Teladoc Health™
Quarterly Release Notes
Q3 2022

Teladoc
HEALTH

Table of Contents

Release Notes for Quarter 3, 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 Q3 release.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q3 engineering development continued through end of September and will be enabled in Production environments November 8, 2022.

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

Q3 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 include:

- Non-admin users can now manage patient groups.
- Improved security and compliance requirements with new activities have been added to the Activity Logs.

The last bi-weekly update will occur September 30, 2022 in the client test environment and October 4 in production. *All enhancements behind a release toggle will be enabled in the client test environments biweekly and enabled in all production environments by November 8, 2022.*

Mobile App

iOS Provider and Patient Apps: Teladoc Health iOS Provider and Patient Apps will be available in the App Store during the **week of October 11, 2022**. These Apps provide the user with the ability for practitioners to mute users during a session and to send invites to non-U.S. phone numbers. The schedule for white-label clients follow the general release.

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 October 11, 2022** with improvements to application installation and a better user experience with the Box-Zoom feature.

Smart Notes Module

The Teladoc Health Smart Notes Module releases occur every two weeks. The primary focus for this quarter include several enhancements to the Report Generator and improved table design that reduces the number of Practitioner clicks. The last bi-weekly update will occur September 30, 2022 in client test environments and October 4 in production. *All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments November 8, 2022.*

Analytics Portal

Care Location Report: The Care Location report allows users to view all care locations they have purchased regardless of activity. This will be delivered to Clients **the week of October 4, 2022**.

Connected Devices

Teladoc Health **Connected Devices** release of the Windows devices software, Windows Provider Access, iOS Provider Access and iOS Viewpoint will start to roll out to devices **beginning October 19, 2022**. Improvements include:

Windows Device Software (includes Win Viewpoint Software): The new release of the Windows Device software supports inviting a guest to a Clinical Device session and extended Audio support for the TV Pro devices.

Windows Provider Access Software: The new release of the Windows Provider Access software now supports inviting a guest and/or an interpreter allowing them to join via their smartphone.

iOS Provider Access Software: The new release of the iOS Provider Access software now supports inviting a guest and/or an interpreter allowing them to join via their smartphone.

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 10 & 11 Android v 7.0 and later
Safari	14	14	Mac OS 10.14 and later OS 12.1 and later
Firefox	88	88	Windows 10 & 11
Edge	88	88	Windows 10 & 11

Solo™ Platform

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

Solo™ Platform Enhancement

Fax Contact Dropdown: The fax contact dropdown box is now wider and easier to read, with the fax contact name displayed first; followed by the fax contact number on a second line. Previously, the fax contact name and number were on a single line and wrapped to a second line, which was not user readable and was confusing.

Key	Component	Version	Operating System
SN4-3519	Platform Enhance-ment	2022.3.4	MacOS, and Windows - 32bit and 64bit.
Release Toggle: FaxDestinationSelectRedesign			
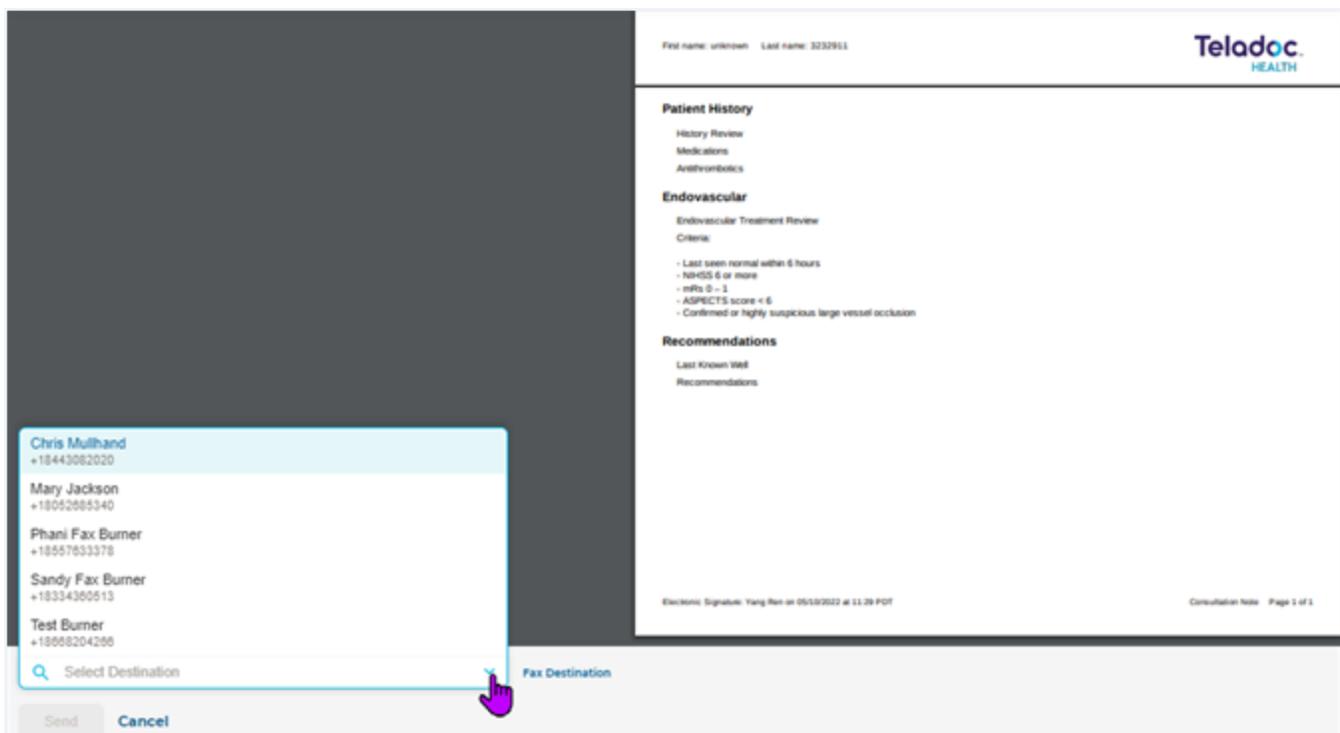
Localization: Solo platform is now supports localized for Saudi Arabia including but not limited to local phone number, address, name and date & time formats.

Key	Component	Version	Operating System
RVN-2172	Platform Enhance-ment	2022.3.3	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Encounter Creation: The encounter creation screen can now be configured to include input fields from Smart Notes to easily capture information at the time of creating the encounter. Contact a Teladoc administrator to enable this functionality.

Key	Component	Version	Operating System
RVN-2144	Platform Enhance-ment	2022.3.4	MacOS, and Windows - 32bit and 64bit.
Release Toggle: EncounterQuickEntryFields			

Add Encounter ✕

| Unknown Patient | Existing Patient | New Patient |

Add New Patient

* First Name

Earl

* Last Name

Johnson

* Gender

| Male | Female | Other | Unknown |

* Date of Birth

18/05/1974

* MRN

256433

ED Provider Name

Location (hospital)

* Last known well time

| Now | mm/dd/yyyy 📅 | hh:mm PST |

Add Encounter +   Cancel

Add Encounter   ✕

| Unknown Patient | Existing Patient | New Patient |

Add New Patient

* First Name

> Earl

* Last Name

> Johnson

* Gender

| Male | Female | Other | Unknown |

* Date of Birth

> 18/05/1974

* MRN

> 256433

ED Provider Name

>

Location (hospital)

>

* Last known well time

| Now | mm/dd/yyyy 📅 | hh:mm PST |

| Add Encounter ＋ | Cancel |

Patient Name Format: The patient name format has been changed from <First Last> to <Last, First Middle> in simple patient search and on the **Patients** page.

Key	Component	Version	Operating System
RVN-2108	Platform Enhance-ment	2022.3.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			
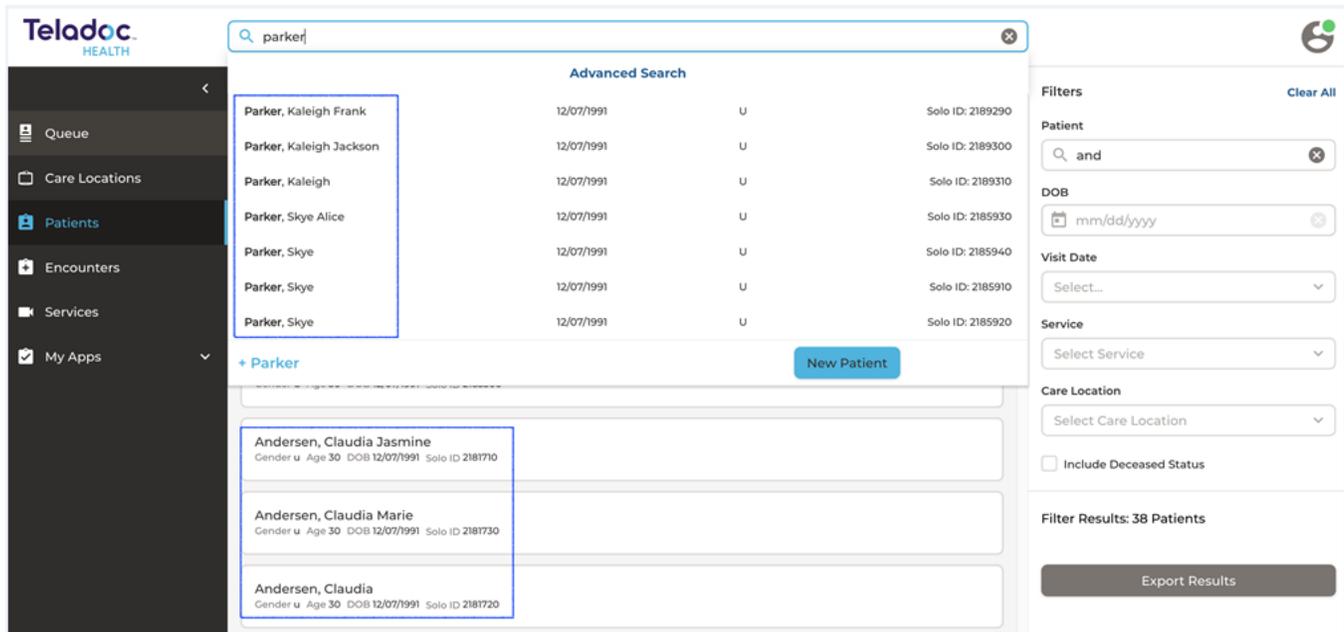
Track Session Cancellations: Solo practices with emergent workflows can now capture Reasons for Cancellation when a user cancels an encounter. The options for the reasons can be configured in the Practice Settings under the Encounters sections by users with Admin privileges. Reasons will also be included in the report generator.

