

# Teladoc Health™ Quarterly Release Notes Q1 2023



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### **Release Notes for Quarter 1, 2023**

The Teladoc Health Product Management team remains committed to providing continued improvements and enhancements for our solutions and services to support the growth of your telehealth programs. These release notes include the details of all release content delivered during our Q1 release.

The Teladoc Health Solo<sup>™</sup> Platform releases do not align to a calendar quarter. The Q1 engineering development continued through end of April and will be enabled in Production environments June 20, 2023. Below are highlights of recent and planned product releases and a brief highlight of new features and updates to the Solo<sup>™</sup> Platform.

#### Q1 2023 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 May 12, 2023 in client test environments and May 16 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments June 20, 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 May 12, 2023 in client test environments and May 14 in production. All enhancements behind a release toggle are enabled in client test environments biweekly and will be enabled in all production environments June 20, 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 **April 3**, **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
Firefox	88	88	Windows 10 & 11
Edge	88	88	Windows 10 & 11

### Solo<sup>™</sup> 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 Togg	Ile: LabelNewAppointmentE	Button	

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 Tog	gle: 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 Tog	gle: OfflineBanner	-	

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

Кеу	Component	Version	Operating System
ACS-1028	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Togg	Ile: ShowUserInfoUnderUse	erName	

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	e: LaunchAfterSchedulingA	ppointmentDefault	

**User experience enhancement:** Resolves issue users experienced with using Epic Embedded in an Inpatient Context. If an Inpatient or Hospital At Home encounter returns an expired visit warning a new appointment will be created with the same External Visit ID.

Key	Component	Version	Operating System
VI-2454	Platform Enhancement	2022.4.9	Windows - 32 and 64 bit, and <mark>Mac</mark>
Release Tog	gle: None		

#### User experience enhancement:

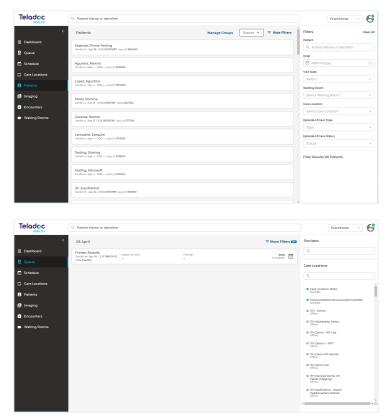
Post-call audio-video quality survey is configurable as a practice setting.

Ē	Q. Patient Name or Identifier	6
<	Practice Settings	
Practice Settings		11
Practice Labels	General	
Patient Profile	Provider Survey  Video Quality Survey	
Practice Users	Require for Care Providers	
Default User Settings	See See Audio / Video Quality Survey	
Default Service Settings	Require for Care Providers	
Care Locations	Episodes of Care	
Data Download	🖉 Patient Search Bar	
Report Generator		
Locations	Patient Notifications	
Integrations	Include in Appointment Email Send Patient Notification Based on Practice Setting to All Services Via Note Depending on the options activated (health) personal data might be included	
	Patient Name     Nore: Uspending on the options activated (nearch) personal data might be included.     Service Name     Email	
Departments / Programs	Service name SKS	
Fax Contacts	Push Notifications (IOS App)	
	Default Message When Provider Running Late	
	When the patient has been walting 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	
	Pardon my delay as I am current running late. Please remain close to your device so that we may connect as soon as I am available. Your patience is greatly appreciated.	
🛨 Exit Settings	W8/320 characters	

Key	Component	Version	Operating System
SCIT-2333	Practice Admin	2023.1.2	Windows - 32 and 64 bit, and Mac
Release Togg	le: PostCallAVSurveyPrac	ticeSetting	

We are pleased to announce that we have addressed an inconsistency in the display of patient information across our platform. Previously, while the Patient Banner displayed the date of birth for a patient when accessed from the Patients tab, this information was not visible on the Queue, Schedule or Waiting Room tabs.

We have taken steps to ensure that this information is now consistently displayed across all tabs, enabling healthcare professionals to quickly access important patient information regardless of their location within the platform. This update reflects our commitment to providing a seamless and user-friendly experience for our valued users.



Teladoc.	Q. Patient Name or Identif	fier					Practitioner v	6
	<ul> <li>Wednesday, 05 April</li> </ul>	Change Date					Schedule -	+
III Dashboard	Fredes, Rodolfo Genderm age 34 DOB 1989-01 MIN 5442524	-02 Reason for Visit		Provider			scheduled	
Queue	MRN 5442524			-			scheduled 🗠	
Care Locations								
Patients								
🕒 imaging								
Encounters								
Walting Rooms								
Taladaa								
Teladoc.	Q. Patient Name or Identif	fler				) [	Practitioner v	6
Teladoc. HEALTH	Patient Name or Identif     Telehealth	fler			Schedule + X	Room Info	Practitioner v	6
Telodoc. HEALTH	< Telehealth		Proder					<b>G</b>
			Prodder —		Schedule + X	Room Info Nerve Telehealth URL	3	ype Asit Now
III Dashboard	< Telehealth		Provider —			Room Info Narre Telehealth URL https://master.v		ype Asit Now
III Dashboard	< Telehealth		Postar —			Room Info Nerve Telehealth URL	3	ype Asit Now
III Dashboard B Queue E Schedule	< Telehealth		Postar —			Room Info Name Telehealth URL https://master.v Share via Email	3	ype Asit Now
Dashboard     Queue     Schedule     Care Locations	< Telehealth		Postar —			Room Info Nerro Telehealth URL https://master.v Share Via Email Phone	3	
Deshboard     Quisue     Schedule     Care Locations     Patients     Imaging	< Telehealth		Poster —			Room Info Nerre Tetebelth URL https://master.v Share Via Email Phone T +966	3	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		Produ —			Room Info Nerro Pitchhaith URL https://master.vv Shore Via Email Phone Phone Sond	3	
Deshboard     Quisue     Schedule     Care Locations     Patients     Imaging	< Telehealth		Poster			Room Info Name Telefreath URL IntLs.Qmaster.v Share Via Email Email Phone IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	ν N	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		Postar			Room Info Narre Telefreath Uite. Inter. Inter. Share Via Email Ema	Nitstaging.org/bc6k	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		nateria.			Room Info Narry Tsteheatth URL ItsL(Wnaster/ Shore Via Email Phone Enail	vitataging.org/bc6t	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		Pradar 			Room Info Harm Telefeadin Units U	Nisti Maging org/bo6k	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		Pasaw			Room Info Were The Annotation UKL Introduction of the Annotation Phone Pho	N Hittaging orgbold	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		nateria.			Room Info Harm Telefeadin Units U	N Hittaging orgbold	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		Product m			Room Info Were The Annotation UKL Introduction of the Annotation Phone Pho	N Hittaging orgbold	
III Dashboard  Quicue  Schedule  Care Locations  Patients  Imaging  Encounters	< Telehealth		Paster			Room Info Were The Annotation UKL Introduction of the Annotation Phone Pho	N Hittaging orgbold	

Key	Component	Version	Operating System
HHSINT-328	Platform Enhancements	2023.1.4	Windows - 32 and 64 bit, and Mac
Release Featu	re Toggle: DOBonPatientBa	annerInQueue	

As part of the recent enhancements to our "Create Patient" API, we have implemented the inclusion of the Solo Patient ID in the response. This added feature provides a more comprehensive and efficient workflow for our users in managing patient data.

