Teladoc Health™
Quarterly Release Notes
Q4 2022

Teladoc HEALTH

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Release Notes for Quarter 4, 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 Q4 release.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q4 engineering development continued through end of December and will be enabled in Production environments February 14, 2023. Below are highlights of recent and planned product releases and a brief highlight of new features and updates to the Solo™ Platform.

Q4 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:

- Ability to assign a provider to a visit based on service level, assign a provider to a Group visit and receive notification when invited to an ongoing session.
- Providers can now mute any participant in a session.

The last bi-weekly update will occur January 6, 2023 in client test environments and January 10 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments February 14, 2023.

Smart Notes Module

The Teladoc Health Smart Notes Module releases occur every two weeks. The primary focus for this quarter includes several enhancements to the Report Generator and an improved consult note format for printing. The last bi-weekly update will occur January 6, 2023 in client test environments and January 10 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments February 14, 2023.

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Analytics Portal

- Default date ranges for all dashboards have been updated to 01-01-22 thru 12-31-22 for all workbooks.
- **Appointment dashboard:** The appointment dashboard will now display times in local time versus UTC time. This will be delivered to Clients the week of January 5, 2023.

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 **January 25, 2023**. Improvements include:

Windows Device Software (includes Win Viewpoint Software): The new release of the Windows Device software supports quiet hours for a session to begin without awakening patient when connecting during sleep hours.

Windows Provider Access Software: The new release of the Windows Provider Access software now supports the option to extend the auto logout timer to 4 hours.

iOS Provider Access Software: The new release of the iOS Provider Access software now allows providers to invite a video Guest, including an interpreter to an AV Session.

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

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Browser	Current Support	Support Starting April 10, 2022	Operating System
Firefox	88	88	Windows 10 & 11
Edge	88	88	Windows 10 & 11

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Solo™ Platform

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

User experience enhancement: To improve usability on the Service, Patient, and Queue pages, a button used to create and label a visit changed from **+** to + **Add Visit**.

Key	Component	Version	Operating System
ACS-570	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit, and Mac
Release Toggle: LabelNewAppointmentButton			

User experience enhancement: User experience enhancement: Improved layout for page components while loading.

Key	Component	Version	Operating System
ACS-677	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: SkeletonLoader			

Troubleshooting enhancements: Queue page will notify you if it is not loading because you aren't connected to the internet.

Key	Component	Version	Operating System
ACS-679	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: OfflineBanner			

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User experience and troubleshooting enhancement: User name and role are shown in the top right menu.

Key	Component	Version	Operating System
ACS-1028	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: ShowUserInfoUnderUserName			

Launch After Scheduling: LaunchAfterSchedulingAppointmentDefault" release toggle has been created to implement a Default User Setting option within the Practice settings. Now the admin can choose between Smart notes and Appointment summary options as practice default values.

Key	Component	Version	Operating System
OMG-342	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: LaunchAfterSchedulingAppointmentDefault			

Report Generator

Patient intake video session details currently in the Data Download have been added to and are available via the Report Generator user interface self service portal.

Key	Component	Version	Operating System
SN4-4311	Report Generator	2022.4.5	Windows - 32 and 64 bit
Release Toggle: UnifiedSoloReporting2022Q4			

External API Enhancement: Added support for internal IDs (soloPatientId and soloAppointmentId). More details could be found at https://intouchhealth.github.io/solo-slate/

- POST /patients/id/type/SPID/value/{soloPatientIntId}/appointments. Request/response same as for POST patients/{externalPatientId}/appointments.
- GET /appointments/id/type/SAID/value/{soloAppointmentIntId}/video-call-links. Request/response same as for GET /appointments/{externalAppointmentId}video-call-links

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- GET /patients/id/type/SPID/value/{soloPatientIntId}. Request/response same as for GET /patients/{externalPatientId}
- PUT /patients/id/type/SPID/value/{soloPatientIntId}. Request/response same as for PUT /patients/{externalPatientId}

soloPatientId is INT

soloAppointmentId is INT

Key	Component	Version	Operating System
TC-10540	Platform Enhancement	2022.4.4	Windows - 32 and 64 bit
Release Toggle: None			

External API Enhancement: Endpoint to fetch one patient data was added: GET qapi/v1/patients/{external_id}. More details could be found at https://intouchhealth.github.io/solo-slate/#patients-patient-get

Key	Component	Version	Operating System
TC-10542	Platform Enhancement	2022.4.4	Windows - 32 and 64 bit
Release Toggle: None			

Report Generator Patient Phone: Administrators can select the **Patient Phone Number** checkbox in the **Demographics** section in the report preset to generate a report where the patient's phone number will be displayed in the **Patient Phone Number** column. Additionally, the Gender value is capitalized in the report.

Key	Component	Version	Operating System
SN4-4205	Report Generator	2022.4.3	Windows - 32 and 64 bit
Release Toggle: None			

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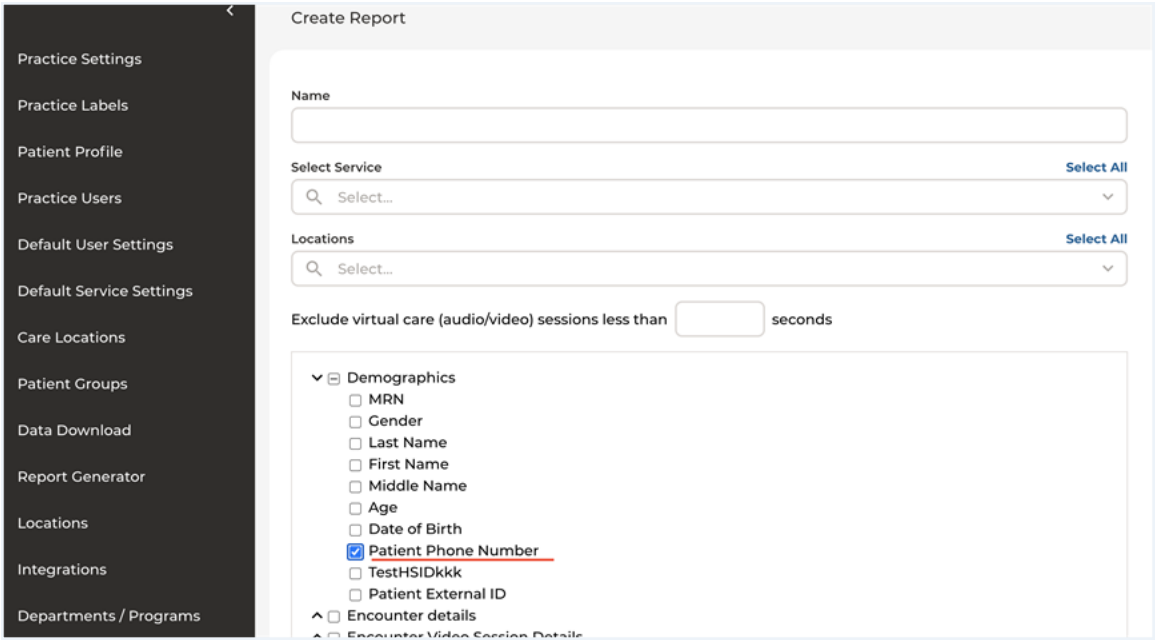
MRN	Gender	Last Name	First Name	Middle Name	Age	Date of birth	Patient Phone Number	HSID
8UUH9	Male	Khaidorov	Andrew		30	1992-09-20	12345678999	
TEST123456	Male	Hollman	Nick		27	1995-09-20	+55(701) 516-8317	00001111-000011111
8UUH9	Male	Khaidorov	Andrew		30	1992-09-20	12345678999	

AFTER

MRN	Gender	Last Name	First Name	Middle Name	Age	Date of birth	Patient Phone Number	HSID
8UUH9	male	Khaidorov	Andrew		30	1992-09-20	12345678999	
TEST123456	male	Hollman	Nick		27	1995-09-20	+55(701) 516-8317	00001111-000011111
8UUH9	male	Khaidorov	Andrew		30	1992-09-20	12345678999	

BEFORE



MRN	Gender	Last Name	First Name	Middle Name	Age	Date of birth	Patient Phone Number	HSID	Patient External ID
8UUH9	Male	Khaidorov	Andrew		30	1992-09-20	12345678999		
TEST123456	Male	Hollman	Nick		27	1995-09-20	+55(701) 516-8317	00001111-000011111	00001111-000011111
8UUH9	Male	Khaidorov	Andrew		30	1992-09-20	12345678999		

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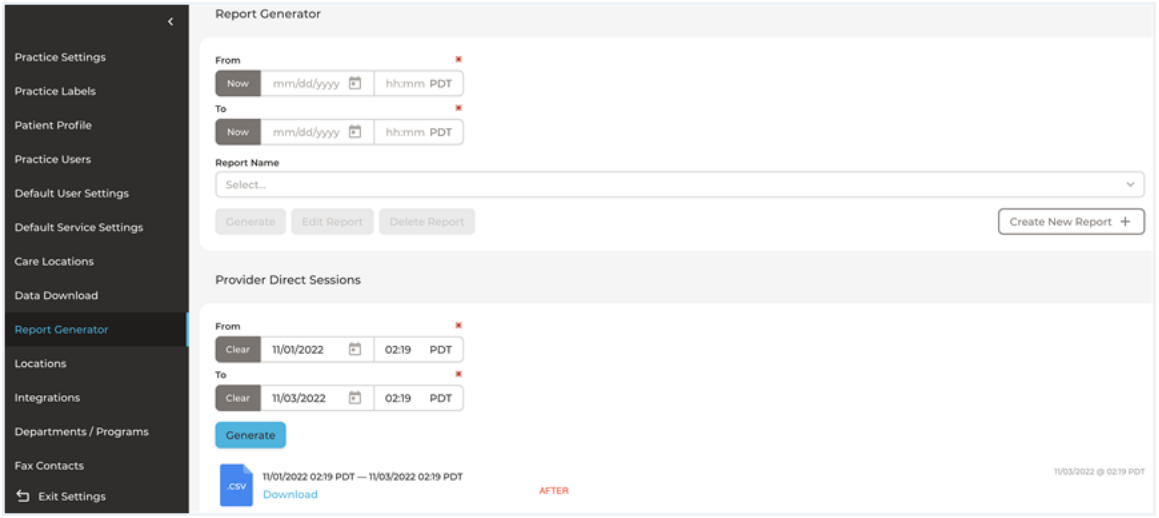
Report Generator Appointment Assignment: When a release FT AssignProviderToAppointment is ON and a provider is assigned to an appointment, the Admins can select the **Assigned Provider** checkbox in the **Encounter Details** section of the report preset to generate a report with the name of the provider displayed in the **Assigned Provider** column.

Key	Component	Version	Operating System
SN4-4707	Report Generator	2022.4.3	Windows - 32 and 64 bit
Release Toggle: AssignProviderToAppointment			

Supporting provider direct session in the Report Generator: In addition to Practice Administrators downloading provider direct session details in the Report Generator, they are now also to see the date and time when a provider direct session report was downloaded.

Key	Component	Version	Operating System
SN4-4719	Report Generator	2022.4.3	Windows - 32 and 64 bit
Custom Toggle: ProviderDirectSessions			



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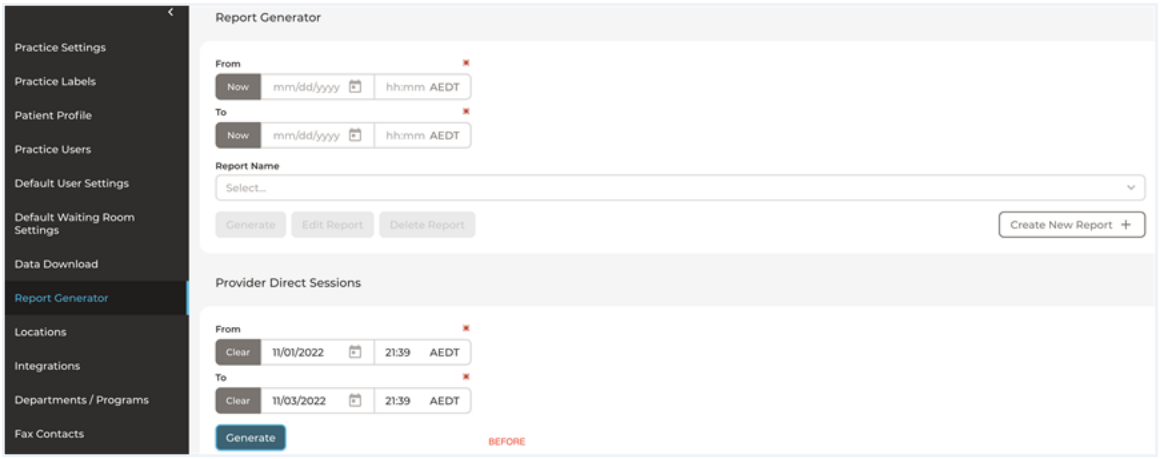
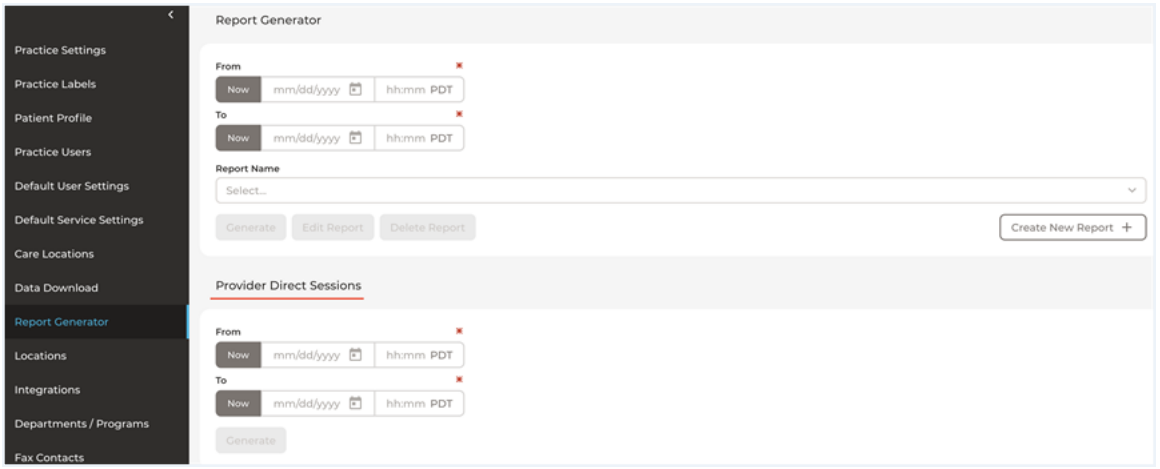


Report Generator: Admins can generate reports with the video call session details of the Provider to Provider and Provider to Web Care Location sessions via the "Provider Direct Sessions" section on the Report Generator page when the custom FT "ProviderDirectSessions" is ON.

Key	Component	Version	Operating System
SN4-4359	Report Generator	2022.4.2	Windows - 32bit and 64bit
Custom Toggle: ProviderDirectSessions			



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Filter Encounter Dashboard: Users can filter encounters on the **Encounters** dashboard based on the Consult Note fax delivery status.

1. **Not Faxed:** The encounter doesn't have signed consult notes that have been faxed.
2. **Faxed:** The encounter has at least one signed consult note that has been faxed.
3. **Fax Failed:** The encounter has at least one consult note for which fax delivery failed.

