



**Teladoc Health™**

**Quarterly Release Notes**

**Q4 2022**



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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.

## 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

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

# 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 <b>Mac</b>
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> OfflineBanner			

**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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> 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

- 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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> None			



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

- Practice Settings
- Practice Labels
- Patient Profile
- Practice Users
- Default User Settings
- Default Service Settings
- Care Locations
- Patient Groups
- Data Download
- Report Generator
- Locations
- Integrations
- Departments / Programs

### Create Report

Name

Select Service Select All

Locations Select All

Exclude virtual care (audio/video) sessions less than  seconds

Demographics

- MRN
- Gender
- Last Name
- First Name
- Middle Name
- Age
- Date of Birth
- Patient Phone Number
- TestHSIDkkk
- Patient External ID

Encounter details

Encounter Video Session Details

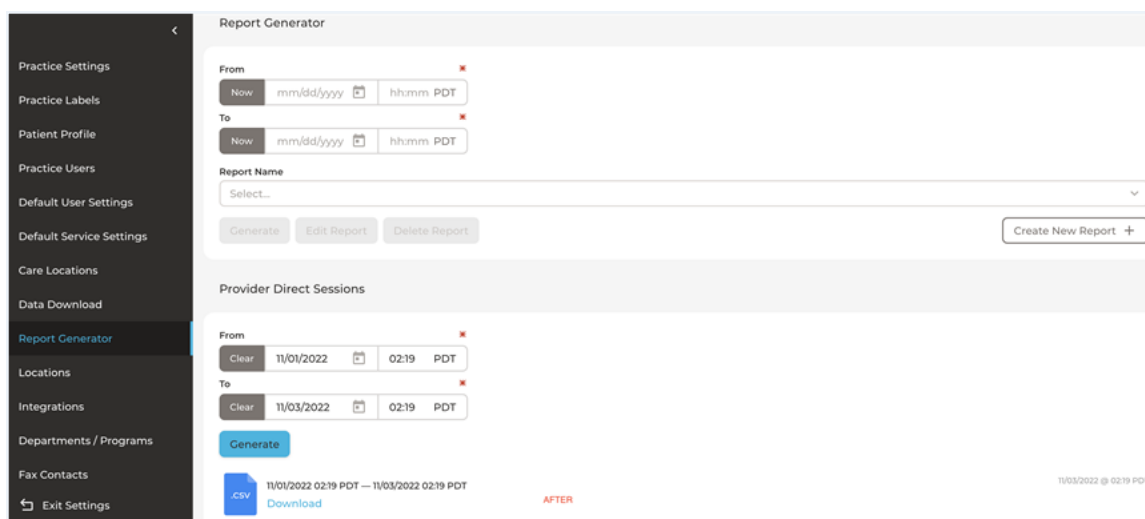
MRN	Gender	Last Name	First Name	Middle Name	Age	Date of birth	Patient Phone Number	HSID	Patient External ID
8UUH9	Male	Khaidorov	Andrew		30	1992-09-20	12345678999		
TEST123456	Male	Hollman	Nick		27	1995-09-20	+55(701) 516-8317	00001111-000011111	00001111-000011111
8UUH9	Male	Khaidorov	Andrew		30	1992-09-20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

**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
<b>Release Toggle:</b> 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
<b>Custom Toggle:</b> ProviderDirectSessions			



**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

**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.

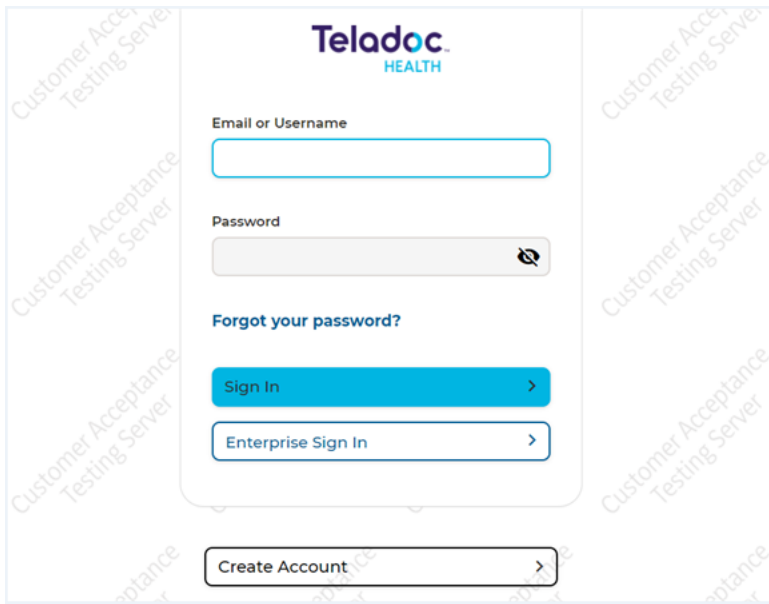
Key	Component	Version	Operating System
SN4-3371	Platform Enhancement	2022.4.1	MacOS, and Windows - 32bit and 64bit.
<b>Release Toggle:</b> EncounterFaxStatusesFilter			

**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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> None			



**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
<b>Release Toggle:</b> None			

**Supported Browsers Table:** A table showing supported browsers (and other tables) that lack the necessary scope attribute 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
<b>Release Toggle:</b> None			

**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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> LocationInfoSheet			

