Teladoc Health™
Quarterly Release Notes
Q1 2023

Teladoc HEALTH

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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™ 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™ 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.

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Analytics Portal

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

Connected Devices

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

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Solo™ Platform

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

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

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

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

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

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

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

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

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

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

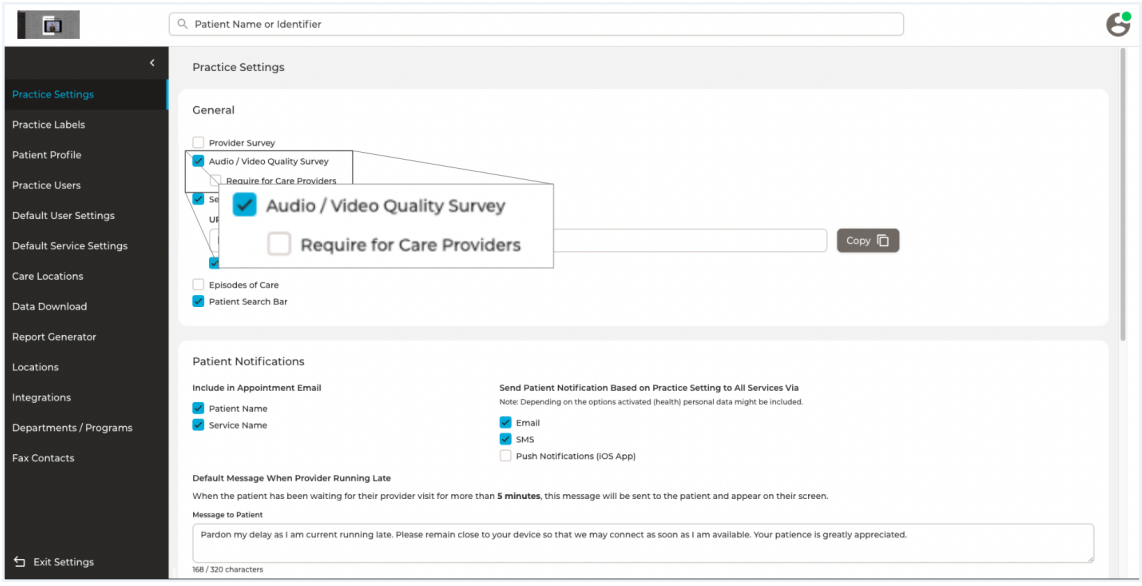
Key	Component	Version	Operating System
OMG-342	Platform Enhancement	2022.4.5	Windows - 32 and 64 bit
Release Toggle: LaunchAfterSchedulingAppointmentDefault			

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 Mac
Release Toggle: None			

User experience enhancement:

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



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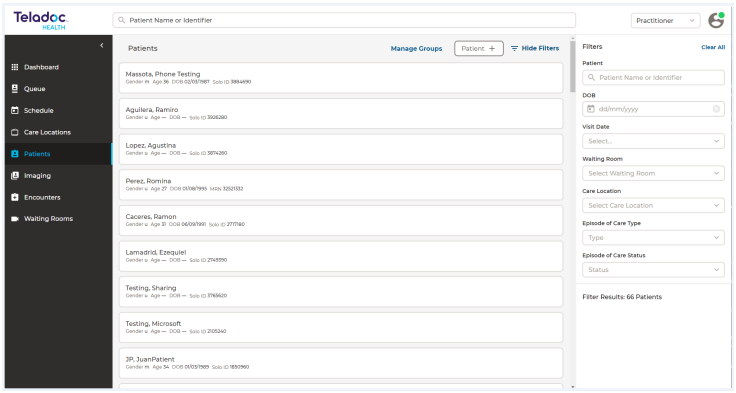
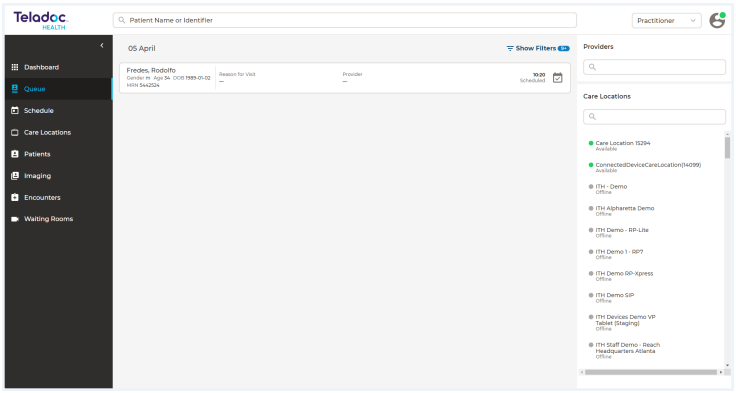
Key	Component	Version	Operating System
SCIT-2333	Practice Admin	2023.1.2	Windows - 32 and 64 bit, and Mac
Release Toggle: PostCallAVSurveyPracticeSetting			

User experience enhancement:

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.





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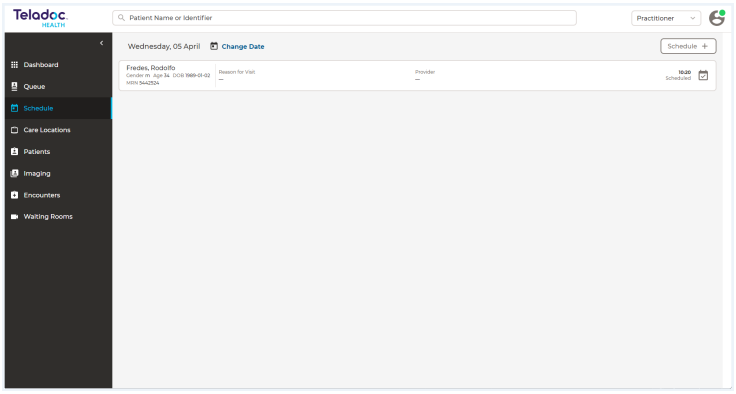

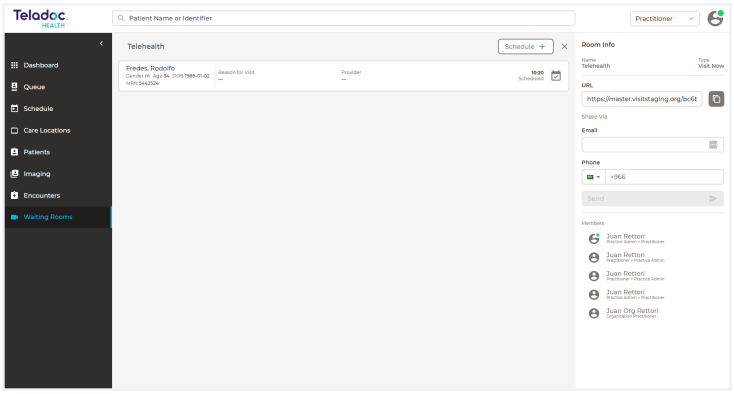

Key	Component	Version	Operating System
HHSINT-328	Platform Enhancements	2023.1.4	Windows - 32 and 64 bit, and Mac
Release Feature Toggle: DOBonPatientBannerInQueue			

User experience enhancement:

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.

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

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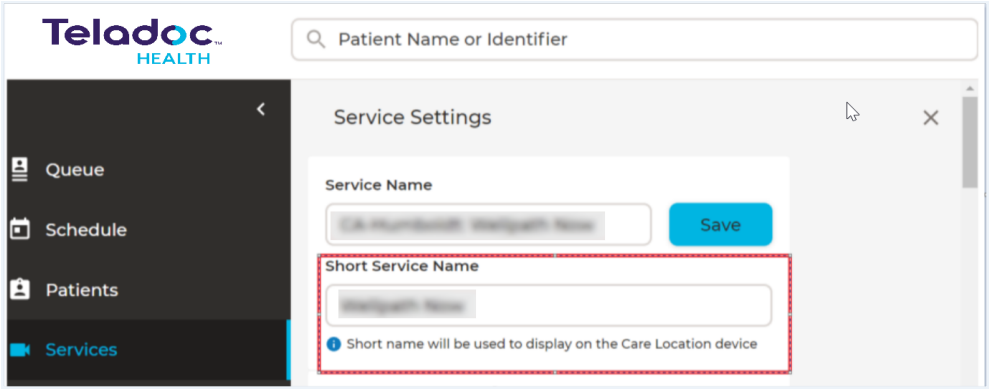
Report Generator

User experience enhancement:

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



Key	Component	Version	Operating System
SOG-17	Report Generator	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Toggle: UnifiedSoloReporting2023Q1			

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.

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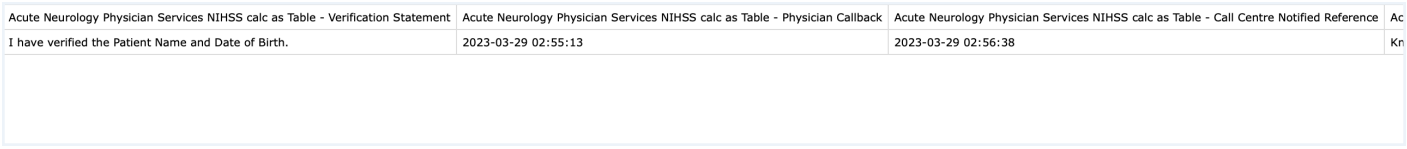
Key	Component	Version	Operating System
SOG-195	Report Generator	2023.1.5	Windows - 32 and 64 bit, and Mac
Release Feature Toggle: UnifiedSoloReporting2023Q1			

User experience enhancement:

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 NIHSS calc as Table - Verification Statement	Acute Neurology Physician Services NIHSS calc as Table - Physician Callback	Acute Neurology Physician Services NIHSS calc as Table - Call Centre Notified Reference	Ac
I have verified the Patient Name and Date of Birth.	2023-03-29 02:55:13	2023-03-29 02:56:38	Kn

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 Feature Toggle: UnifiedSoloReporting2023Q1			

User experience enhancement:

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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
Release Feature Toggle: UnifiedSoloReporting2023Q1			