Key	Component	Version	Operating System
SN4-3371	Platform Enhancement	2022.4.1	MacOS, and Windows - 32bit and 64bit.
Release Toggle: EncounterFaxStatusesFilter			

Password Expiration: To enhance the platform's security, passwords will expire after 24 hours when users request the Support Team to manually change them.

Key	Component	Version	Operating System
CIG-6390	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: None			

Identity Provider - CAT environment identifier: The text **Customer Acceptance Testing server** was added to the background of all IdP pages so users doing the Customer Acceptance Testing can easily identify that they are on the CAT environment when using IdP.

Key	Component	Version	Operating System
CIG-7106	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: None			

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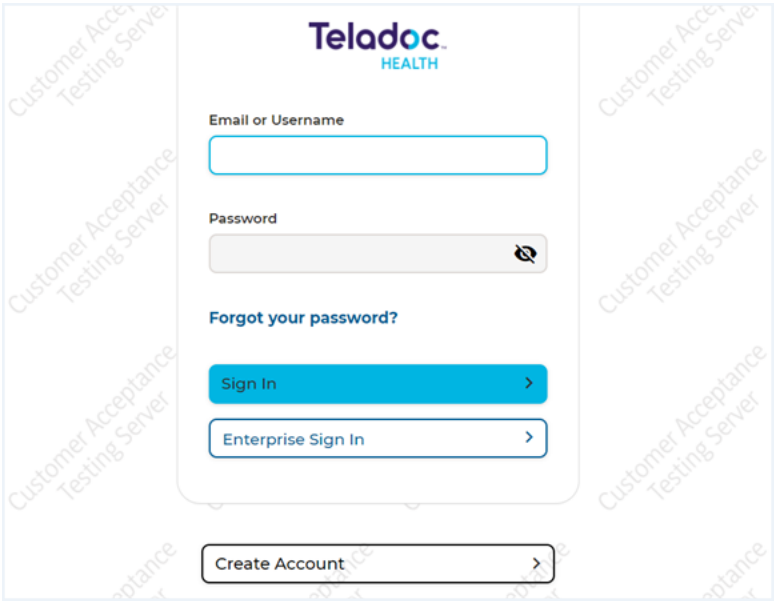

Supported Browsers page accessibility issues: Patients' receive an email for scheduled sessions. A link is provided to check supported browsers for the InTouch Health page: https://intouchhealth.com/support/patient-resources/. This page presents a number of accessibility issues.

Key	Component	Version	Operating System
BETA-2512	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: None			

Supported Browsers Table: A table showing supported browsers (and other tables) that lack the necessary scope attributse for columns and rows (Ex. <th scope="col">). This is needed for screen reader users to understand the contents of the table.

Key	Component	Version	Operating System
BETA-2530	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: None			

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Supported Browser Focus Indicator: A Focus Indicated is provided for users to check supported browsers.

Key	Component	Version	Operating System
BETA-2531	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: None			

Critical Hospital Location Contact Information: During an emergent consult, a provider user can view critical hospital location contact information based on the patient's hospital location simply by clicking on an information icon next to the Location in the patient banner. Contact information includes but is not limited to the names and contact numbers for radiology, pharmacy, the emergency room, the intensive care unit, and any other vital contacts an emergent provider user would need to know during a virtual consult.

Critical Hospital Location Contact information is administered and uploaded by the Practices Practitioner Admin or Practice Admin in the Practice Settings - Locations page, with a special file upload user interface. Acceptable files include jpg, png, and pdf with a maximum size of 5 mb.

Key	Component	Version	Operating System
SN4-4662	Platform Enhancement	2022.4.6	Windows - 32 and 64 bit
Release Toggle: LocationInfoSheet			

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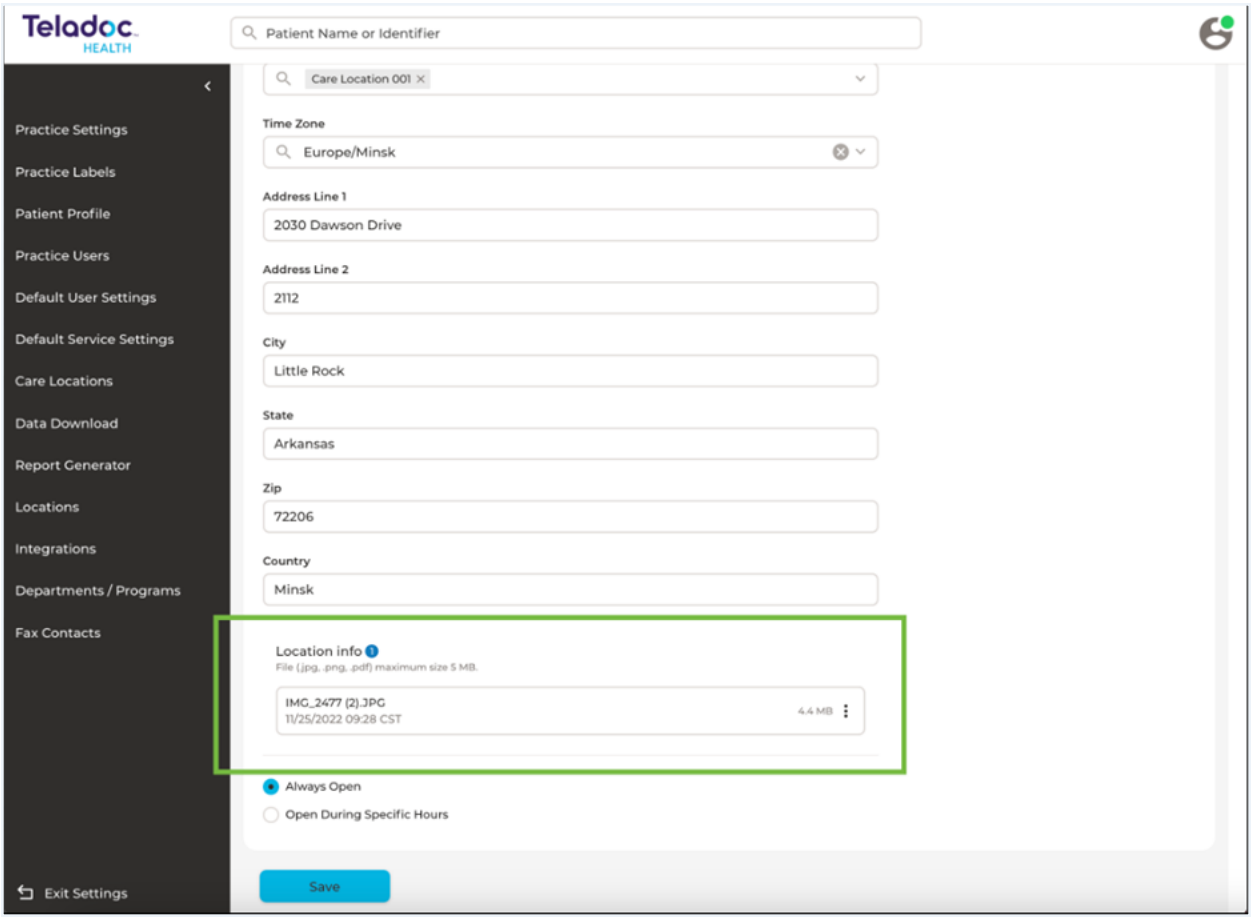

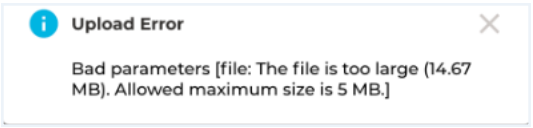

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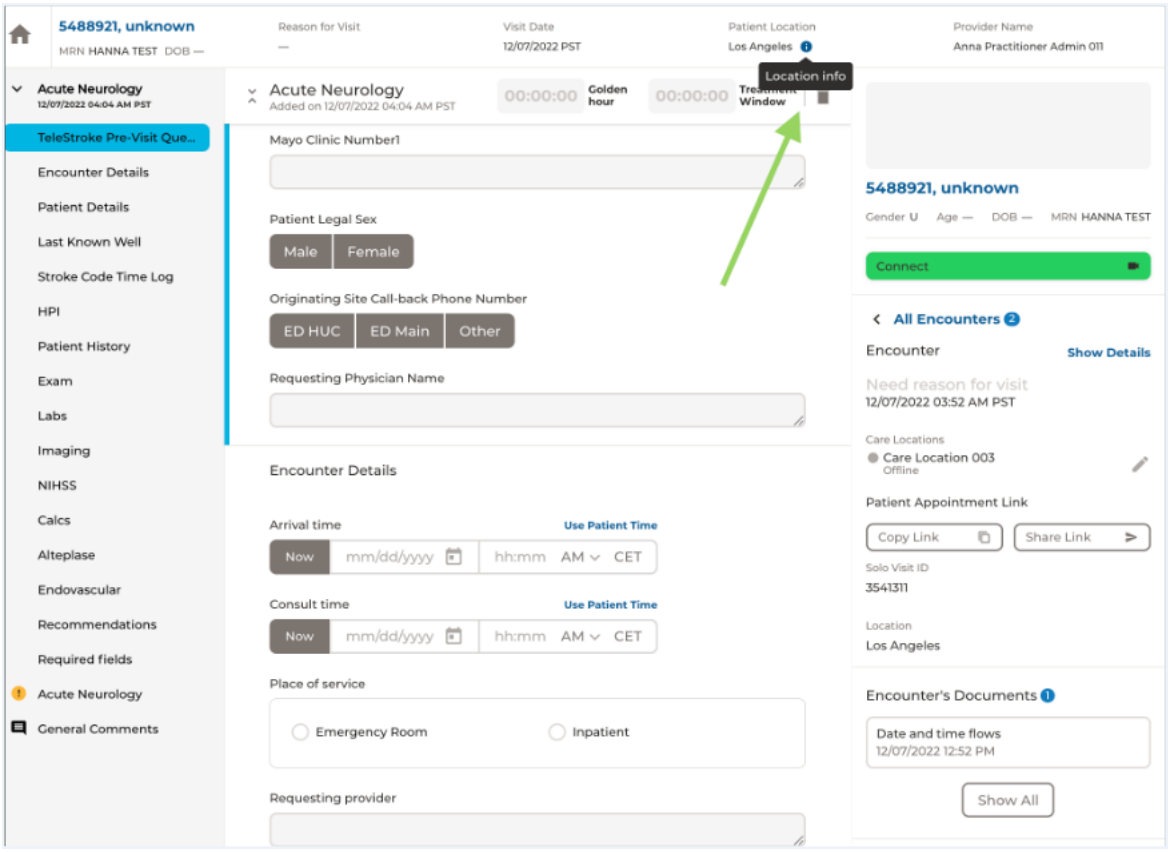

Patient App: Race input displayed on the patient App has a drop down menu only when another option is selected.

Key	Component	Version	Operating System
OMG-370	Platform Enhancement	2022.4.6	Windows - 32 and 64 bit
Release Toggle: LocationInfoSheet			

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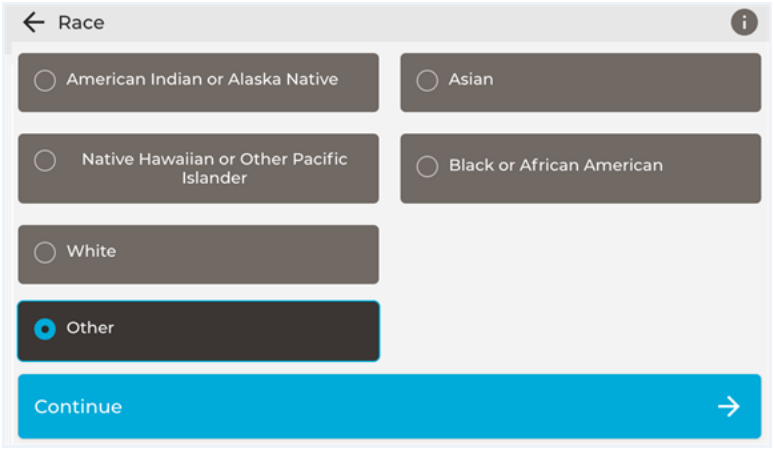
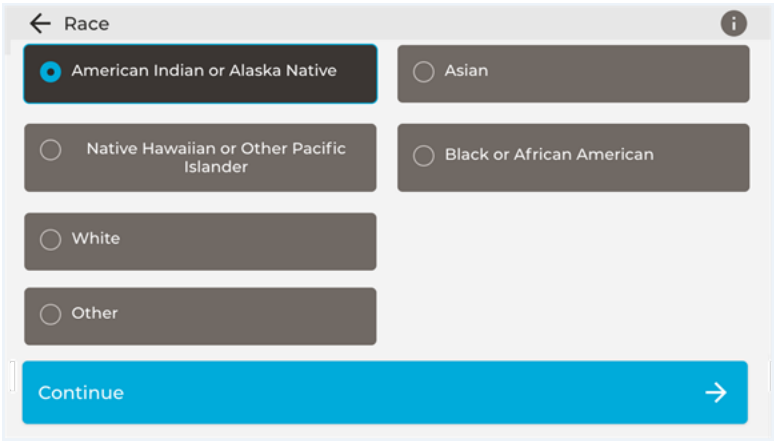
Before



After



Platform Administration

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

Solo - All Access Programs: To speed up the process of granting access between users and devices, a property has been added to Programs (set of users and devices) that converts them to All Access programs.The users who belong to this type of program will have access to all the devices that belong to it. Initially, All Access Programs will only be created and configured by internal Solo

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administrators. In future iterations, it will be supported in the Admin Center Portal to be configured by customer admins.

Key	Component	Version	Operating System
SOLO-156	Platform Administration	2022.4.5	Windows - 32 and 64 bit, and Mac
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.

External API enhancement: Added support of webhooks.

Select events to trigger webhook sending:

- patient:created
- patient:updated
- patient:deactivated
- appointment:scheduled
- appointment:rescheduled
- appointment:cancelled
- appointment:completed
- appointment:incompleted
- appointment:no-show
- appointment:lwbs

Mode details could be found at https://intouchhealth.github.io/solo-slate/#webhooks

Key	Component	Version	Operating System
TC-10539	Web Provider App	2022.4.5	Windows - 32 and 64 bit
Release Toggle: None			

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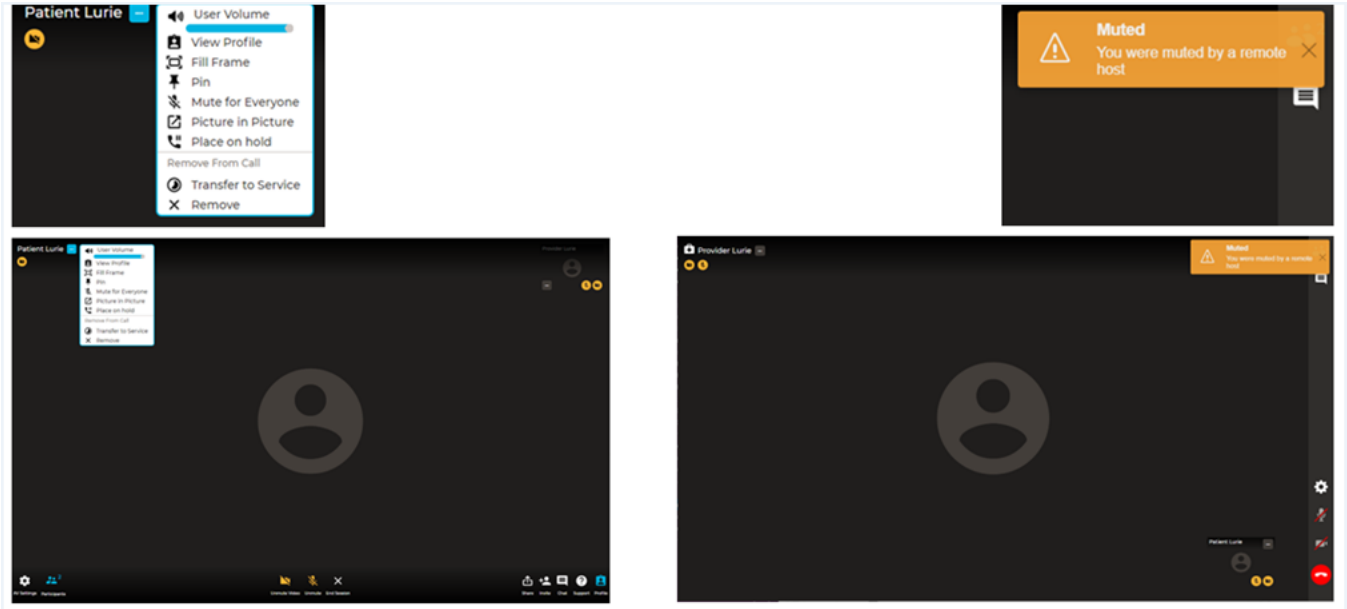
Notification Event: A new notification event has been added to user notifications settings. Now, providers are able to manage whether they receive notifications when they are invited to an ongoing session with a patient (when their presence is requested with a patient).