**Teladoc HEALTH**

Patient Name or Identifier

Care Location 001

Time Zone: Europe/Minsk

Address Line 1: 2030 Dawson Drive

Address Line 2: 2112

City: Little Rock

State: Arkansas

Zip: 72206

Country: Minsk

**Location info**  
 File (.jpg, .png, .pdf) maximum size 5 MB.

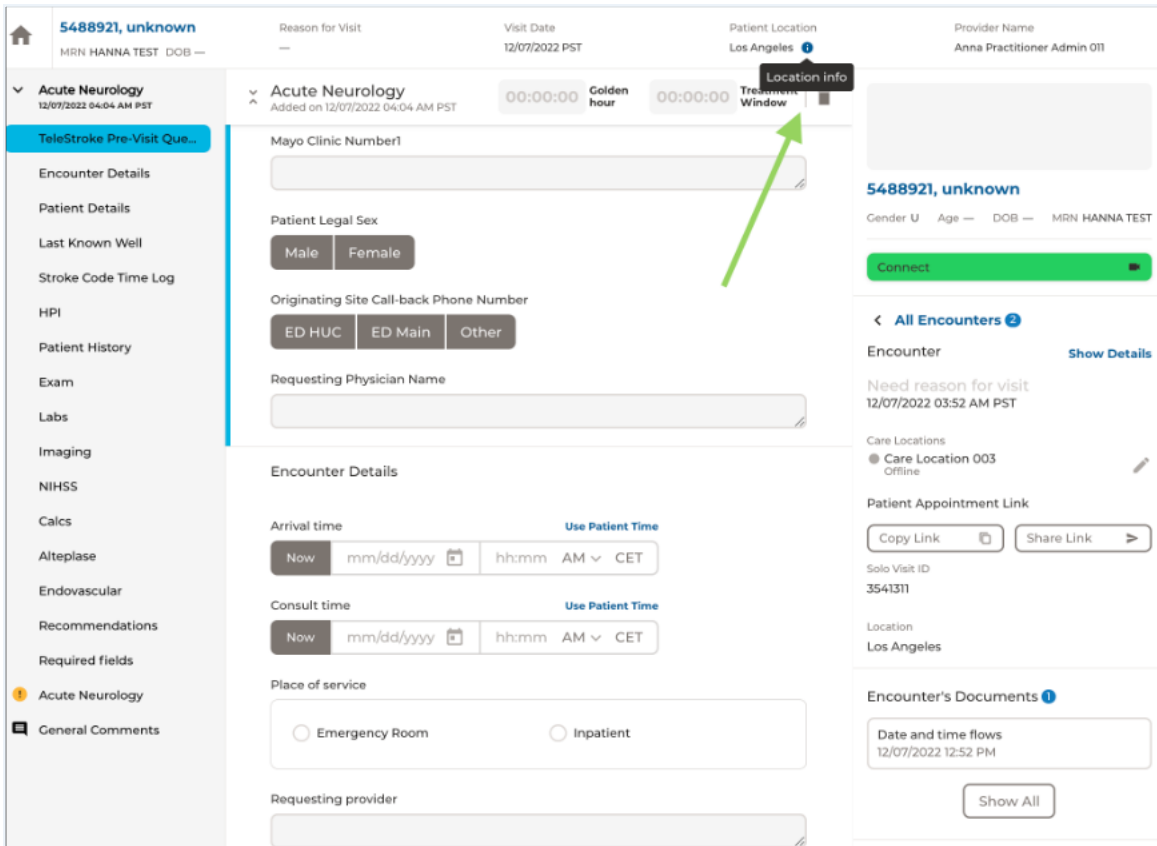
IMG\_2477 (2).JPG 4.4 MB

Always Open  
 Open During Specific Hours

Exit Settings Save

**Upload Error**

Bad parameters [file: The file is too large (14.67 MB). Allowed maximum size is 5 MB.]



**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
<b>Release Toggle:</b> LocationInfoSheet			



## Before

A screenshot of a mobile application interface titled "Race". It features a list of seven radio button options: "American Indian or Alaska Native", "Asian", "Native Hawaiian or Other Pacific Islander", "Black or African American", "White", and "Other". The "Other" option is currently selected, indicated by a blue dot. At the bottom of the form is a blue "Continue" button with a right-pointing arrow.

## After

A screenshot of the same "Race" selection form, but now the "American Indian or Alaska Native" option is selected, indicated by a blue dot. The "Other" option is no longer selected. The "Continue" button remains at the bottom.

## 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

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
<b>Release Toggle:</b> None			

# 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>

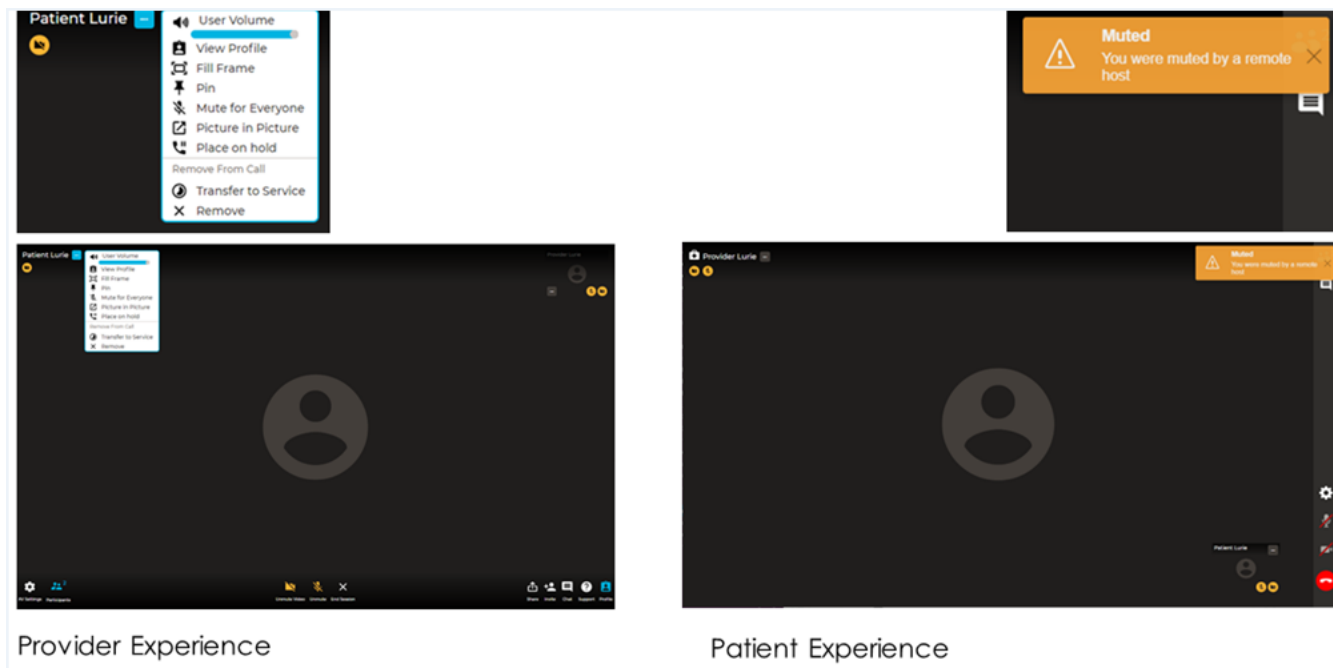
Key	Component	Version	Operating System
TC-10539	Web Provider App	2022.4.5	Windows - 32 and 64 bit
<b>Release Toggle:</b> None			

**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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> None			

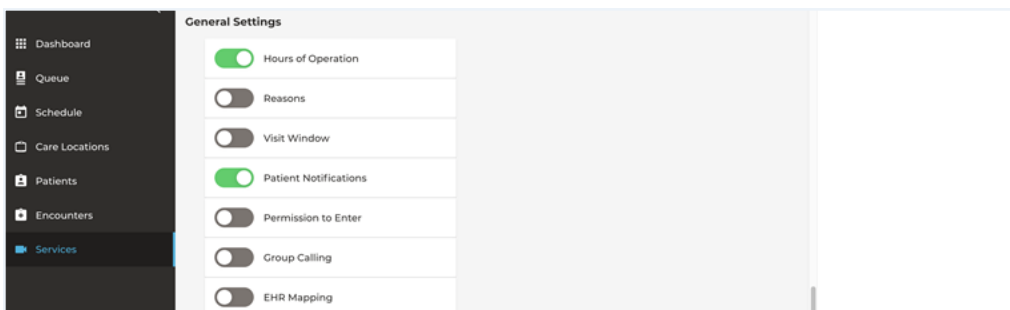


## Release toggles

- 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
<b>Release Toggle:</b> AllowConfigureVisitNowUrlVisibility			

## Old



## New

**General Settings**

- Hours of Operation
- Reasons
- Visit Window
- Patient Notifications
- Permission to Enter
- Service Public URL
- Group Calling

**Description**

Every appointment has unique patient URL to log in to the service. If you give access to public service URL then any patient user provided this can get the service and log in. This URL can be shared for self-scheduling.