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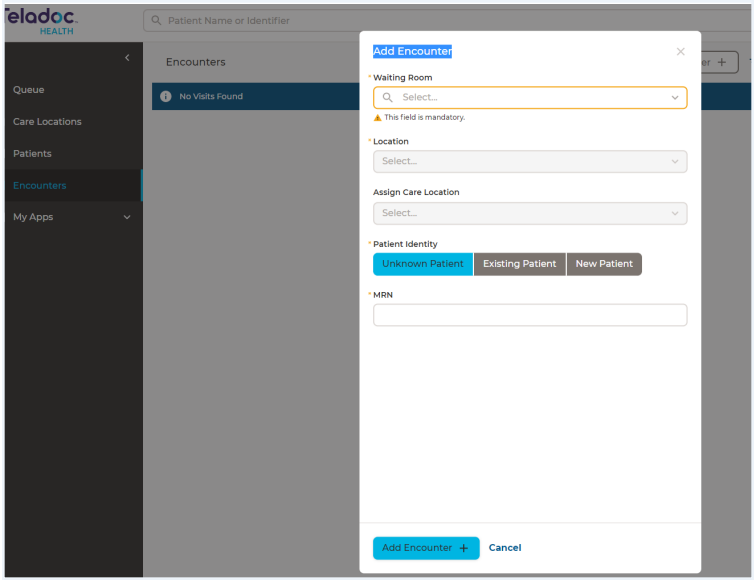
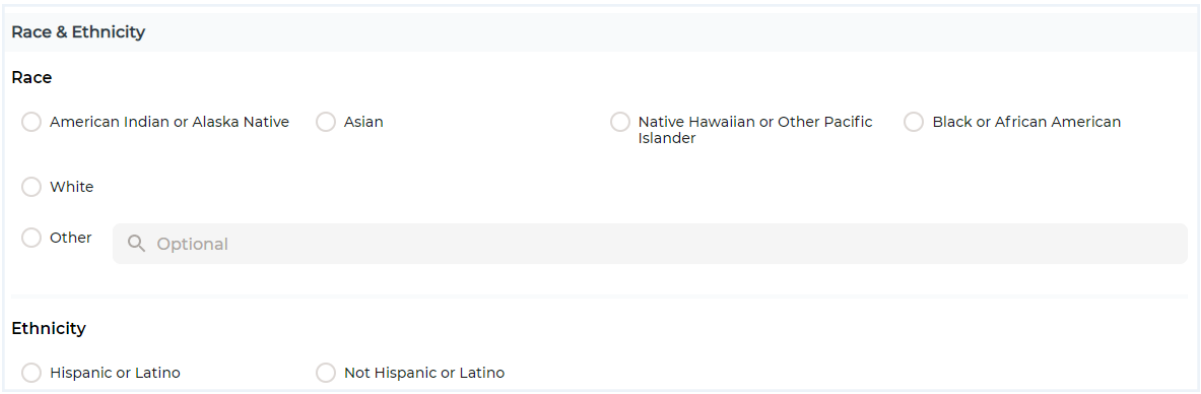
User experience enhancement:

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

Key	Component	Version	Operating System
HHSINT-299	Report Generator	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Feature Toggle: UnifiedSoloReporting2023Q1			





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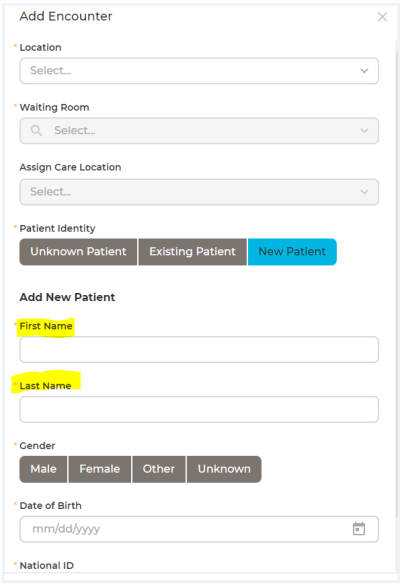

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Provider App

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.

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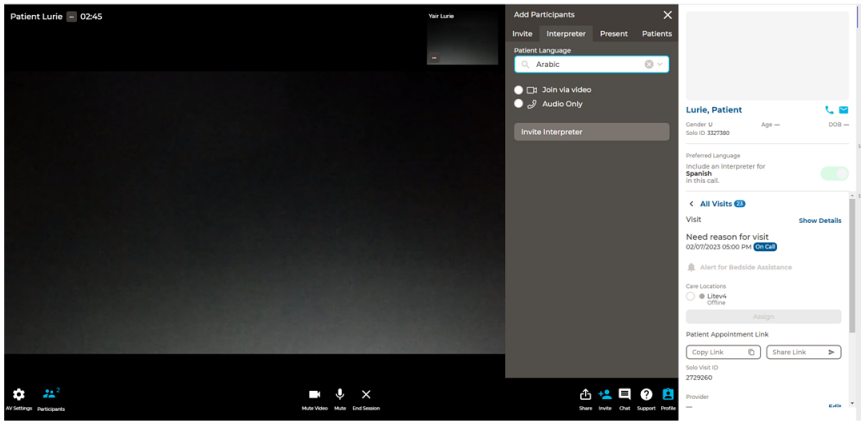
Inviting an interpreter to an ongoing session



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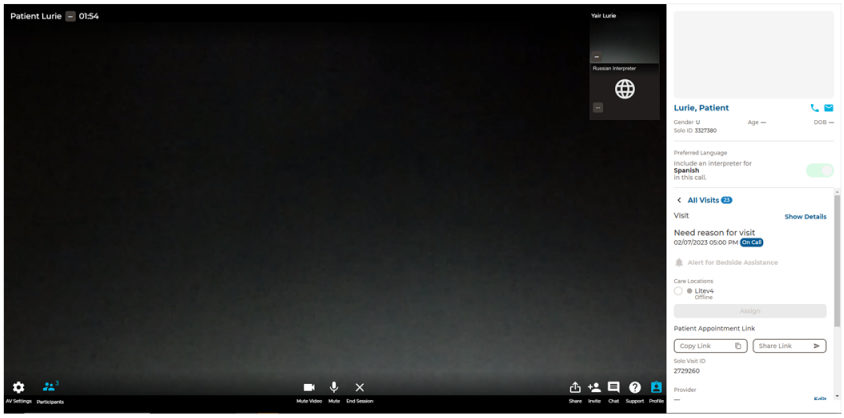
Provider Experience when an audio only interpreter joins



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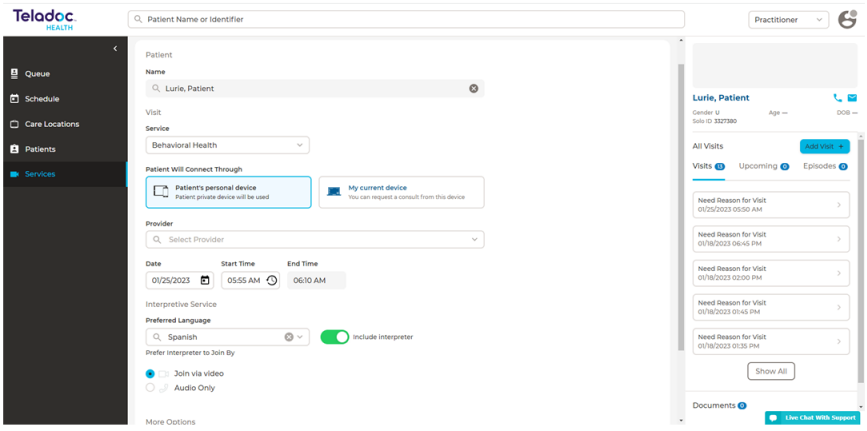
Scheduling an Interpreter by audio or video



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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 Toggle: UseConferenceApiV3 usetgaforinterpretiveservices			

User experience enhancement:

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 Toggle: 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 Feature Toggle: NO			

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User experience enhancement:

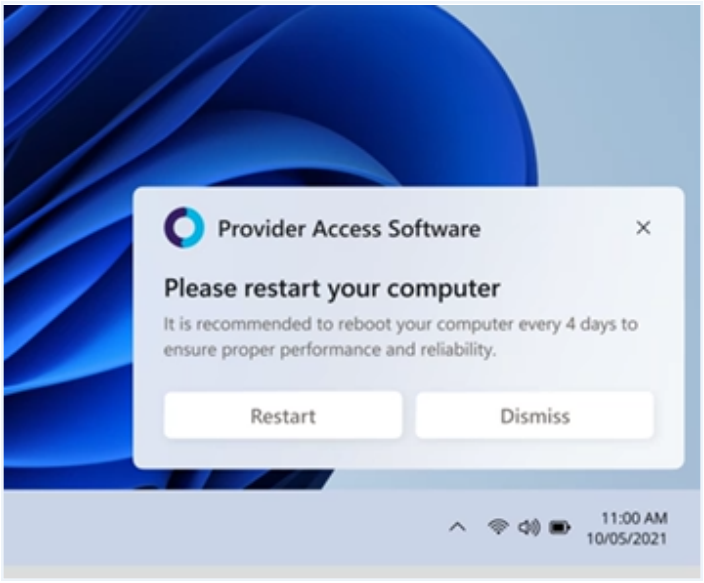
Enhanced Voice Detection – Improvements to the ability to identify a participant who is speaking to ensure they are always visible.

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			

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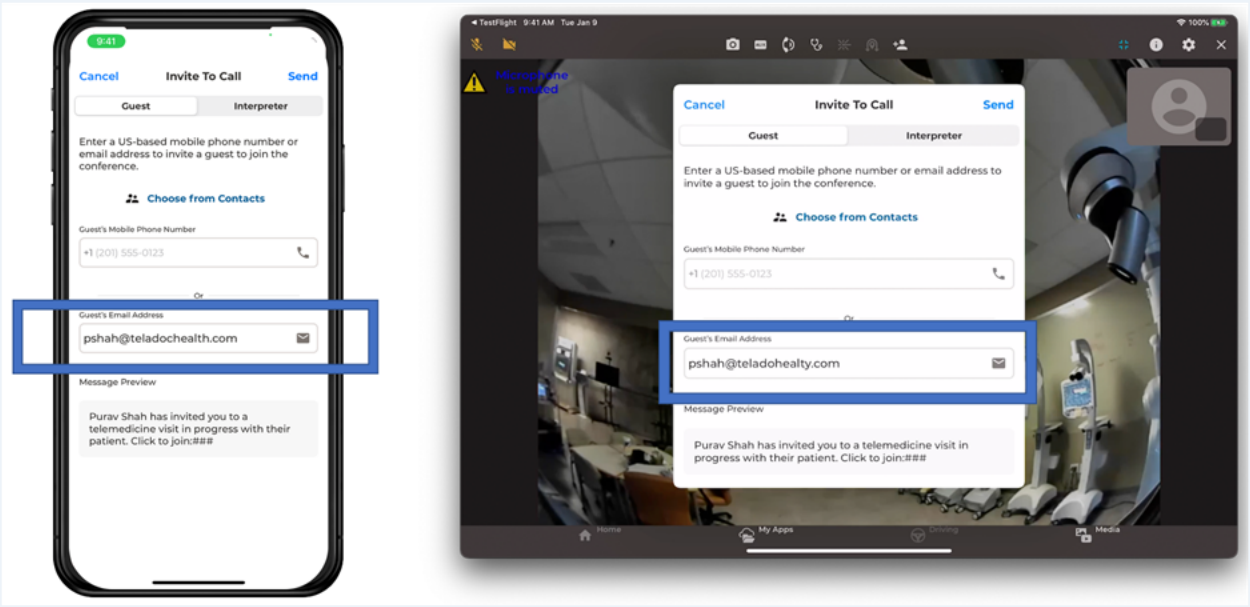
iOS Provider Access Software

