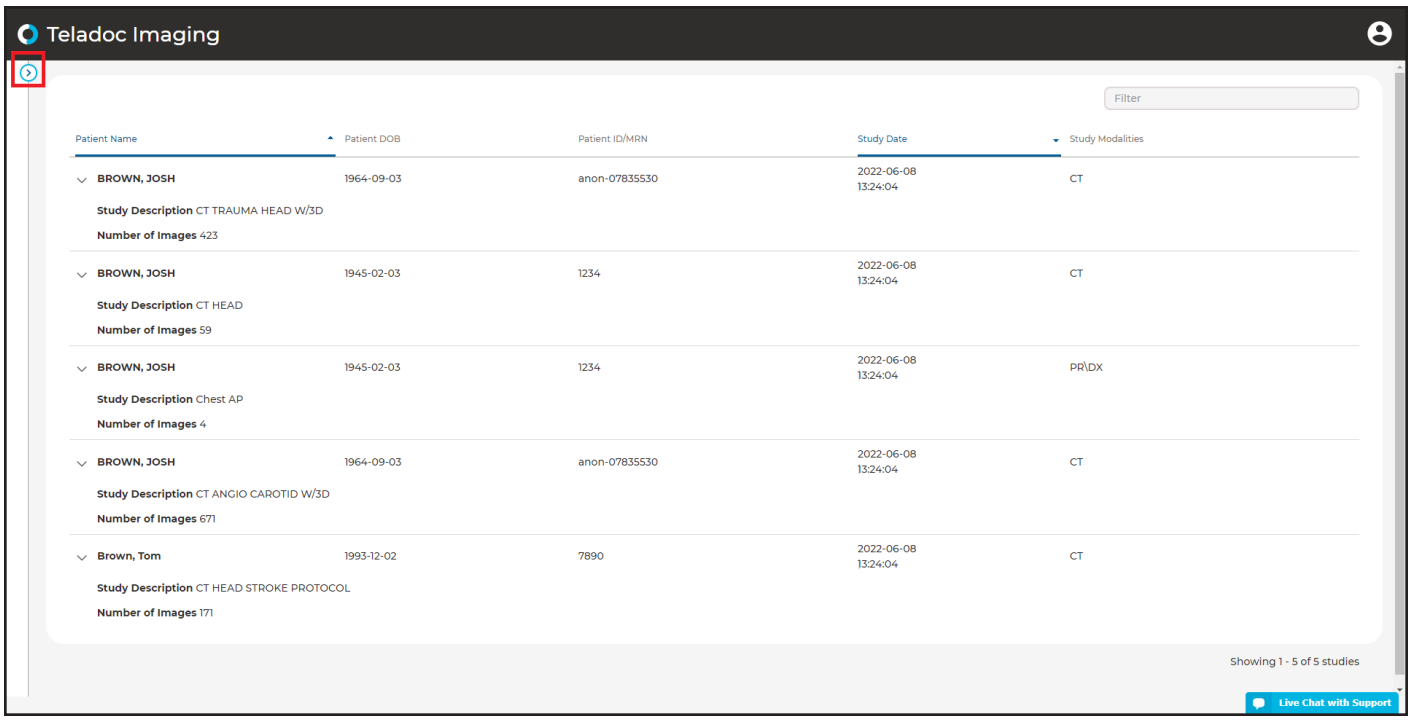

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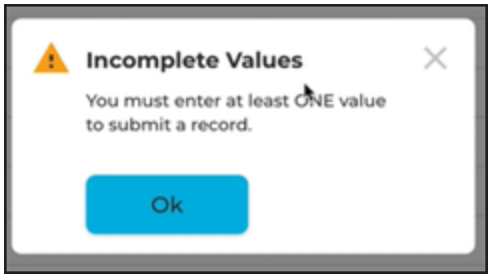
Smart Notes

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

Table Record: Smart Note users can no longer submit table entries without the requirement to complete at least one or more fields. The user will receive an alert if they attempt to submit a table with no fields completed.

Key	Component	Version	Operating System
SN4-4345	Smart Notes	2022.7,1	MacOS, Windows - 32bit and 64bit
Release Toggle: ShowAlertWhenTableHasNoRecords			



Calculator Score Elements: The width of the dropdown component has been widened and now users will no longer have to scroll to easily see individual responses on a single line.