Key	Component	Version	Operating System
RVN-2039	Platform Enhance-ment	2022.3.2	MacOS, and Windows - 32bit and 64bit.

Key	Component	Version	Operating System
Release Toggle: ReasonsForEncounterCancellation			

Encounter Details   ✕

Unknown Patient 12345

Tuesday, Jul 28 at 10:30 EST

Location

Location 1

Assign Care Location

| ● Northwest EC 2   ⌄ |

Reason(s) for Visit

| Stroke ✕   ⌄ |

Save   **View Audit Log**

⌄ **Cancel Encounter**

  * **Reason (s) for Cancellation**

  | Rescheduled ✕   ⌄ |

  Are you sure you want to cancel this encounter?

  Yes, Cancel Encounter   **No, Keep Encounter**

Ordered Search: When searching for patients in Solo, the results are now ordered based on last name matches first, then first name, and finally middle name.

Key	Component	Version	Operating System
RVN-1148	Platform Enhance-ment	2022.3.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: PatientsSearchSortByName			
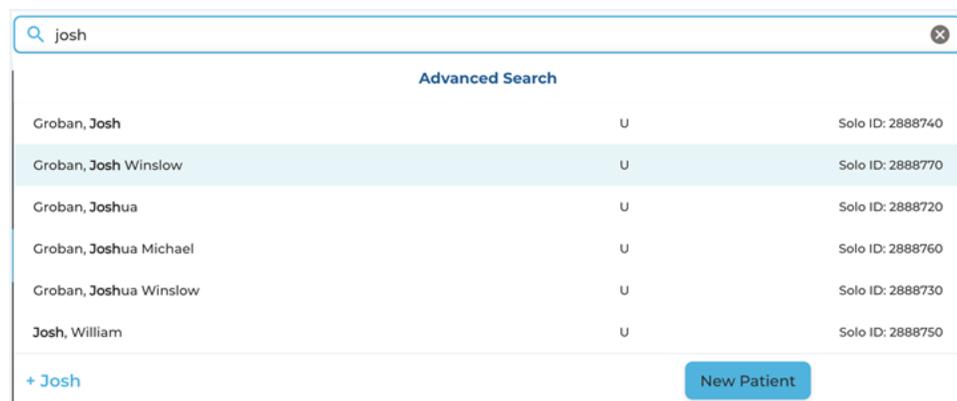
Practice User Table: The practice users table can be filtered by active status.

Key	Component	Version	Operating System
SCIT-1955	Report Generator	2022.3.4	MacOS, and Windows - 32bit and 64bit.
Release Toggle: UserTableStatusFilter			

Connect to a Teladoc Device with the Desktop/Mobile App. Functionality has been reimplemented as **Video Session Settings** for users with three options:

1. Win/iOS PAS
2. WebPAS

3. Inherit Service Setting (Default). This is also configurable at the Service level and includes two options:

- Win / iOS PAS
- WebPAS

Key	Component	Version	Operating System
SCIT-1472	Platform Enhance-ment	2022.3.4	MacOS, and Windows - 32bit and 64bit.
Release Toggle: ServiceVideoLaunchSettings			

Export User Table: In Solo, the users table in Practice Settings, for a practice, can now be exported in .csv format.

Key	Component	Version	Operating System
SCIT-941	Platform Enhance-ment	2022.3.2	MacOS, and Windows - 32bit and 64bit.
Release Toggle: UserListExport			

Report Generator

Emergent Care: Users with Back Office role can now access the Report Generator for practices that are configured for Emergent care workflows.

Key	Component	Version	Operating System
SN4-4542	Report Generator	2022.3.3	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Session Status: Administrators can now include the Appointment (i.e. session) status in the Report Generator.

Key	Component	Version	Operating System
SN4-4504	Report Generator	2022.3.3	MacOS, and Windows - 32bit and 64bit.
Release Toggle: None			

Patient and Provider Survey Data: Responses from the Patient and Provider Surveys are included in the Report Generator and can be accessed by Administrators from **Practice Settings**.

Key	Component	Version	Operating System
SN4-4247	Report Generator	2022.3.3	MacOS, and Windows - 32bit and 64bit.
Release Toggle: ShowSurveyDataInReport UnifiedSoloReporting2022Q2			

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.

Patient Groups: Practice Admin users manage patient groups, edit group names, edit group visibility, and archive groups. Admin users can't see the list of patients (PHI information) in the group. Events are collected in the User Activity Log.

Key	Component	Version	Operating System
TC-10160	Web Provider App and Platform Enhancement	2022.3.4	Windows - 32bit and 64bit
Release Toggle: AdminGroupManagement			

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

Key	Component	Version	Operating System
TC-10159	Web Provider App	2022.3.6	MacOS, and Windows - 32-bit and 64-bit.
Release Toggle: None			

Personal notifications improvements for consumer individual visits: One or several watchers could be added or removed to a visit from:

- New visit screen

- Right panel

- Visit details screen

Any of the service member could be a watcher for a visit (e.g. scheduler or nurse). Watchers will receive the same notifications as assigned provider using the personalized option.

Key	Component	Version	Operating System
TC-10105	Web Provider App	2022.3.6	MacOS, and Windows - 32-bit and 64-bit.
Release Toggle: AssignWatchersToAppointment			

New

Name

🔍 Doe, John   ⊗

Visit

Service

| 0 Telehealth ⌄ |

Patient Will Connect Through

| 📱 **Patient's personal device**
Patient private device will be used | 💻 **My current device**
You can request a consult from this device | 📲 **Care Location**
Specific device located in the medical institution |

Provider

🔍 Select Provider   ⌄

Date   **Start Time**   **End Time**

09/30/2022 📅   11:55 AM 🕐   12:10 PM

Interpretive Service

Preferred Language

🔍 Start Typing to Search or Enter a Language   ⌄

Reason(s) for Visit

☐ Leg   ☐ Arm   ☐ Other Occupations

Other

Watchers
The members listed in the field will receive notifications about this visit based on their settings

🔍 Hanna Practitioner ✕   Konstantin Cherkas [A] (Me) ✕   ⌄

More Options

✅ Go to Appointment Summary Page

Old

New Visit

Patient   Group

Name

🔍 Doe, John   ⊗

Visit

Service

| 0 Telehealth   ⌄ |

Patient Will Connect Through

| ▭ **Patient's personal device** Patient private device will be used | 💻 **My current device** You can request a consult from this device | 📱 **Care Location** Specific device located in the medical institution |

Provider

| 🔍 Select Provider   ⌄ |

Date   Start Time   End Time

| 09/30/2022 📅 | | 11:55 AM 🕐 | | 12:10 PM |

Interpretive Service

Preferred Language

| 🔍 Start Typing to Search or Enter a Language   ⌄ |

Reason(s) for Visit

☐ Leg   ☐ Arm   ☐ Other Occupations

| Other |

More Options

☑ Go to Appointment Summary Page

› **View More**

New

Old

New

Appointment

Konstantin Test

Friday, September 30 2022,
12:35 PM

[Scheduled ⌄] [Cancel]

Provider
—
Edit

Reason(s) for Visit
Add

Watchers
The members listed here will receive notifications about this visit based on their settings
Konstantin Cherkas [A] (Me)
Edit

Patient notifications

🔔 Notify patients when a provider joins the call
Email, SMS

Share

URL for the recipient
https://patient.master.visitstaging.org/start/8b7561d049027ebe4ceef53e071f83397d42fbac2   [Copy 🗅]

Email Invitation
konstantin+200@truclinic.com   [Send ➤]

SMS Invitation
+1 (111) 111-1111111   [Send ➤]

Test, Konstantin   📞 ✉
Gender U   Age —   DOB —   Solo ID TNT300
👤 **Demographics**
Reason —
Location —

‹ **All Visits** ⓫
Visit   **Hide Details**
Need reason for visit
09/30/2022 12:35 PM Scheduled

🔔 Alert for Bedside Assistance

Care Locations
○ ⊕ Konstantin Care Location App 1'
      Offline
○ ⊕ Konstantin Care Location Mac Chrome
      Offline
○ ⊕ Konstantin iPad
      Offline
○ ⊕ Konstantin Win11 Chrome
      Offline
○ ⊕ Konstantin Win Chrome
      Offline
○ ⊕ New Care Location
      Offline

[Assign]

Patient Appointment Link
[Copy Link 🗅] [Share Link ➤]
Solo Visit ID
2219790

Assigned To
—

Location
—

💬 **Live Chat With Support**

Old

Appointment

Konstantin Test

Friday, September 30 2022,
12:35 PM

[Scheduled ⌄] [Cancel]

Provider
—
Edit

Reason(s) for Visit
Add

Patient notifications

🔔 Notify patients when a provider joins the call
Email, SMS

Share

URL for the recipient
https://patient.master.visitstaging.org/start/8b7561d049027ebe4ceef53e071f83397d42fbac2   [Copy 🗅]

Email Invitation
konstantin+200@truclinic.com   [Send ➤]

SMS Invitation
+1 (111) 111-1111111   [Send ➤]

Patient Notifications History

Test, Konstantin   📞 ✉
Gender U   Age —   DOB —   Solo ID TNT300
👤 **Demographics**
Reason —
Location —

‹ **All Visits** ⓫
Visit   **Hide Details**
Need reason for visit
09/30/2022 12:35 PM Scheduled

🔔 Alert for Bedside Assistance

Care Locations
○ ⊕ Konstantin Care Location App 1'
      Offline
○ ⊕ Konstantin Care Location Mac Chrome
      Offline
○ ⊕ Konstantin iPad
      Offline
○ ⊕ Konstantin Win11 Chrome
      Offline
○ ⊕ Konstantin Win Chrome
      Offline
○ ⊕ New Care Location
      Offline

[Assign]