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	46	iOS
Release Toggle: None			



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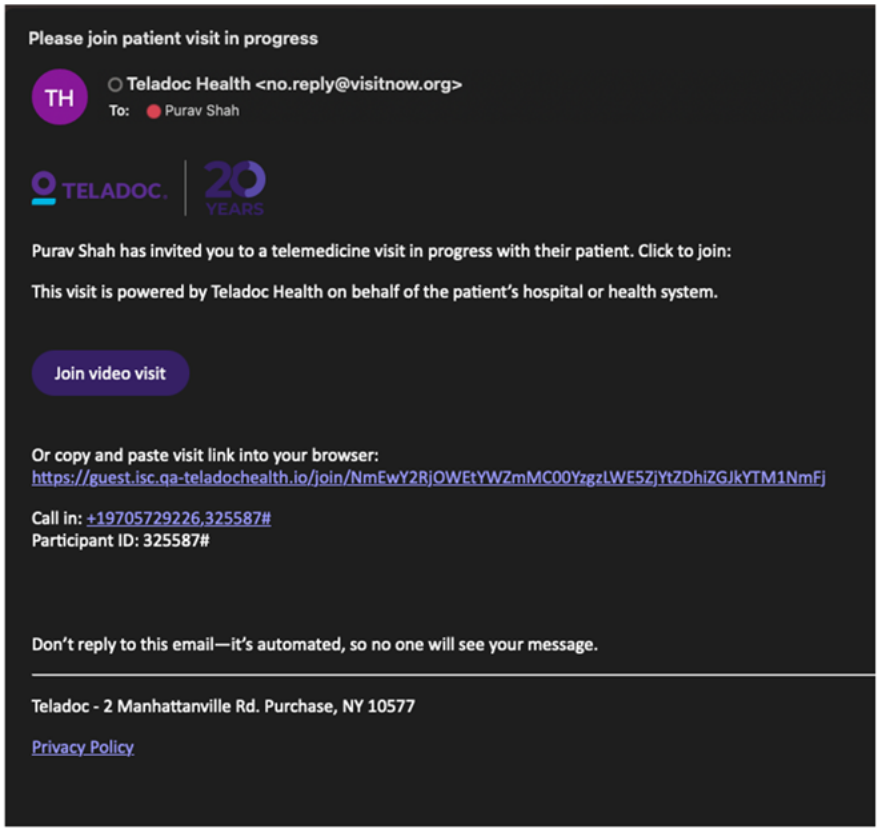
Email invite



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

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

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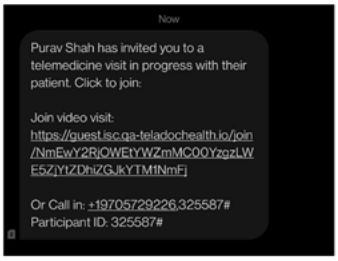
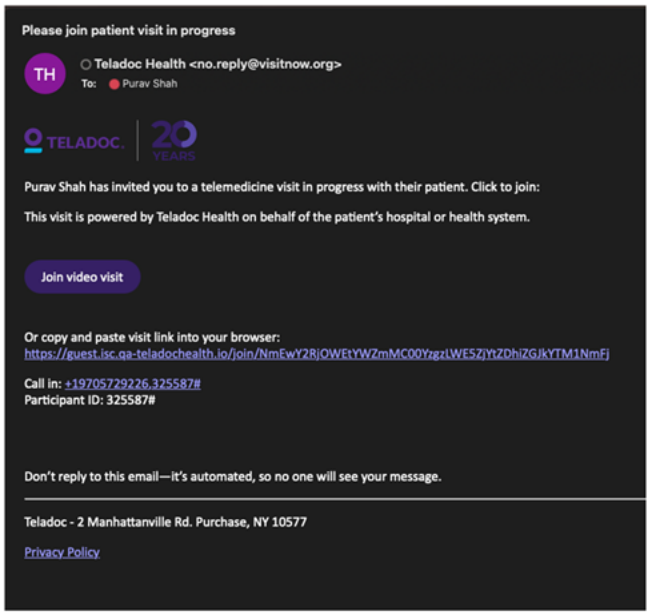
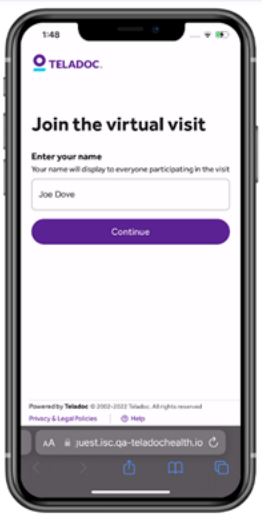
Key	Component	Version	Operating System
iOS-1775	iOS Provider Access App	46	iOS
Release Toggle: None			

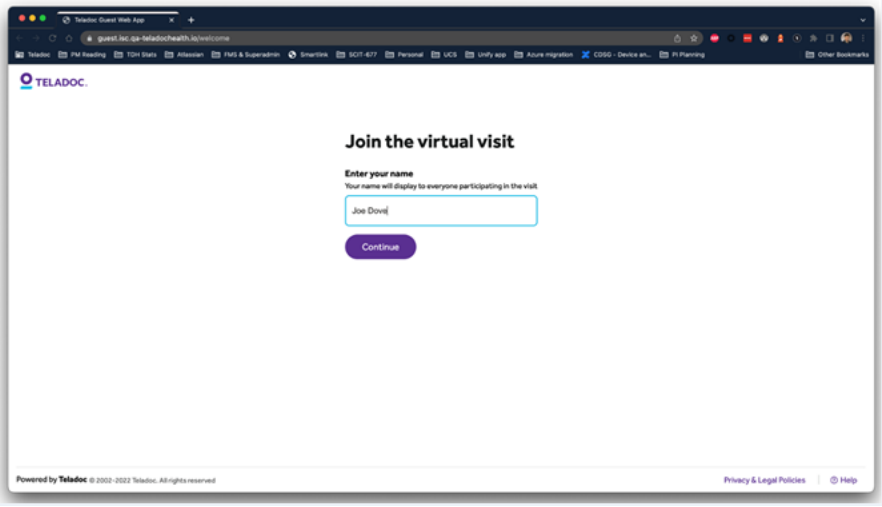
Text invite



Email invite







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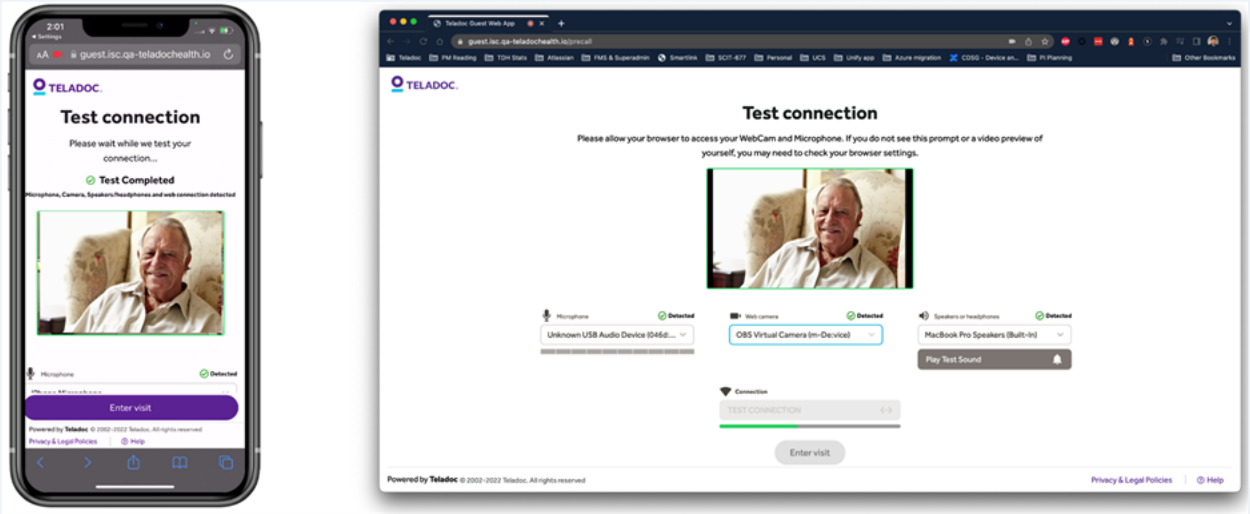

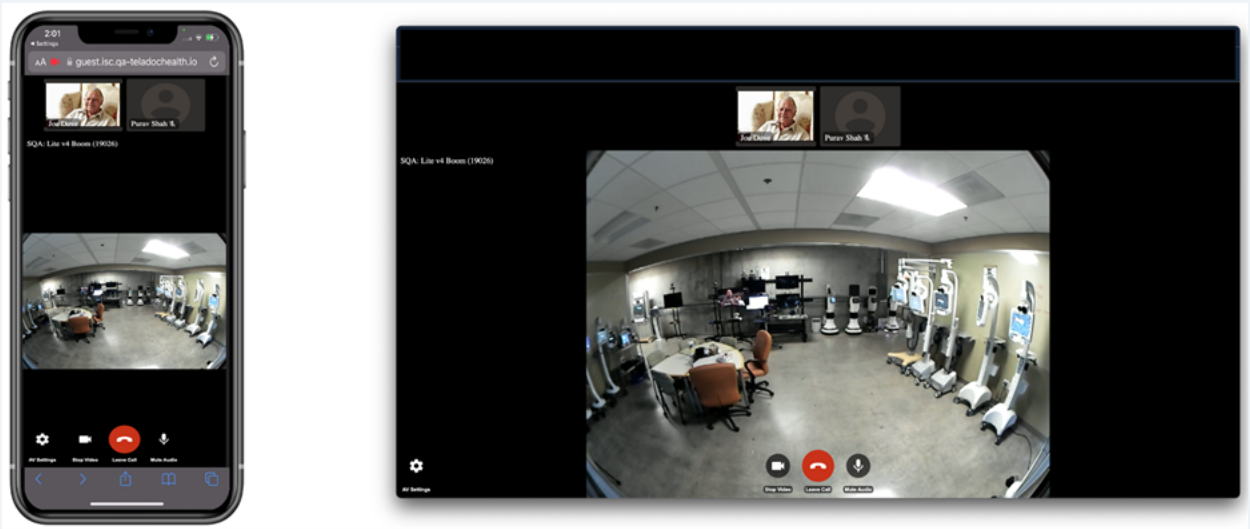

Invite an interpreter to join by video: Practitioners' who log in as a Host can invite an Interpreter to join a session by audio or video. A contract with one of two interpretive services is required.