Key	Component	Version	Operating System
BETA-1697	Web Provider App	2022.4.3	Windows - 32 and 64 bit
Release Toggle: ProviderToProviderPresenceRequested			

Mute Participants: Providers have the ability to mute any participant in a session. Participants who are muted will see a brief notification indicating that their microphone has been muted.

Key	Component	Version	Operating System
WPAS-780	Web Provider App and Desktop App	2022.3.3	Windows - 32 and 64 bit
Release Toggle: None			



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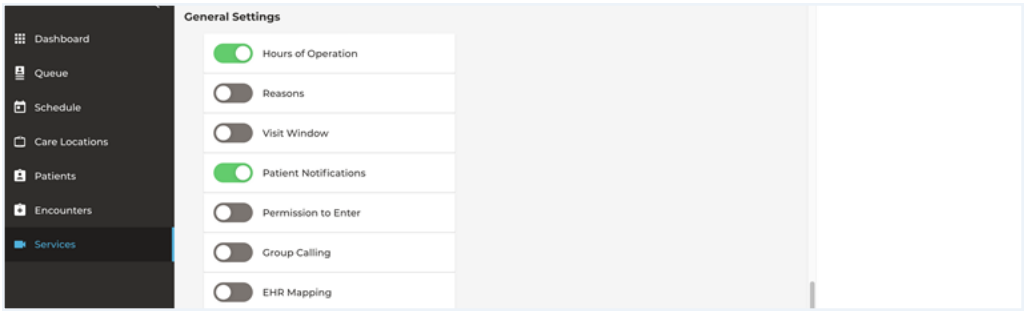
Release toggles

- If Release toggle AllowConfigureVisitNowUrlVisibility is ON, in the Service Settings, the "Service Public URL" configuration option is available.
- If Service Public URL= ON, the "URL" and "Share Via" sections in the right service panel are on and the service URL should work for the patient app.
- If Service Public URL= OFF:
  - Hide the URL and "Share Via" sections in the right Service Info panel.
  - The Service URL in the patient app, should return "Link is invalid" page (e.g., https://master.visitstaging.org/invalid).
  - To avoid the usage of the already shared link, remove Service from the select-a-service web page.

Key	Component	Version	Operating System
TC-10400	Web Provider App	2022.4.2	Windows - 32bit and 64bit
Release Toggle: AllowConfigureVisitNowUrlVisibility			

Old



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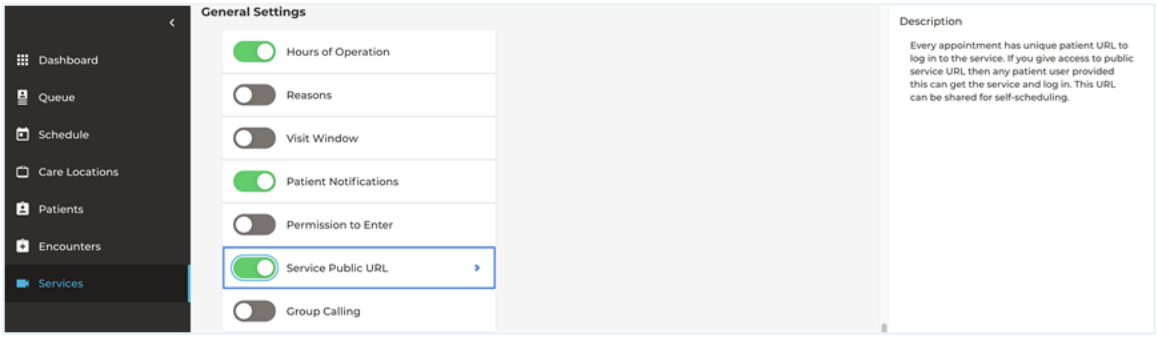
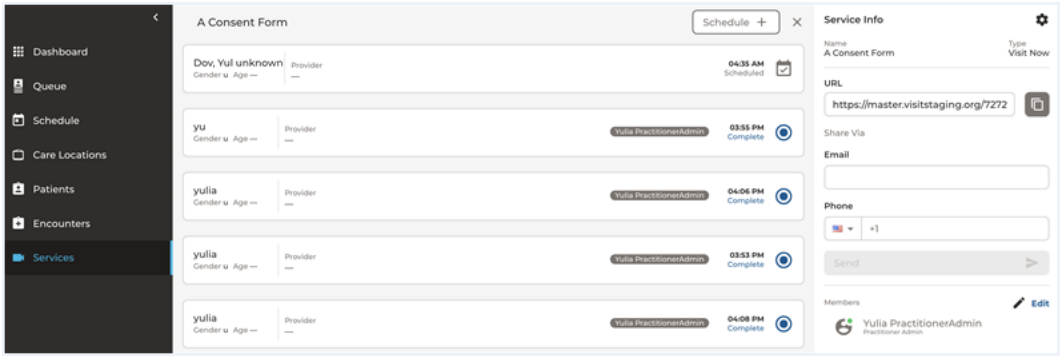
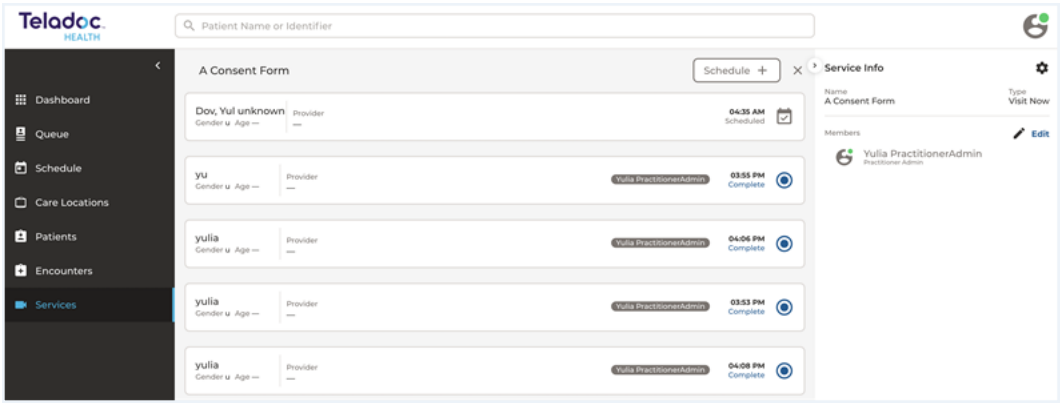
New



Old



New



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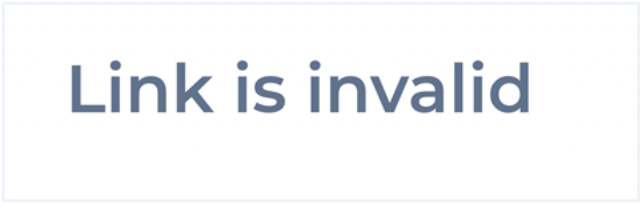
Old

New



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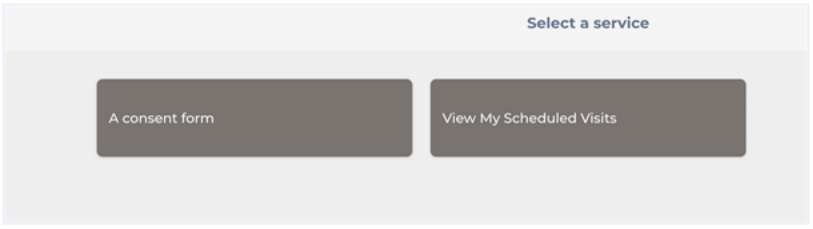

New

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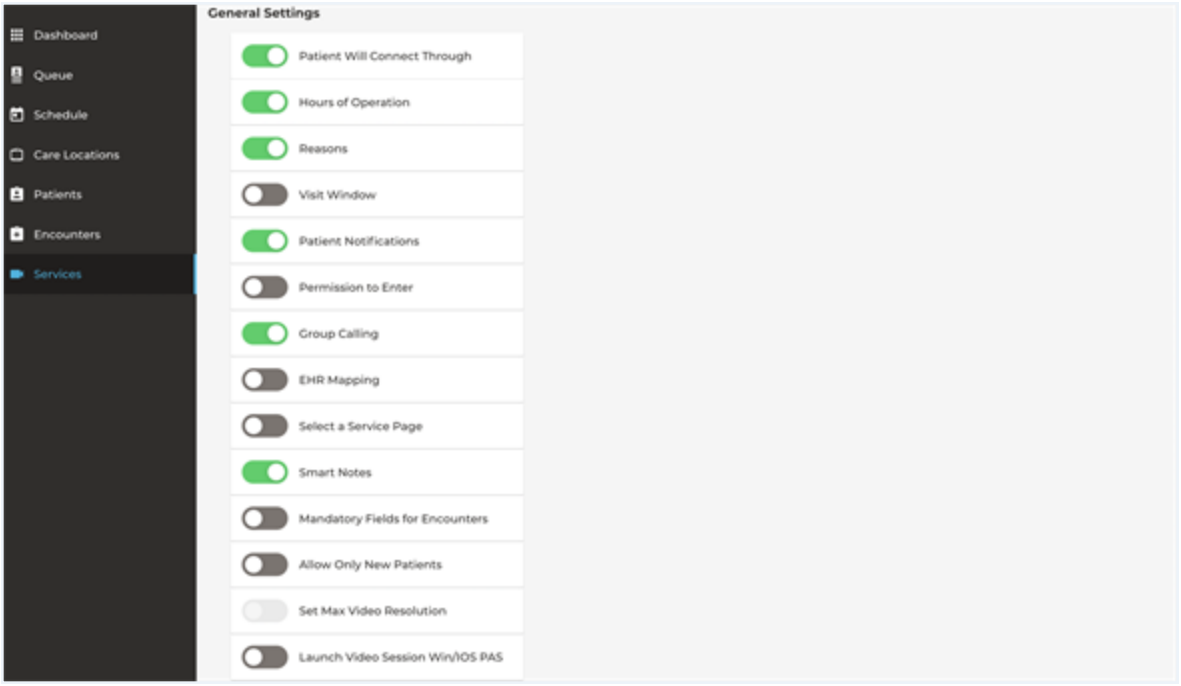
Consumer scheduling process improvement: Practitioner assignment and watching can be configured on the service level to disable or enable these options in the Service settings.

Key	Component	Version	Operating System
TC-10306	Web Provider App	2022.4.1	Windows - 32bit and 64bit
Release Toggle: AllowConfigureProviderAssignment			

Old



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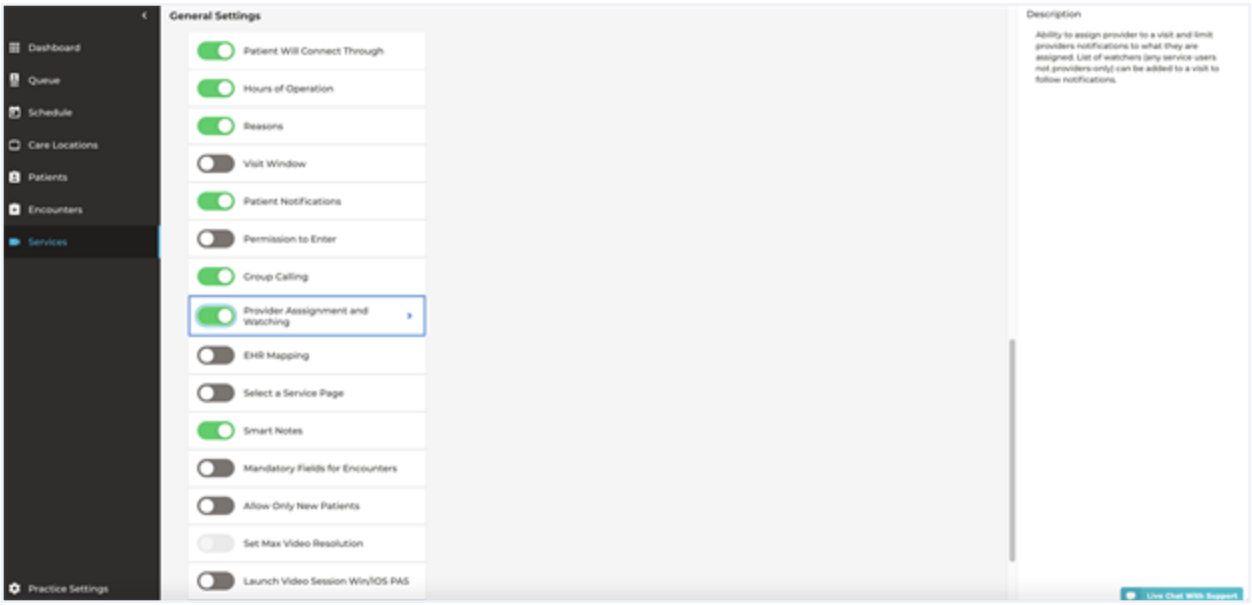
New