Кеу	Component	Version	Operating System			
HHSINT-362	Platform Enhancements	2023.1.4	Windows - 32 and 64 bit, and Mac			
Release Featu	Release Feature Toggle: NO					

#### **Report Generator**

#### User experience enhancement:

The Service Short Name entered in Service Settings is now available in the Report Generator and is exportable.

	Teladoc.		Q Patient Name or Identifier			
		<	Service Settings	Ş	×	^
₽	Queue		Service Name			
Ē	Schedule		Save			
Ê	Patients		Short Service Name			
•	Services		Short name will be used to display on the Care Location device			

Key	Component	Version	Operating System
SOG-17	Report Generator	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Togg	le: UnifiedSoloReporting2	023Q1	

#### User experience enhancement:

The following default data fields were removed from the Report Generator as they were redundant (repetitive):

- Total A/V Duration
- First A/V session start date time
- Join Times
- Disconnect Times
- Last A/V Session end date time

These fields can now be selected as part of the Encounter Video Session Details section of the Report Generator.

Key	Component	Version	Operating System		
SOG-195	Report Generator	2023.1.5	Windows - 32 and 64 bit, and Mac		
Release Feat	Release Feature Toggle: UnifiedSoloReporting2023Q1				

The assigned Smart Notes template name is displayed in each column header before each data field to make it easier for customer administrators running reports to know which template the data field corresponds to. This can help save time and reduce confusion, especially for users who are managing multiple templates. It also ensures that the data is organized and labeled clearly and consistently, improving reports' accuracy and reliability.

Key	Component		Version	Operating System	
SOG-19	Report Generator		2023.1.4	Windows - 32 and 64 bit, and Mac	
Release Feature Toggle: UnifiedSoloReporting2023Q1					
Acute Neurology Physician Services N	IHSS calc as Table - Verification Statement	Acute Neurology Physic	cian Services NIHSS calc as Table - Physician Callback	Acute Neurology Physician Services NIHSS calc as Table - Call Centre Notified Reference	
I have verified the Patient Name and I	Date of Birth.	2023-03-29 02:55:13		2023-03-29 02:56:38	
Acute Neurology Physician Services NIHSS calc as Table - Verification Statement       Acute Neurology Physician Services NIHSS calc as Table - Physician Services NIHSS calc as Table - Call Centre Notified Reference         I have verified the Patient Name and Date of Birth.       2023-03-29 02:55:13       2023-03-29 02:56:38					

#### User experience enhancement:

In a Smart Notes 4.0 form, customers can display lengthy questions for users to respond to. Lengthy questions can often reach over 200+ characters. When administrative users export their data from the Report Generator and import data into their third-party healthcare analytics software (e.g., REDCap, MS Power BI, Tableau, Oracle Analytics Cloud), the lengthy column headers often result in failed imports, causing inefficiency and dissatisfaction. The column header characters have been limited to 100 characters to address customer concerns.

Key	Component	Version	Operating System			
SOG-18	Report Generator	2023.1.5	Windows - 32 and 64 bit, and Mac			
Release Feat	Release Feature Toggle: UnifiedSoloReporting2023Q1					

#### User experience enhancement:

The name of the calculator is now appended to the beginning of each total score column header to clearly display which calculator was used to generate results and the total score.

Key	Component	Version	Operating System		
SOG-16	Report Generator	2023.1.5	Windows - 32 and 64 bit, and Mac		
<b>Release Feat</b>	Release Feature Toggle: UnifiedSoloReporting2023Q1				

New optional demographic fields were added. If utilized, these will also persist to the Report Generator: Religion, Birthplace, Nationality, and Citizenship

Кеу	Component	Version	Operating System	
HHSINT-299	Report Generator	2023.1.3	Windows - 32 and 64 bit, a Mac	nd
Release Featur	<b>e Toggle:</b> UnifiedSoloRep	porting2023Q1		
Care Locations Patients Encounters My Apps V	Add Encounter "Waiting Room Q Select A This field is mandatory. "Location Select Assign Care Location Select Patient Identity	v       v		
Race & Ethnicity				
Race				
American Indian or Alaska	Native Asian	Native Hawaiian or Other Pacific ( Islander	Black or African American	
O White				
Other Q Optional				
Ethnicity				
O Hispanic or Latino	Not Hispanic or Latino			

Add Encounter			×
* Location			
Select			~
* Waiting Room			
Q Select			~ ]
Assign Care Location			
Select			~
* Patient Identity			
Unknown Patient	Existing Patient	New Patient	
Add New Patient			
Add New Patient			
' First Name			
' First Name			
First Name			
First Name	Other Unknow		
First Name	Other Unknown		
First Name	Other Unknown	3	
	Other Unknown	3	

### Provider App

The Provider App is available as a browser-based or desktop App used primarily for scheduled and on-demand low and medium acuity care.

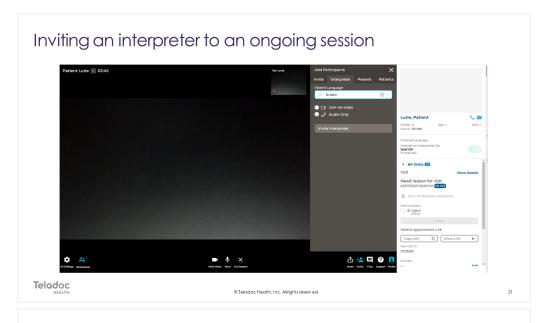
#### Browser Support: Available on Chrome, Safari, and Firefox.