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

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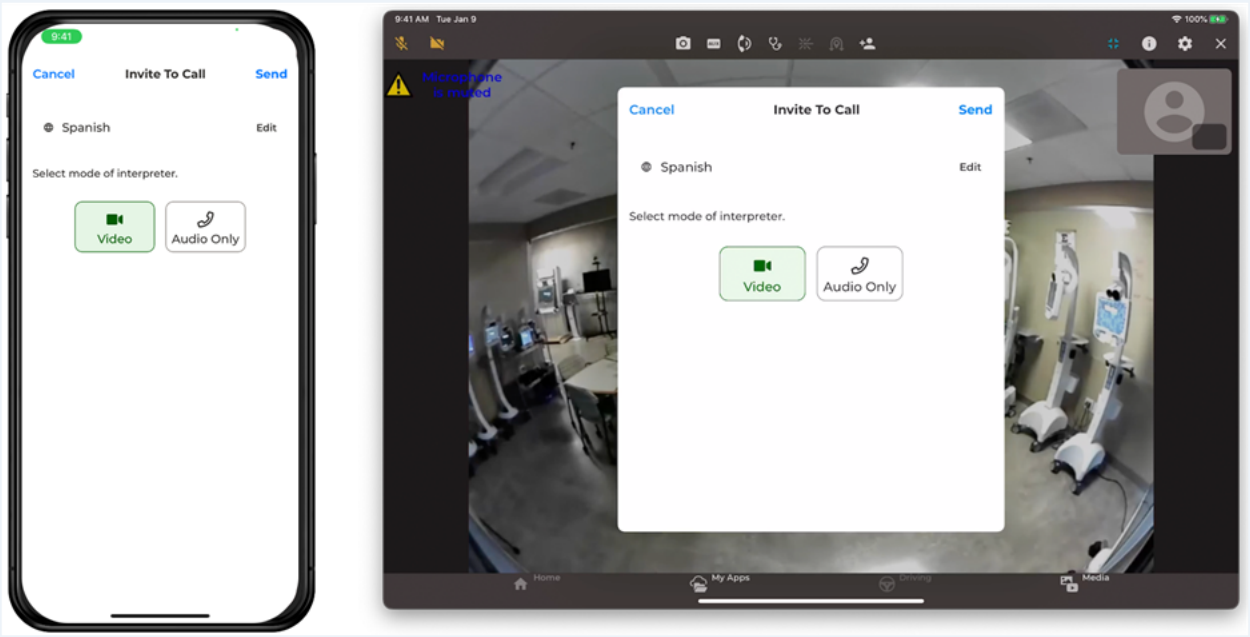
receive a notification when the interpreter joins the call. Users will see a globe icon on the thumbnail so it is easy to identify the Interpreter user who has connected. Users in the session will receive a notification when the Interpreter leaves the call.

Key	Component	Version	Operating System
iOS-1774	iOS Provider Access App	46	iOS
Release Toggle: None			



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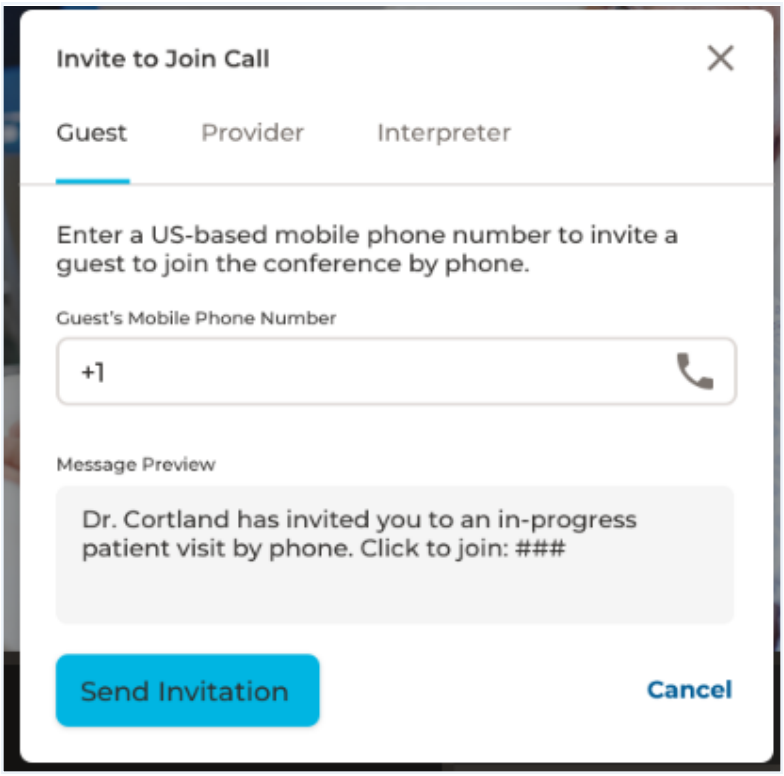
Provider Access Software

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
Release Toggle: None			



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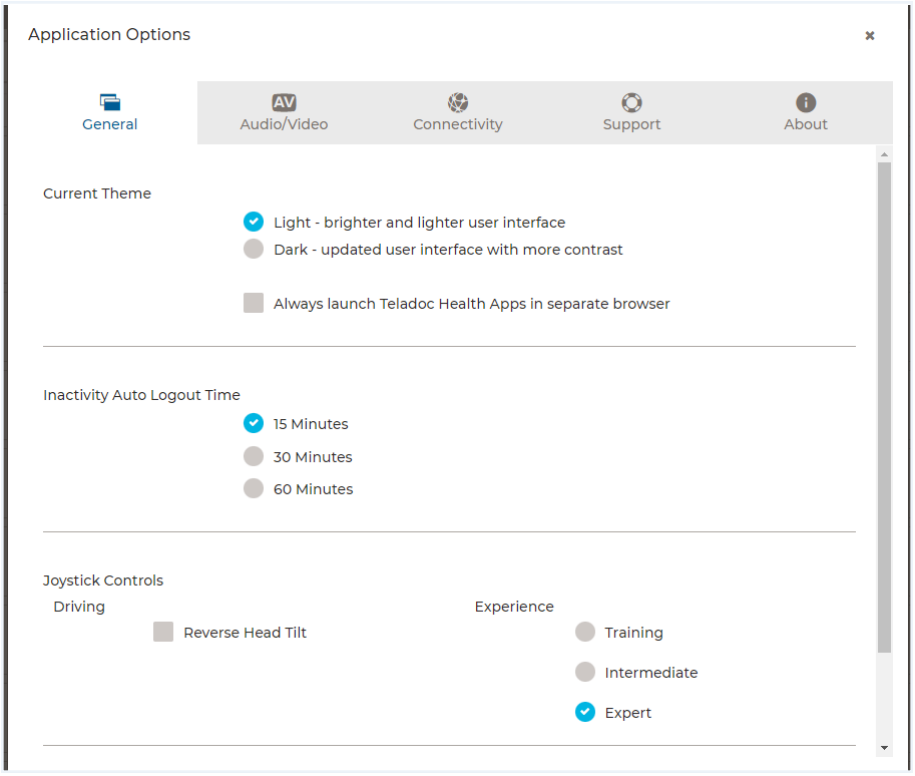
Ability to keep a user logged into WinPAS for as long as 4 hours - Auto logout. A new option to extend the auto logout timer to 4 is now available. When this option is set, a user will be auto logged out of PAS after 4 hours of not using the software.

Key	Component	Version	Operating System
PAS-5259	Windows Provider Access Software	46	Windows
Release Toggle: None			



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.

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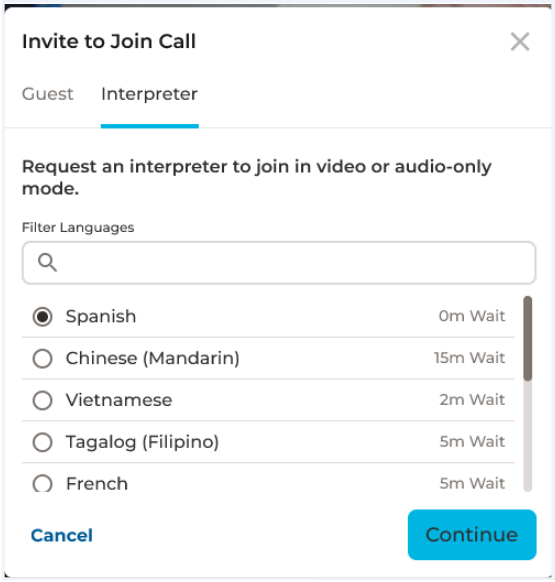
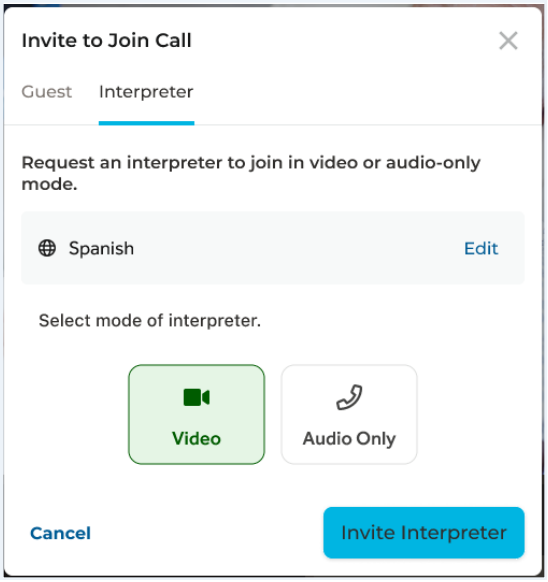
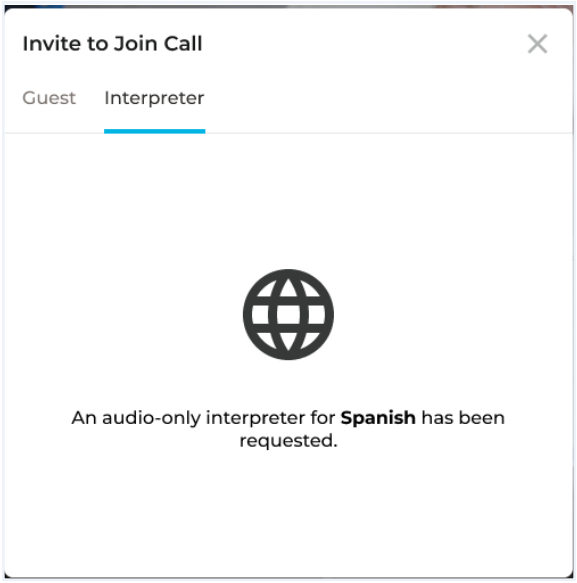
Key	Component	Version	Operating System
PAS-5473	Windows Provider Access Software	46	Windows
Release Toggle: None			