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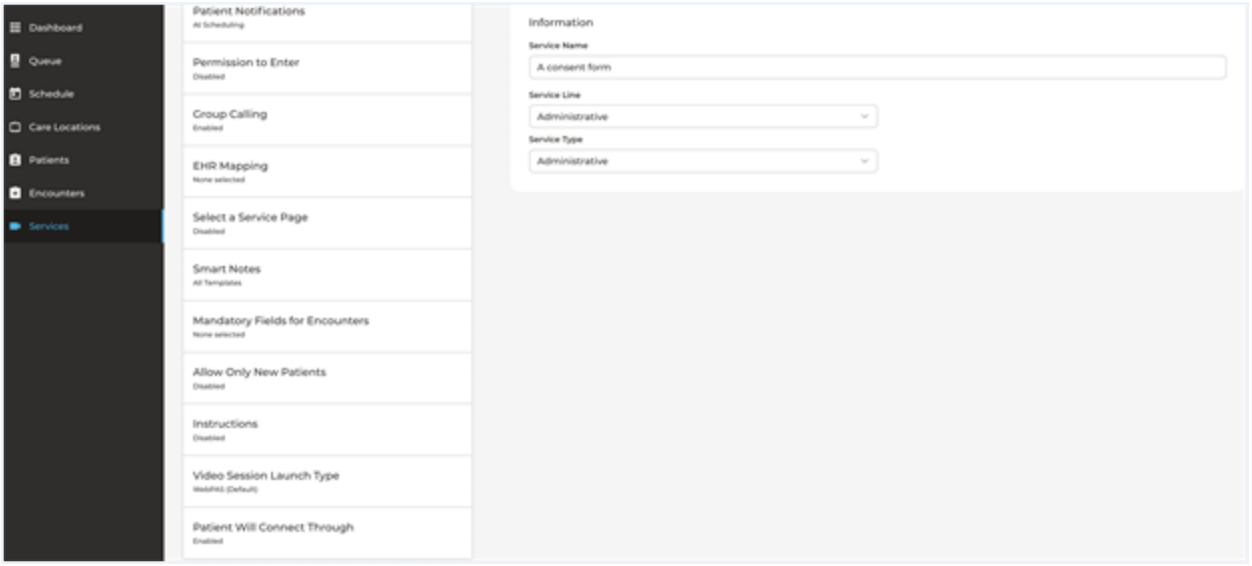

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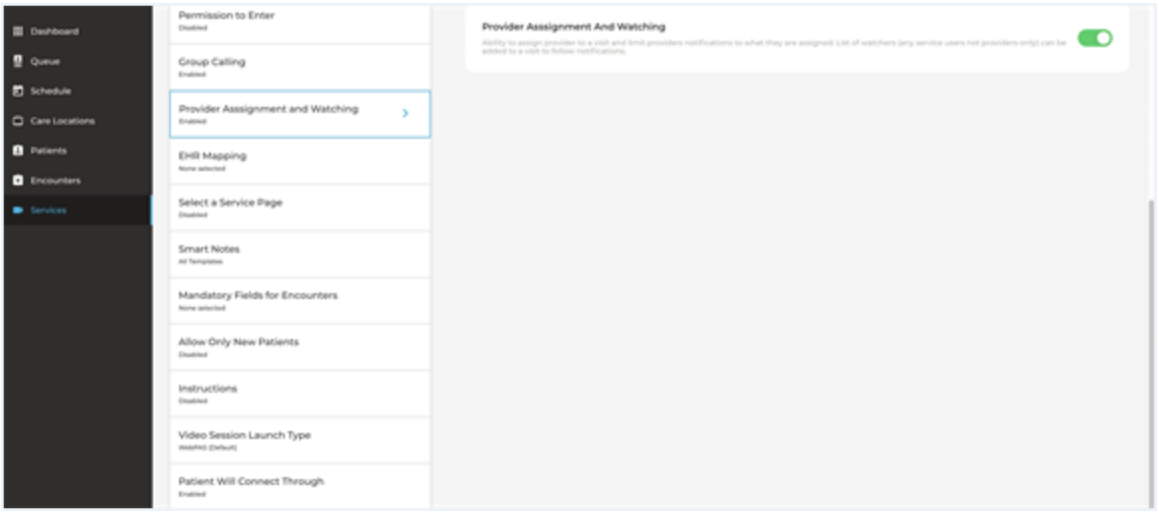
New



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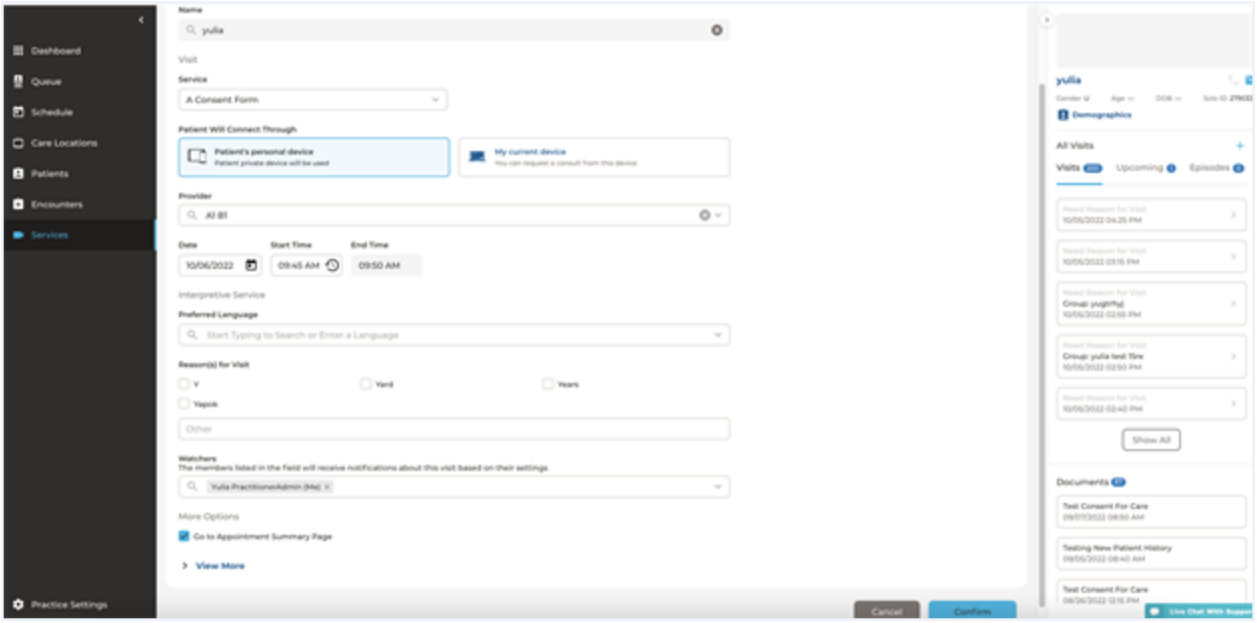

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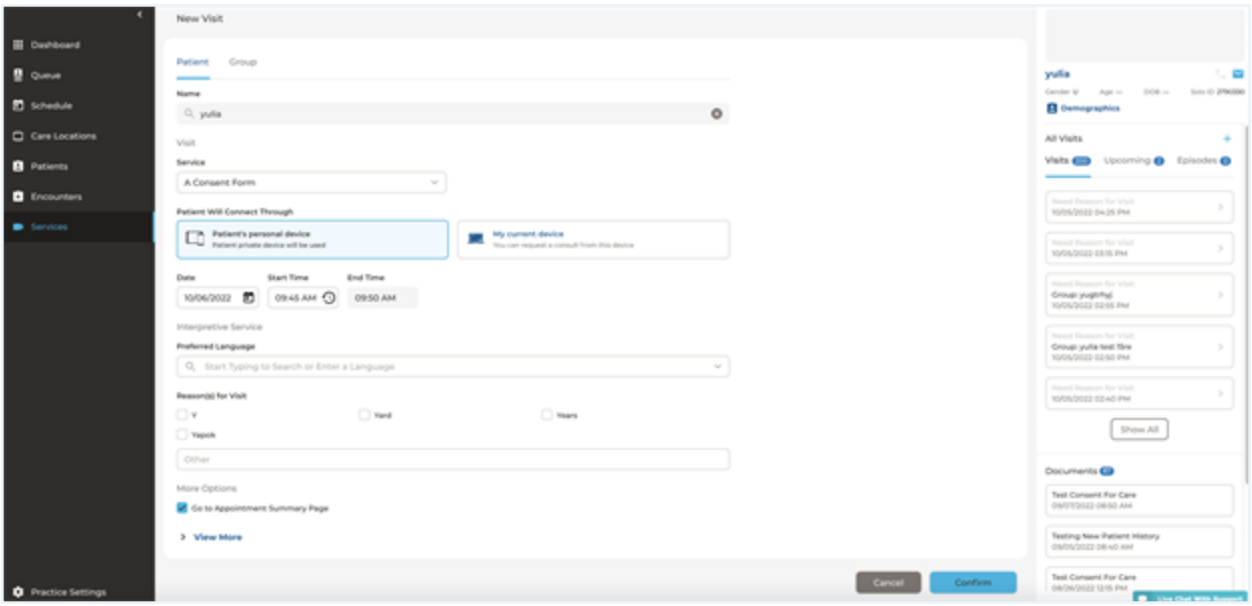
New



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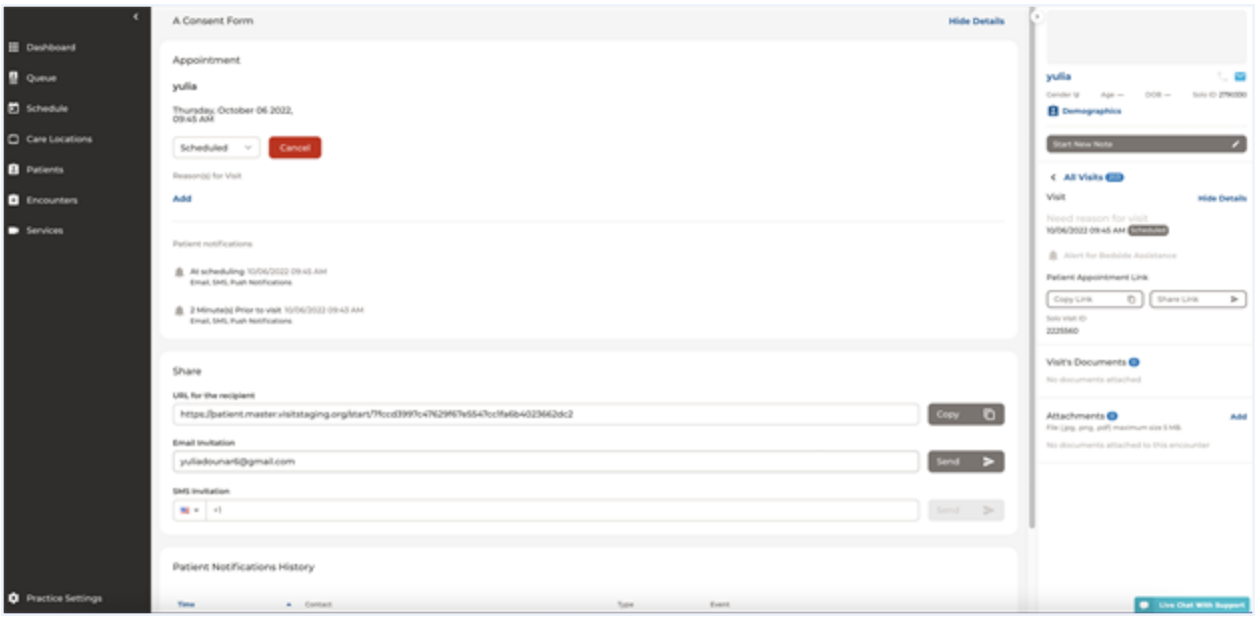
New



Consumer scheduling improvement: Users can assign a practitioner to a group visit during scheduling for consumer visits only or later from the right panel or Visit details page. Notifications are sent for assign/un-assign/reassign events. Events are tracked in the user activity log.

Key	Component	Version	Operating System
TC-7493	Web Provider App	2022.4.1	Windows - 32bit and 64bit
Release Toggle: AssignProviderToGroupAppointment			

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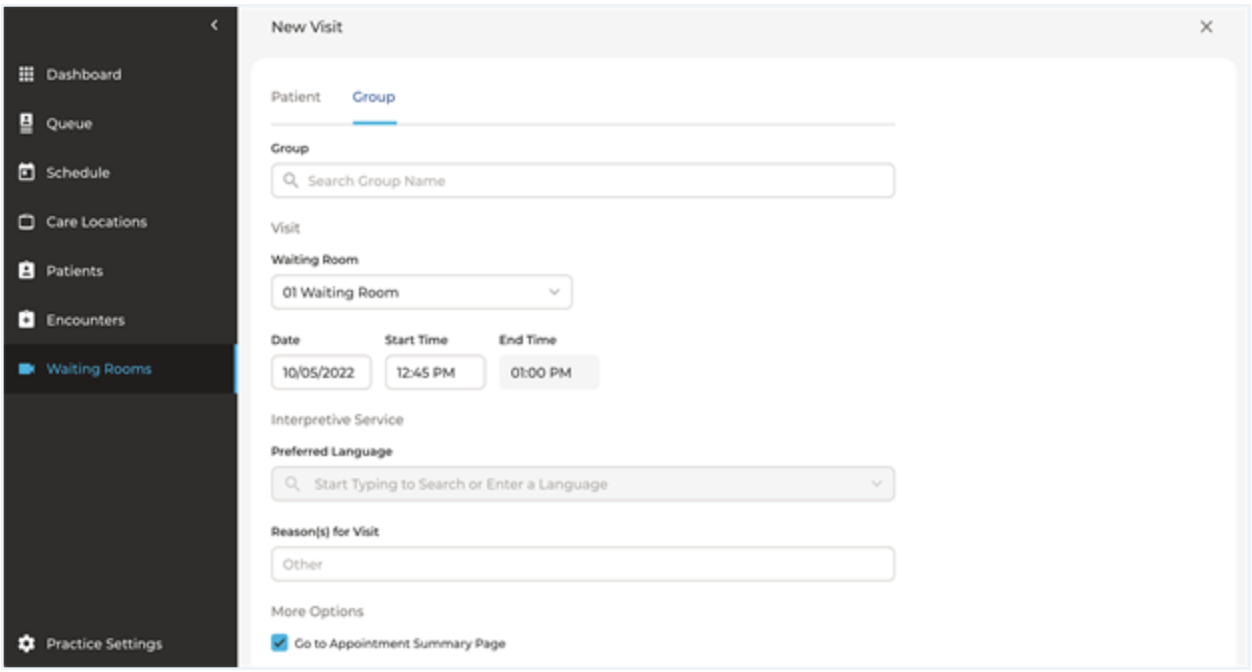
Old



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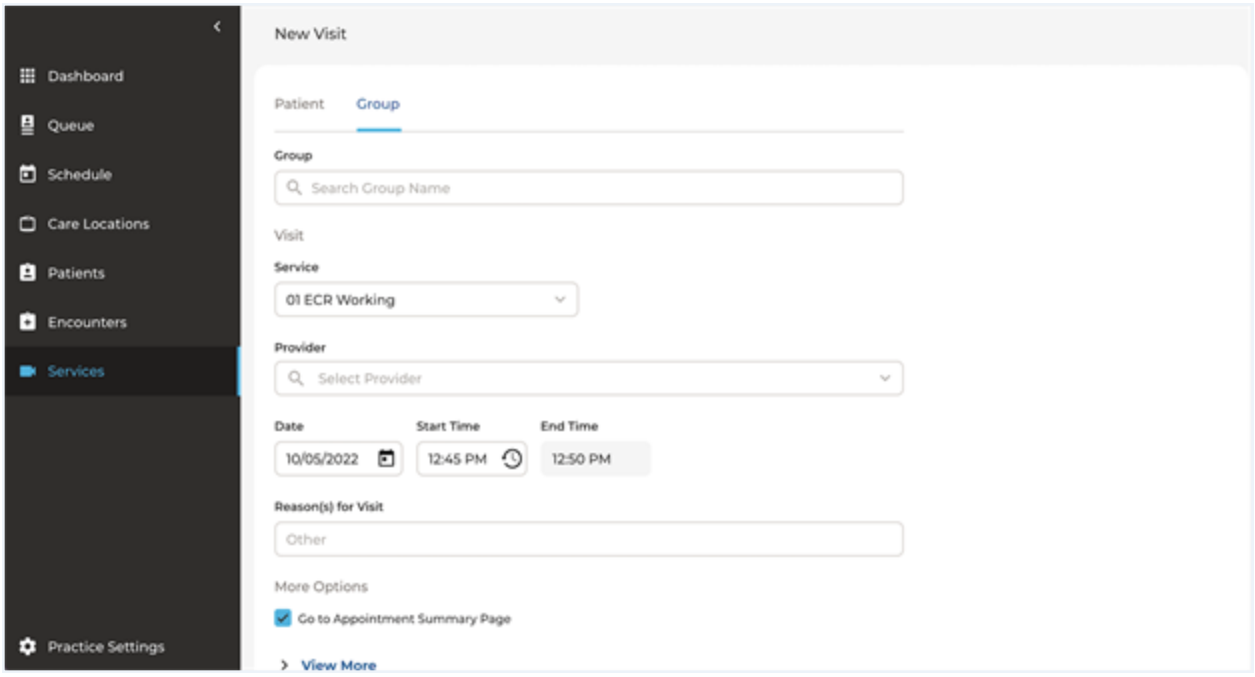
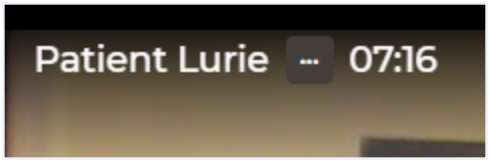
New



Duration Timer: The duration timer indicates how long a user has been in a session.