## Old

**A Consent Form** Schedule + ×

Dov, Yul unknown Gender u Age --	Provider	04:35 AM Scheduled
yu Gender u Age --	Yulia PractitionerAdmin	03:55 PM Complete
yulia Gender u Age --	Yulia PractitionerAdmin	04:06 PM Complete
yulia Gender u Age --	Yulia PractitionerAdmin	03:53 PM Complete
yulia Gender u Age --	Yulia PractitionerAdmin	04:08 PM Complete

**Service Info** ⚙️

Name: A Consent Form Type: Visit Now

URL: <https://master.visitstaging.org/7272> 📄

Share Via

Email:

Phone:  +1  ➤

Members ✎ Edit

- Yulia PractitionerAdmin  
Practitioner Admin

## New

**Teladoc HEALTH** 🔍 Patient Name or Identifier

**A Consent Form** Schedule + ×

Dov, Yul unknown Gender u Age --	Provider	04:35 AM Scheduled
YU Gender u Age --	Yulia PractitionerAdmin	03:55 PM Complete
yulia Gender u Age --	Yulia PractitionerAdmin	04:06 PM Complete
yulia Gender u Age --	Yulia PractitionerAdmin	03:53 PM Complete
yulia Gender u Age --	Yulia PractitionerAdmin	04:08 PM Complete

**Service Info** ⚙️

Name: A Consent Form Type: Visit Now

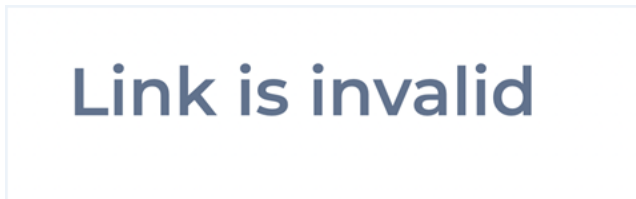
Members ✎ Edit

- Yulia PractitionerAdmin  
Practitioner Admin

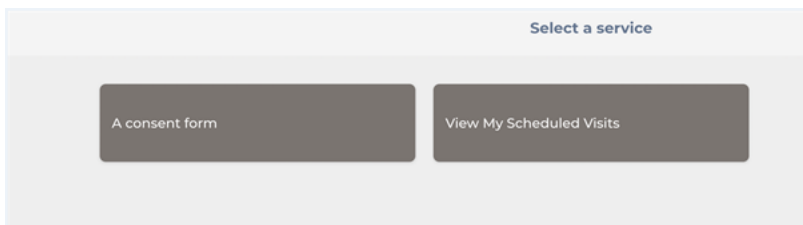
## Old



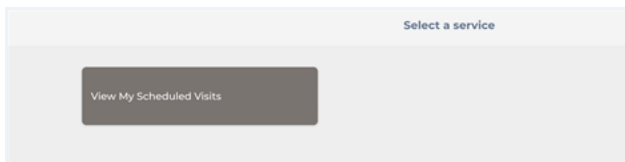
## New



## Old



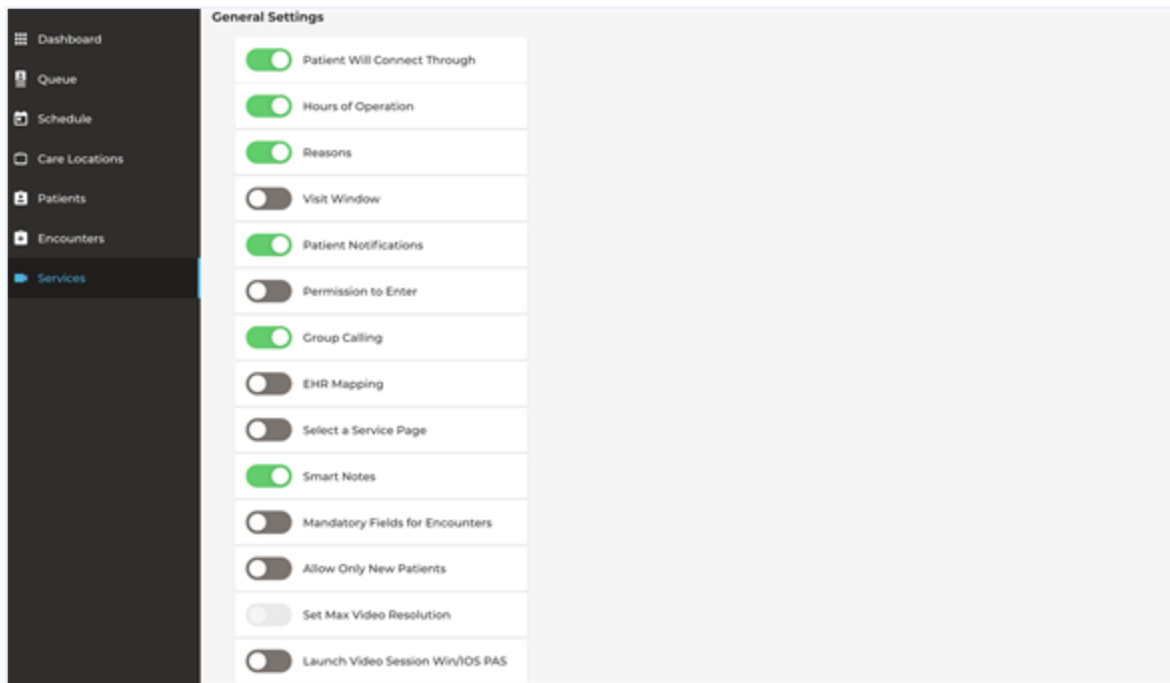
## New



**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
<b>Release Toggle:</b> AllowConfigureProviderAssignment			

## Old





## New

**General Settings**

- Patient Will Connect Through
- Hours of Operation
- Reasons
- Visit Window
- Patient Notifications
- Permission to Enter
- Group Calling
- Provider Assignment and Watching**
- EHR Mapping
- Select a Service Page
- Smart Notes
- Mandatory Fields for Encounters
- Allow Only New Patients
- Set Max Video Resolution
- Launch Video Session Win/OS PAS

**Description**

Ability to assign provider to a visit and limit providers notifications to what they are assigned. List of watchers (only service users not providers-only) can be added to a visit to follow notifications.