Key	Component	Version	Operating System
SN4-4342	Smart Notes	2022.7,1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

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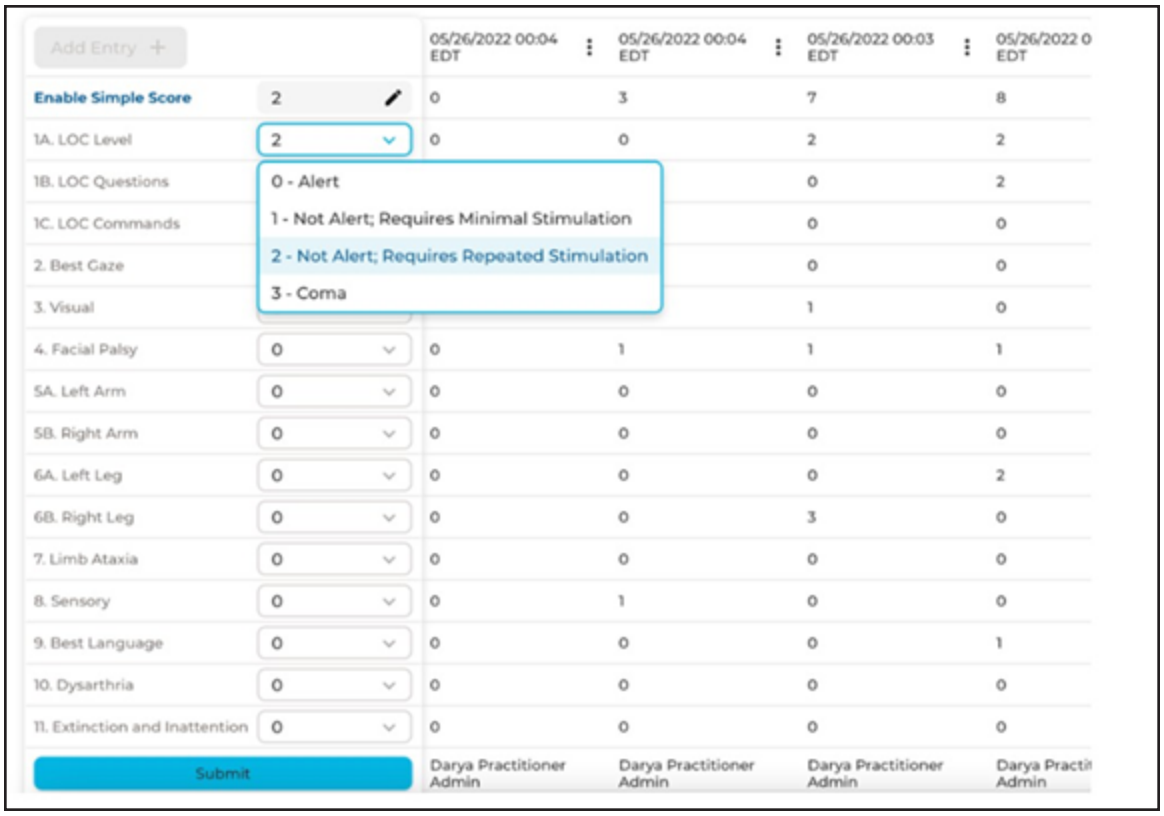

Navigating back to a Smart Notes form from imaging: In workflows where pactitioners have to navigate away from Smart Notes (Ex: when viewing imaging), they can now seamlessly jump back to the field they were last documenting in, using the **Back to Note** button.

Key	Component	Version	Operating System
SN4-4321	Smart Notes	2022.6.2	MacOS, Windows - 32bit and 64bit
Release Toggle: FocusPreviouslyQuestion			

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Encounter Creation Time in Consultation Note: The encounter creation date and time can be displayed in any Smart Notes 4.0 Consultation Note. Please contact a Teladoc administrator to configure this added date & time stamp in any Smart Notes 4.0 template within your practice.