#### User experience enhancement:

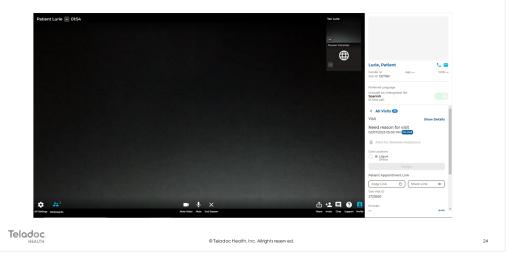
**Enhanced Interpretive Services capabilities:** Teladoc Health has enhanced the current Interpretive Services solution for Direct-to-Patient sessions by supporting 250+ languages available by audio. This is in addition to the current ability to invite 65+ language interpreters such as ASL to join by video. In addition to supporting our existing Interpretive Services partner, Voyce Global, we now also support Language Line.

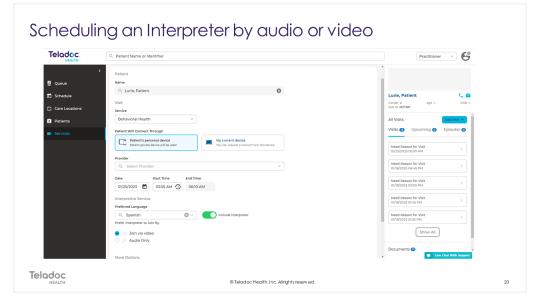
With a service contract from either company, practitioners can invite over 250 different kinds of language interpreters by audio. Interpreters can be scheduled in advance or requested on demand when already in a session. When an interpreter is invited to join by audio, all participants in the session can communicate by audio, but participants will not be able to see the Interpreter, nor will the interpreter be able to see any participants.

A new feature called 'Custom Outbound' is also available. Using the custom outbound feature, your practice can be configured to dial out to your own 'in-house' interpreters.



#### Provider Experience when an audio only interpreter joins





Key	Component	Version	Operating System		
WPAS-2489	Android Patient App, Desktop Patient App, Desktop Provider App, iOS Patient App, iOS Provider App, Web Patient App, Web Provider App	2023.1.2	Windows - 32 and 64 bit, and Mac		
Release Togg	Release Toggle: UseConferenceApiV3 usetgaforinterpretiveservices				

Enhanced blur background engine results in better performance reducing the time for the blur to take effect, improved segmentation and reliability. The enhanced blur requires approx. 5% more CPU and is no longer supported on Chrome 94 and lower.

Key	Component	Version	Operating System
WPAS-2153	Desktop Patient App, Desktop Provider App, Web Patient App, Web Provider App	2023.1.2	Windows - 32 and 64 bit, and Mac
Custom Toggl	e: New_Blur_Background_	_Engine	

#### User experience enhancement:

**Identify Active Speaker** - When in a Multiparty call, the participant who is speaking will be visible and have a blue border around their video to indicate that they are speaking.

Key	Component	Version	Operating System			
PAS-5554	Provider Access Software	46.0	Windows 64 bit			
Release Fe	Release Feature Toggle: NO					

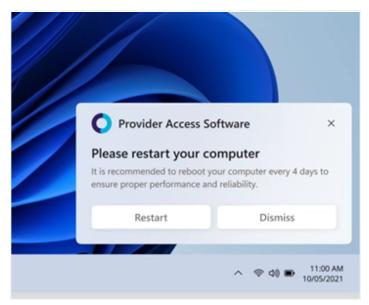
**Enhanced Voice Detection** - Improvements to the ability to identify a participant who is speaking to ensure they are always visible.

Key	Component	Version	Operating System	
PAS-5378	Provider Access Software	46.0	Windows 64 bit	
Release Feature Toggle: NO				

#### User experience enhancement:

If a DLCS has not been rebooted in 4 days, display a message/notification in the login screen will appear to suggest to the user to reboot their computer.

Option: Update the notification to identify how many days it has been since last rebooted. i.e. "You have not rebooted your computer in X days. We recommend you reboot your computer to ensure performance and reliability." (NOTE: Only show this message if 'X' is 5 days or greater.)



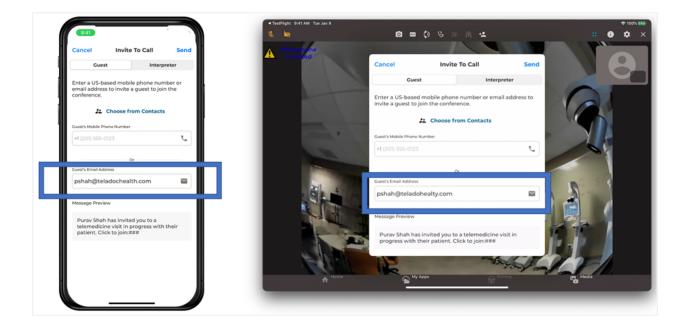
Key	Component	Version	Operating System	
PAS-1988	Provider Access Software	46.0	Windows 64 bit	
Release Feature Toggle: NO				

#### 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 call.

Key	Component	Version	Operating System	
iOS-1821	iOS Provider Access App	46	iOS	
Release Toggle: None				

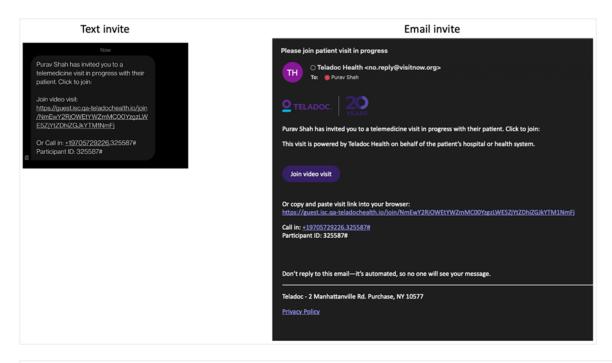


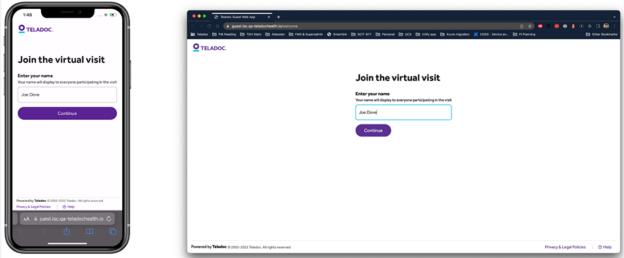
Email invite
Please join patient visit in progress
O Teladoc Health <no.reply@visitnow.org> To: ● Purav Shah</no.reply@visitnow.org>
<b><u>O</u></b> TELADOC. <b>V</b>
Purav Shah has invited you to a telemedicine visit in progress with their patient. Click to join:
This visit is powered by Teladoc Health 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.ga-teladochealth.io/join/NmEwY2RjOWEtYWZmMC00YzgzLWE5ZjYtZDhiZGJkYTM1NmFj
Call in: <u>+19705729226,325587#</u> 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