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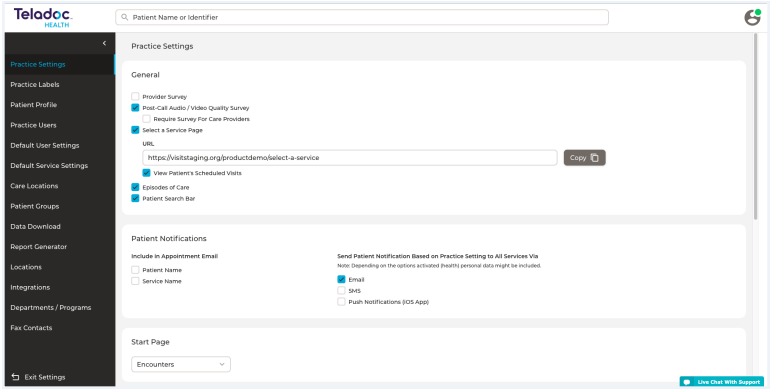
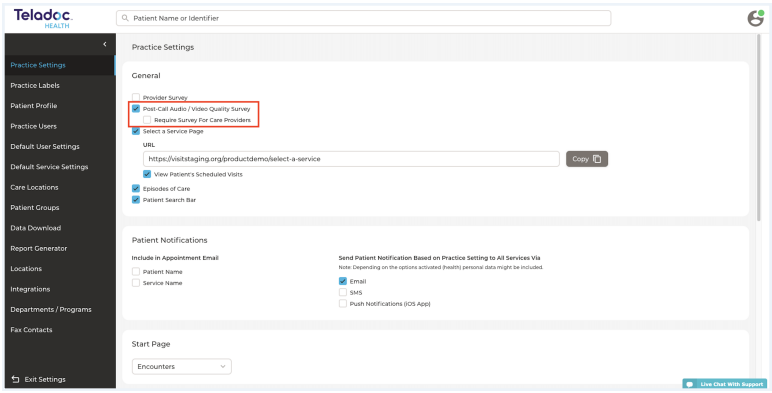
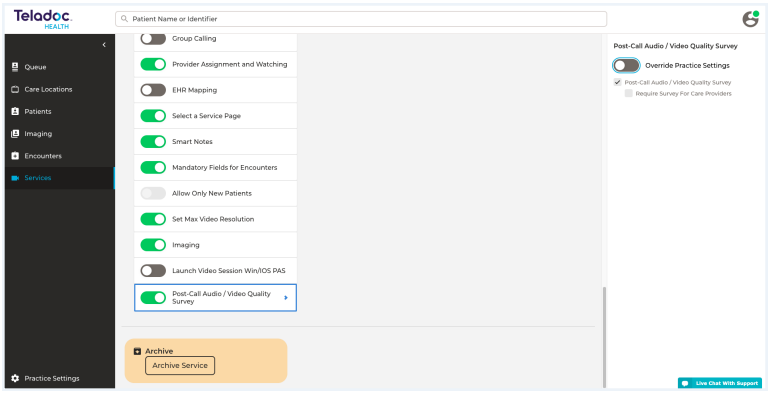
Web Provider App

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.







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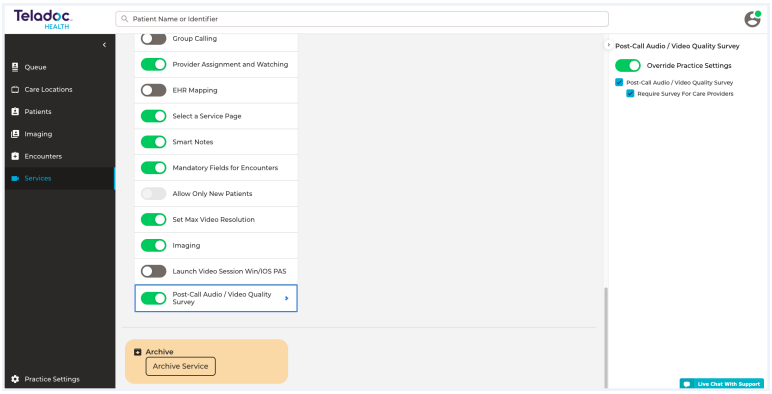

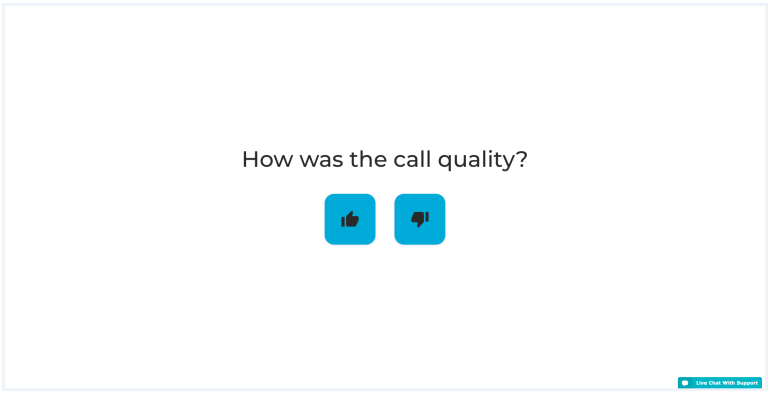

Key	Component	Version	Operating System
HHS-374	Web Provider App, Videocall UI	2023.1.4	Windows - 32 and 64 bit, and Mac

Release Toggle:

- PostCallAVSurveyPracticeSetting
- PostCallAVSurveyServiceSetting

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User experience enhancement:

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 Toggle: CompleteVisitIfTelehealthOff			

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 Toggle: 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.

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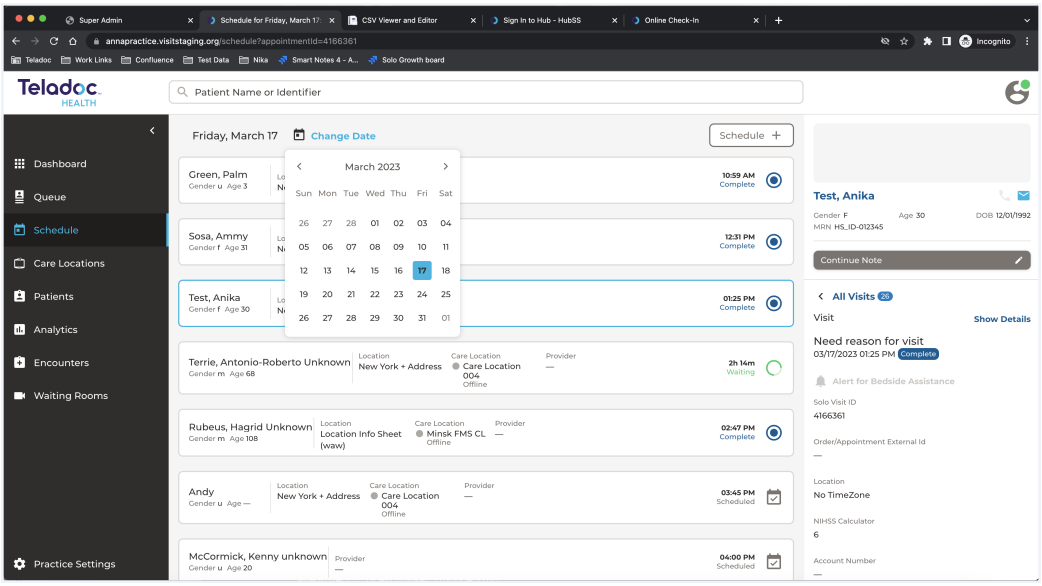

Key	Component	Version	Operating System
SOG-31	Web Provider App, Front-end	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Toggle: NO			

User experience enhancement:

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 high-quality care throughout the entire duration of the patient's episode of care.

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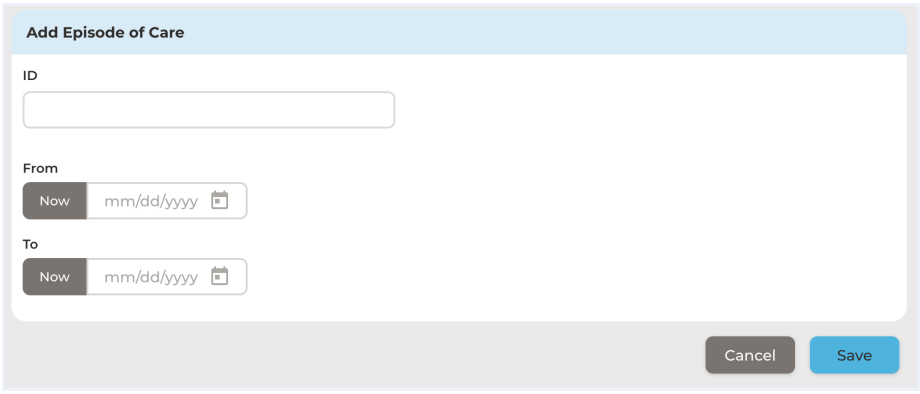

Key	Component	Version	Operating System
HHINT-290	Provider App	2023.1.3	Windows - 32 and 64 bit, and Mac
Release Toggle: NO			

User experience enhancement:

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.

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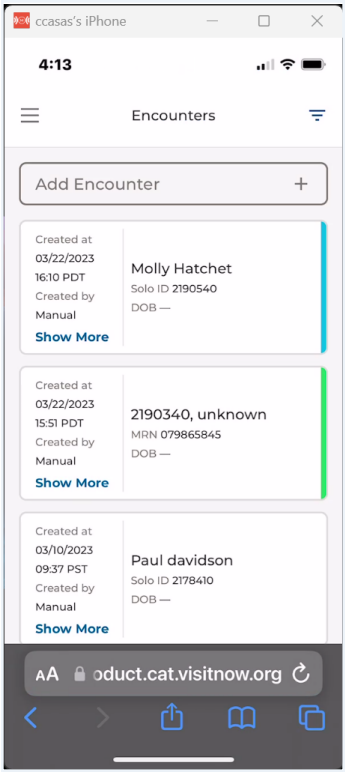
- Versatile Use: Our solution is not limited to emergent stroke physicians and can be leveraged by any service line and virtual visit. This makes it a valuable tool for a wide range of healthcare providers and situations.