Patient Appointment Link
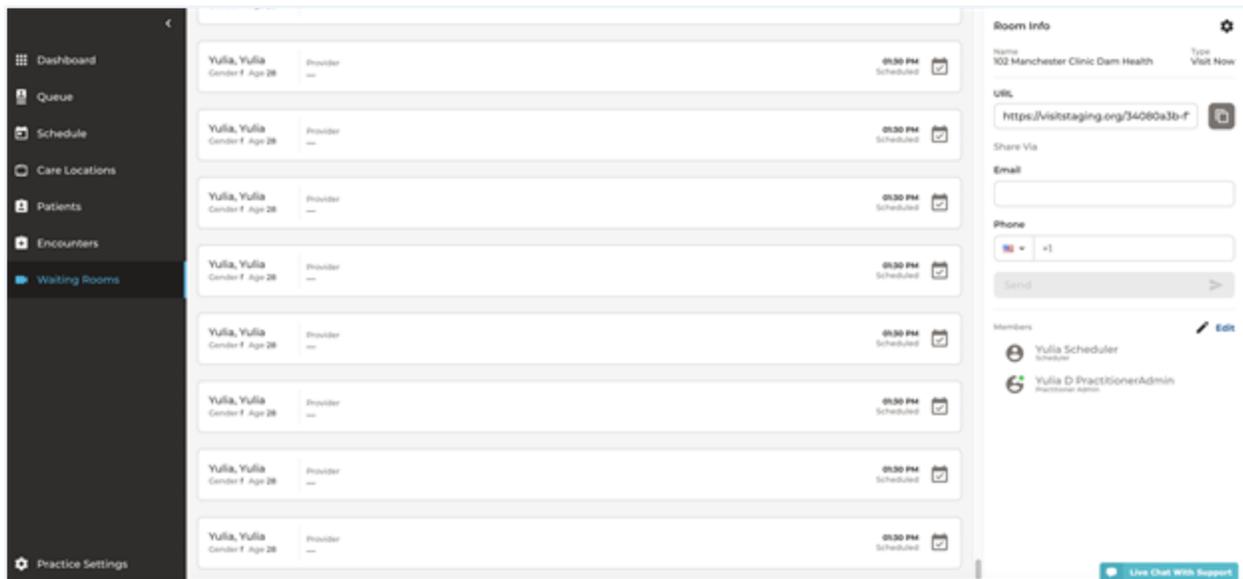[Copy Link 🗅] [Share Link ➤]
Solo Visit ID
2219790

Assigned To
—

Location
—

Performance improvements: The first 150 visits are displayed for Queue, Services, and Schedule pages. To load more visits, users have to click on **show more** button.

Key	Component	Version	Operating System
TC-9955	Web Provider App and Platform Enhancement	2022.3.4	Windows - 32bit and 64bit
Release Toggle: LoadMorePaginationForAppointments			

Screen 1

Dashboard	Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Queue	Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Schedule	Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Care Locations	Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Patients	Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Encounters	Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Waiting Rooms	Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅

Screen 2

Navigation: Dashboard, Queue, Schedule, Care Locations, Patients, Encounters, Waiting Rooms

Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅
Yulia, Yulia Gender F Age 28	Provider ---	01:30 PM Scheduled 📅

Providers

🔍

Care Locations

🔍

- Robot 1 Offline
- Robot 2 Offline
- Web RTC 1 Offline
- Web RTC 2 Offline
- WTest_Robot1 Offline
- WTest_Robot2 Offline
- Yulia CL 1 Offline
- Yulia CL IWA 1- Mac=Chrome Offline
- Yulia D Offline

Panel 1 (Waiting Rooms)

Navigation:
- Dashboard
- Queue
- Schedule
- Care Locations
- Patients
- Encounters
- Waiting Rooms

| Yulia, Yulia | Provider | 01:30 PM |
| Gender F Age 28 | — | Scheduled |

(repeated rows for Yulia, Yulia — Gender F Age 28, Provider —, 01:30 PM Scheduled)

Room Info ⚙

Name: 102 Manchester Clinic Dam Health
Type: Visit Now

URL
https://visitstaging.org/34080a3b-f'

Share Via

Email

Phone
🇺🇸 ▾ +1

Send ➤

Members ✏ Edit

👤 Yulia Scheduler
   Scheduler

   Yulia D PractitionerAdmin
   Practitioner Admin

Panel 2 (Schedule)

Navigation:
- Dashboard
- Queue
- Schedule
- Care Locations
- Patients
- Encounters
- Waiting Rooms

| Yulia, Yulia | Provider | 01:30 PM |
| Gender F Age 28 | — | Scheduled |

(repeated rows)

Panel 3 (Queue)

Navigation:
- Dashboard
- Queue
- Schedule
- Care Locations
- Patients
- Encounters
- Waiting Rooms

| Yulia, Yulia | Provider | 01:30 PM |
| Gender F Age 28 | — | Scheduled |

(repeated rows)

Providers
🔍

Care Locations
🔍

- ⬤ Robot 1
  Offline
- ⬤ Robot 2
  Offline
- ⬤ Web RTC 1
  Offline
- ⬤ Web RTC 2
  Offline
- ⬤ WTest_Robot1
  Offline
- ⬤ WTest_Robot2
  Offline
- ⬤ Yulia CL 1
  Offline
- ⬤ Yulia CL IWA 1- Mac+Chrome
  Offline
- ⬤ Yulia D
  Offline

Patient Groups:

Non-administrator users can manage patient groups, view the list of the patient groups, edit group names, edit group visibility, and edit the list of patients in the group. Group visibility is controlled on the service level; shared:

- between all services group visible in all services in the practice and visible to all non-admin users.
- with specific services - group visible in the specific services in the practice and visible only to non-admin users who are members of the services with which group is shared with.

Events are collected in the User Activity Log.

Key	Component	Version	Operating System
TC-9827	Web Provider App	2022.3.3	Windows - 32bit and 64bit
Release Toggle: PatientsGroupsManagementAccess			

New Visit

Patient   **Group**

Group

🔍 demo group   ⊗

Name

🔍 Patient Search   ⌄

Dsf, Ololo D; U; Solo ID: 766590; ⊗
D; U; Solo ID: 807930; ⊗
Fdg, D; U; Solo ID: 719700; ⊗

[Archive Group 📥]

Visit

Service

[0 Telehealth   ⌄]

Date   Start Time   End Time

30/08/2022 📅   02:50 AM 🕐   03:05 AM

Interpretive Service

Preferred Language

🔍 Start Typing to Search or Enter a Language   ⌄

Reason(s) for Visit

☐ Leg   ☐ Arm   ☐ Other Occupations

Other

More Options

☑ Go to Appointment Summary Page

❯ **View More**

New Visit

Patient   **Group**

Group

🔍 demo group   ⊗

Patients ③

d	DOB —	Gender U	Solo ID 807930
Dsf, Ololo D	DOB —	Gender U	Solo ID 766590
Fdg, D	DOB —	Gender U	Solo ID 719700

Edit Group

Visit

Service

| 0 Telehealth ⌄ |

Date   Start Time   End Time

| 30/08/2022 📅 | | 02:50 AM 🕐 | | 03:05 AM |

Interpretive Service

Preferred Language

🔍 Start Typing to Search or Enter a Language   ⌄

Reason(s) for Visit

☐ Leg   ☐ Arm   ☐ Other Occupations

| Other |

More Options

☑ Go to Appointment Summary Page

❯ **View More**

▦ Dashboard
🖥 Queue
📅 Schedule
☐ Care Locations
👤 Patients
📊 Analytics
➕ Encounters
🎥 Services

Patients / Groups

Groups   Create Group ＋

O KG
Patients 3   Access Private

Bad
Patients 2   Access Public

darya
Patients 2   Access Public

demo 01
Patients 5   Access Public

demo group
Patients 3   Access Public
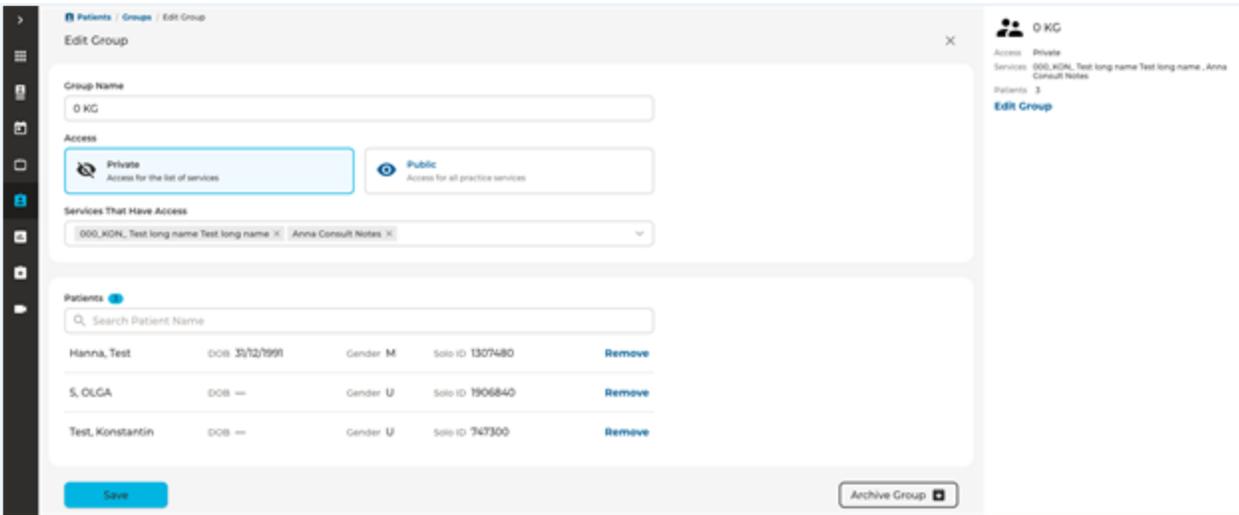
Patients With Complete Forms notification improvements: The email notification list includes a completed form names, visit details (visit date, visit time) and link to the page with the visit documents were added.