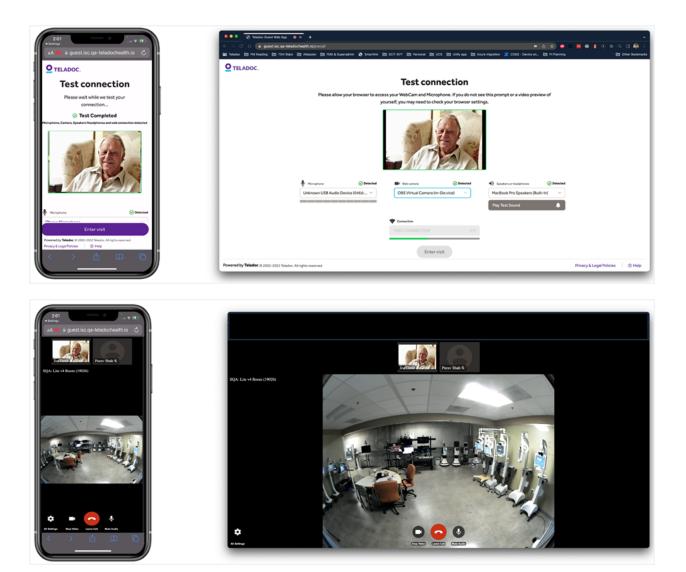
**Invite a guest to join by video:** Practitioners who log in as a Host can invite a guest by SMS or email to join a session on a device by video. Practitioners can type in the US-based number or email address. Practitioners will have to confirm one more time before sending the invite. Guest will receive 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	46	iOS	
Release Toggle: None				





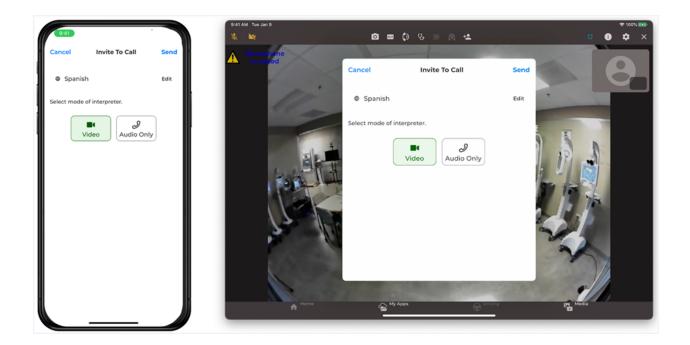


**Invite an interpreter to join by video:** Practitioners' who log in as a Host can invite an Interpreter to join a session by audio or video. A contract with one of two interpretive services is required.

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	46	iOS	
Release Toggle: None				



#### **Provider Access Software**

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

A Provider who is provisioned to invite a Guest can send a request by email or SMS and the Guest can decide to join by PSTN or AV. Invite a guest to join with video: A Multi-Presence session Host can invite a guest by SMS or email to join on a device with video. This feature extends the ability to currently be able to invite a guest by phone. Together a Provider can now invite a guest to join without the guest requiring a user name or password. The guest will join on a Chrome or Safari Browser.

Please contact your Teladoc Health client manager to have this feature enabled for you.

Key	Component	Version	Operating System	
PAS-5484	Windows Provider Access Software	46	Windows	
Poloopo Toggle: None				

Invite to	Join Call		×
Guest	Provider	Interpreter	
guest to		le phone number to ir rence by phone.	nvite a
+1			Ľ.
Message P	eview		
		ed you to an in-progre e. Click to join: ###	ess
Send	Invitation		Cancel

Release loggle: None

Ability to keep a user logged into WinPAS for as long as 4 hours - Auto logout. 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	46	Windows
Release Toggle: None			

Application Options × F AV ٢ 0 0 Connectivity General Audio/Video About Support Current Theme Light - brighter and lighter user interface Dark - updated user interface with more contrast Always launch Teladoc Health Apps in separate browser Inactivity Auto Logout Time 15 Minutes 30 Minutes 60 Minutes Joystick Controls Driving Experience Reverse Head Tilt Training Intermediate Expert

Provider can select an interpreter to join by video or voice for a session on a device. Invite an interpreter to join with video: A Multi-Presence session Host can invite an interpreter to join a session on a device with video. This extends the current capability by now allowing a provider to request an interpreter to join by phone or video in over 250 languages. A contract with an interpretive service provider is required.

Key	Component	Version	Operating System
PAS-5473	Windows Provider Access Software	46	Windows
Poloaso Togglo: Nono			

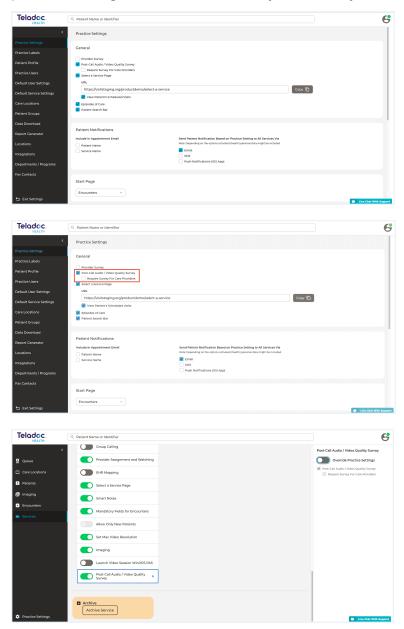
#### Release Toggle: None

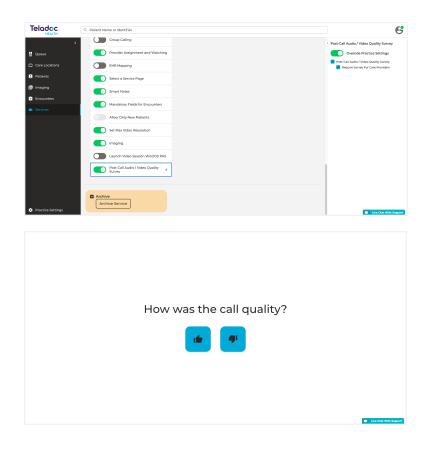
Invite to Join Call	×	Invite to Join Call	×
Guest Interpreter		Guest Interpreter	
Request an interpreter to join in vio mode.	deo or audio-only	Request an interpreter to jo mode.	in in video or audio-only
Filter Languages		Spanish	Edit
<ul> <li>Spanish</li> </ul>	0m Wait	Select mode of interpreter.	
O Chinese (Mandarin)	15m Wait		
Vietnamese	2m Wait		A
<ul> <li>Tagalog (Filipino)</li> </ul>	5m Wait	Video	Audio Only
O French	5m Wait		
Cancel	Continue	Cancel	Invite Interpreter
Invite to Join Call	×		
$\oplus$			
An audio-only interpreter for requested.			