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
Release Feature Toggle: No			

Encounter dashboard



Show More link

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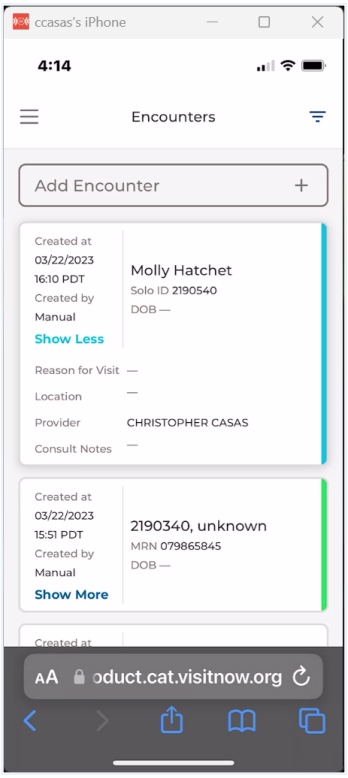

Encounter Dashboard Filtering

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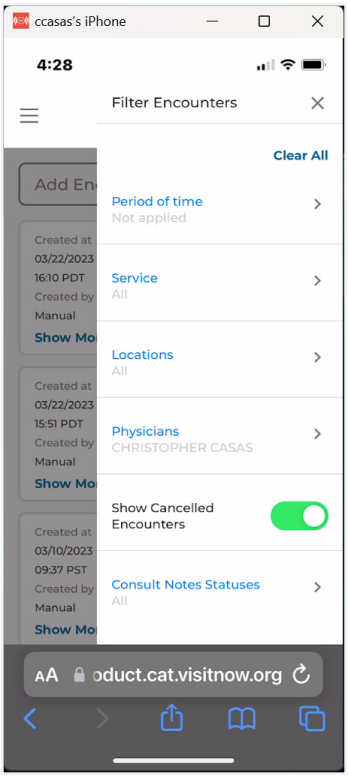

Add Encounter

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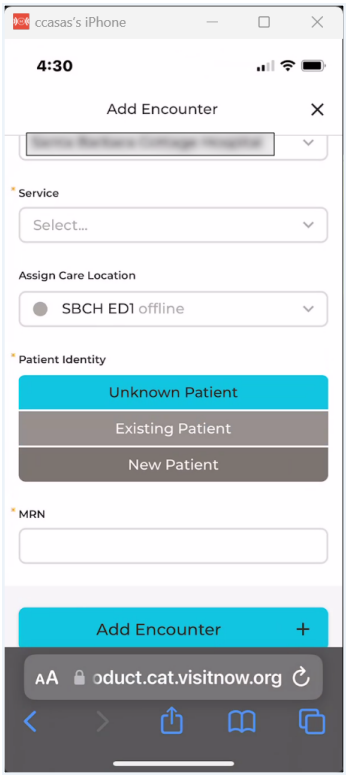

Adding a second note to an encounter

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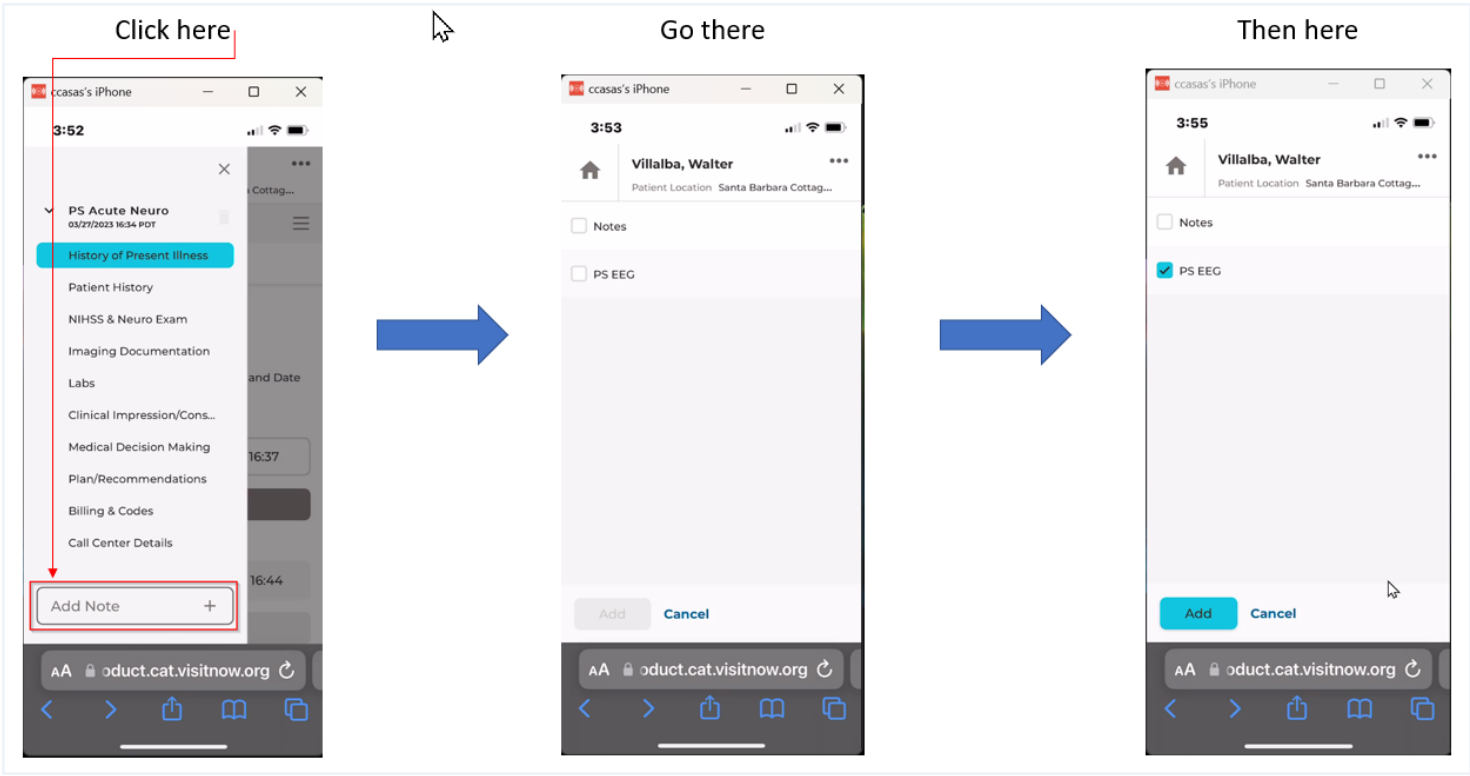

Two Smart Notes Forms

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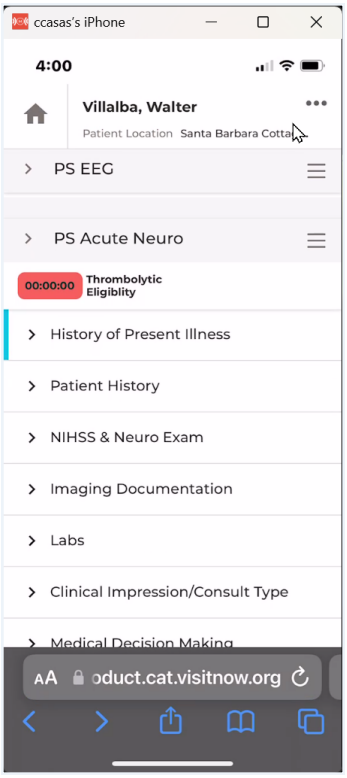

Browser Notifications

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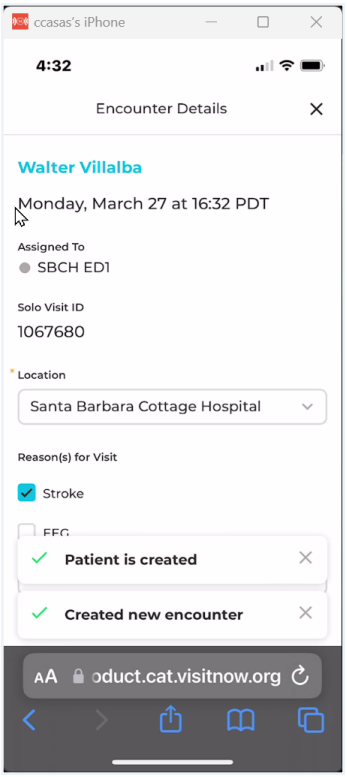

Encounter Details

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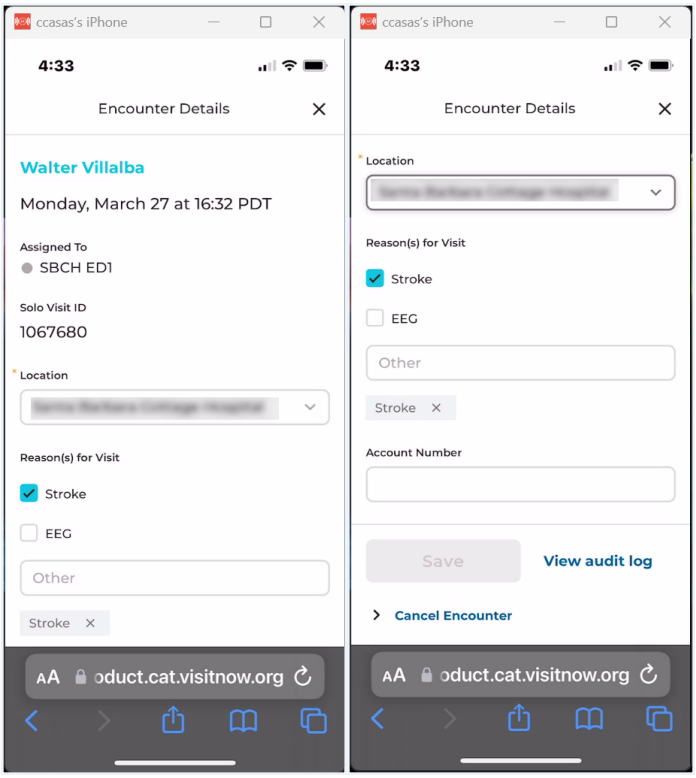