Key	Component	Version	Operating System
WPAS-2024	Web Provider App and Web Patient App	2022.3.6	Windows - 32bit and 64bit
Release Toggle: None			



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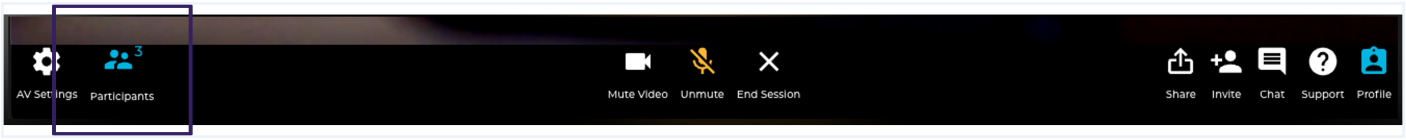
View the Number of Participants in a Session. Participants in a session can view how many other people are in their session. The number of participants will be indicated above the existing Participants icon.

Key	Component	Version	Operating System
WPAS-1972	Web Provider App and Web Patient App	2022.3.6	Windows - 32bit and 64bit
Release Toggle: None			



Enable Picture-in-Picture: Selecting Picture-in-Picture in the context menu for a particular participant while in session, will pop out the participants' video. Once popped out, you can move and resize the video window on your desktop. This allows a participant to see their patient while using other applications on their computer.

Key	Component	Version	Operating System
WPAS-1918	Web Provider App	2022.3.6	Windows - 32bit and 64bit
Release Toggle: None			

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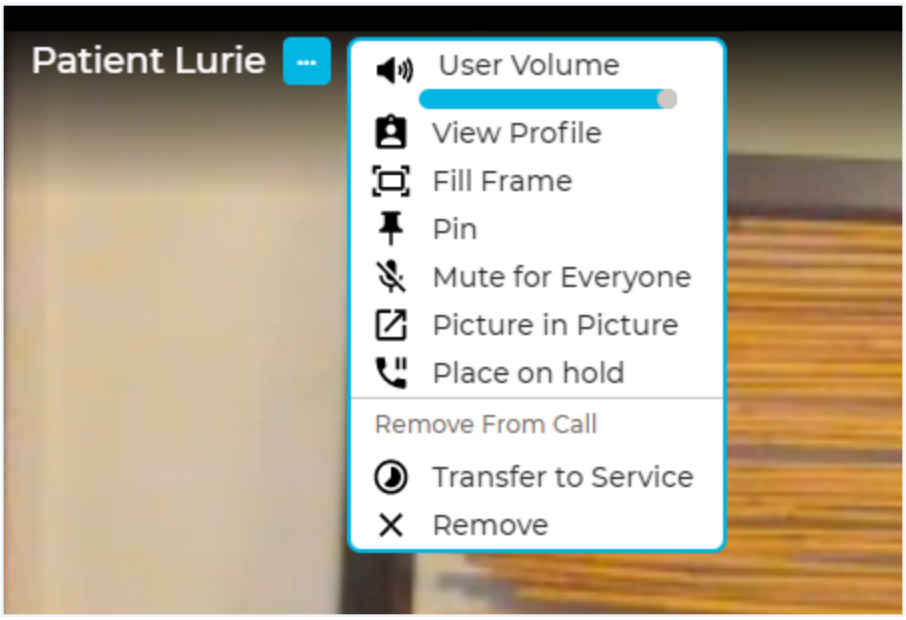

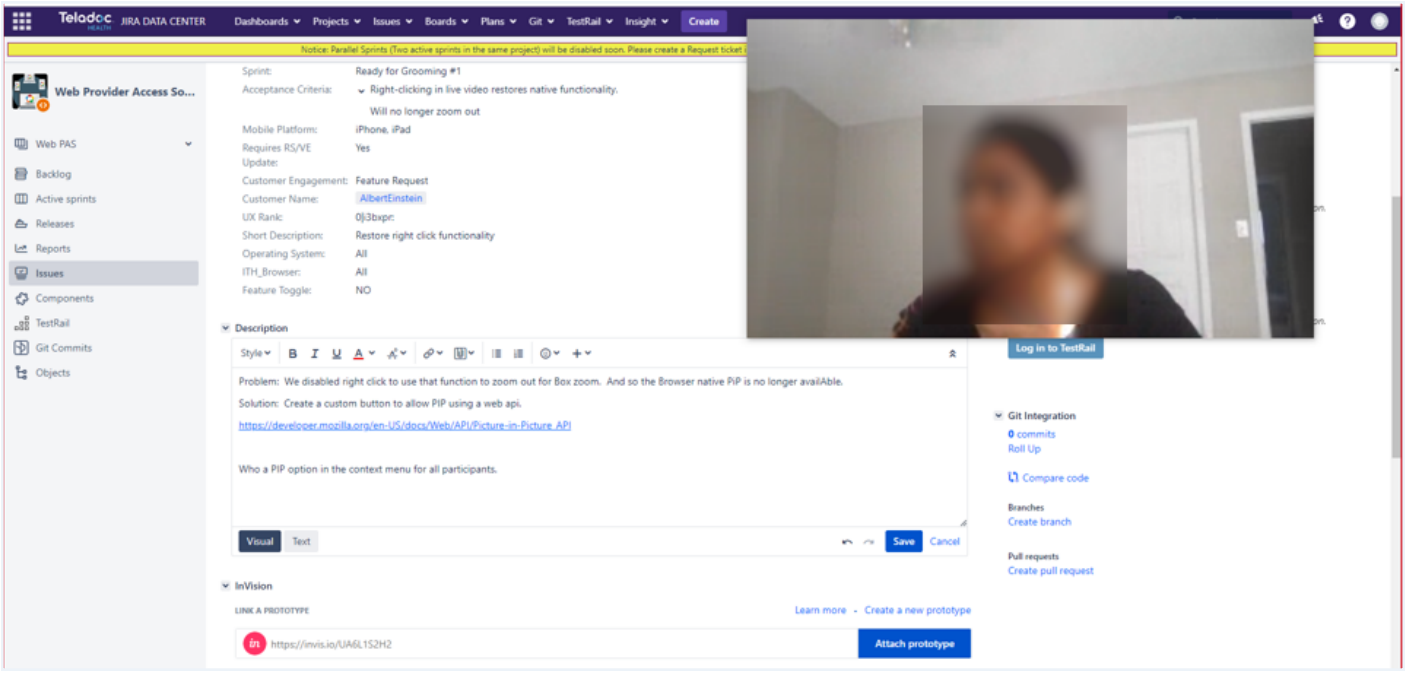

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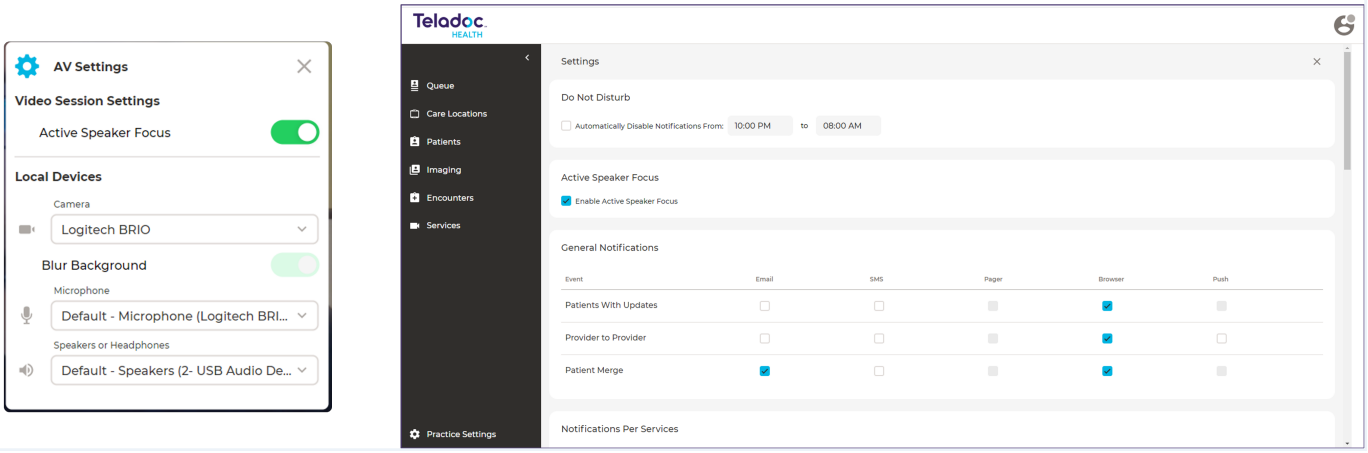
Active Speaker Focus: The participant who is speaking is shown in the main video window to allow participants to always view the person talking. It is enabled by default and can be turned off from both the in-session settings menu and the user settings.

Key	Component	Version	Operating System
WPAS-935	Web Provider App and Web Patient App	2022.4.1	Windows - 32bit and 64bit
Release Toggle: active_speaker_focus			

Active Speaker Focus



When the admin toggle release toggle AllowProviderRunningLateNotification is ON, the patient will be notified when their practitioner will be late 5 minutes after the scheduled visit time - when the patient is waiting and their practitioner has not joined the call. Sending Methods for "Provider Running Late" notifications are:

- Patient App
- Email
- SMS
- Push Notifications (iOS App)

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Notifications are configured on the Service level (Service Settings -> General Settings -> Patient Notifications -> Provider Running Late) or on the Practice level (Practice Settings -> Patient Notifications). Configuration on the Service level include:

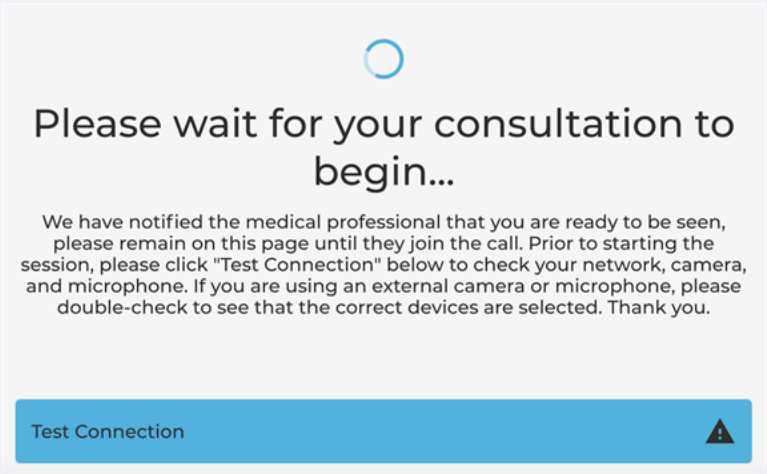
- Enable or Disable Notification option
- Select a Sending Method
- Patient App
- Email
- SMS
- Push Notifications (iOS App)
- Change message text

Configuration on the Service level include:

- Change message text. Messages are limited to 320 characters.

Key	Component	Version	Operating System
HHS-20	Web Provider App and Web Patient App	2022.4.6	Windows - 32bit and 64bit
Release Toggle: AllowProviderRunningLateNotification			

Old



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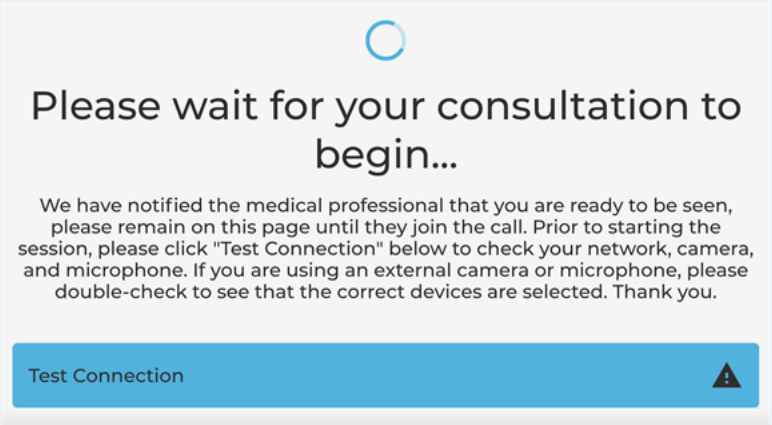
New



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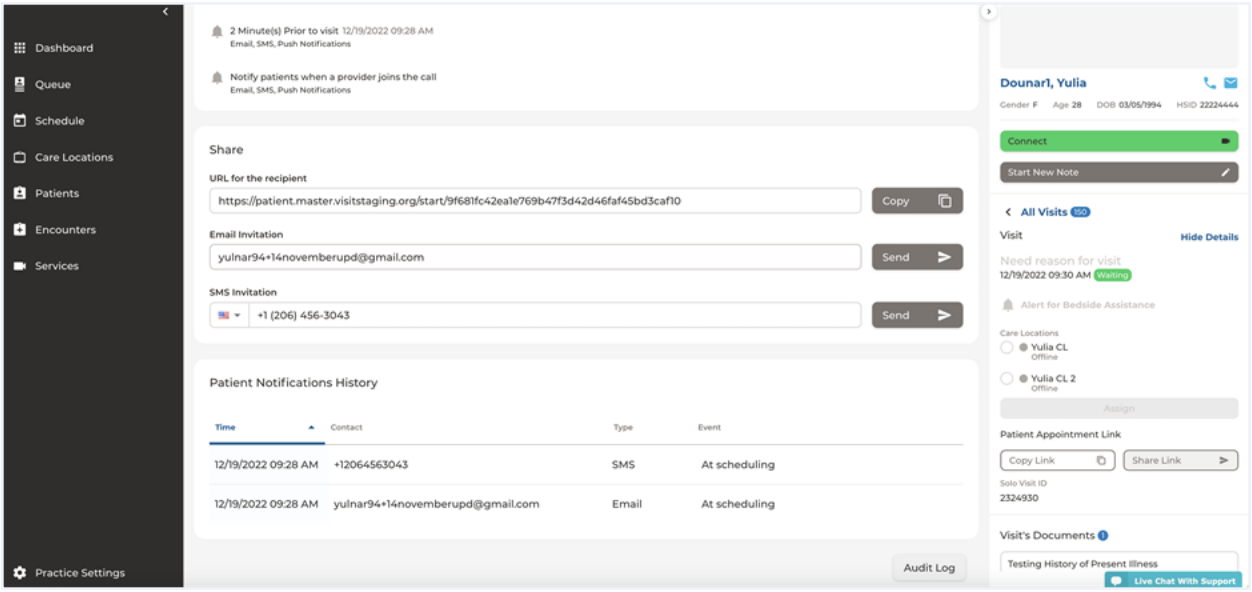