### Web Provider App

#### User experience enhancement:

Practice Admins can configure the post-call audio/video quality survey per practice and/or per service. By default, services inherit the configuration set in the practice settings, but can override the practice setting if desired. Additionally, the survey can be made mandatory for care providers.





Key	Component	Version	Operating System	
HHS-374	Web Provider App, Videocall UI	2023.1.4	Windows - 32 and 64 bit, and Mac	
Release Toggle:				
PostCallAVSurveyPracticeSetting				
PostCallAVSurveyServiceSetting				

IF CompleteVisitIfTelehealthOff custom toggle is on THEN

IF One Patient Journey is configured for the service: IF the Telehealth = Off THEN change the visit status to Completed if the patient reached the end of the Patient Journey (Thank you page).

IF Several Patient Journeys are configured for the service: IF the Telehealth = Off THEN for all Patient Journeys change the visit status to Completed if the patient reached the end of the last Patient Journey (Thank you page).

Key	Component	Version	Operating System
SOG-3	Web Provider App, Back-end	2023.1.4	Windows - 32 and 64 bit, and Mac
Custom Togg	le: CompleteVisitIfTelehea	lthOff	

#### User experience enhancement:

Security improvement: Local login is not allowed for customers configured with IDP login or Enterprise login.

Key	Component	Version	Operating System
SOG-6	Web Provider App, Front- end, Back-end	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Too	ile: NO		

Release loggle: NO

#### User experience enhancement:

User interface and accessibility improvements:

- Calendar in Schedule tab now easily identified as clickable element.
- Calendar element now supports accessibility requirements.

🔍 🔍 🌒 🌚 Super Admin	x ) Schedule for Friday, March 17: x 🖻 CSV Viewer and Editor x ) Sign In to Hub - HubSS x ) Online	Check-In X +	
	.visitstaging.org/schedule?appointmentId=4186361	@ \$	🖈 🖪 🍪 Incognito
🔚 Teladoc 📄 Work Links 🛅 Conflu	ence 🛅 Test Data 🛅 Nika 🔿 Smart Notes 4 - A 🔿 Solo Growth board		
Teladoc.	Q Patient Name or Identifier		e
	Friday, March 17 🗉 Change Date	Schedule +	
Dashboard	Green, Palm 4 March 2023 > Gender u Age 3 N	10:59 AM Complete	
Queue	Sun Mon Tue Wed Thu Fri Sat	Test, Anika	S. 1
🖬 Schedule	Sosa, Ammy         26         27         28         01         02         03         04           Genderf Age 31         Nr.         05         06         07         08         09         10         11	12:31 PM Complete	0 DOB 12/01/19
Care Locations	12 13 14 15 16 17 18	Continue Note	/
Patients	Test, Anika         Is         19         20         21         22         23         24         25           Cender F Age 30         N         26         27         28         29         30         31         01	Oh25 PM Complete	
II. Analytics			Show Deta
Encounters	Terrie, Antonio-Roberto Unknown Gender m Age 66 De Care Location – 004 –	2h 14m Waiting Altert for Bedside As	blete
Waiting Rooms		Solo Visit ID	
	Rubeus, Hagrid Unknown Cender m. Age tos Wawy) Care Location Decision Info Sheet Minisk FMS CL — Office	02:47 PM Complete O	d
	Andy Location Care Location Provider Gender u Age — Care Location — Other Office	03:45 PM Cocation Scheduled No TimeZone	
		NIHSS Calculator	
Practice Settings	McCormick, Kenny unknown Provider	04:00 PM	
Practice Settings	Cender u Age 20	Scheduled —	

Key	Component	Version	Operating System
SOG-31	Web Provider App, Front- end	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Toggle: NO			

In projects where patients are enrolled in a longer-term care pathway or episode of care spanning multiple virtual visits, documents, and activities, it is imperative for users to be able to track the patient's progress within the overall episode of care.

To address this need, we have implemented the Episode of Care feature, which can be enabled within the Practice Settings by turning on the designated "Episode of Care" setting.

This feature currently supports initial use cases, such as Remote Patient Monitoring and Autism review, with the ability to add additional Episode of Care Types upon request. By leveraging this feature, healthcare providers can effectively manage their patients' care journeys and provide highquality care throughout the entire duration of the patient's episode of care.

Add Episode of Care		
ID		
From		
Now mm/dd/yyyy		
To Now mm/dd/yyyy 💼		
	Cancel	Save

Key	Component	Version	Operating System
HHINT-290	Provider App	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Togg	e: NO		

We are excited to announce the release of our new mobile documentation solution designed to support on-the-move physician users in healthcare environments. Here are the key benefits of this solution:

- Seamless Documentation: Our solution enables physicians to document patient encounters seamlessly on their iOS mobile devices within the Safari web browser while they are on the move, regardless of their location. This reduces the time spent on documentation and improves the accuracy of the notes.
- Improved Workflow: With our solution, physicians can easily switch between patient encounters, take stroke calls, while on the move from their clinics to surgery without losing their place in the documentation process. This improves their workflow and saves them valuable time.
- Increased Accessibility: Our solution is accessible from any current versions of iOS mobile devices (see below) with an internet connection, allowing physicians to document patient encounters from anywhere. This makes it easier for physicians to work remotely and reduces the need for them to be physically present in the hospital or clinic.

• Versatile Use: Our solution is not limited to emergent stroke physicians and can be leveraged by any service line and virtual visit. This makes it a valuable tool for a wide range of healthcare providers and situations.

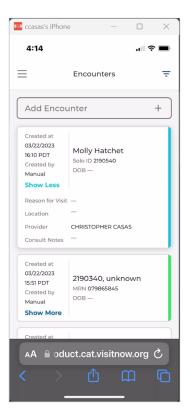
We believe that our mobile documentation solution will revolutionize the way physicians document patient encounters on the move. It will improve their workflow, reduce errors, and increase accessibility, ultimately leading to better patient outcomes.