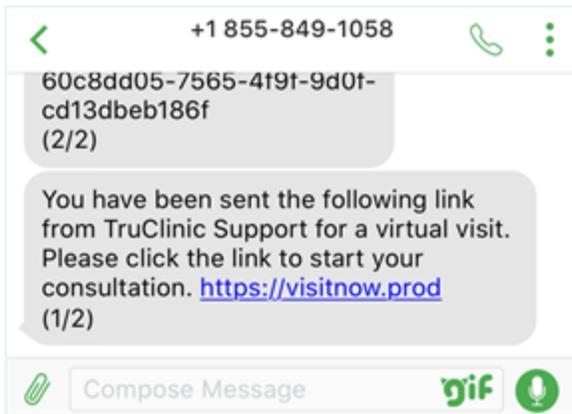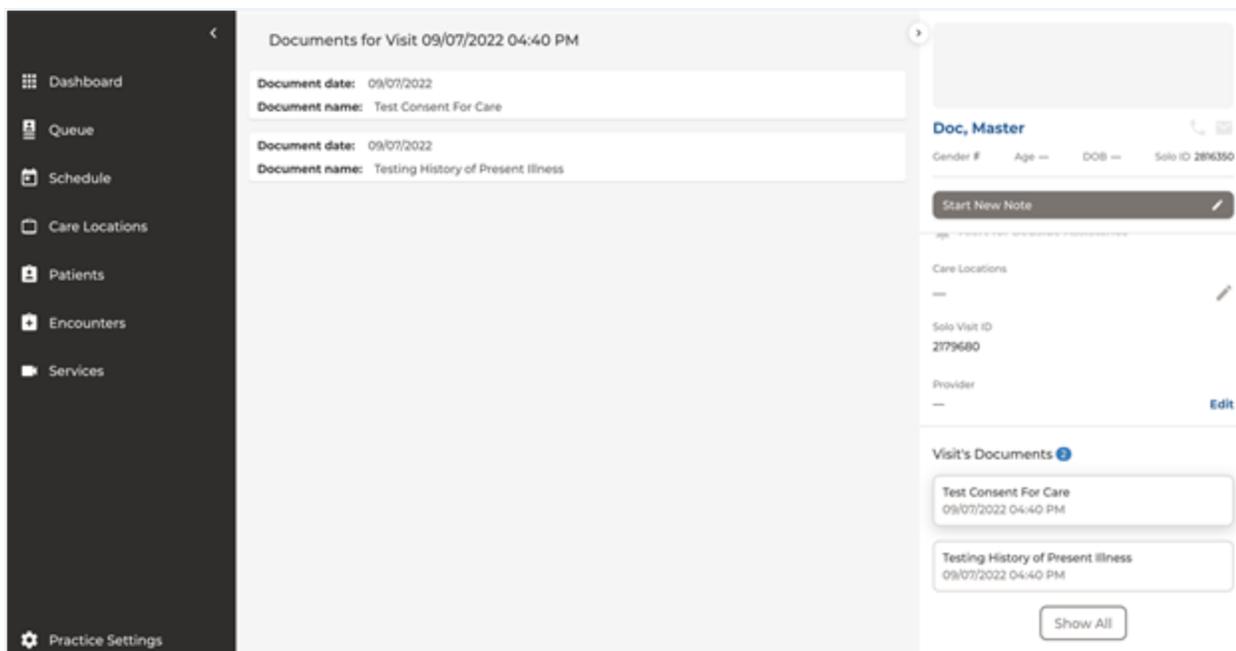| Key	Component	Version	Operating System
TC-9801	Web Provider App	2022.3.5	Windows - 32bit and 64bit
Release Toggle: None			

New

Old

New

Old

New

Old

New

Search Results: Users of the Teladoc Health Solo software platform will be able to now view a full list of search results when using the patient search bar, by clicking the **Show More Results** button that displays when there are more than 10 search results.

Key	Component	Version	Operating System
RVN-2029	Web Provider App	2022.7.2	Windows - 32bit and 64bit
Release Toggle: None			

Increase volume heard for specific participants: From the context menu, a practitioner can increase or decrease the volume received without increasing the volume heard for all participants in a session. This allows a practitioner to fine tune how loud they hear a single participant in case that one participant is too loud or soft.

Key	Component	Version	Operating System
WPAS-1962	Web Provider App	2022.3.3	Windows - 32bit and 64bit
Release Toggle: None			
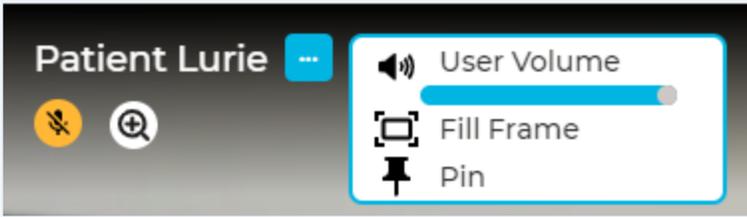
Point to See: Practitioners can Point-to-See with the left mouse button to center the video on the location the user clicks on. This allows a practitioner to keep participants center for a session (i.e. call) with a click of a button. Used along with Box-Zoom, practitioners can ensure patients are optimally positioned during a session.

Key	Component	Version	Operating System
WPAS-1892	Web Provider App	2022.3.2	Windows - 32bit and 64bit
Release Toggle: Point-to-See			

Add Waiting Patients and Guests to a Session: Appointments for a service, which are not configured for group calls, will display in the **Patient** tab from the **Invite** panel. This enables any practitioner to pull in patients and guests to a session even when group calling is not set. The user will receive a message: <The session is not optimized for group calling. Adding too many participants could degrade session quality>.

Key	Component	Version	Operating System
WPAS-1891	Web Provider App	2022.7.2	Windows - 32bit and 64bit
Release Toggle: None			

Desktop Provider App

Upgrade Electron Framework: The electron framework has been updated to version 19.0.0 to provide improved reliability and security.

Key	Component	Version	Operating System
DAS-297	Desktop Provider App and Desktop Patient App	1.6.5	Windows - 32bit and 64bit
Release Toggle: None			

Box Zoom: The Box-Zoom right click feature has been disabled to provide a better experience when zooming out.

Key	Component	Version	Operating System
DAS-296	Desktop Provider App and Desktop Patient App	1.6.5	Windows - 32bit and 64bit
Release Toggle: None			

Add and Remove Programs Menu: Ability to easily uninstall the software on a Windows OS from the **Add** or **Remove Programs** menu.

Key	Component	Version	Operating System
DAS-268	Desktop Provider App and Desktop Patient App	1.6.5	Windows - 32bit and 64bit
Release Toggle: None			

Automatic Login: After a successful installation of the Desktop App, a user is automatically directed to log in right away.

Key	Component	Version	Operating System
DAS-224	Desktop Provider App and Desktop Patient App	1.6.5	Windows - 32bit and 64bit
Release Toggle: None			

New Installers: The new installers are now called **TeladocProviderInstaller** and **TeladocPatientInstaller.**

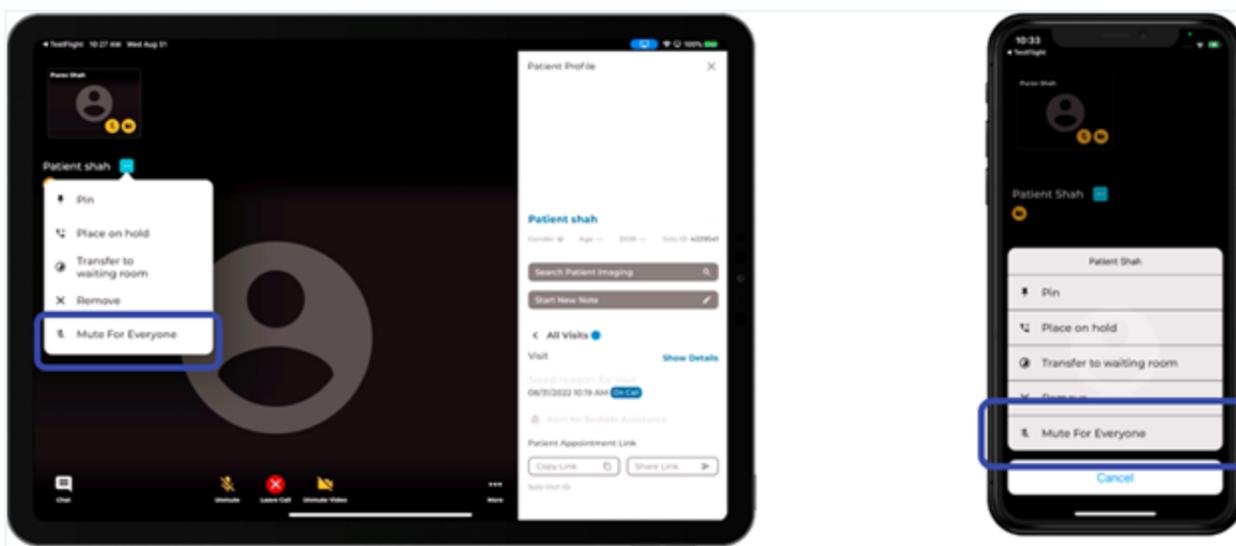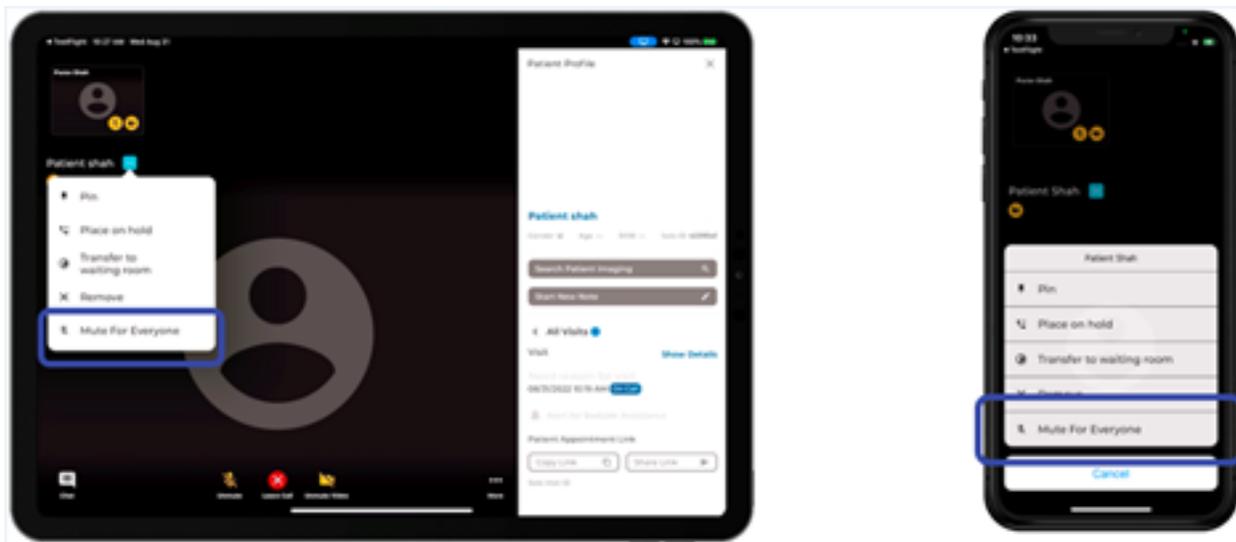| Key	Component	Version	Operating System
DAS-159	Desktop Provider App and Desktop Patient App	1.6.5	Windows - 32bit and 64bit
Release Toggle: None			

iOS Provider App

Invite to non-U.S. Phone: Practitioners can now send an invite to a non-US phone number. U.S. is the default for all users.