[Use Chat With Support](#)

## Old

**Services**

- Patient Notifications  
All Scheduling
- Permission to Enter  
Disabled
- Group Calling  
Enabled
- EHR Mapping  
None selected
- Select a Service Page  
Disabled
- Smart Notes  
All Templates
- Mandatory Fields for Encounters  
None selected
- Allow Only New Patients  
Disabled
- Instructions  
Disabled
- Video Session Launch Type  
WebRTC (Default)
- Patient Will Connect Through  
Enabled

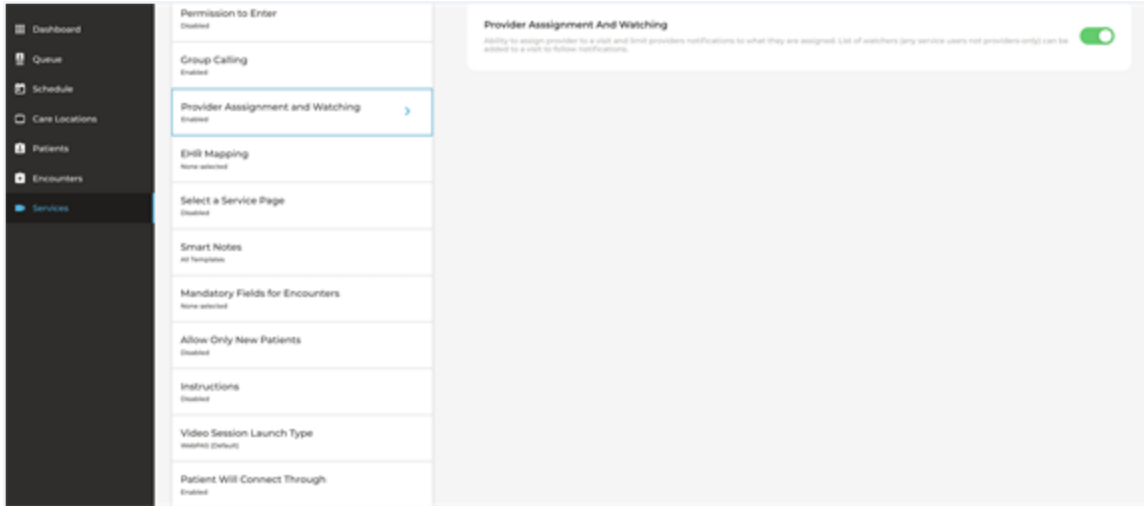
**Information**

Service Name  
A consent form

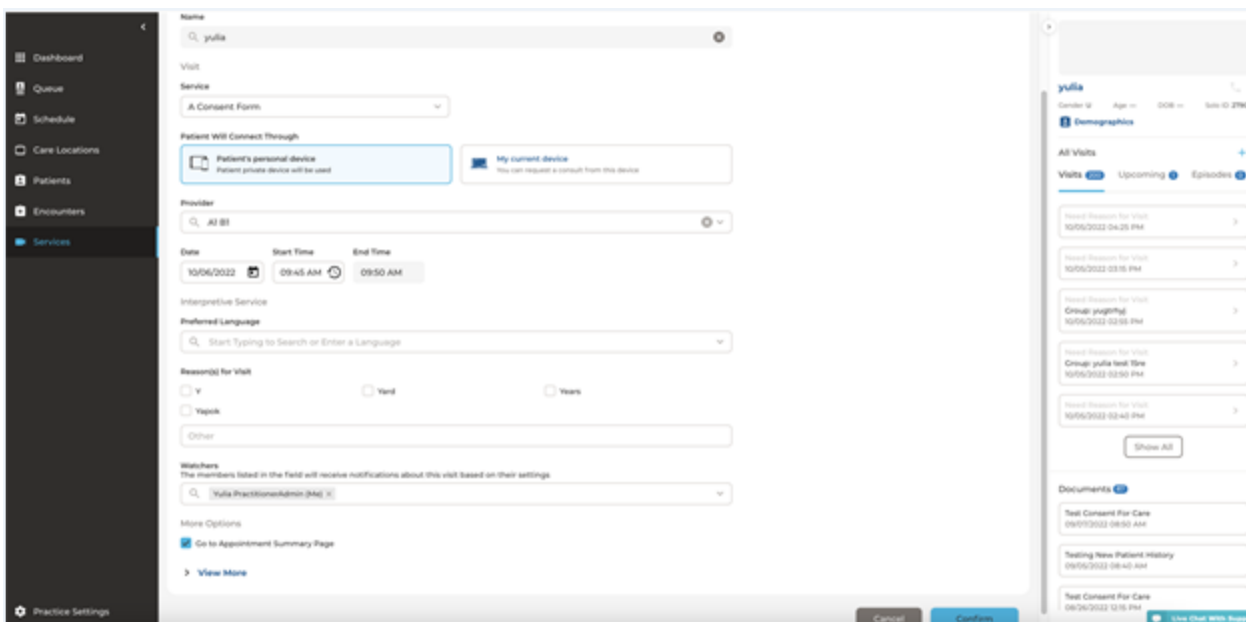
Service Line  
Administrative

Service Type  
Administrative

# New



# Old



# New

The 'New Visit' form is divided into several sections:

- Patient Group:** A search bar containing 'yulia'.
- Visit:** A dropdown menu set to 'A Consent Form'.
- Patient Will Connect Through:** Two options: 'Patient's personal device' (selected) and 'My current device'.
- Date:** A date picker set to 10/06/2022.
- Start Time:** A time picker set to 09:45 AM.
- End Time:** A time picker set to 09:50 AM.
- Integrative Service:** A dropdown menu.
- Preferred Language:** A search bar with the text 'Start Typing to Search or Enter a Language'.
- Reason(s) for Visit:** Radio buttons for 'v', 'Yapik', and 'Yans', with an 'Other' text input field.
- More Options:** A checkbox for 'Go to Appointment Summary Page' and a 'View More' link.

On the right side, there is a patient profile for 'yulia' with a 'Demographics' section and a list of 'All Visits' with dates and times. Below that is a 'Documents' section with a 'Show All' button and a list of documents including 'Test Consent For Care'.

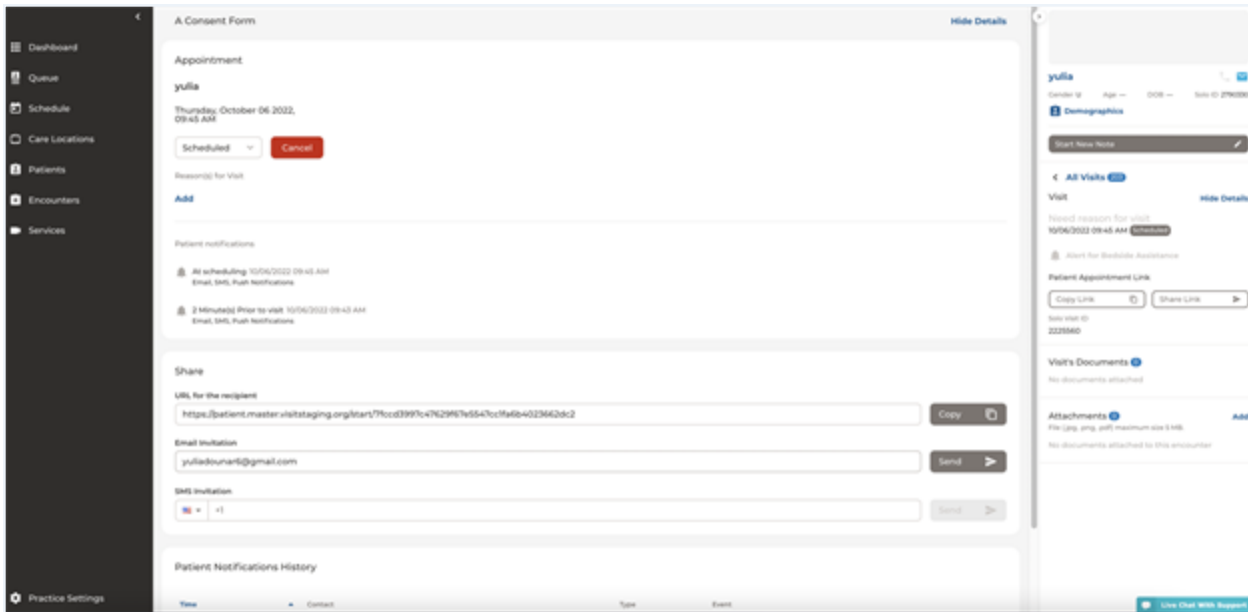
# Old

The 'A Consent Form' form is divided into several sections:

- Appointment:** Shows the patient name 'yulia', the date 'Thursday, October 06, 2022', and the time '09:45 AM'. There are 'Scheduled' and 'Cancel' buttons.
- Appointment ID:** A unique identifier for the appointment.
- Reason(s) for Visit:** A dropdown menu.
- Waitlist:** A section for patients on a waitlist, with a note that members will receive notifications based on their settings.
- Share:** A section for sharing the appointment link via email or text.