Key	Component	Version	Operating System
HHS-145	Web Provider App	2023.1.2	iOS
<b>Release Feat</b>	Release Feature Toggle: No		

#### **Encounter dashboard**

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=	Encounters	Ŧ
Add Encou	inter	+
Created at 03/22/2023 16:10 PDT Created by Manual Show More	Molly Hatchet Solo ID 2190540 DOB —	
Created at 03/22/2023 15:51 PDT Created by Manual Show More	<b>2190340, unknown</b> MRN 079865845 DOB —	
Created at 03/10/2023 09:37 PST Created by Manual Show More	Paul davidson Solo ID 2178410 DOB —	
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#### Show More link



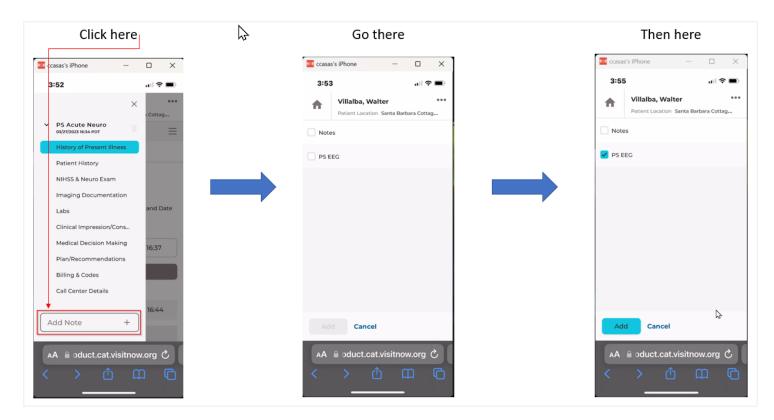
**Encounter Dashboard Filtering** 

4:28 Filter Encounters × Filter Encounters × Clear All Add En Period of time > Created at 05/22/023 15:00 PT Created at 05/22/023 15:51 POT Created at 05/22/023 05:37 PST Created at 05:00 Vio Consult Notes Statuses > All Show Mo	🚾 ccasas's iPh	ione — 🗆	×
Add En       Period of time Not applied         Add En       Period of time Not applied         Created at       Service All         OS/22/2023       Service All         Created by       All         Manual       Docations All         Show Mo       Created at         OS/22/2023       Physicians CHRISTOPHER CASAS         Show Mo       Show Cancelled Encounters         Os/10/2023       Osault Notes Statuses All         Show Mo       All	4:28	al S	•
Add En       Period of time Not applied       >         Created at 03/22/2023       Service All       >         Show Mo       Created at 03/22/2023       >         Created at 03/22/2023       Drysicians CHRISTOPHER CASAS       >         Created at 03/02/2023       Show Cancelled Encounters       >         Show Mo       Show Cancelled Encounters       >         Show Mo       Created at 03/02/2023       Show Cancelled Encounters       >         Show Mo       Created at 03/0/2023       Consult Notes Statuses All       >	≡	Filter Encounters	×
Period of time Not applied       >         Created at O3/22/2023       Service All       >         Created by Manual       Cocations All       >         Show Mo       Locations All       >         Created at 03/22/2023       Physicians CHRISTOPHER CASAS       >         Show Mo       Show Cancelled Encounters       >         Created by Manual       Show Cancelled Encounters       >         Show Mo       Consult Notes Statuses All       >		CI	ear All
03/22/2023       Service         16:10 PDT       All         Created by       All         Show Mo       Locations         Created at       Display Consult Notes Statuses         03/22/2023       Show Mo         Created at       Show Cancelled         Created by       Show Cancelled         Created by       Consult Notes Statuses         03/2/2023       All	Add En		>
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0937 PST Created by Manual Show Mo	Created at		D
	09:37 PST Created by Manual		>
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#### Add Encounter

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4:30				
Add Encounter X				
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* Service				
Select Y				
Assign Care Location				
SBCH ED1 offline				
* Patient Identity				
Unknown Patient				
Existing Patient				
New Patient				
* MRN				
Add Encounter +				
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Adding a second note to an encounter



#### **Two Smart Notes Forms**

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4:0	0			al S	
A		, Walter	ita Barb	ara Cotta	•••
> P	S EEG				≡
> P	S Acute I	Neuro			≡
00:00:0	Thrombo Eligiblity				
> ні	istory of Pi	resent III	ness		
> Pa	atient Hist	ory			
> NIHSS & Neuro Exam					
> Imaging Documentation					
≯ La	abs				
> CI	inical Imp	ression/0	Consu	lt Type	
→ м	edical Dec	cision Ma	kina		
АА				v.org	S
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**Browser Notifications** 

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4:32 ull 🕈 🗩				
Encounter Details X				
Walter Villalba				
Monday, March 27 at 16:32 PDT				
Assigned To SBCH ED1				
Solo Visit ID 1067680				
* Location				
Santa Barbara Cottage Hospital 🗸 🗸 🗸				
Reason(s) for Visit				
✔ Stroke				
FFG				
✓ Patient is created ×				
✓ Created new encounter ×				
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## **Encounter Details**

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4:33 🕈 🔳	4:33 all 🕈 🖿
Encounter Details X	Encounter Details X
Walter Villalba Monday, March 27 at 16:32 PDT	* Location
Assigned To ● SBCH ED1 Solo Visit ID	Reason(s) for Visit
1067680	EEG
* Location	Other Stroke X
Reason(s) for Visit	Account Number
✓ Stroke	
Other	Save View audit log
Stroke X	> Cancel Encounter
AA	AA ≜ oduct.cat.visitnow.org Ĉ < ♪ ① □ □

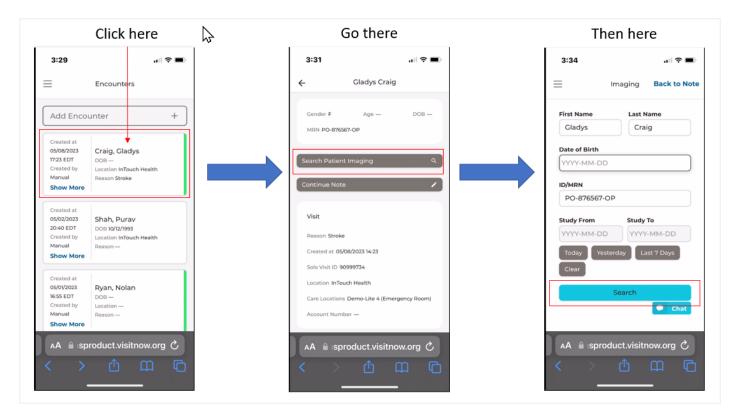
## Start or Continue Note in Patient Panel