Key	Component	Version	Operating System
IOS-1899	iOS Provider App	44.1	iOS
Release Toggle: None			

Mute Call: Practitioners can mute users during a session. When they do, users will see a notification.

Key	Component	Version	Operating System
IOS-764	iOS Provider App, iOS Carelocation App, and iOS Patient App	44.1	iOS
Release Toggle: None			

Analytics

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

Duration in Time field: A [Duration in Time] field has been added/

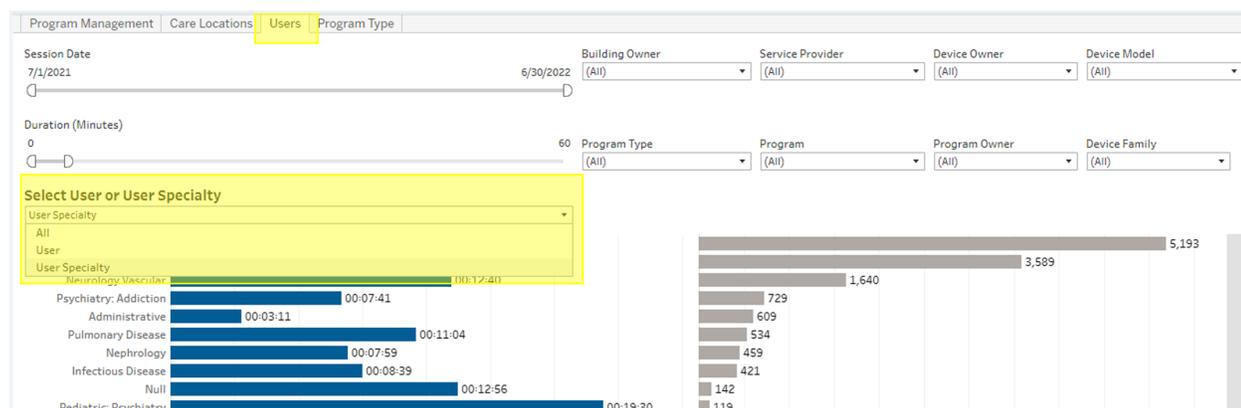| Key	Component	Version	Operating Systems
DT-4550	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Workbook Date Ranges: All workbooks date ranges have been updated to reflect the most recent quarter, 10-01-2021 to 09-30-2022

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

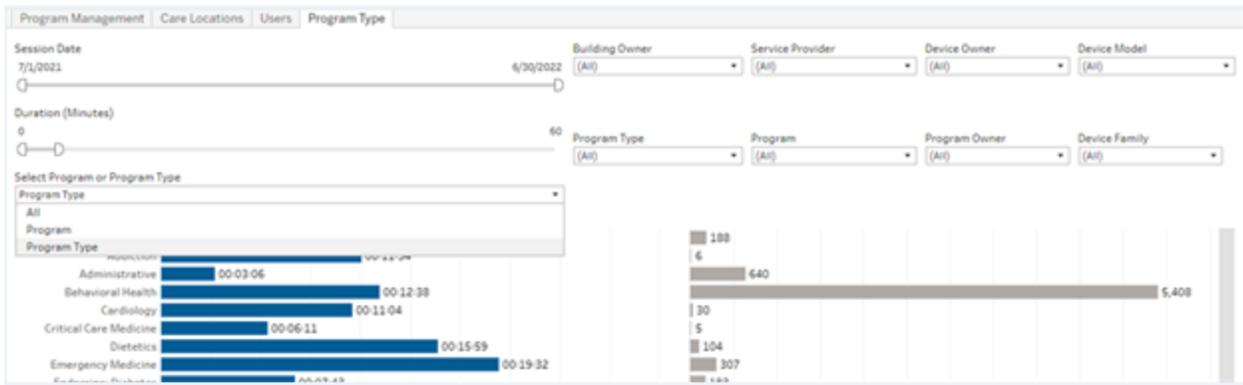| Key	Component	Version	Operating Systems
DT-4527	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Program Management Dashboard User Tab: The **Users** tab includes a new dynamic filter that allows users to filter on either **Users** or **User Specialty**.

Key	Component	Version	Operating Systems
DT-4520	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Program Management Dashboard: The **Program Management** dashboard includes a new tab titled, **Program Type** that allows users to filter on either their **Program Type** or **Programs**; similar to the Users and **Care Locations** tab.

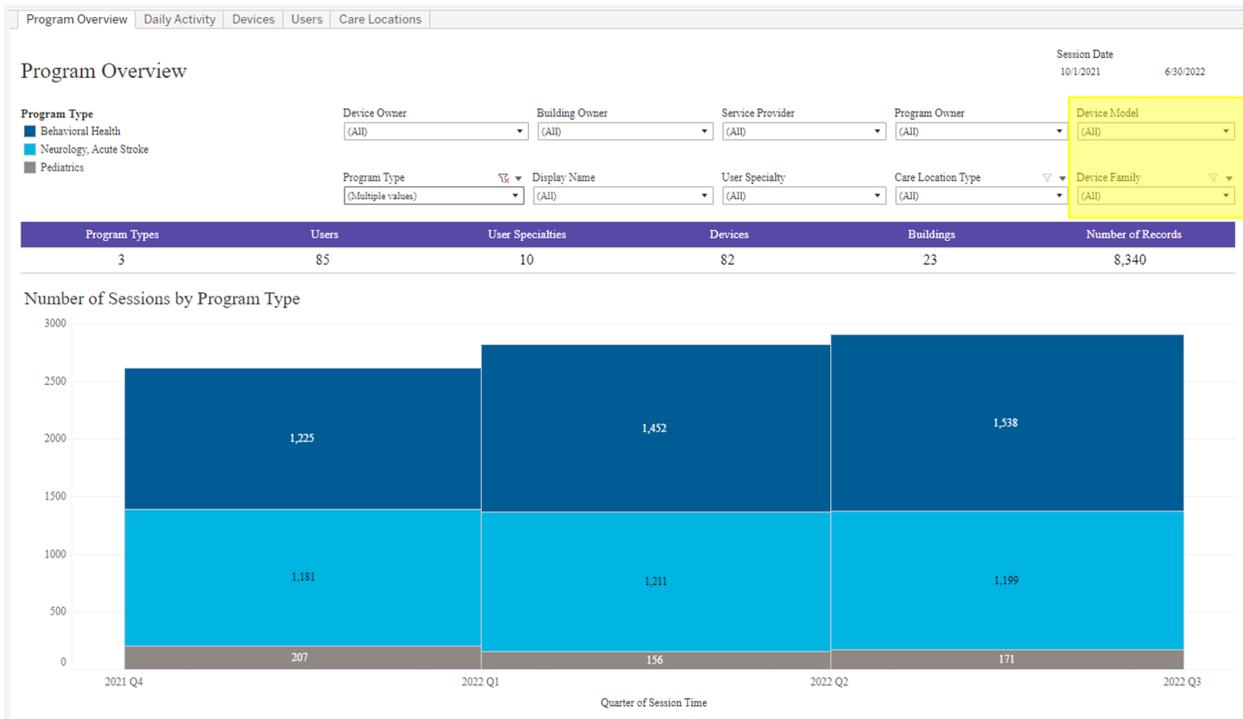| Key	Component	Version	Operating Systems
DT-4493	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Administrative Dashboard: The **Administrative Management** dashboard now includes 2 new filters that allow users to filter their care locations based on Device model (ex: TV Pro v2) and Device Family (ex. RP-Lite).

| Key	Component	Version	Operating Systems
DT-4465	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Serial Number: The field Serial Number has been renamed to adhere with naming conventions

- **Previous Name**: S/N
- **Current Name**: Device Serial

Key	Component	Version	Operating Systems
DT-4462	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Filters for Program Management Dashboard: The Program Management dashboard now includes two new filters that allow users to filter their care locations based on Device model (ex.TV Pro v2) and Device Family (ex. RP-Lite)

Key	Component	Version	Operating Systems
DT-4461	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS

Feature Toggle: None
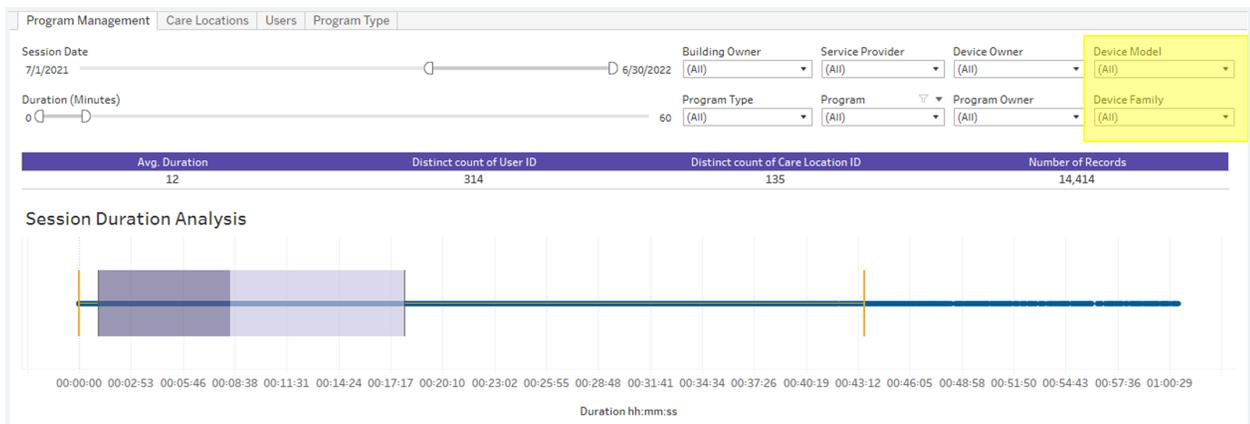
User Reports: The new **Users** report allows clients to view all users that have been given licenses (license owner), provide services on behalf of the organization (service provider), or conduct sessions on behalf of their programs (Program), regardless of activity. The following fields are provided in the report:

- First Name
- Last Name
- Username
- Email
- Title

- Display Name
- Specialty
- Applications
- License Owner
- Service Provider
- Multipresence
- Multipresence Role
- Registration Date UTC
- Last Session Time

Key	Component	Version	Operating Systems
DT-4371	Analytics	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

Care Location Report: The Care Location report allows users to view all care locations they purchased regardless of activity. The following fields are provided:

- Care Location ID
- Care Location
- Monitoring Level
- Serial Number
- Device Family
- Device Model
- Operating System
- Operating System Patch Level
- Software Version

- Wired MAC Addresses

- Wireless MAC Addresses

- Last Session Time

- Last Report Time

- Internal Or Outreach

- Building Owner

- Device Owner

- Building Owner Ultimate Parent

- Device Owner Ultimate Parent

- Exclude From PM

- Last PM Date

- Term Start Date

- Term End Date

Key	Component	Version	Operating Systems
DT-4381	Analytics Portal	10.04	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Feature Toggle: None			

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.