Key	Component	Version	Operating System
SN4-4237	Smart Notes	2022.5.1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

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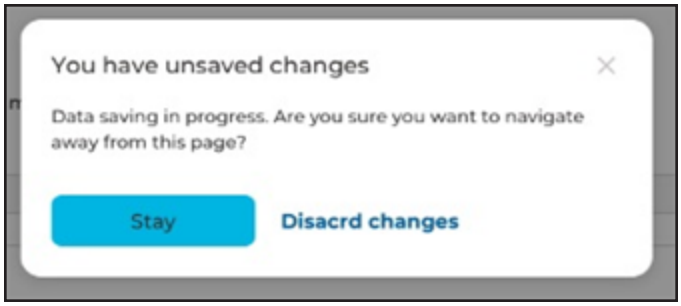
Conditional Logic for Amendment and Addendum Modals: Smart Notes Amendment and Addendum features now support the ability to display fields based on specific answers (conditional logic). Contact a Teladoc Administrator to configure this functionality in any Smart Notes 4.0 template within your practice.

Key	Component	Version	Operating System
SN4-4215	Smart Notes	2022.5.2	MacOS, Windows - 32bit and 64bit
Release Toggle: SN4AmendmentAddendum			

Alert for Data Not Saved: For users who have low internet speeds, if a they attempt to navigate away from their form while their data is being saved, an **Alert for data not saved** will notify them to wait until their data is saved.

Key	Component	Version	Operating System
SN4-4162	Smart Notes	2022.5.1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			



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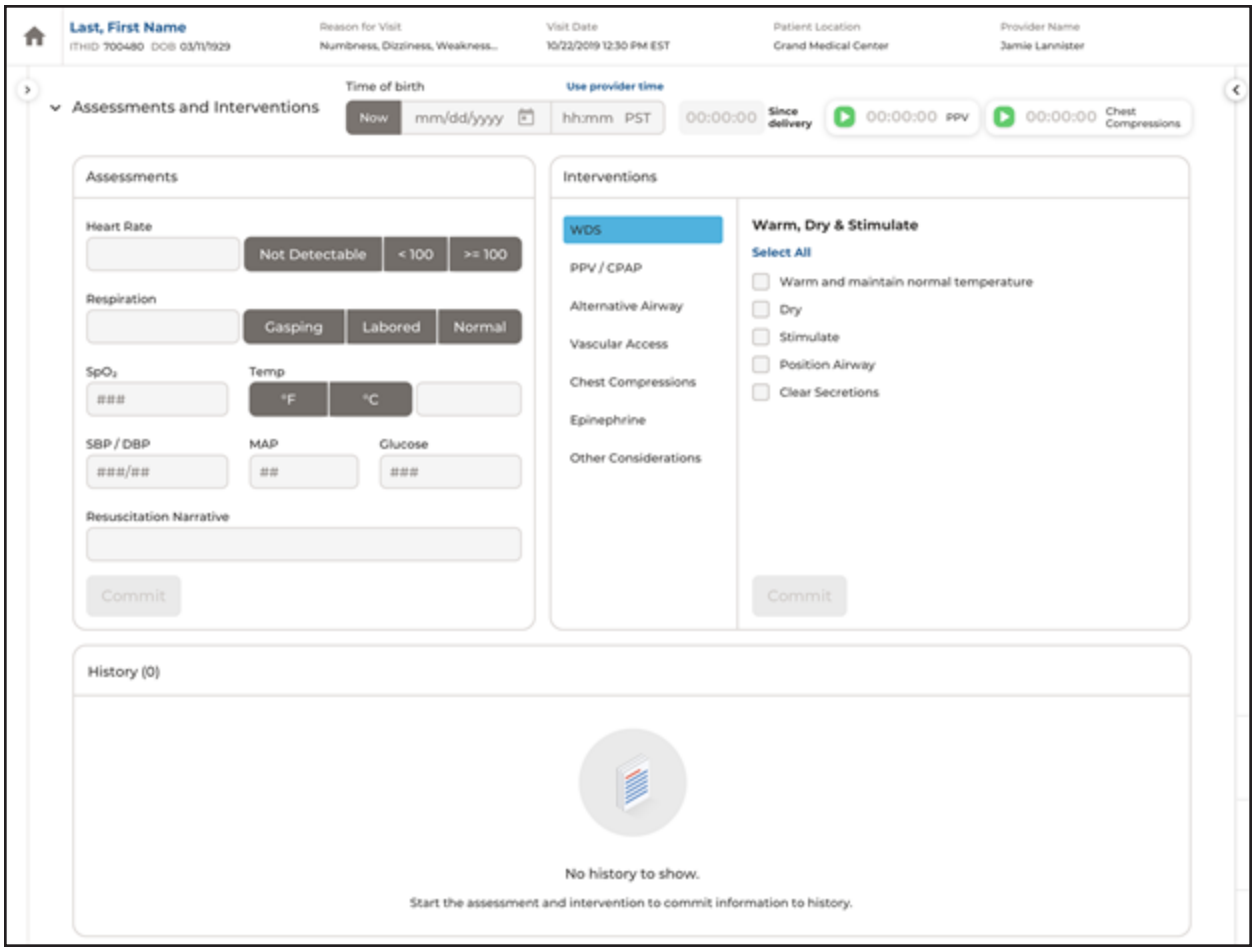
Assessment & Intervention Redesign: Smart Notes customers using the Neonatology workflow can now leverage redesigned Assessment and Intervention components for a improved user experience.