On the right side, there is a patient profile for 'yulia' with a 'Demographics' section and a list of 'All Visits' with dates and times. Below that is a 'Documents' section with a 'Show All' button and a list of documents including 'Test Consent For Care'.

## 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
<b>Release Toggle:</b> AssignProviderToGroupAppointment			

# Old

**New Visit** ×

Patient **Group**

Group

Visit

Waiting Room

Date Start Time End Time

Interpretive Service

Preferred Language

Reason(s) for Visit

More Options

Go to Appointment Summary Page

## New

**New Visit**

Patient **Group**

Group

Visit

Service

Provider

Date: 10/05/2022  
 Start Time: 12:45 PM  
 End Time: 12:50 PM

Reason(s) for Visit

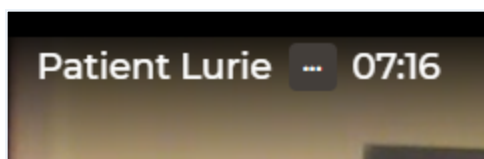
More Options  
 Go to Appointment Summary Page

[View More](#)

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

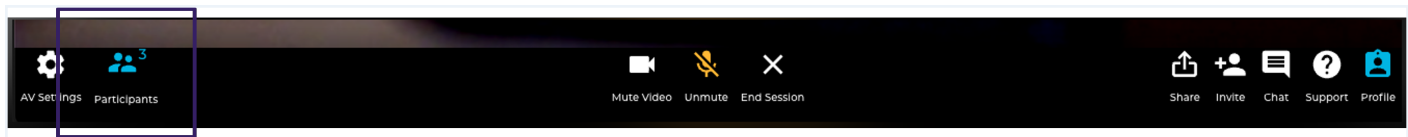
Key	Component	Version	Operating System
WPAS-2024	Web Provider App and Web Patient App	2022.3.6	Windows - 32bit and 64bit

**Release Toggle:** None



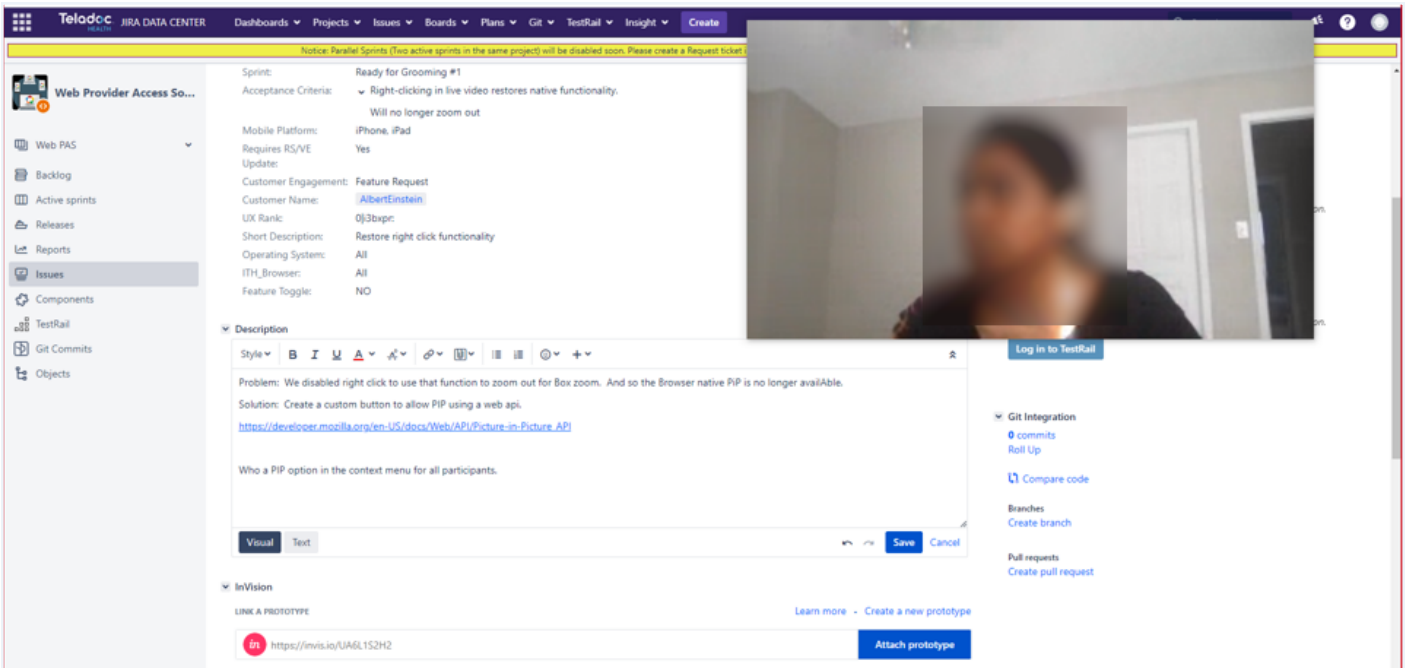
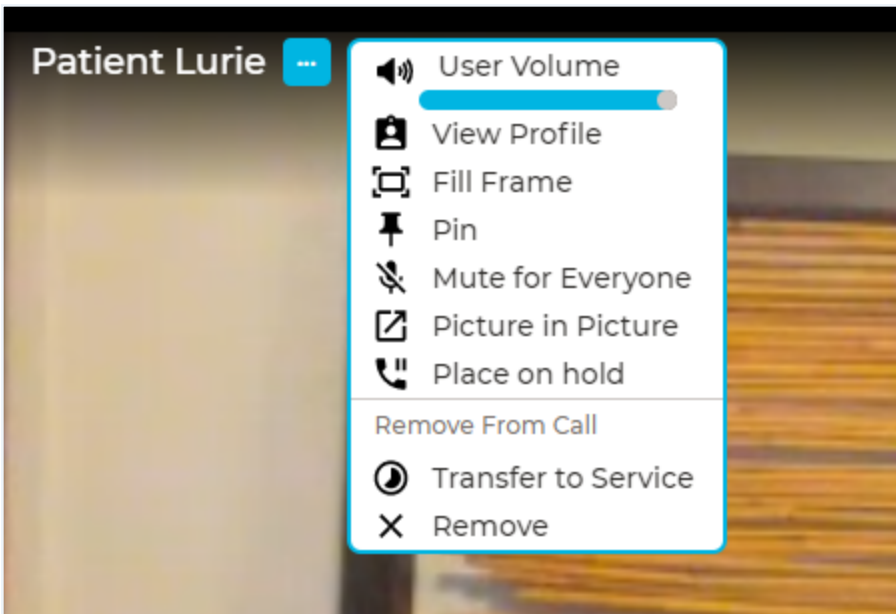
**View the Number of Participants in a Session.** Participants in a session can view how many other people are in their session. The number of participants will be indicated above the existing **Participants** icon.