Comments Section in Smart Notes: The **Comments** section located at the bottom of the Smart Notes user interface is now configurable to hide or display and is easily removed with a simple configuration to your template. Please contact a Teladoc administrator to configure your template(s) with this new functionality.

Key	Component	Version	Operating System
RVN-2022	Smart Notes and Platform Enhancement	2022.7.2	MacOS, Windows - 32bit and 64bit
Release Toggle: None			

Smart Notes Form: The Delete icon is hidden for Providers if only one Smart Notes form (i.e. consult note) is assigned to a Service to prevent accidental deletion of the form with clinical data.

Key	Component	Version	Operating System
SN4-4540	Smart Notes and Platform Enhancement	2022.3.3	MacOS, Windows - 32bit and 64bit
Release Toggle: HideDeleteFormIcon			

Encounter Dashboard: On the encounter dashboard, an **Encounter Statuses** filter has been added for administrative and physician users to filter encounters based on where the user(s) are in the documentation process (e.g., Not Started, In Progress, Completed or Cancelled), A separate **Consult Note statuses** (e.g., Unsigned, Signed, Amended, Faxed) is still available. Encounter statuses are defined below:

Not Started: The encounter was created, but no template has been selected for documentation.

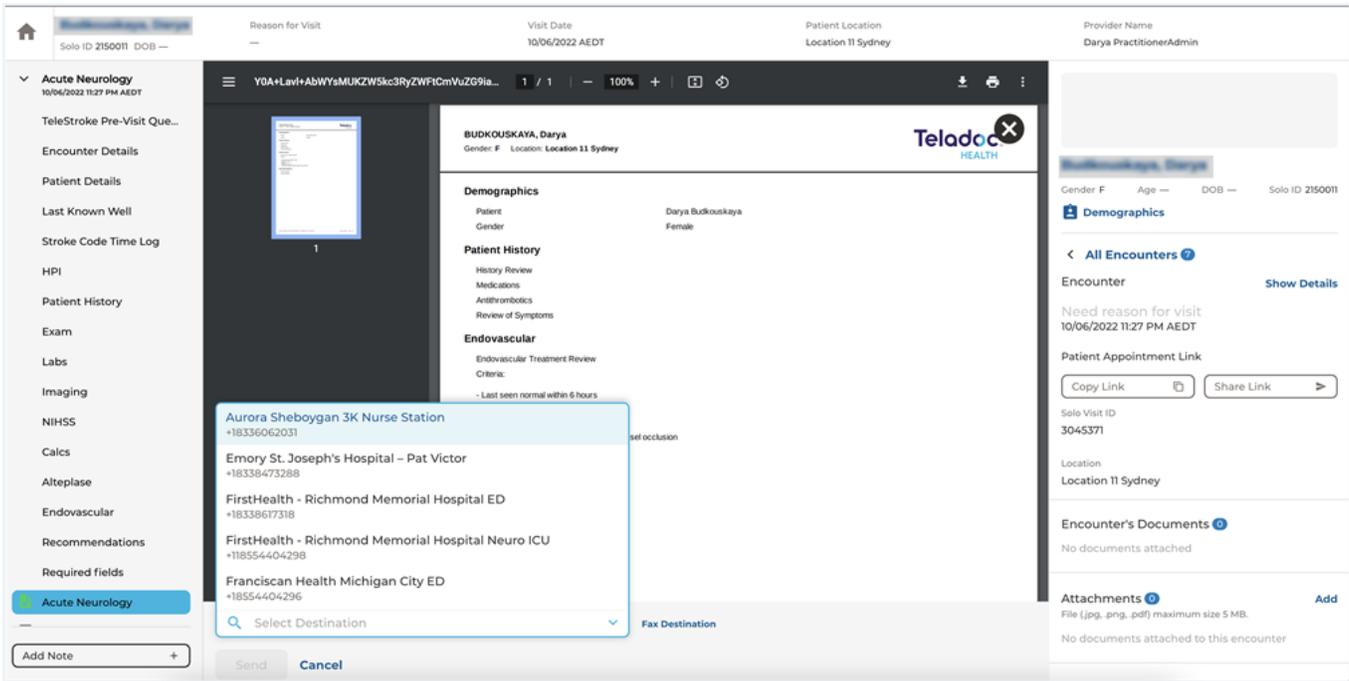**In Progress:** When any user role is documented in the template.

Cancelled: The encounter was created in error and was cancelled through the encounter details modal.

Completed: The encounter has at least one consult note that was electronically signed.

Key	Component	Version	Operating System
SN4-4471	Smart Notes	2022.3.4	MacOS, Windows - 32bit and 64bit
Release Toggle: EncounterStatusesBasedOnSmartNotes			

New Table Design: A practitioner can select a score in the new table design with one click by hovering over a dropdown that contains scores. The number of clicks has been cut in half for practitioners who migrate to this new table design.

Key	Component	Version	Operating System
SN4-4344	Smart Notes and Platform Enhancement	2022.3.6	MacOS, Windows - 32bit and 64bit
Release Toggle: SN4TableOpenOptionsOnHover			

Encounter Status: Once a consult note is signed, the encounter status automatically changes to complete. A user no longer must manually change the status.

Key	Component	Version	Operating System
SN4-4464	Smart Notes	2022.3.3	MacOS, Windows -

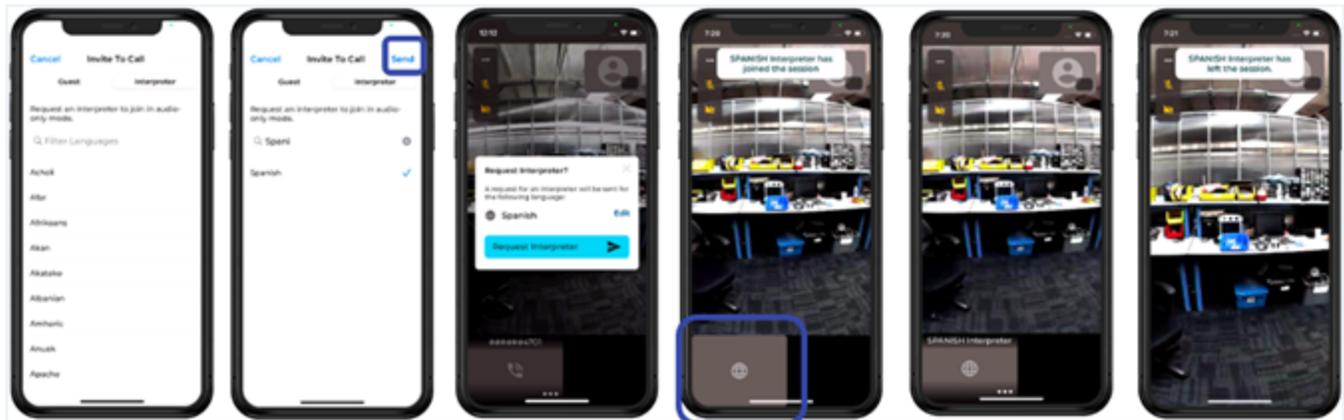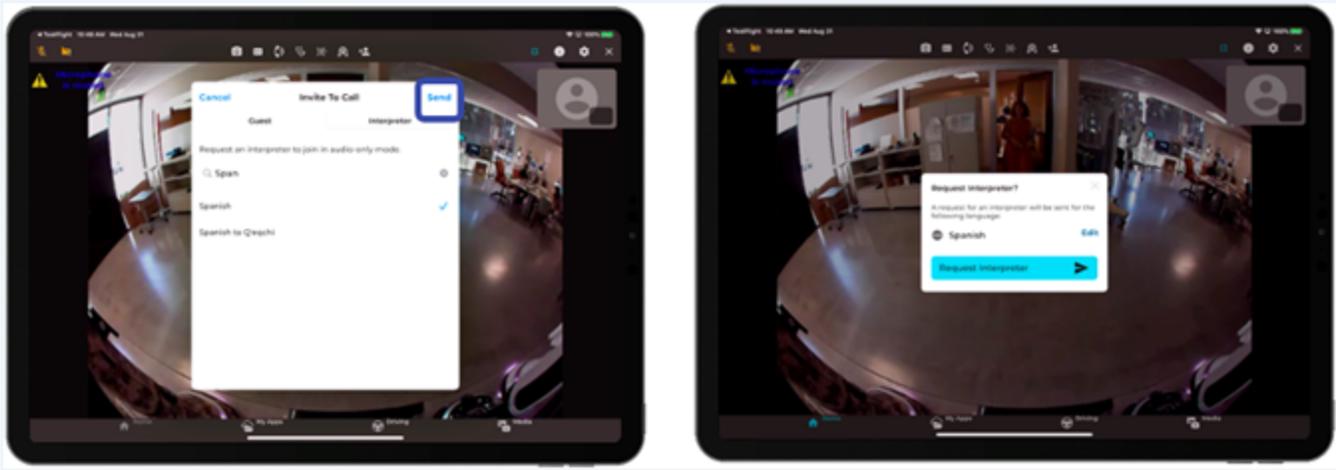| Key	Component	Version	Operating System
			32bit and 64bit
Release Toggle: EncounterStatusCompleted			

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 September 12, 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.