🚾 ccasas's iPhone 🛛 🗆 🗙				
4:34 🕈 🔳				
← Walter Villalba				
Gender M Age 24 DOB 08/07/1998				
MRN 65567777A				
Start New Note 🔹 🖍				
Visit				
Reason Stroke				
Created at 03/27/2023 16:32				
Solo Visit ID 1067680				
Location Santa Barbara Cottage Hospital				
Care Locations SBCH ED1				
Account Number —				
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Patient Banner and Template Sections on top of Smart Notes Documentation

💯 ccasas	s's iPhone	—		×
4:35	i		111 S	
	Villalba, Walt	er		
	Patient Location	Santa Barba	ara Cotta	g
~ P\$	6 Acute Neuro			$\equiv$
00:00:00	Thrombolytic Eligiblity			
¥ Verifica	ation Statement			
I Hay of Bi	ve Verified the Pa irth.	tient Nam	ie and [	Date
Ӿ Physici	an Callback (PDT)			
/	dd/yyyy	=	hh:n	nm
	Nov	v		
Call Cente	er Notified (PDT)			
mm/	dd/yyyy		hh:n	nm
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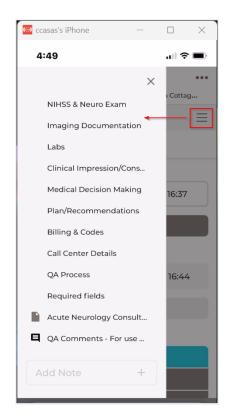
## **Imaging Module**



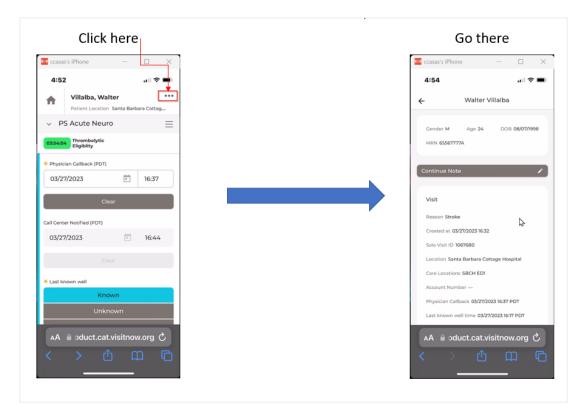
## **Patient Panel**

4:34 .ull र ■ ← Walter Villalba				
← Walter Villalba				
,				
Gender M Age 24 DOB 08/07/1998				
MRN 65567777A				
Start New Note 🕜				
Visit				
Reason Stroke				
Created at 03/27/2023 16:32				
Solo Visit ID 1067680				
Location Santa Barbara Cottage Hospital				
Care Locations SBCH ED1				
Account Number —				
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Displaying the Smart Notes template sections



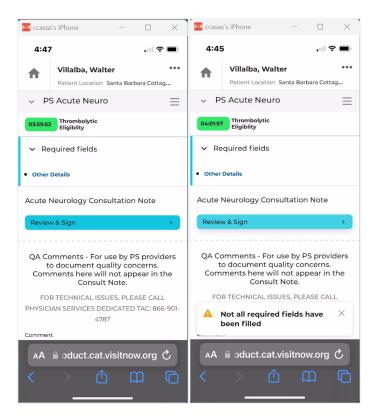
Going back to the patient panel while documenting



#### **Smart Notes documentation & timer**

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4:48			<b>.</b> ⊪	-		
	<b>fillalba, Walter</b> atient Location Sa		ara Cottag	•••		
V PS A	<ul> <li>✓ PS Acute Neuro</li> </ul>					
03:58:11	hrombolytic ligiblity					
* Physician	Callback (PDT)					
03/27/20	023	Ē	16:37			
	Clear					
Call Center N	otified (PDT)					
03/27/20	)23		16:44			
¥ Last know	n well					
Known						
Unknown						
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		Д		G		

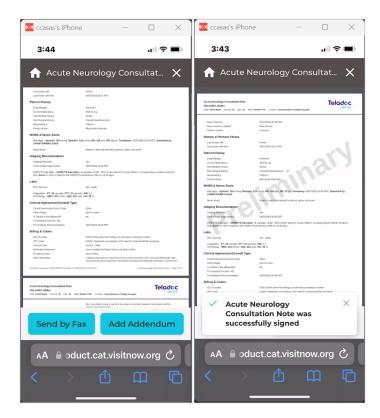
**Required fields & notification** 



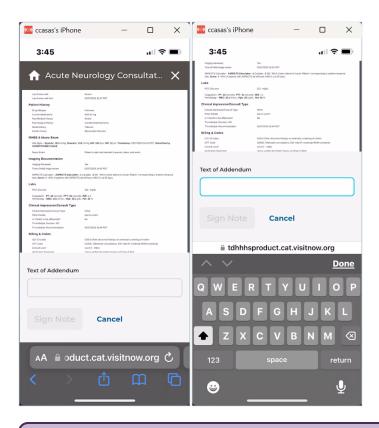
## **Preliminary Consult Note**

🚾 ccasas's iPho	ne	-		×
3:43			al S	
Acute N	Neurology	Cons	ultat	×
Acute Neurology Consultation Note VILLALDA, Walter DOB. 88853398 Conduct M. Apr. 24 5	fill 45547777A - Louisen Banta Bar	iers Cottage Hespital	Tele	HEALTH
Date of Service New consult or Update?	0027/2023 16:44 PDT New Consult			
New consult or Update? Patient Location	New Consult In-Nouse			
History of Present Illness				
Last known well Last known well time	Known 65/27/2023 16:17 PDT			10
Patient History	water and 1617 PDT			
Drug Allergies	Unknown			
Current Wedk ations	ASA EL mp			
Past Medical History Past Surgical History	Stroke Carolid Endarlerectomy			<i>w</i>
Social History Family Hotory	Tobacce			
	Myocardial Inferction			
NIHSS & Neuro Exam Vital Spro - Systelle: 123 mmHg. Diasto			2023 10:43 EQT. Pakers	and here
CHRISTOPHER CASAS	IL TO LODG ME TO THE REAL	pt, torestand, 1927	2023 35 42 101, 54644	Not by
Neuro Exam	Patient is alwet and oriented to	person, place, and eu	HT.	
Imaging Documentation				
Imaging Reviewed Tane of Intel Image review	Yes 05/77/2023 16-42 POT			
ACTIVITY CONTRACT ASSOCITS CARD		atonal to insular Ribbon'	corresponding to anterio	temporal
Labs	CTS IN WRITEN THIS O T IS SO DAYS.			
POC Glucose	222 mo/6.			
Congulation - PT: 32 seconds, PTT: 21 se Hematology - WBC: 23.1 KimcL, High: 23				
Clinical Impression/Consult Typ				
Clinical Impression/Consult Type Other Details	Other Josum Lorem			
Is TAIAS in the offerentia?	No			
Thrombolytic Decision: ND Thrombolytic Recommendation	03272023 16-M POT			
Billing & Codes				
ICD 50 codes	023.8 Other abnormal findin			
CPT Code Consult Level	G0426, Telehealth consultati Level 2 - Video	ors, EDI Initial IP, moder	ate MDM complexity	
Verification Statement	Lever 2 - Video Thave verified the Patient Na	rre and Date of Birth.		
Pravider location:	Home Office			
	Sign No	ote		
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## Signed Consult Note