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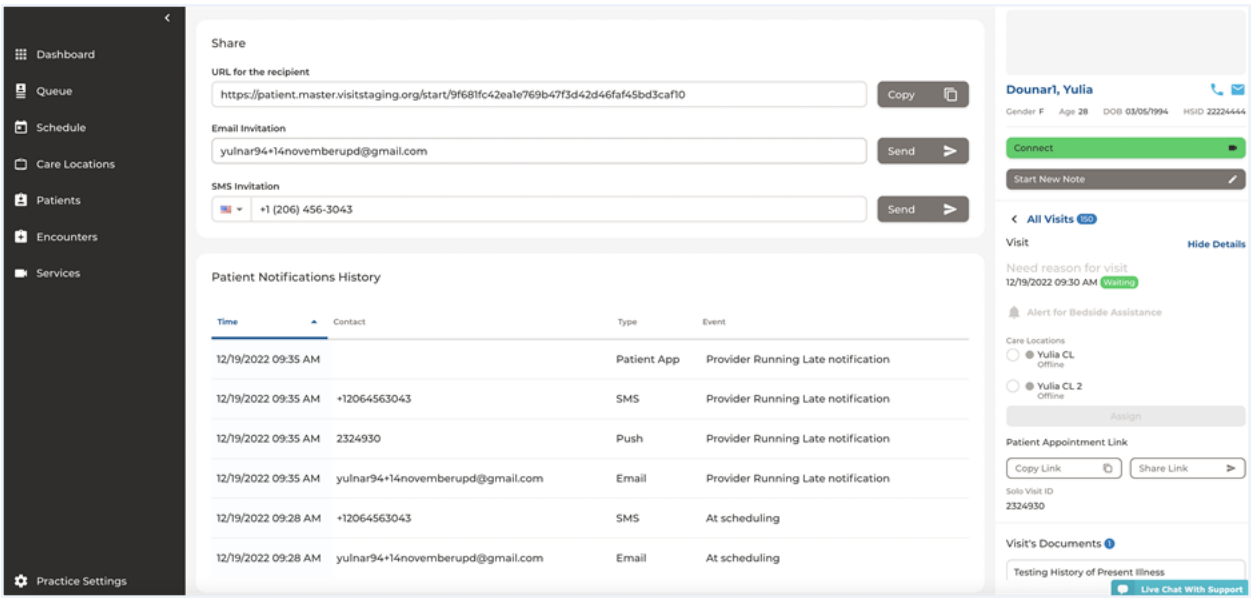

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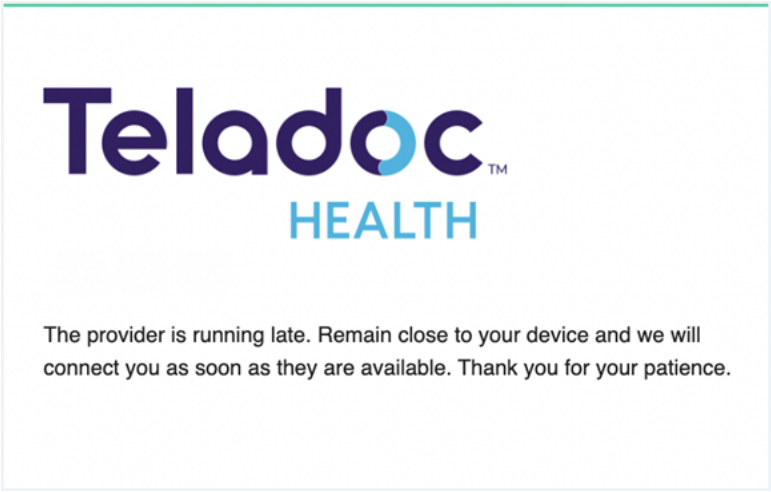

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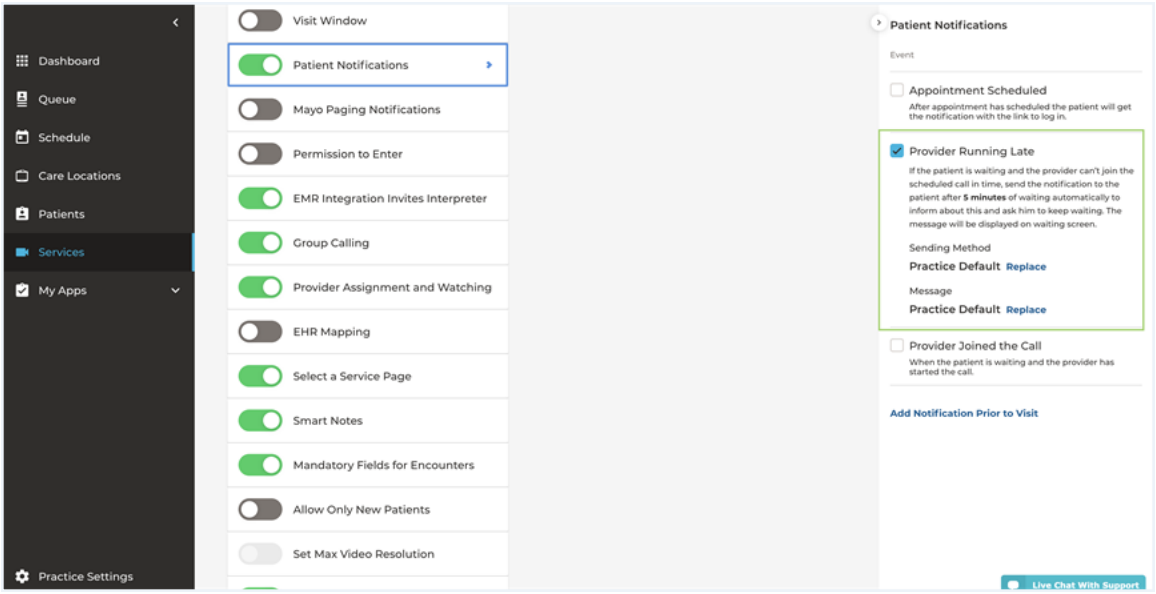

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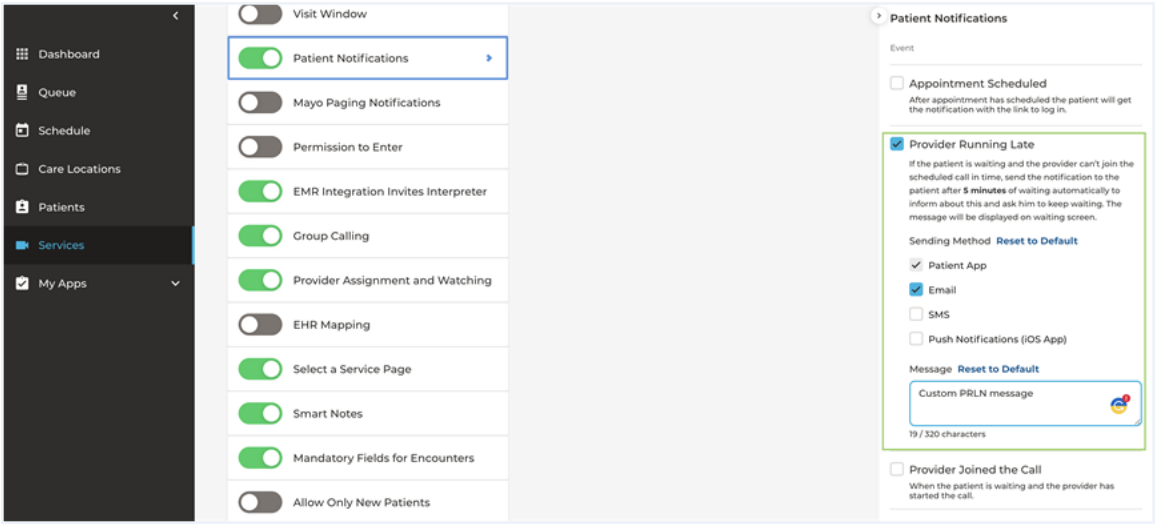

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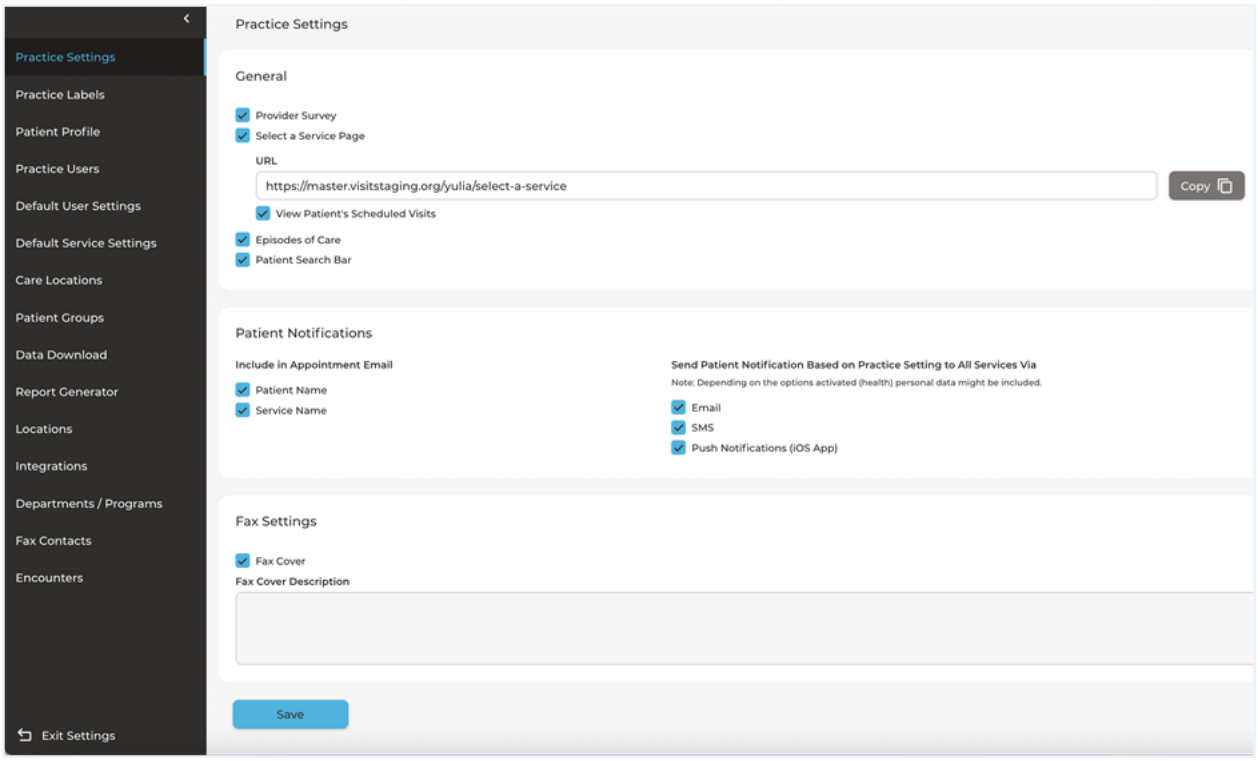

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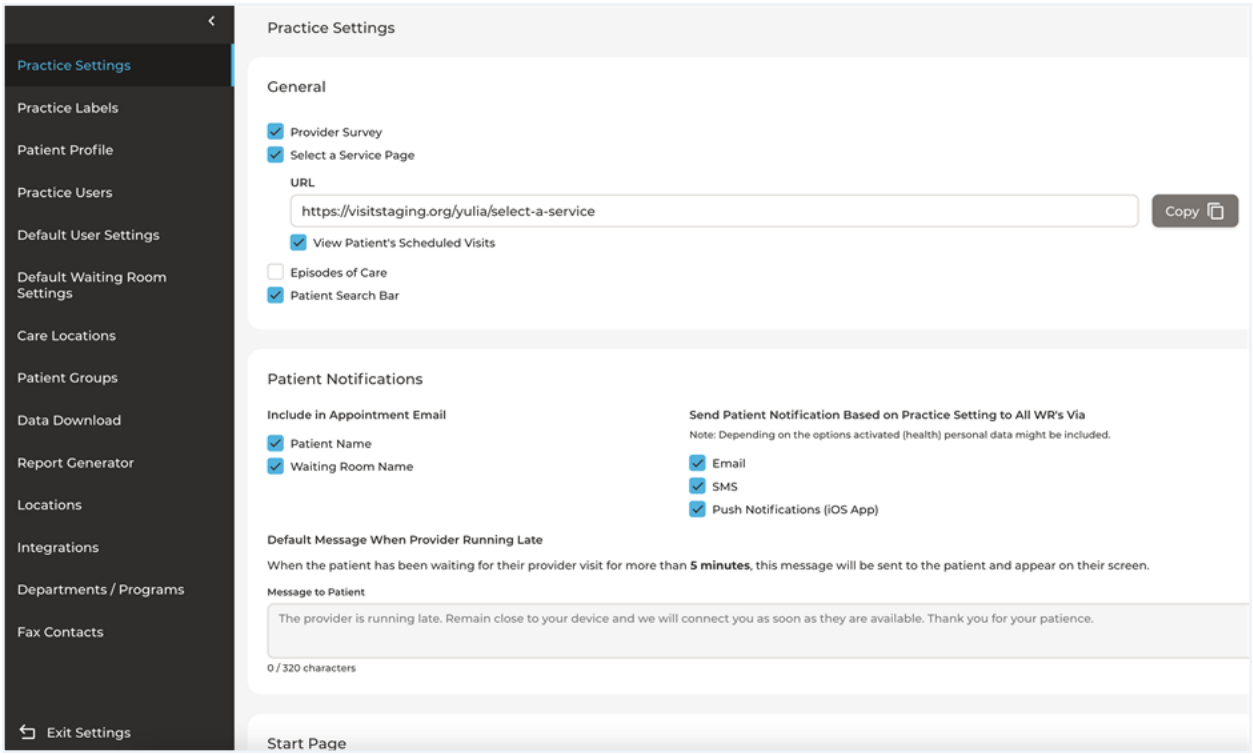

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Analytics

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

Appointment Dashboard: When a user views the appointment dashboard, all visualizations that used UTC times, will use local times (e.g., Date Slider, Appointment Trends, Duration Boxplot (call duration), etc.)

Key	Component	Version	Operating System
DT-4605	Analytics	2023.01.05	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

Appointment Overview Dashboard: The Appointment Overview dashboard uses "Appointment Time" instead of "Appointment Start Time" for the following visualizations:

- Date/Time Slider
- Appointment Status Bar Chart

Key	Component	Version	Operating System
DT-4614	Analytics	2023.01.05	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

Appointment Data Set: The following fields have been removed from the Appointments Data Set:

- Appointment Created Time UTC
- Appointment End Time UTC
- Appointment Start Time UTC

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

Key	Component	Version	Operating System
DT-4610	Analytics	2023.01.05	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

Default date ranges have been updated to 01-01-22 thru 12-31-22 for all workbooks.