iOS Provider Access software

Invite an interpreter to join from a phone: Practitioner who logs in as a Host can invite an Interpreter by SMS to join a session on a device from their phone. (PSTN-Audio only). A contract with one of two interpretive services is required.
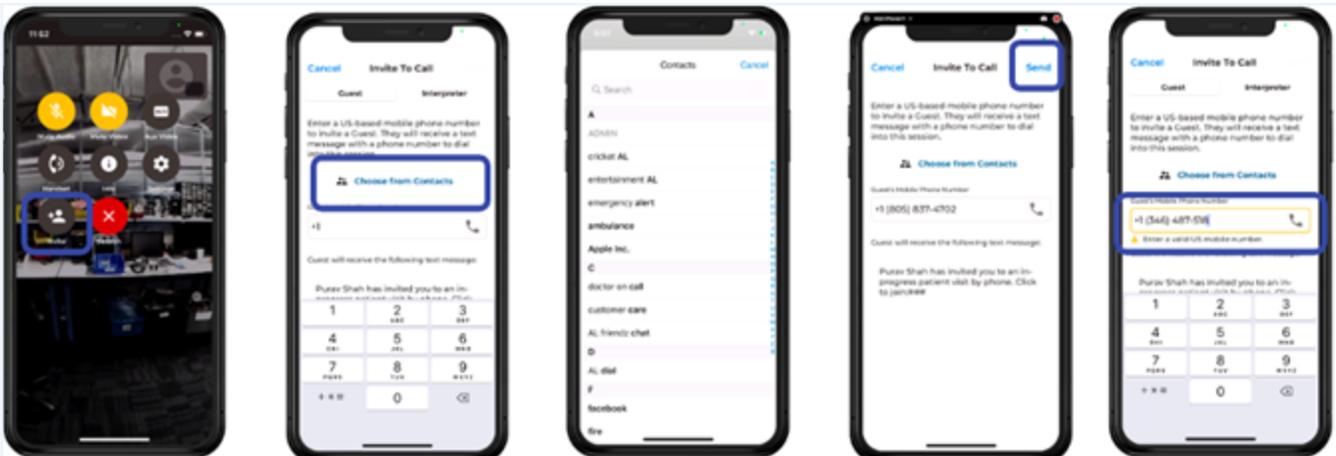
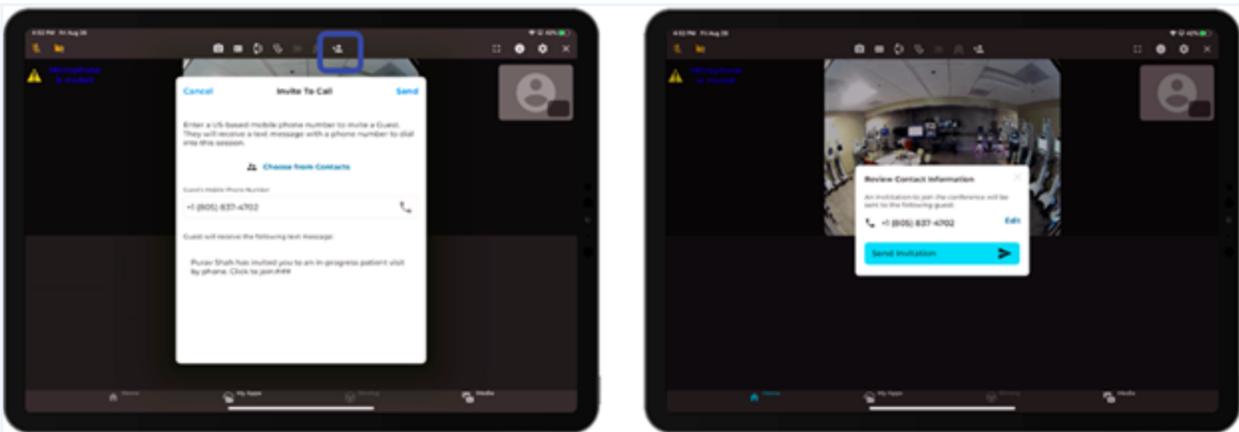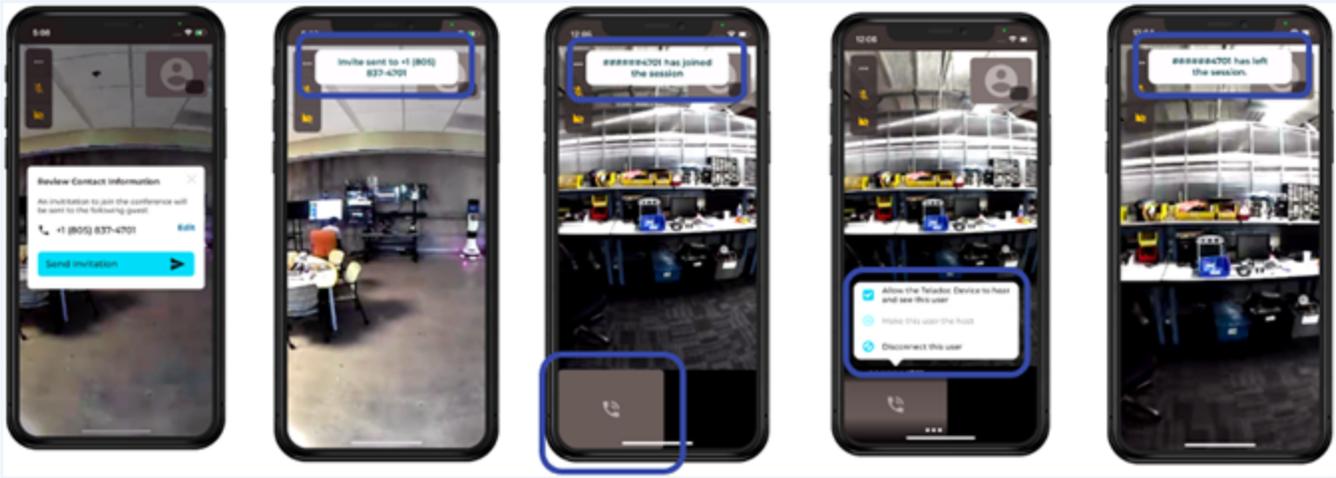| Key	Component	Version	Operating System
IOS-1724	iOS Provider Access App	45.0	iOS
Release Toggle: None			

Invite a guest to join from their phone: Practitioners who log in as a Host can invite a guest by SMS to join a session on a device from their phone (PSTN-Audio only).
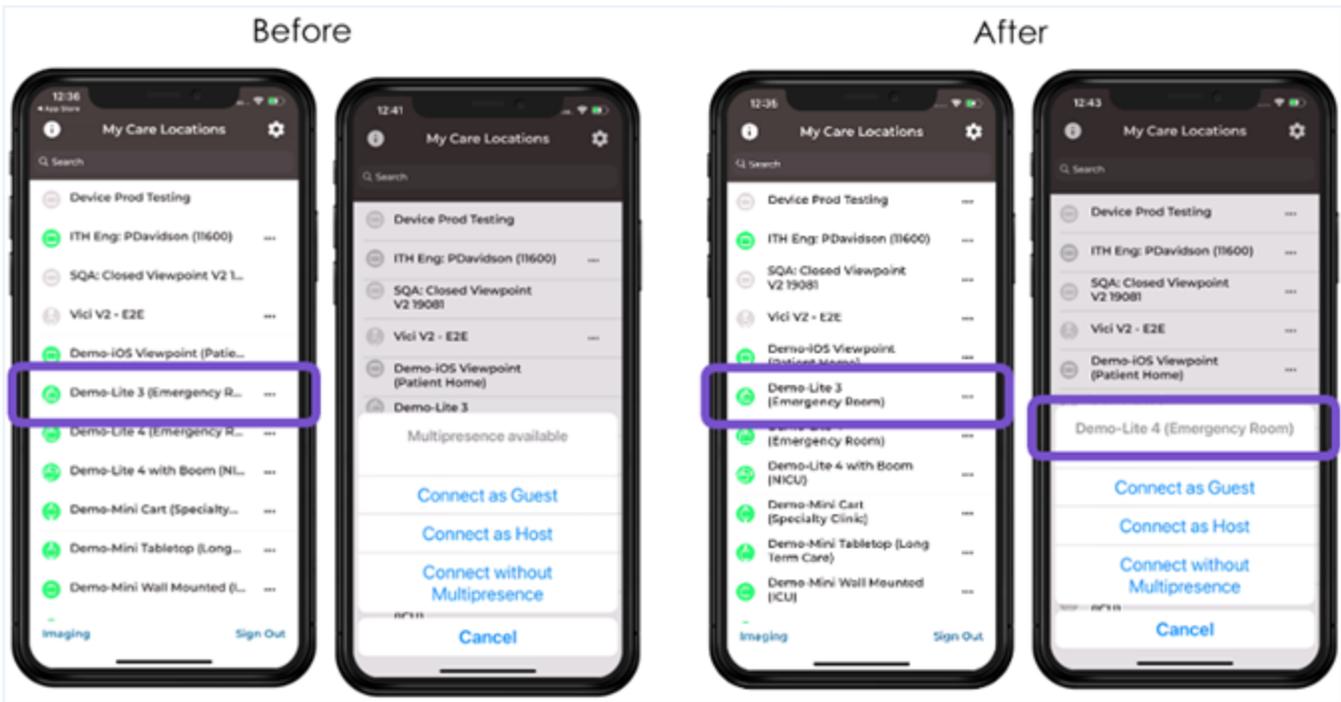
Key	Component	Version	Operating System
IOS-1589	iOS Provider Access App	45.0	iOS
Release Toggle: None			

Display of Robot Page: On an iOS device's connection list, users can see the entire Robot name. If a robot doesn't support a multipresence session, the user will have only one option, which is Connect.

Key	Component	Version	Operating System
IOS-208	iOS Provider Access App	45.0	iOS
Release Toggle: None			

Accessibility: A larger text size, which can be set in the Apple accessibility setting screen, is now displayed.

| Key	Component	Version	Operating System
IOS-163	iOS Provider Access App	45.0	iOS
Release Toggle: None			

Windows Provider Access Software

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

Patient Session Settings: Applies to users who have 'sync with Teladoc Web App for patient sessions enabled in the Settings menu. When enabled, the **Patient Name**,

MRN, **DOB**, and **Location** when in a session are displayed. Requires a Teladoc Web App Account.