## Adding a legacy Addendum



**NOTE**: Amended and addendum (Follow up) consult notes are not supported.

Manual Faxing with preconfigured Fax Destination (Contact)



Manual faxing with new Fax Contact

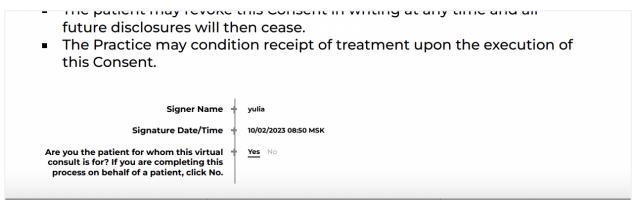
🚾 ccasas's iPho	one			$\times$
3:49			ail S	
n Acute	Neurolog	ly Cons	ultat	×
Acute Neurology Consultation Note VELALD A, Walter DOS 48933596 Gender M. Apr. 24	Mill 65567777A Location Sards	Barbara Cottage Hospital	Tel	HEALTH
Date of Service	03/27/2023 16:44 PDT			
New consult or Update? Patient Location	New Consult In-House			
History of Present Illness				
Last known well	Known			
Last known well time	03/27/2023 16:17 PDT			
Patient History Drug Alergies	119 marsh			
Current Medications	ASA EL rig			
Past Medical History Past Surgical History	Satalea Carolid Enderterectomy			
Social History	Tobacco			
Eamly History	Myocardial Infanction			
MHSS & Neuro Exam				
Vital Sons - Systelle: 123 mmHg. Dias CHRISTOPHER CASAS	6666: \$25 mmm, MR 523 bpm, RR	12 pm, Timestawp: 03/2	12023 35.42 POT, Babmi	fed by
Neuro Exam	Patentis alert and orien	ted to person, piloce, and e	veri.	
Imaging Documentation				
imaging Reviewed	Yes			
Time of initial image review	03/27/2023 16:42 PDT			
ASPECTS Calculator - ASPECTS Calculator (core, Score) 8 -40% of patients with AS	Autor: -1 Cautore, -1 V2: 'NCA Co PECTS 28 will have mRS 0-1 at 90 if	tex lateracito troular Ribbor ays.	r corresponding to anterio	rtemporal
Labs				
POC GLOSE	222 mg/#.			
Cospulation - PT: 12 seconds, PTT: 21 Hematology - WBC: 23.1 KimcL, High:	seconds. INR: 1.1 23.5 gift, Hot 54 %			
Clinical Impression/Consult Ty				
Cirical Impression/Consult Type	Other			
Other Details In TIAAS in the differentia?	lpsum Lorem			
- 100425 if the otherenacy	NO			
Fax Contact				
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# **Patient App**

The PatientApp is available as a browser, desktop or mobile App used primarily for scheduled and on-demand low and medium acuity care.

#### User experience enhancement:

When collecting the name of the person who is signing the form, the user only has to type a name instead of drawing the signature. In the PDF intake document, the date and time of the signature are now displayed (previously only the date was displayed).



Key	Component	Version	Operating System		
TC-7600	Web Care Location App, Web Patient App	2023.1.2	Windows - 32 and 64 bit, and Mac		
Release Toggle: AllowToSignFormOnButtonPush					

## iOS Patient App

#### User experience enhancement:

Updated the Teladoc Patient App logo as attached. Users will automatically see this new logo once they update the app from Appstore.

|--|--|

Кеу	Component	Version	Operating System		
IOS-2069	IOS Patient App	45.0	iOS		
2020.6.2: N/A					

## Analytics

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

Add "Appointment Number" to AVQualitySurveys dataset: In an effort to provide more valuable data to our clients, the field, "Appointment Number" will be added to Teladoc Health's AV Quality Survey Data Set. This additional field provides a unique ID that specifies which appointment the survey is associated with. Clients will no longer need to conduct fuzzy matching across our data sets to gather this information.

Кеу	Component	Version	Operating System
DT-4807	Analytics	2023.04.12	Mac OS Windows 32 bit, Windows 64 bit, and Android iOS
Release Toggle: None			

## **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.

## **Devices**

The robot items relate to all devices.

#### Support CEC Switching for Default Source and Specified HDMI

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

Key	Component	Version	Operating System
ROBOT-4406	Robot	46	Windows 32 and 64 bit
Release Toggle: None			

**Privacy Mode Fix:** In Privacy Mode, Patient will not see Provider Video and Patient will not send their video to the Provider. Starting Patient Video will show video to both users.

Key	Component	Version	Operating System
ROBOT-4873	Robot	46	Windows 32 and 64 bit
Release Toggle: None			

**Hide WiFi Setting:** 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	46	Windows 32 and 64 bit
Release Toggle: None			

**ICC - Integrate GetWell API, initiate communication:** Initial integration with the GetWell Patient Engagement System's API for inpatient TV input controls.

Key	Component	Version	Operating System
ROBOT-4489	Robot	46	Windows 32 and 64 bit
Release Toggle: None			

**Support International Phone Numbers:** Teladoc technical support can enter a custom Support phone number to replace the default customer support number in the bottom toolbar of Device software to localize or customize the displayed Support phone number.

Key	Component	Version	Operating System
ROBOT-4708	Robot	46	Windows 32 and 64 bit
Release Toggle: None			

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

Кеу	Component	Version	Operating System
ROBOT-3525	Robot	46	Windows 32 and 64 bit
Release Toggle: None			

C Ready	12:02:08 pm 8/8/2022
÷	Session Start Sound
J Sounds	Volume
<ul> <li>Science Fiction (Default)</li> </ul>	Normal
Calm Bell	<ul> <li>Quieter (50%)</li> </ul>
Cheerful Chimes	Ouietest (15%)
Knock Knock	Silent
	2 Quiet Hours (9pm-7am)
Customer and Technical Services +1 (877) 484-9119	III 📼 🔅 😲 🕕

LEARN MORE 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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