Start or Continue Note in Patient Panel

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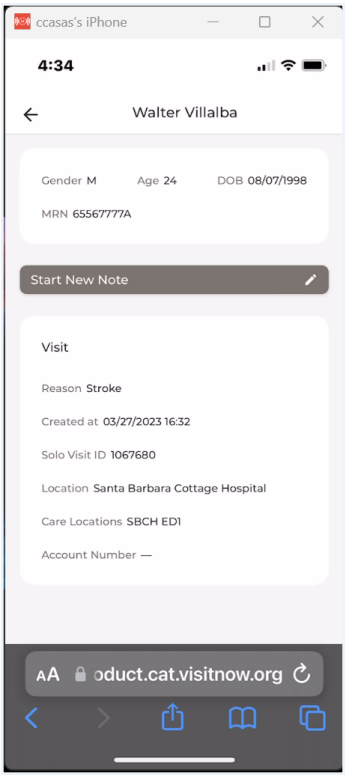

Patient Banner and Template Sections on top of Smart Notes Documentation

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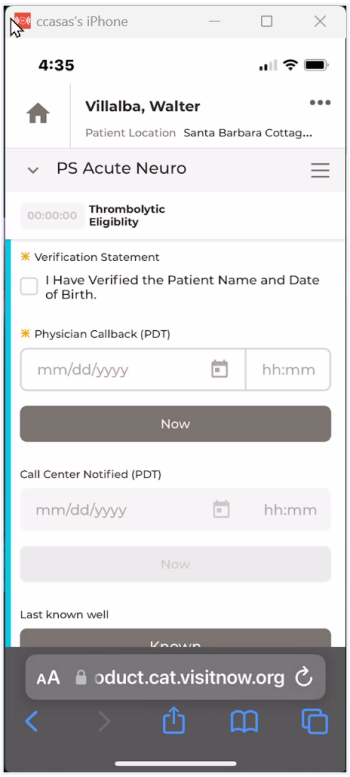

Imaging Module

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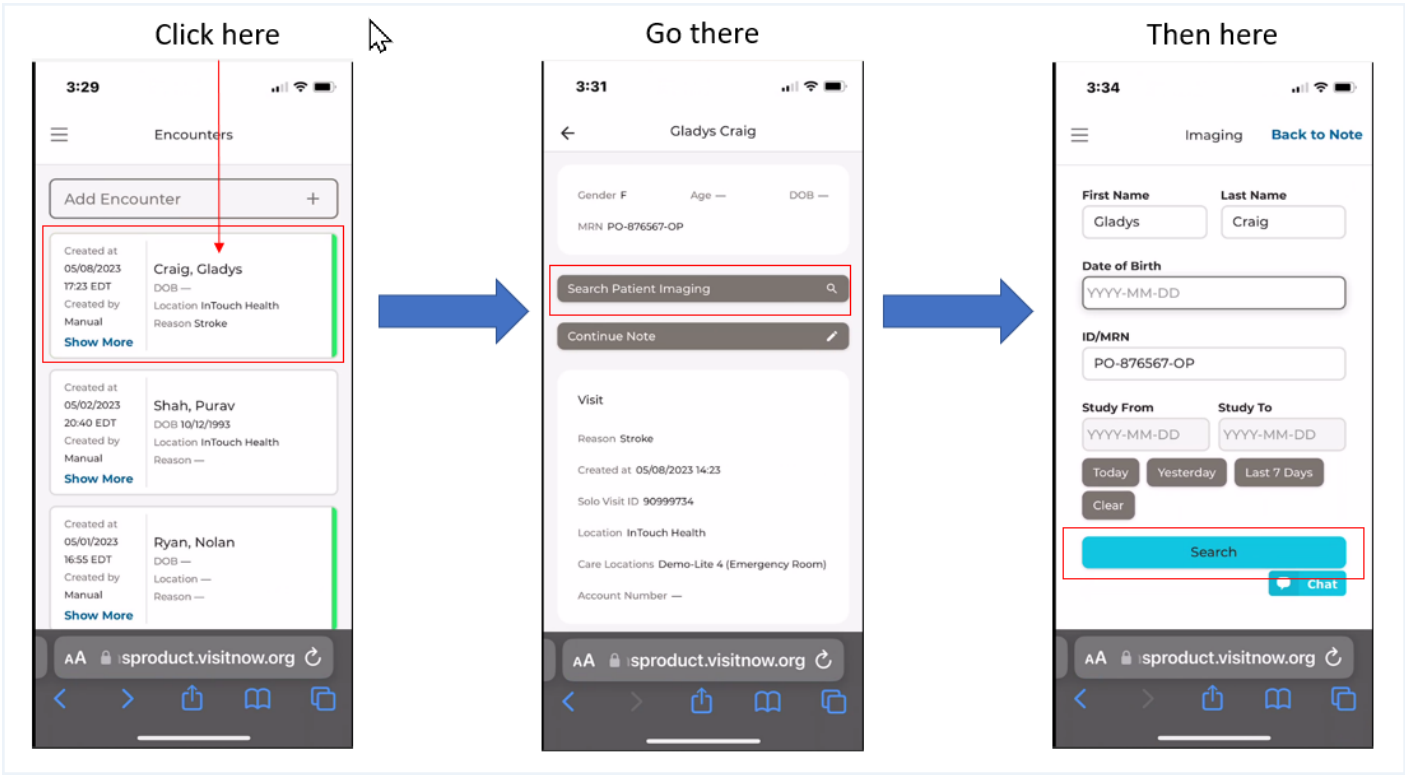

Patient Panel

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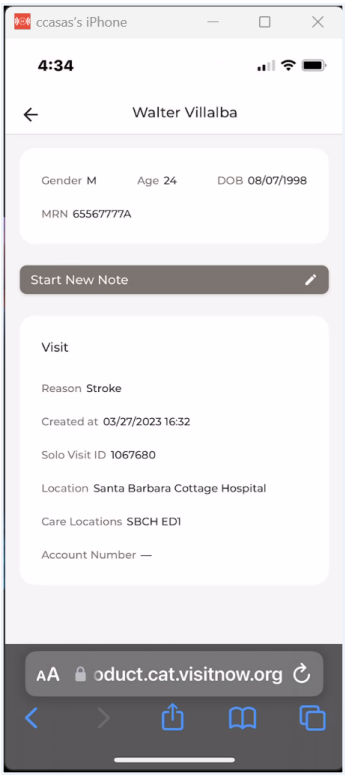

Displaying the Smart Notes template sections

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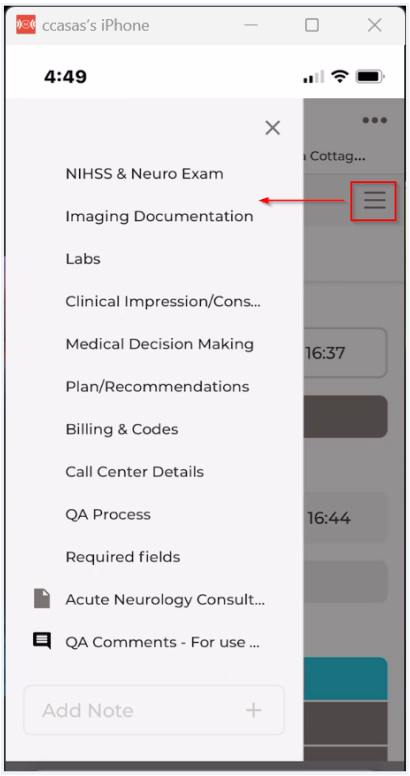

Going back to the patient panel while documenting

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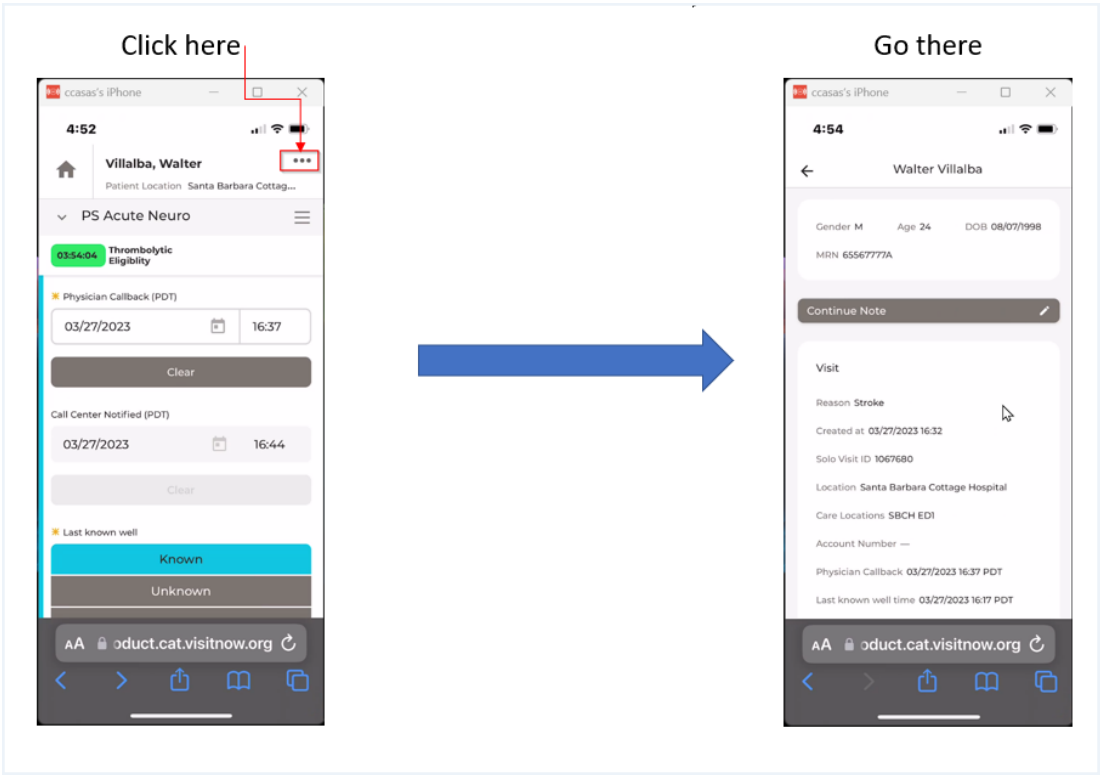