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

Key	Component	Version	Operating System
DT-4626	Analytics	2023.01.05	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

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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.

Thrombolytic Therapy Recommendation Page: Customers can now request their Smart Notes Stroke forms, thrombolytic therapy page is configured to print separately with an electronic signature when a provider user recommends either Alteplase or Tenecteplase. Please consult with a Teladoc Health account manager or contact the Teladoc Health Technical Assistance Center.

Key	Component	Version	Operating System
SN4-4685	Smart Notes	2022.4.4	MacOS, Windows - 32bit and 64bit
Custom Toggle: None			

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Alteplase

Clinical Impression	Ischemic stroke
Alteplase Recommendation	Yes
Alteplase consent	Informer has informed the patient and/or family of all the assoicated risks, benefits, and alternatives to IV Alteplase. The patient and/or family voluntarily consent to the administration of IV Alteplase.
Relation of person providing consent	Relation of person providing consent Relation of person providing consent
t-PA Recommendation date/time	11/21/2022 8:30 AM GMT
Inclusion criteria	Diagnosis of ischemic stroke causing measurable neurological deficit; Age greater than or equal to 18 years
Exclusion criteria	Significant head trauma or prior stroke in previous 3 months; Symptoms suggest subarachnoid hemorrhage; Arterial puncture at noncompressible site in previous 7 days; History of previous intracranial hemorrhage or intracranial neoplasm or arteriovenous malformation or aneurysm; Recent intracranial or intraspinal surgery; Elevated blood pressure (systolic > 185 mm Hgor diastolic > 110 mm Hg) despite treatment; Active internal bleeding; Initial blood glucose concentration <50 mg/dl or >400 mg/dl and symptoms resolve with correction
Known bleeding diathesis including	Heparin received within 48 hours resulting in abnormally elevated aPTT greater than the upper limit of normal; Current use of thrombin inhibitors or factor Xa inhibitors with elevated lab tests (aPTT; INR; Platelet count; ECT; TT or Factor Xa assay)
Relative exclusion criteria	Only minor or rapidly improving stroke symptoms (clearing spontaneously); Pregnancy; Seizure at onset with postictal residual neurological impairments; Major surgery or serious trauma within previous 14 days; Recent gastrointestinal or urinary tract hemorrhage (within previous 21 days); Recent acute myocardial infarction (within previous 3 months)
Additional exclusion criteria for t-PA use from 3 to 4.5 hours	NIHSS > 25; History of stroke and diabetes
Reason for extending the initiation of IV thrombolytic 3 to 4.5 hours	Cardiac Arrest/Respiratory Arrest/CPR/Defibrillation or Intubation in the ED prior to IV t-PA initiation; Patient/family refusal recanted/reversed

Preliminary

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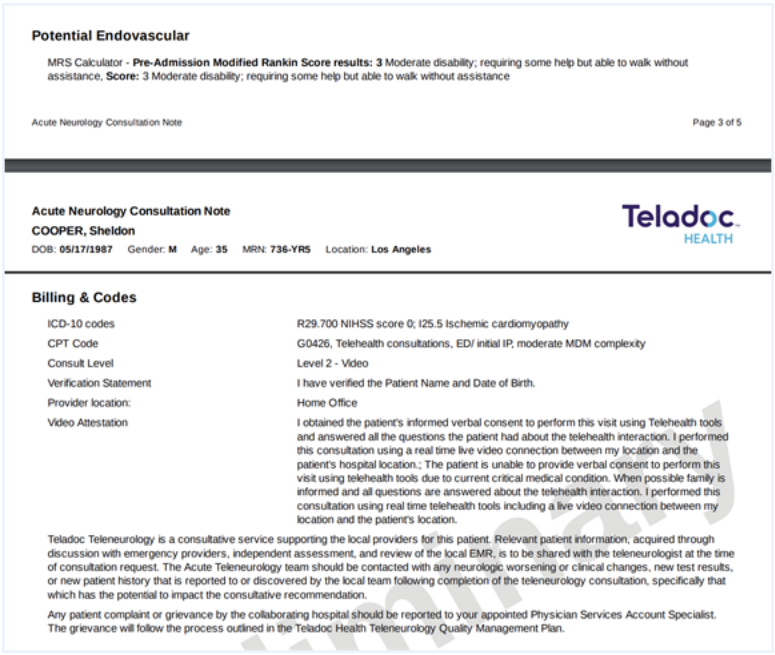

Potential Endovascular

MRS Calculator - **Pre-Admission Modified Rankin Score results: 3** Moderate disability; requiring some help but able to walk without assistance, **Score:** 3 Moderate disability; requiring some help but able to walk without assistance

Acute Neurology Consultation Note Page 3 of 5

Acute Neurology Consultation Note
COOPER, Sheldon
DOB: **05/17/1987** Gender: **M** Age: **35** MRN: **736-YR5** Location: **Los Angeles**

Teladoc HEALTH

Billing & Codes

ICD-10 codes	R29.700 NIHSS score 0; I25.5 Ischemic cardiomyopathy
CPT Code	G0426, Telehealth consultations, ED/ initial IP, moderate MDM complexity
Consult Level	Level 2 - Video
Verification Statement	I have verified the Patient Name and Date of Birth.
Provider location:	Home Office
Video Attestation	I obtained the patient's informed verbal consent to perform this visit using Telehealth tools and answered all the questions the patient had about the telehealth interaction. I performed this consultation using a real time live video connection between my location and the patient's hospital location.; The patient is unable to provide verbal consent to perform this visit using telehealth tools due to current critical medical condition. When possible family is informed and all questions are answered about the telehealth interaction. I performed this consultation using real time telehealth tools including a live video connection between my location and the patient's location.

Teladoc Teleneurology is a consultative service supporting the local providers for this patient. Relevant patient information, acquired through discussion with emergency providers, independent assessment, and review of the local EMR, is to be shared with the teleneurologist at the time of consultation request. The Acute Teleneurology team should be contacted with any neurologic worsening or clinical changes, new test results, or new patient history that is reported to or discovered by the local team following completion of the teleneurology consultation, specifically that which has the potential to impact the consultative recommendation.

Any patient complaint or grievance by the collaborating hospital should be reported to your appointed Physician Services Account Specialist. The grievance will follow the process outlined in the Teladoc Health Teleneurology Quality Management Plan.

Australian Customers Documentation Compliance: Australian customers can now request their Smart Notes are configured to comply with the AS2828 Australian documentation standard with version date, version, code, and barcode. Australian providers Smart Notes will render based on the AS2828 Australian standards.

Key	Component	Version	Operating System
HHS-97	Smart Notes	2022.3.3	MacOS, Windows - 32bit and 64bit
Custom Toggle: AustralianNoteStandards			

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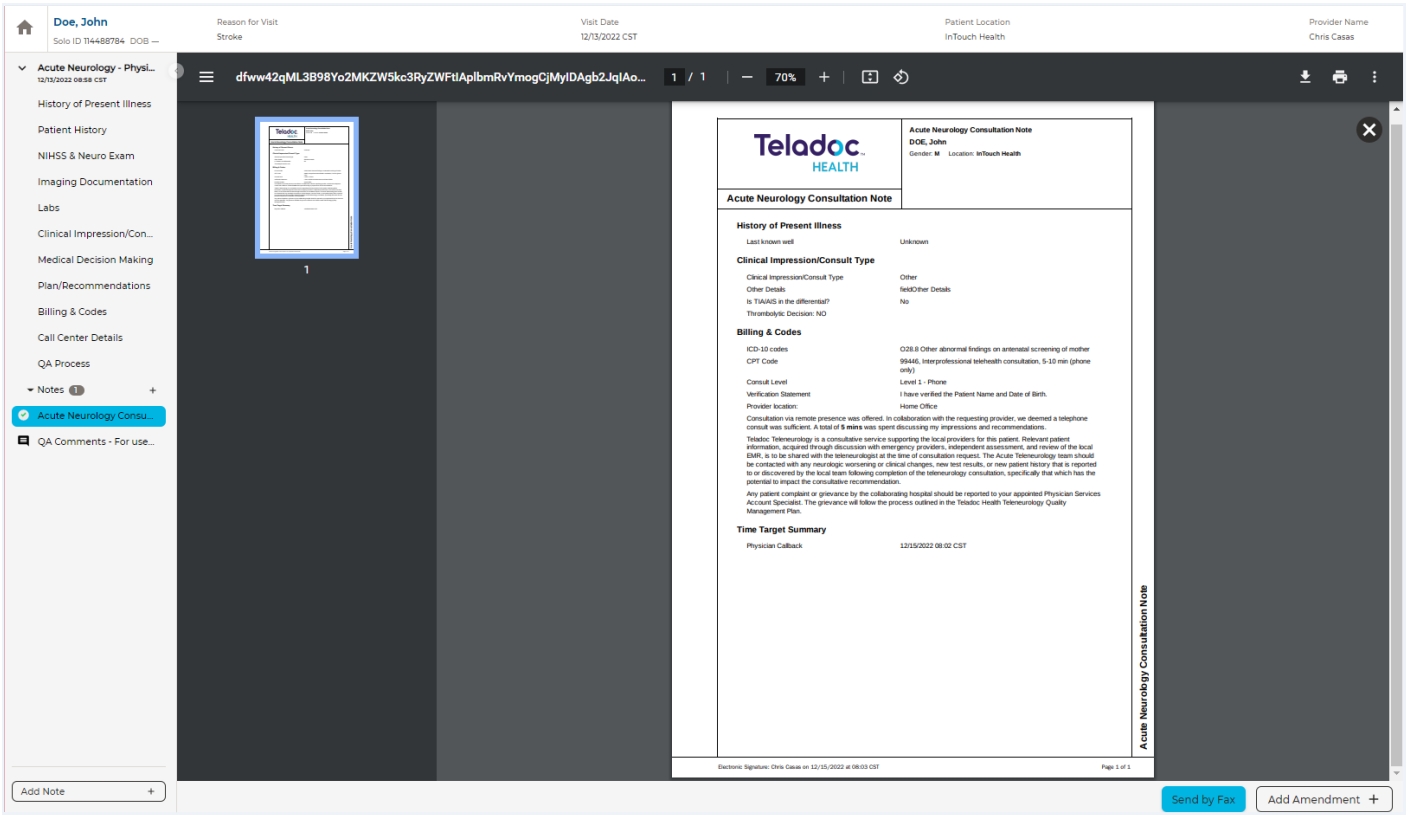

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Connected Devices

Teladoc Health **Connected Devices** release of the Windows devices software, Windows Provider Access, iOS Provider Access and iOS Viewpoint rolled out to devices **Beginning** 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

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

Invite guest by email: Practitioners who log in as a Host can invite a guest by email to join a session from any device. Practitioners can type in the guest's email address or copy it from their contacts. The App will show an error message if the email address is not in right format. Practitioners will have to confirm one more time before sending the invite. The practitioner will receive a notification when the request is sent successfully. Users in the session will receive a notification when the guest user joins the call. Users in the session will receive a notification when the guest user leaves the call.

Key	Component	Version	Operating System
iOS-1821	iOS Provider Access App	45.1	iOS
Release Toggle: None			

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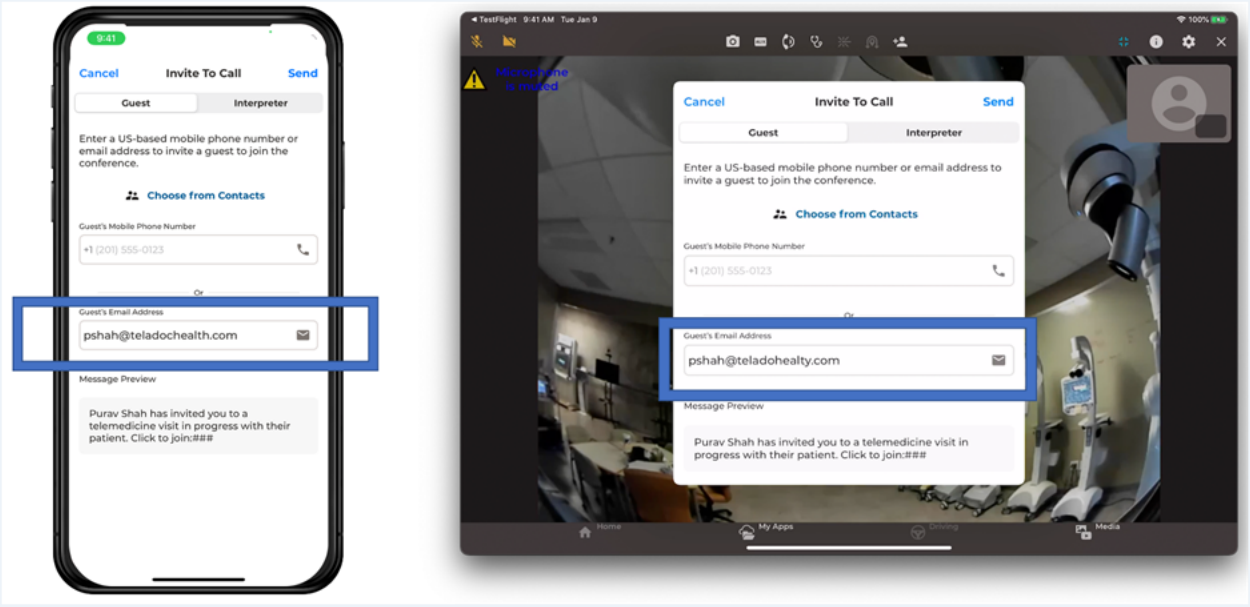

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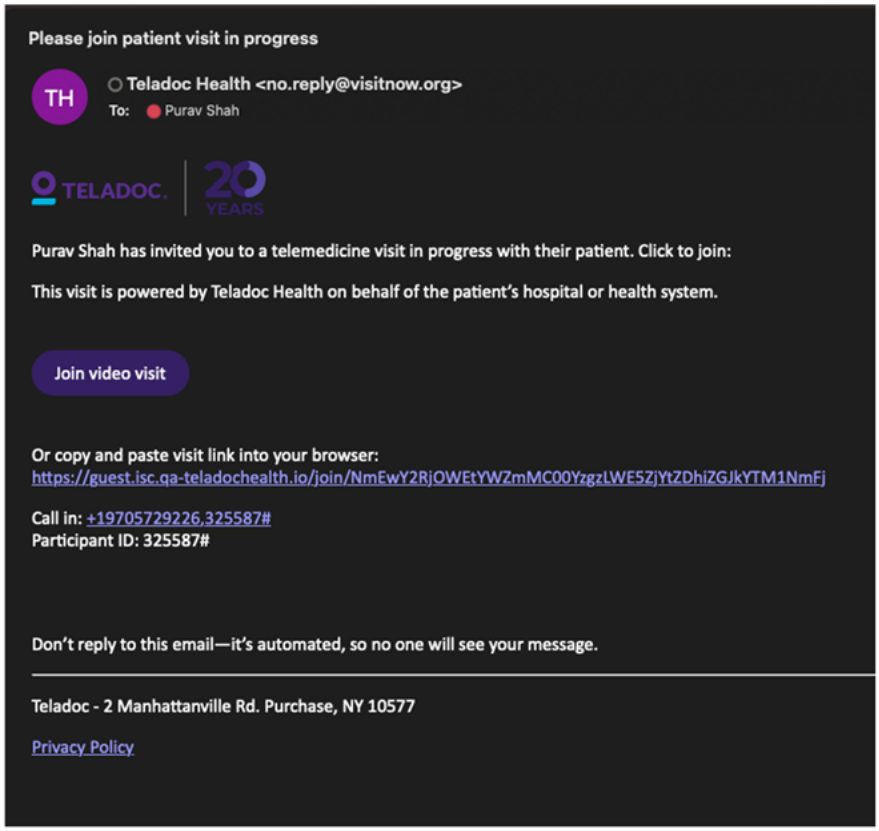
Email invite



Invite a guest to join by video: Practitioners who log in as a Host can invite a guest by SMS or email to join a session on a device by video. Practitioners can type in the US-based number or email address. Practitioners will have to confirm one more time before sending the invite. Guest will receive a phone number to join by audio or a link to join by video.