Key	Component	Version	Operating System
PAS-5407	Windows PAS	45.0	Windows - 32bit and 64bit
Release Toggle: None			
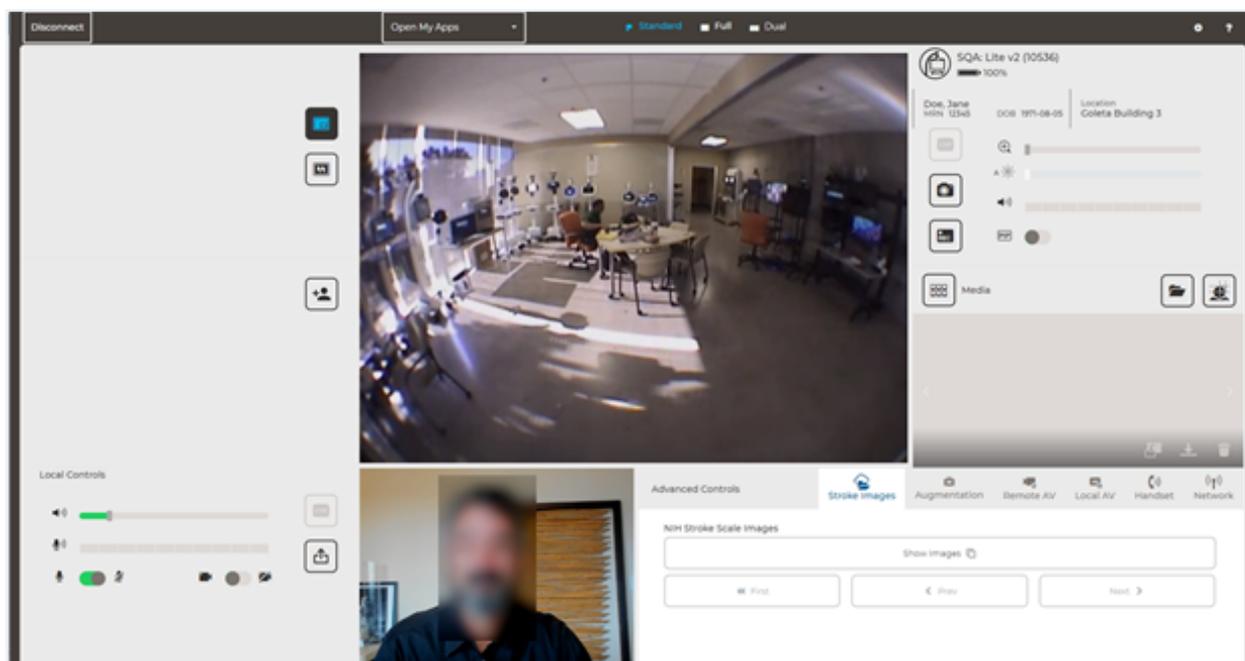
Invite an interpreter to join from a phone: Users who log in as a Host can invite an Interpreter by SMS to join a session on a device from their phone. (PSTN-Audio only). A contract with one of two interpretive services is required.

Key	Component	Version	Operating System
PAS-5294	Windows PAS	45.0	Windows - 64bit
Release Toggle: None			
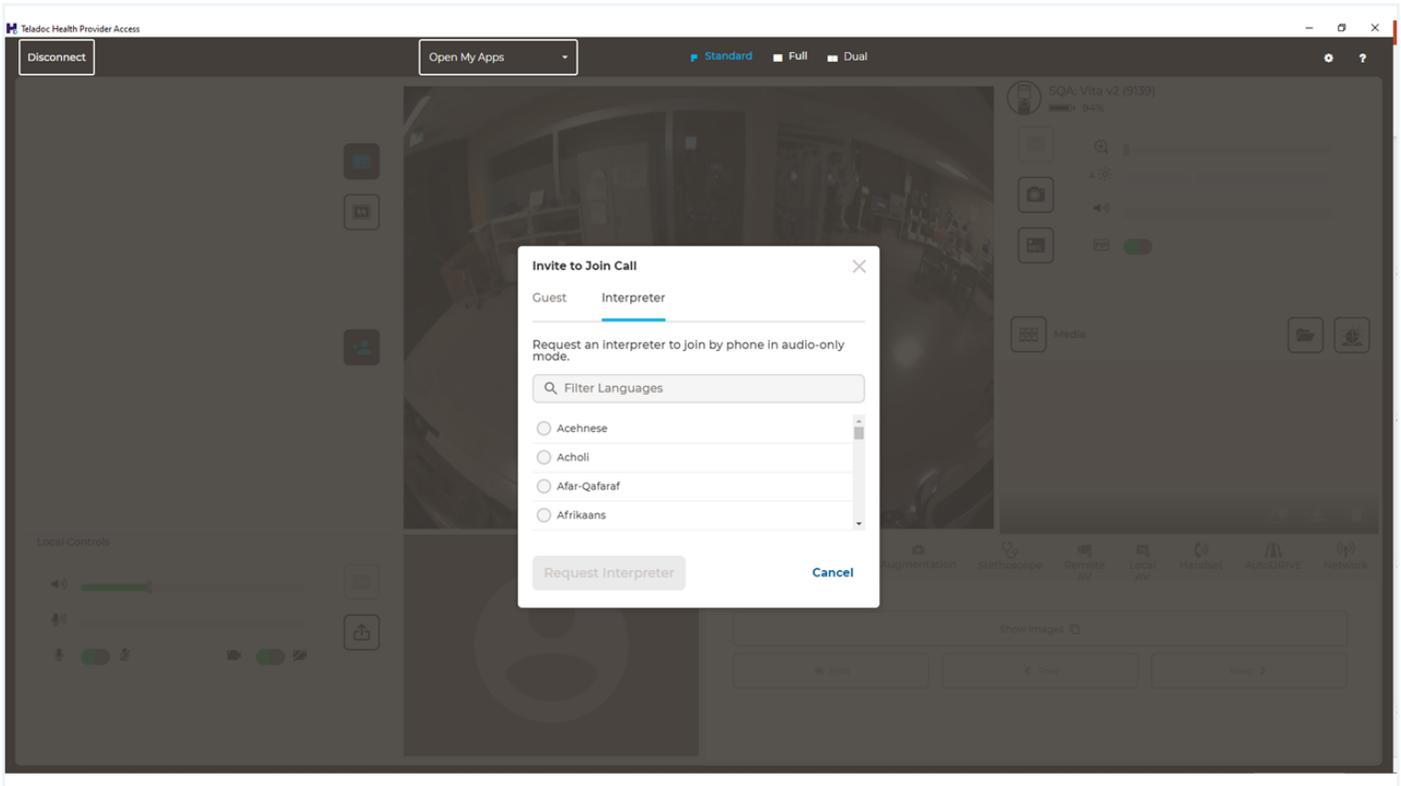
Display patient encounters and appointments in My Care Location List: When a device in the **My Care Location** has a Patient Encounter associated to it, Patient Encounter information and the session conducted on the device can be associated with the patient. In the **My Care Locations** view of each Device that has a patient associated to it, the following is displayed:

- Patient First and Last Name
- Patient MRN
- Patient D.O.B.
- The location associated with the Device

Key	Component	Version	Operating System
PAS-5265	Windows PAS	45.0	Windows - 64bit

Key	Component	Version	Operating System
Release Toggle: None			

Invite a guest to join from their smart phone: Users who log in as a Host can invite a guest by SMS to join a session on a device from their smartphone (PSTN-Audio only).

Key	Component	Version	Operating System
PAS-5196	Windows PAS and iOS PAS	45.0	Windows - 32bit and 64bit
Release Toggle: None			
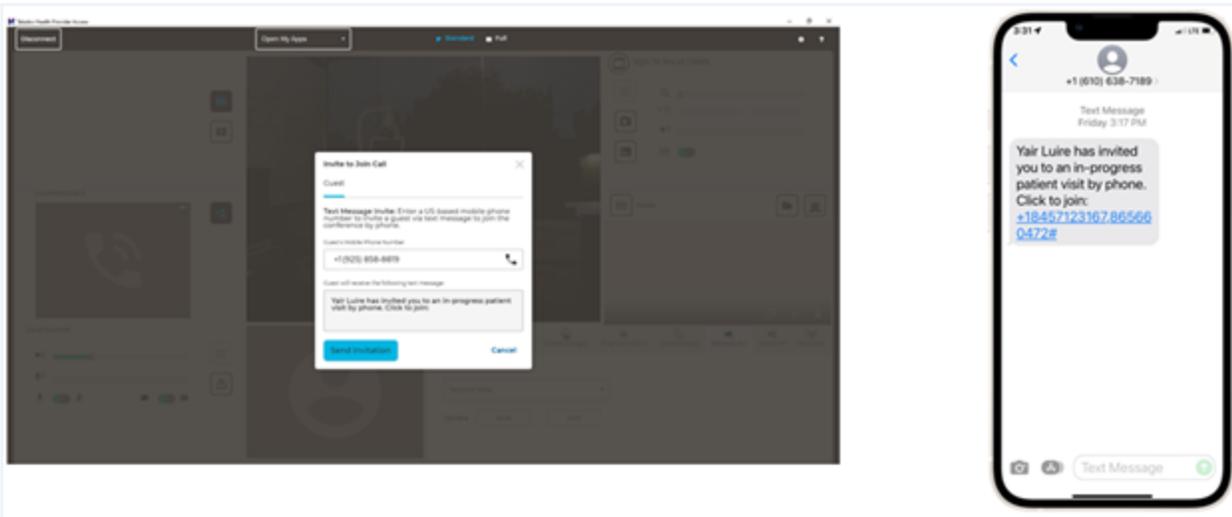
Connect to Device: When connecting to a particular device from the same computer, the last used view (i.e. DualView) and the camera selected will be used in the next session with the same device. When in alternate view, it will default to the last used healthcare application.

Key	Component	Version	Operating System
PAS-4218	Windows PAS	45.0	Windows - 32bit and 64bit

Release Toggle: None

Robot

The robot items relate to all devices.

Teladoc Health TV Pro One: The Teladoc Health TV Pro One software now supports additional built-in audio systems.

Key	Component	Version	Operating System
ROBOT-4626	Robot	45.0	iOS

Key	Component	Version	Operating System

Release Toggle: None

TV Pro devices: TV Pro devices with an HDMI CEC switch now have configuration parameters available in Settings.

Key	Component	Version	Operating System
ROBOT-4366	Robot	45.0	iOS

Release Toggle: None

Privacy Mode: Privacy Mode clearly indicates that the Patient Video is muted and not seen by the remote Practitioner.

Key	Component	Version	Operating System
ROBOT-4360	Robot	45.0	iOS

Release Toggle: None

Indication of Device Session: A guest on a phone (PSTN Audio) can be invited to join a session, and the Device will display a unique icon to indicate their participation.

Key	Component	Version	Operating System
ROBOT-4220	Robot	45.0	iOS

Release Toggle: None

Improved System Performance: New installations of Windows Viewpoint Software will enable nightly reboots by Default, to improve system performance.

Key	Component	Version	Operating System
ROBOT-1196	Robot	45.0	iOS
Release Toggle: None			

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.