Key	Component	Version	Operating System
SN4-4141	Smart Notes	2022.7.1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			



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Session Start Time For workflows that include Teladoc devices can now include the Encounter Session start time in the Smart Notes consultation note. Please contact a Teladoc Administrator to enable this functionality.

Key	Component	Version	Operating System
SN4-4104	Smart Notes	2022.5.1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

Score Calculator Display: Smart Notes with calculators scores can now choose to display the results as ordered or unordered list in the consultation note. Reach out to a Teladoc admin to enable this functionality.

Key	Component	Version	Operating System
SN4-3503	Smart Notes	2022.7.1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

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WEDDON, Roxy

Gender: **F** Location: **Warsaw** Care Location: **Theropy**

Teladoc HEALTH

Hamilton Depression Rating Scale (HAM-D)

The HAM-D is a multiple item questionnaire used to provide an indication of depression, and as a guide to evaluate recovery. The questionnaire is designed for adults and is used to rate the severity of their depression by probing mood, feelings of guilt, suicide ideation, insomnia, agitation or retardation, anxiety, weight loss, and somatic symptoms.

Hamilton Depression Rating Scale (HAM-D) Score

1. **DEPRESSED MOOD (sadness, hopeless, helpless, worthless): 1** Sadness
2. **FEELINGS OF GUILT: 0** Not present
3. **SUICIDE: 0** Not present
4. **INSOMNIA: EARLY IN THE NIGHT: 0** Not present
5. **INSOMNIA: MIDDLE OF THE NIGHT: 0** Not present
6. **WORK AND ACTIVITIES: 0** No difficulties
7. **RETARDATION (slowness of thought and speech, impaired ability to concentrate, decreased motor activity): 0** Not present
8. **AGITATION: 0** Not present
9. **ANXIETY PSYCHIC: 1** Tension and irritability
10. **ANXIETY SOMATIC: 1** Mild
11. **SOMATIC SYMPTOMS GASTRO-INTESTINAL: 0** Not present
12. **GENERAL SOMATIC SYMPTOMS: 1** Slight
13. **GENITAL SYMPTOMS (symptoms such as loss of libido, menstrual disturbances): 1** Slight
14. **HYPOCHONDRIASIS: 0** Not present
15. **LOSS OF WEIGHT: 0** No weight loss
16. **INSIGHT: 0** No loss

Score: 5 Normal

Score
0 - 7: Normal
8 - 13: Mild depression
14 - 18: Moderate depression
19 - 22: Severe depression
>23: Very severe depression

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WEDDON, Roxy

Gender: **F** Location: **Warsaw** Care Location: **Theropy**

Teladoc HEALTH

Hamilton Depression Rating Scale (HAM-D)

The HAM-D is a multiple item questionnaire used to provide an indication of depression, and as a guide to evaluate recovery. The questionnaire is designed for adults and is used to rate the severity of their depression by probing mood, feelings of guilt, suicide ideation, insomnia, agitation or retardation, anxiety, weight loss, and somatic symptoms.