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

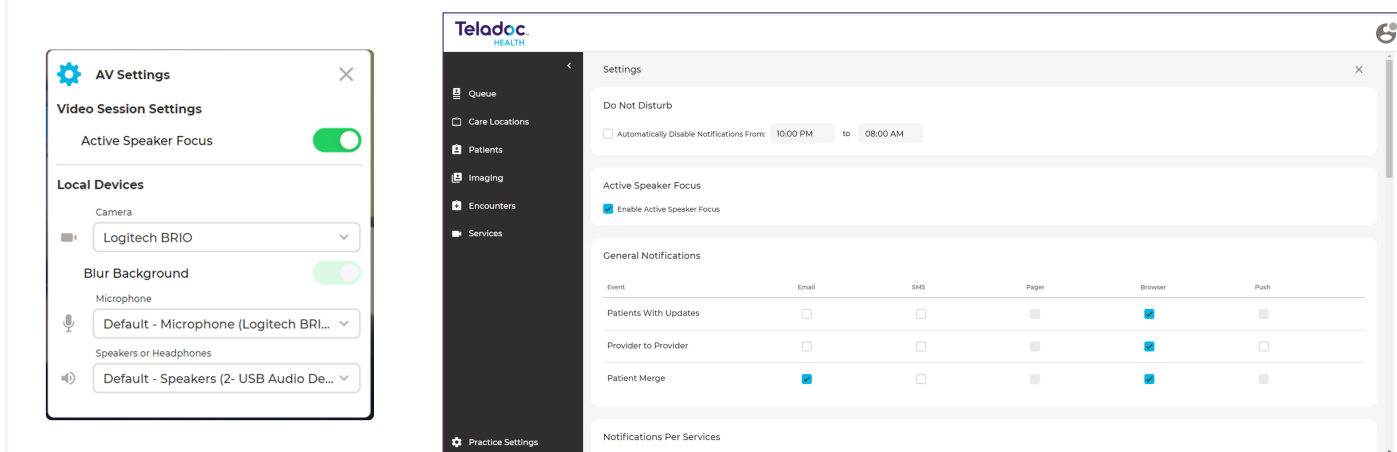




**Active Speaker Focus:** The participant who is speaking is shown in the main video window to allow participants to always view the person talking. It is enabled by default and can be turned off from both the in-session settings menu and the user settings.

Key	Component	Version	Operating System
WPAS-935	Web Provider App and Web Patient App	2022.4.1	Windows - 32bit and 64bit
<b>Release Toggle:</b> 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)

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:

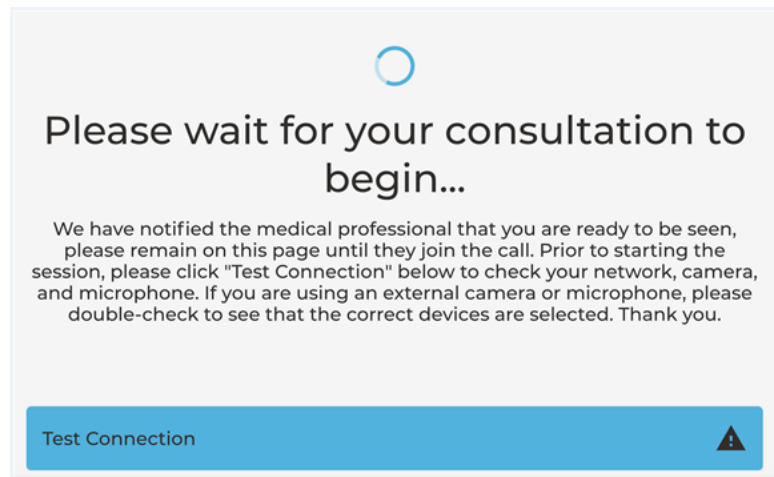
- Enable or Disable Notification option
- Select a Sending Method
- Patient App
- Email
- SMS
- Push Notifications (iOS App)
- Change message text

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
<b>Release Toggle:</b> AllowProviderRunningLateNotification			

## Old




## New



### Please wait for your consultation to begin...

We have notified the medical professional that you are ready to be seen, please remain on this page until they join the call. Prior to starting the session, please click "Test Connection" below to check your network, camera, and microphone. If you are using an external camera or microphone, please double-check to see that the correct devices are selected. Thank you.

Test Connection


## Old

- Dashboard
- Queue
- Schedule
- Care Locations
- Patients
- Encounters
- Services
- Practice Settings

2 Minute(s) Prior to visit 12/19/2022 09:28 AM  
Email, SMS, Push Notifications

Notify patients when a provider joins the call  
Email, SMS, Push Notifications

**Share**

URL for the recipient  

Copy

Email Invitation  

Send

SMS Invitation  

Send

**Patient Notifications History**

Time	Contact	Type	Event
12/19/2022 09:28 AM	+12064563043	SMS	At scheduling
12/19/2022 09:28 AM	yulnar94+14novemberupd@gmail.com	Email	At scheduling

**Dounari, Yulia**

Gender F Age 28 DOB 03/05/1994 HSID 22324444

Connect

Start New Note

**All Visits**

Visit Hide Details

Need reason for visit  
12/19/2022 09:30 AM Waiting

Alert for Bedside Assistance

Care Locations

- Yulia CL Offline
- Yulia CL 2 Offline

Assign

**Patient Appointment Link**

Copy Link Share Link

Solo Visit ID  
2324930

**Visit's Documents**

Testing History of Present Illness

Live Chat With Support

## New

The screenshot displays a patient management interface. On the left is a dark sidebar with navigation options: Dashboard, Queue, Schedule, Care Locations, Patients, Encounters, Services, and Practice Settings. The main content area is divided into several sections:

- Share:** Includes fields for URL for the recipient, Email Invitation (yulnar94+14novemberupd@gmail.com), and SMS Invitation (+1 (206) 456-3043), each with a Send button.
- Patient Notifications History:** A table with columns for Time, Contact, Type, and Event.
 

Time	Contact	Type	Event
12/19/2022 09:35 AM		Patient App	Provider Running Late notification
12/19/2022 09:35 AM	+12064563043	SMS	Provider Running Late notification
12/19/2022 09:35 AM	2324930	Push	Provider Running Late notification
12/19/2022 09:35 AM	yulnar94+14novemberupd@gmail.com	Email	Provider Running Late notification
12/19/2022 09:28 AM	+12064563043	SMS	At scheduling
12/19/2022 09:28 AM	yulnar94+14novemberupd@gmail.com	Email	At scheduling
- Patient Profile (Dounar, Yulia):** Shows gender (F), age (28), DOB (03/05/1994), and HSID (22224444). Includes a 'Connect' button and a 'Start New Note' button.
- Visit Details:** Shows 'All Visits' with a 'Waiting' status for a visit on 12/19/2022 at 09:30 AM. Includes an 'Alert for Bedside Assistance' option and care location selection (Yulia CL Offline, Yulia CL 2 Offline).
- Patient Appointment Link:** Includes 'Copy Link' and 'Share Link' buttons.
- Visit's Documents:** Shows a document titled 'Testing History of Present Illness'.