For guests who decide to join by video, they will be directed to a web page to enter their name. Guests are then be taken to the 'Pre-call test' page where the web page will ask permission for their camera and microphone. Once the web page finishes the test, the guest user can proceed to the session by pressing on 'Enter visit'. Guest users can now see the device and provider's video in the call. Guest can leave the session by pressing on 'Leave Call'.

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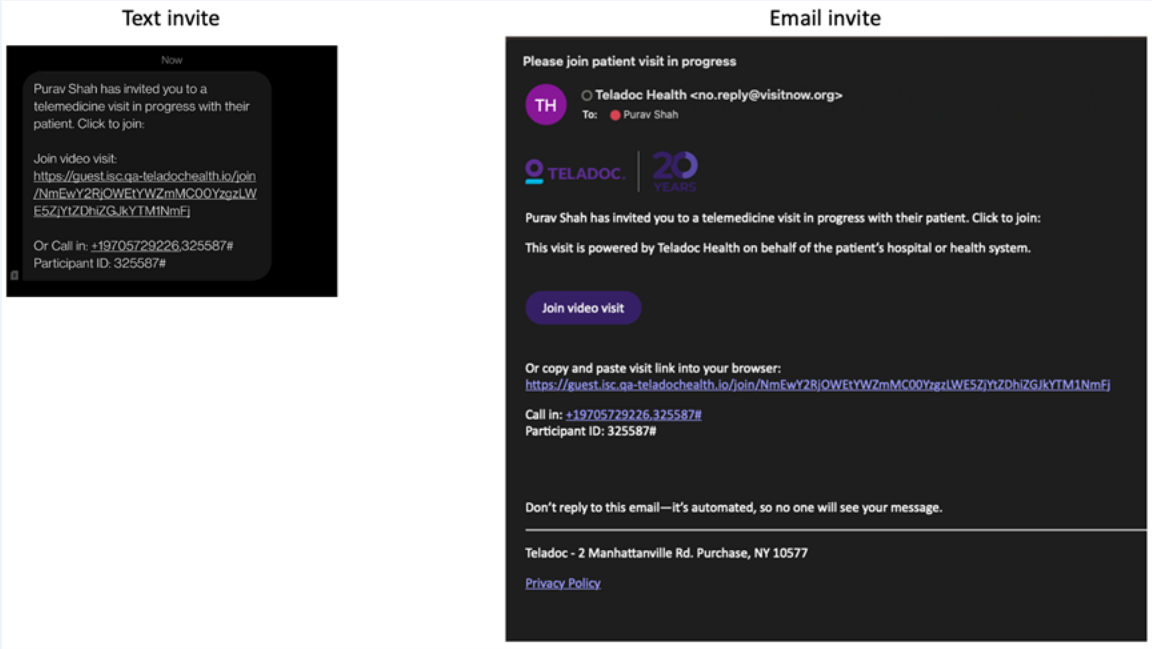
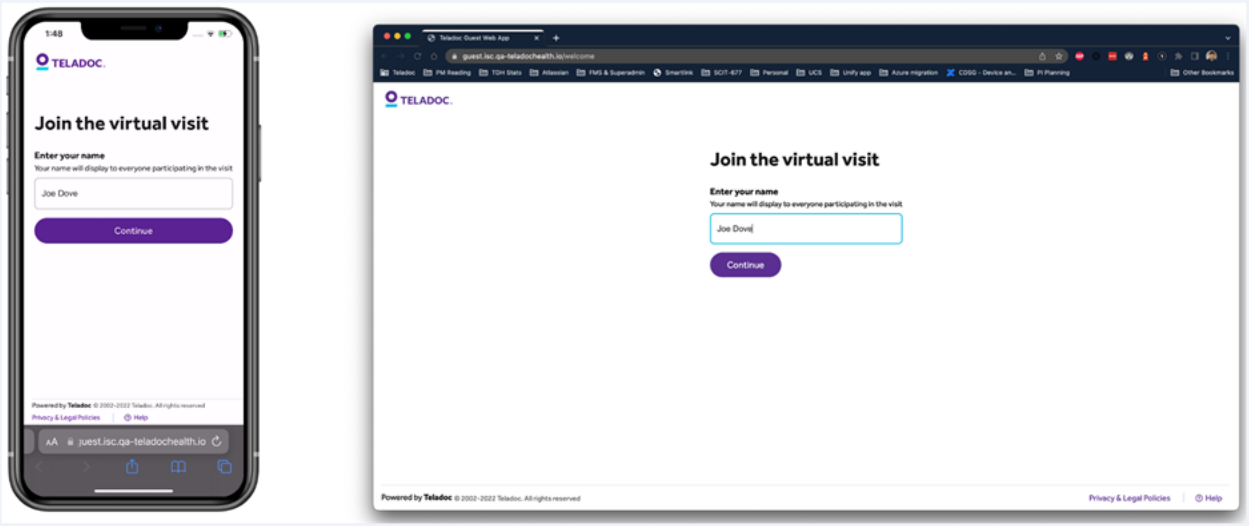
Key	Component	Version	Operating System
iOS-1775	iOS Provider Access App	45.1	iOS
Release Toggle: None			





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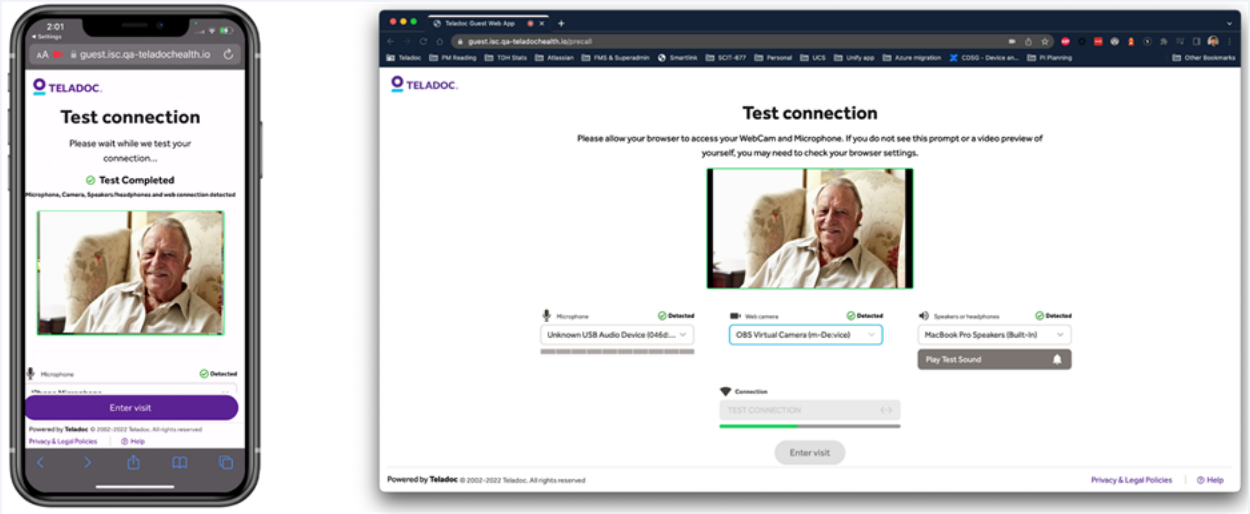

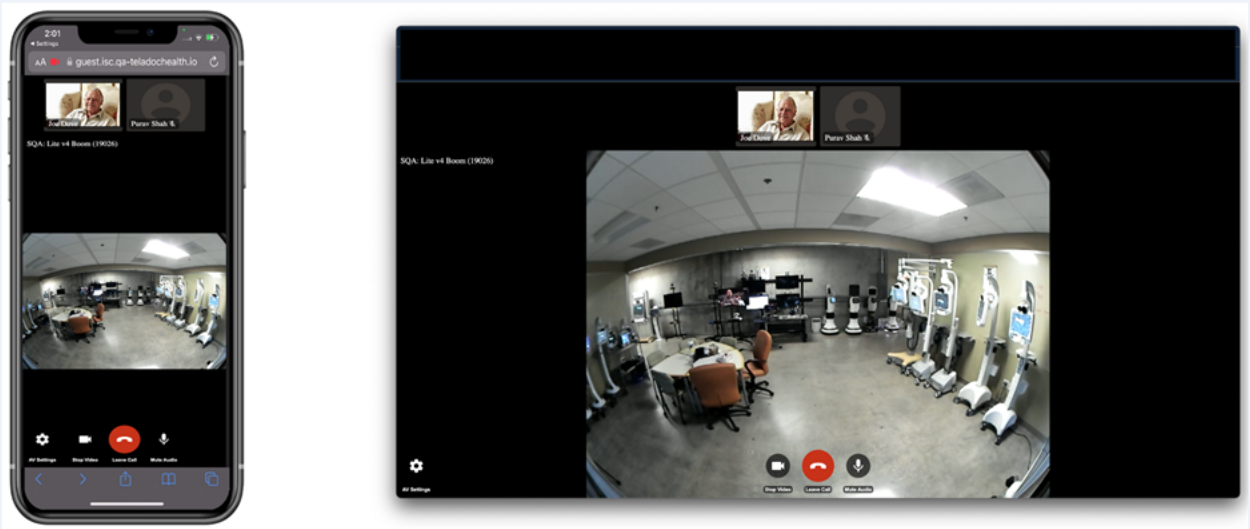

Invite an interpreter to join by video: Practitioners' who log in as a Host can invite an Interpreter to join a session by audio or video. A contract with one of two interpretive services is required.

Practitioners can switch to the Interpreter tab to see a list of available languages and can search or scroll through the list. Practitioners' will have to choose an audio or video interpreter if available for the selected language and then confirm the language one more time before sending the invite. The practitioner will receive a notification when the request is sent successfully. Users in the session will

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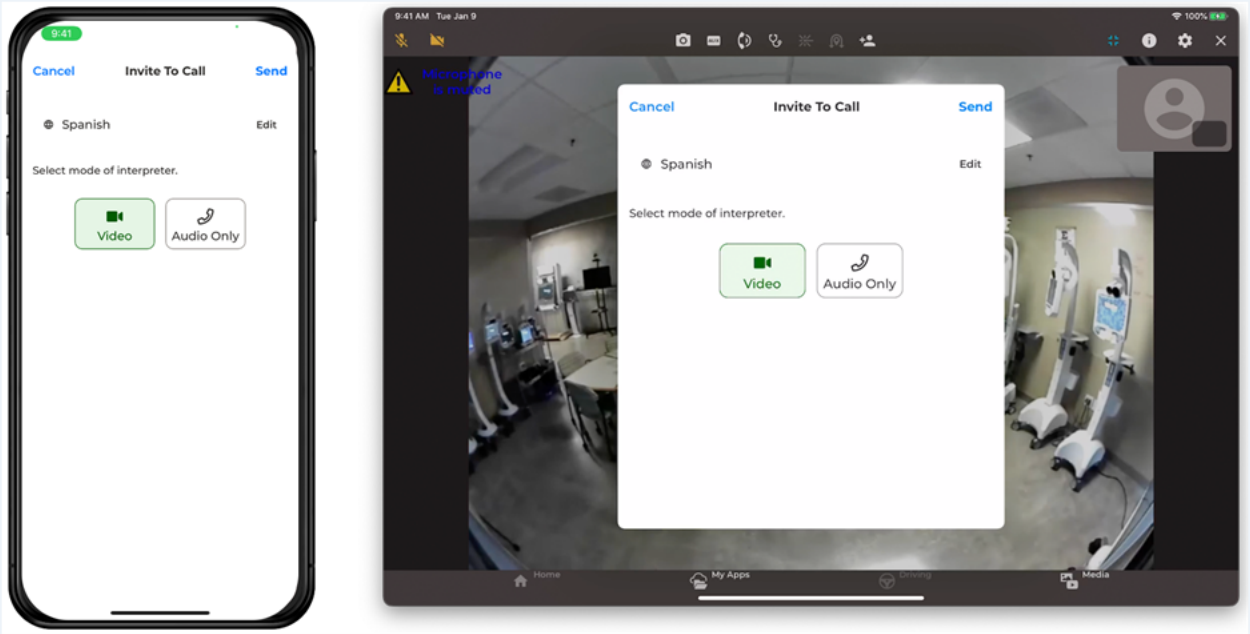
receive a notification when the interpreter joins the call. Users will see a globe icon on the thumbnail so it is easy to identify the Interpreter user who has connected. Users in the session will receive a notification when the Interpreter leaves the call.

Key	Component	Version	Operating System
iOS-1774	iOS Provider Access App	45.1	iOS
Release Toggle: None			



Provider Access Software

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

Invite an interpreter to join from a phone. A new option to extend the auto logout timer to 4 is now available. When this option is set, a user will be auto logged out of PAS after 4 hours of not using the software.

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Key	Component	Version	Operating System
PAS-5259	Windows Provider Access Software	45.1	Windows
Release Toggle: None			

Robot

The robot items relate to all devices.

Device Settings for WiFi configuration have been removed from this release, so that it can be re-engineered. Please reach out to tech services for WiFi configuration on Windows Devices in this interim period.

Key	Component	Version	Operating System
ROBOT-4739	Robot	45.1	Windows 32 and 64 bit
Release Toggle: None			

Custom Support Number: Teladoc technical support can enter a custom Support phone number to replace the default customer support number in the bottom toolbar of their device software, to localize or customize the displayed Support phone number.

Key	Component	Version	Operating System
ROBOT-4708	Robot	45.1	Windows 32 and 64 bit
Release Toggle: None			

Inpatient TV Input Controls: Integration with the GetWell Patient Engagement System's API for inpatient TV input controls has been implemented.

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Key	Component	Version	Operating System
ROBOT-4489	Robot	45.1	Windows 32 and 64 bit
Release Toggle: None			

Session Connection Quiet Hours: Quiet Hours enables a session to begin without the standard start sound, from 9pm to 7am, so a patient is not awakened when a remote provider connects during sleeping hours (such as for rounding).

Key	Component	Version	Operating System
ROBOT-3525	Robot	45.1	Windows 32 and 64 bit
Release Toggle: None			

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

Key	Component	Version	Operating System
ROBOT-4406	Robot	45.1	Windows 32 and 64 bit
Release Toggle: None			

Privacy Mode: In Privacy Mode, patients will not see their provider's video and can not send their video to their provider. Now, a patient's video will display both users.

Key	Component	Version	Operating System
ROBOT-4873	Robot	45.1	Windows 32 and 64 bit
Release Toggle: None			

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TeladocHealth.com | engage@TeladocHealth.com

About Teladoc Health

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

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