Hamilton Depression Rating Scale (HAM-D) Score

- **DEPRESSED MOOD (sadness, hopeless, helpless, worthless): 1** Sadness
- **FEELINGS OF GUILT: 1** Self accusation, I think I let people down
- **SUICIDE: 4** I have attempted suicide
- **INSOMNIA: EARLY IN THE NIGHT: 0** Not present
- **INSOMNIA: MIDDLE OF THE NIGHT: 0** Not present
- **INSOMNIA: EARLY HOURS OF THE MORNING: 0** Not present
- **WORK AND ACTIVITIES: 1** Feelings of inability, listlessness, indecision and hesitation
- **RETARDATION (slowness of thought and speech, impaired ability to concentrate, decreased motor activity): 0** Not present
- **AGITATION: 0** Not present
- **ANXIETY PSYCHIC: 0** No difficulties
- **ANXIETY SOMATIC: 0** Not present
- **SOMATIC SYMPTOMS GASTRO-INTESTINAL: 2** Severe
- **GENERAL SOMATIC SYMPTOMS: 0** Not present
- **GENITAL SYMPTOMS (symptoms such as loss of libido, menstrual disturbances): 0** Not present
- **HYPOCHONDRIASIS: 1** Self-absorption (body)
- **LOSS OF WEIGHT: 0** No weight loss
- **INSIGHT: 2** Loss of consciousness

Score: 12 Mild depression

Score
0 - 7: Normal
8 - 13: Mild depression
14 - 18: Moderate depression
19 - 22: Severe depression
>23: Very severe depression

Encounter Audit Logs

Display Encounter Entity in Audit Log: The encounter **Audit Log** now displays how an encounter was created (e.g., Manual, HL7, API).

Key	Component	Version	Operating System
SN4-4327	Smart Notes	2022.6.1	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

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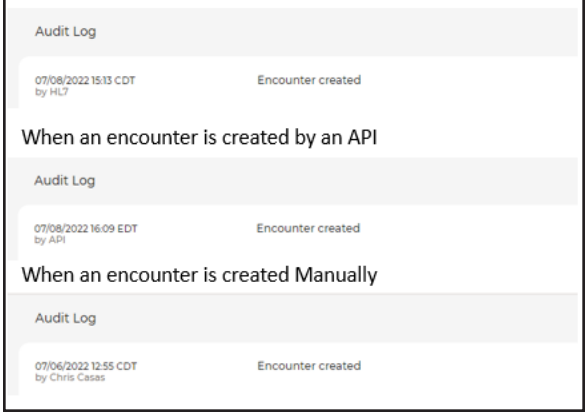
When an encounter is created by an HL7 message



When an encounter is created by an API

When an encounter is created Manually

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Connected Devices

Teladoc Health **Connected Devices** release of the Windows devices software, Windows Provider Access, iOS Provider Access and iOS Viewpoint rolled out to devices **Beginning June 22, 2022**. If your device or Viewpoint system experiences interruptions while upgrading to the latest release, contact the Technical Assistance Center at tac@teladochealth.com or 877-484-9119.

Windows Provider Access software

64 bit Software Architecture: Re-architected software takes full advantage of 64-bit operating systems increasesing the reliability and security of the Provider Access Software.

Key	Component	Version	Operating System
PAS-5359	Windows PAS and Windows Installer	44.18	Windows - 64bit
Release Toggle: None			

Official Support for Windows 11: Provider Access Software can now be installed and used on Windows 11 operating systems.

Key	Component	Version	Operating System
PAS-5260	Windows PAS and Windows Installer	44.18	Windows - 64bit
Release Toggle: None			

iOS Provider Access software

Gestures for Guests: Guest users joining a session from iOS PAS, can use gestures on the shared screen from the host shown in the main view. Users can pinch in-out and pan by swiping. Double-tap will take the user to the default view of the shared screen.

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Key	Component	Version	Operating System
IOS-1635	iOS Provider Access App	44.18	iOS
Release Toggle: None			

Guest Users: Guest users joining a session from iOS PAS, can view the shared screen from the host in the main view. Patient's video has been moved to the list of other thumbnails

Key	Component	Version	Operating System
IOS-1256	iOS Provider Access App	44.18	iOS
Release Toggle: None			

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Robot

Samsung TV: Added support HDMI CEC switching for Default Source and Specified HDMI for Samsung HG43Q60AANF television (TV).

Key	Component	Version	Operating System
ROBOT-4406	Robot	44.18	Windows 32 and 64 bit
Release Toggle: None			

Software Installation: Device Software has moved from a 32-bit installation to a 64-bit installation. Windows Viewpoint will require 64-bit Operating System (OS) support to use this and future software versions.

Key	Component	Version	Operating System
ROBOT-4137	Robot	44.18	Windows 32 and 64 bit
Release Toggle: None			

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Teladoc HEALTH

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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