## New

**Teladoc<sup>TM</sup>**  
**HEALTH**

The provider is running late. Remain close to your device and we will connect you as soon as they are available. Thank you for your patience.

# New

# Old

# New

Practice Settings

Practice Labels

Patient Profile

Practice Users

Default User Settings

Default Service Settings

Care Locations

Patient Groups

Data Download

Report Generator

Locations

Integrations

Departments / Programs

Fax Contacts

Encounters

Exit Settings

### Practice Settings

#### General

- Provider Survey
- Select a Service Page

URL

Copy

- View Patient's Scheduled Visits
- Episodes of Care
- Patient Search Bar

#### Patient Notifications

Include in Appointment Email

- Patient Name
- Service Name

Send Patient Notification Based on Practice Setting to All Services Via

Note: Depending on the options activated (health) personal data might be included.

- Email
- SMS
- Push Notifications (iOS App)

#### Fax Settings

- Fax Cover

Fax Cover Description

Save

# Old

Practice Settings

Practice Labels

Patient Profile

Practice Users

Default User Settings

Default Waiting Room Settings

Care Locations

Patient Groups

Data Download

Report Generator

Locations

Integrations

Departments / Programs

Fax Contacts

Exit Settings

### Practice Settings

#### General

- Provider Survey
- Select a Service Page

URL

- View Patient's Scheduled Visits
- Episodes of Care
- Patient Search Bar

#### Patient Notifications

**Include in Appointment Email**

- Patient Name
- Waiting Room Name

**Send Patient Notification Based on Practice Setting to All WR's Via**  
Note: Depending on the options activated (health) personal data might be included.

- Email
- SMS
- Push Notifications (iOS App)

**Default Message When Provider Running Late**  
When the patient has been waiting for their provider visit for more than **5 minutes**, this message will be sent to the patient and appear on their screen.

**Message to Patient**

0 / 320 characters

#### Start Page

## 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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> 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



- 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
<b>Release Toggle:</b> 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
<b>Release Toggle:</b> 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.

**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
<b>Custom Toggle:</b> None			

**Alteplase**

Clinical Impression	Ischemic stroke
Alteplase Recommendation	Yes
Alteplase consent	Informer has informed the patient and/or family of all the associated 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
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 Hg or 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

**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

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**Acute Neurology Consultation Note**  
**COOPER, Sheldon**  
 DOB: 05/17/1987 Gender: M Age: 35 MRN: 736-YRS 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
<b>Custom Toggle:</b> AustralianNoteStandards			

Home **Doe, John** Solo ID T14488784 DOB Reason for Visit: Stroke Visit Date: 12/15/2022 CST Patient Location: InTouch Health Provider Name: Chris Casas

dfww42qML3B98Yo2MKZWSkc3RyZWFTlAplbmRvYmogCjMyIDAgb2JqIAo... 1 / 1 70%

Acute Neurology - PhysL...

History of Present Illness

Patient History

NIHSS & Neuro Exam

Imaging Documentation

Labs

Clinical Impression/Con...

Medical Decision Making

Plan/Recommendations

Billing & Codes


Call Center Details


QA Process

Notes 1

**Acute Neurology Consu...**

QA Comments - For use...





**Acute Neurology Consultation Note**

Doe, John  
Gender: M Location: InTouch Health

---

**Acute Neurology Consultation Note**

**History of Present Illness**

Last known well: Unknown

**Clinical Impression/Consult Type**

Clinical Impression/Consult Type	Other
Other Details	See Other Details
Is TIA/ACS in the differential?	No
Thrombolytic Decision:	NO

**Billing & Codes**

ICD-10 codes:	O28.8 Other abnormal findings on antenatal screening of mother
CPT Code	99446, Interprofessional telehealth consultation, 5-10 min (phone only)
Consult Level	Level 1 - Phone
Verification Statement	I have verified the Patient Name and Date of Birth.
Provider location:	Home Office

Consultation via remote presence was offered. In collaboration with the requesting provider, we deemed a telephone consult was sufficient. A total of 8 mins was spent discussing the impressions and recommendations.

Teladoc Telemedicine 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 tele-neurologist at the time of consultation request. The Acute Telemedicine 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 telemedicine 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 approved Physician Services Account Specialist. The grievance will follow the process outlined in the Teladoc Health Telemedicine Quality Management Plan.

**Time Target Summary**

Physician Callback	12/15/2022 08:02 CST
--------------------	----------------------

Acute Neurology Consultation Note

Electronic Signature: Chris Casas on 12/15/2022 at 08:03 CST Page: 1 of 1

Send by Fax
Add Amendment +

## Connected Devices

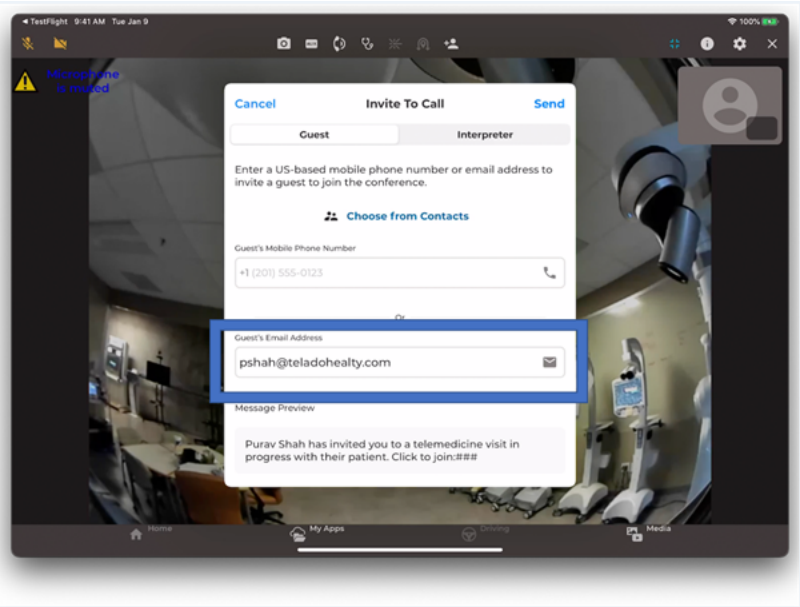
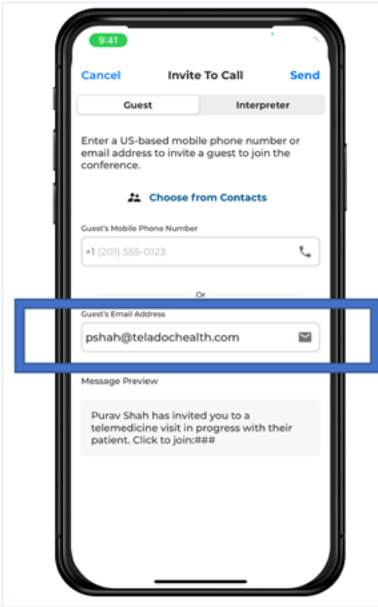
Teladoc Health **Connected Devices** release of the Windows devices software, Windows Provider Access, iOS Provider Access and iOS Viewpoint rolled out to devices **Beginning September 12, 2022**. If your device or Viewpoint system experiences interruptions while upgrading to the latest release, contact the Technical Assistance Center at [tac@teladochealth.com](mailto: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
<b>Release Toggle:</b> None			



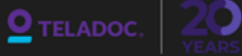
## Email invite

Please join patient visit in progress



Teladoc Health <no.reply@visitnow.org>

To: Purav Shah



Purav Shah has invited you to a telemedicine visit in progress with their patient. Click to join:

This visit is powered by Teladoc Health on behalf of the patient's hospital or health system.

[Join video visit](#)

Or copy and paste visit link into your browser:

<https://guest.isc.qa-teladochealth.io/join/NmFwY2RjOWEtYWZmMC00YzgzLWE5ZjYtZDhiZGJkYTM1NmFj>

Call in: +19705729226.325587#

Participant ID: 325587#

Don't reply to this email—it's automated, so no one will see your message.

Teladoc - 2 Manhattanville Rd. Purchase, NY 10577

[Privacy Policy](#)

**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.

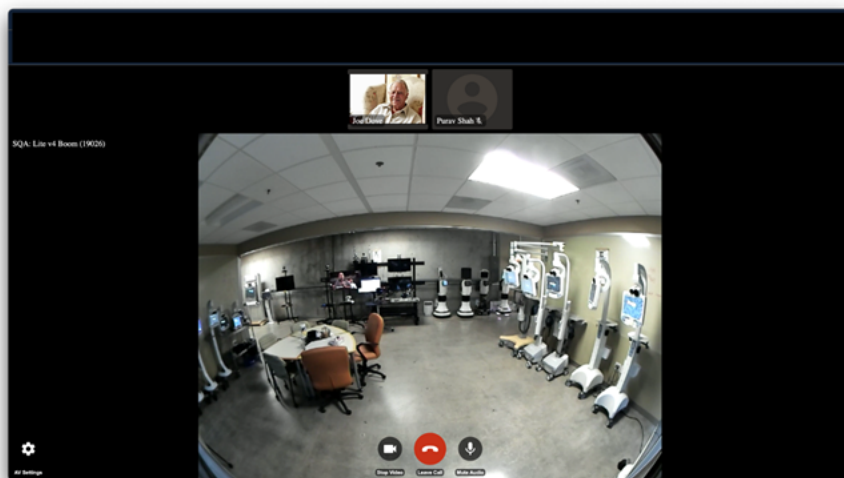
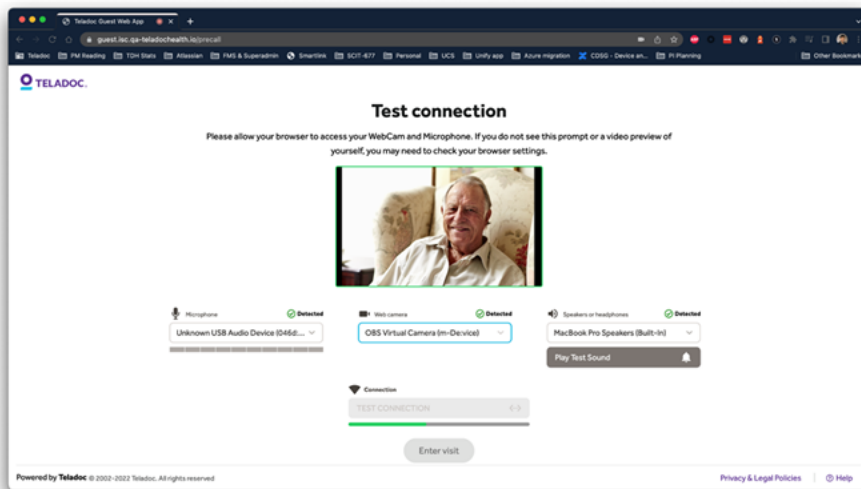
For guests who decide to join by video, they will be directed to a web page to enter their name. Guests are then be taken to the 'Pre-call test' page where the web page will ask permission for their camera and microphone. Once the web page finishes the test, the guest user can proceed to the session 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'.



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

### Text invite

### Email invite

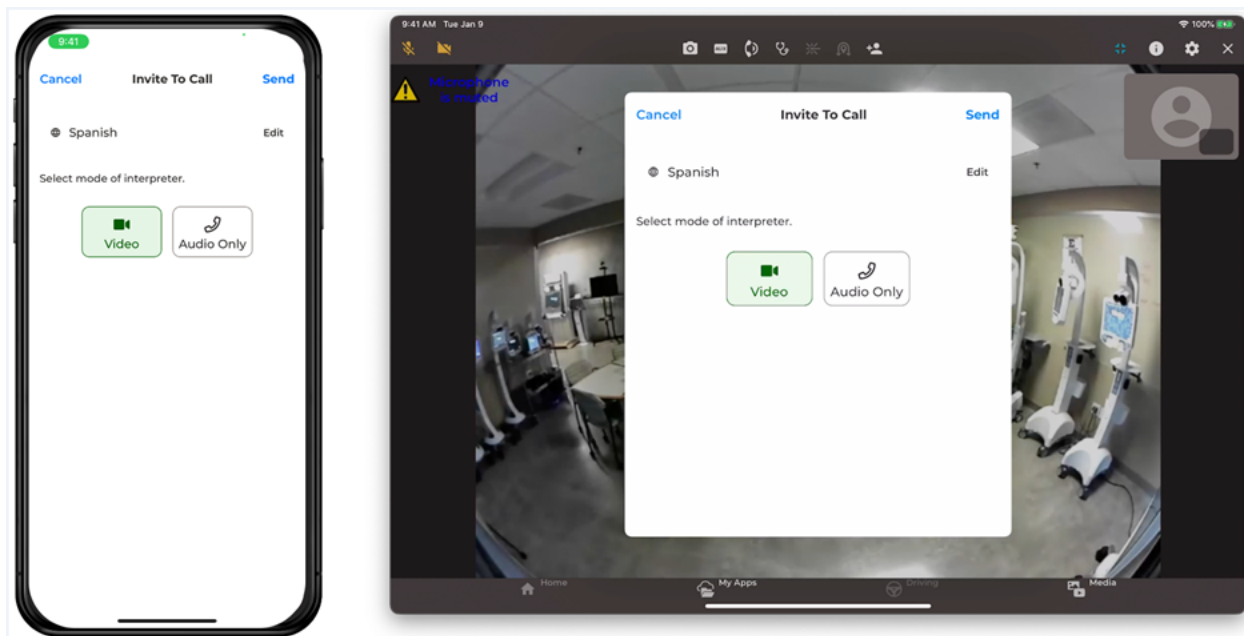


**Invite an interpreter to join by video:** Practitioners' who log in as a Host can invite an Interpreter to join a session by audio or video. A contract with one of two interpretive services is required.

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

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
<b>Release Toggle: None</b>			



## 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.

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

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

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

LEARN MORE

[TeladocHealth.com](https://TeladocHealth.com) | [engage@TeladocHealth.com](mailto: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.