Smart Notes documentation & timer

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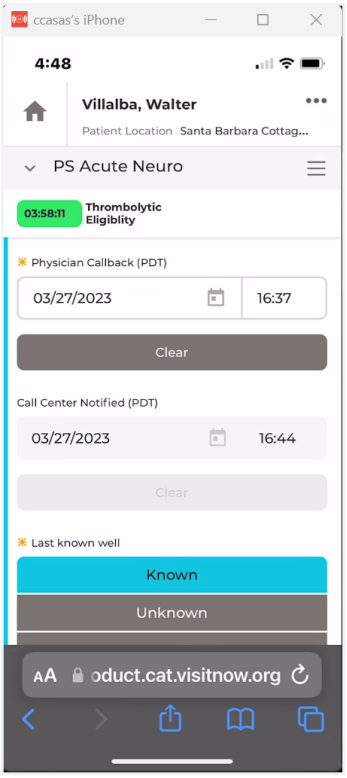

Required fields & notification

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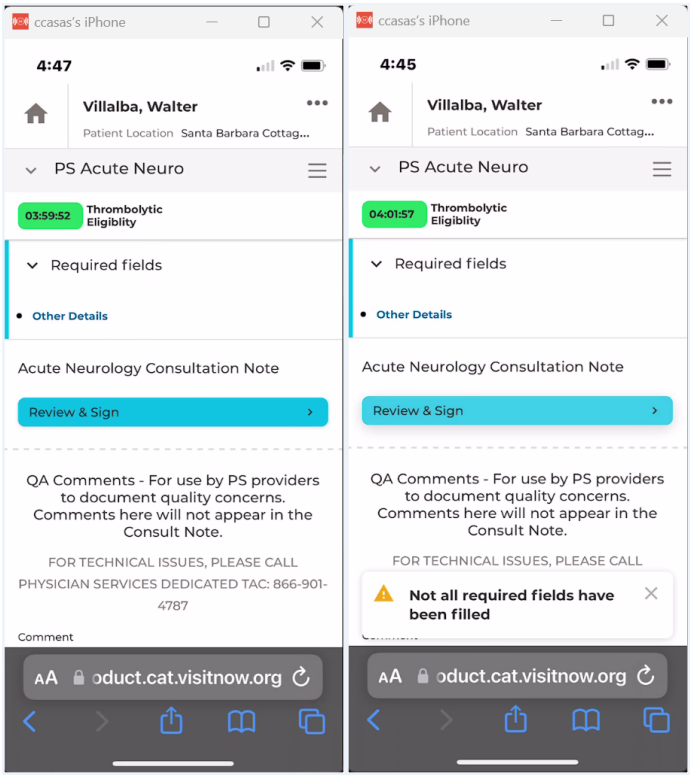

Preliminary Consult Note

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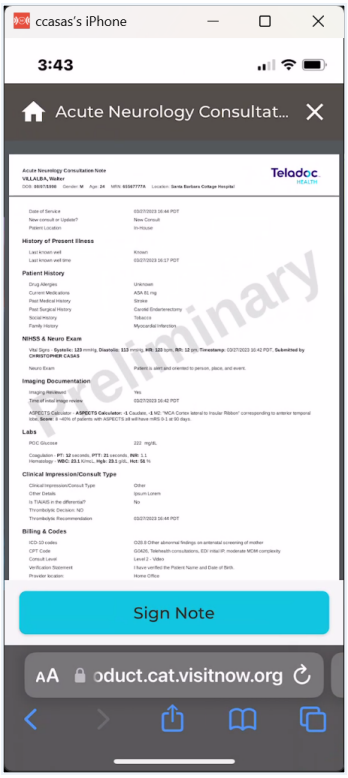

Signed Consult Note

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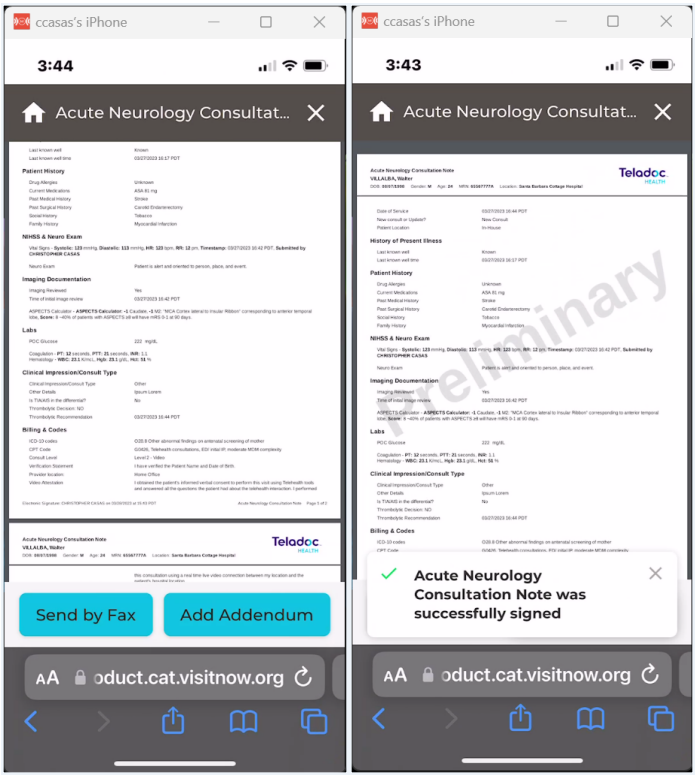

Adding a legacy Addendum

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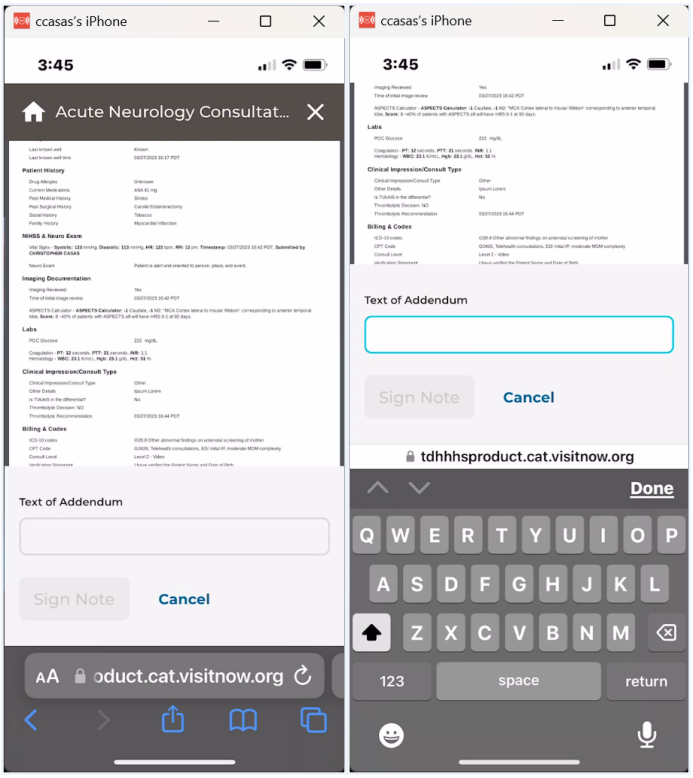

NOTE: Amended and addendum (Follow up) consult notes are not supported.

Manual Faxing with preconfigured Fax Destination (Contact)

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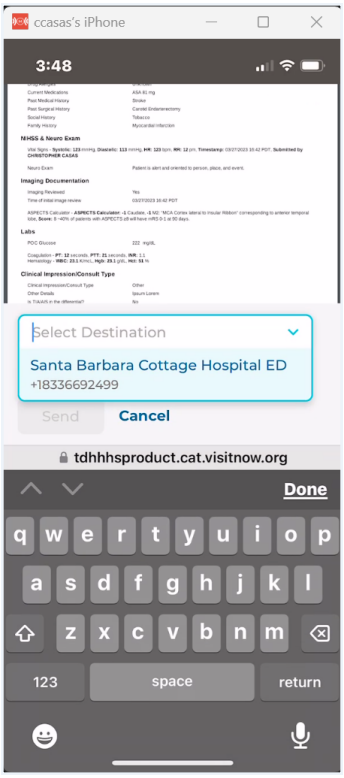

Manual faxing with new Fax Contact

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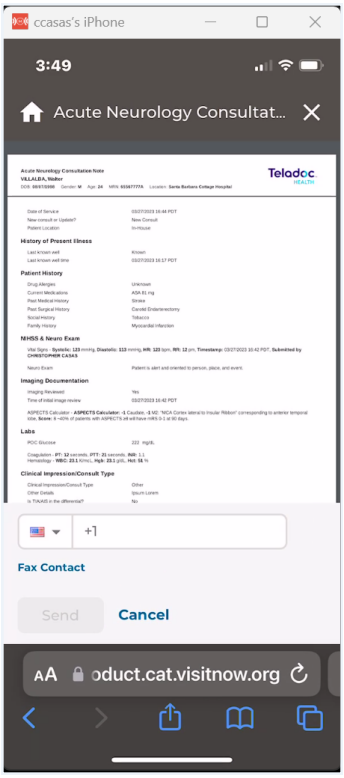

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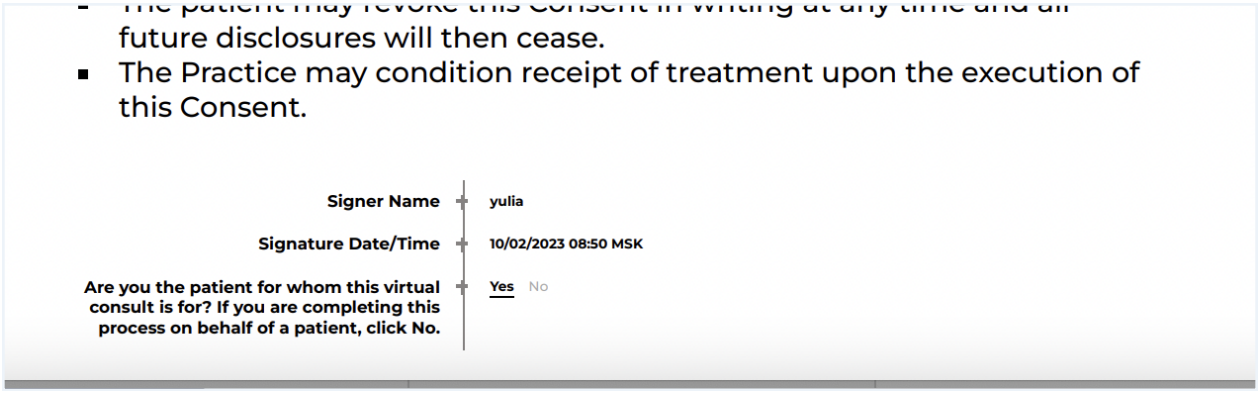
Patient App

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.

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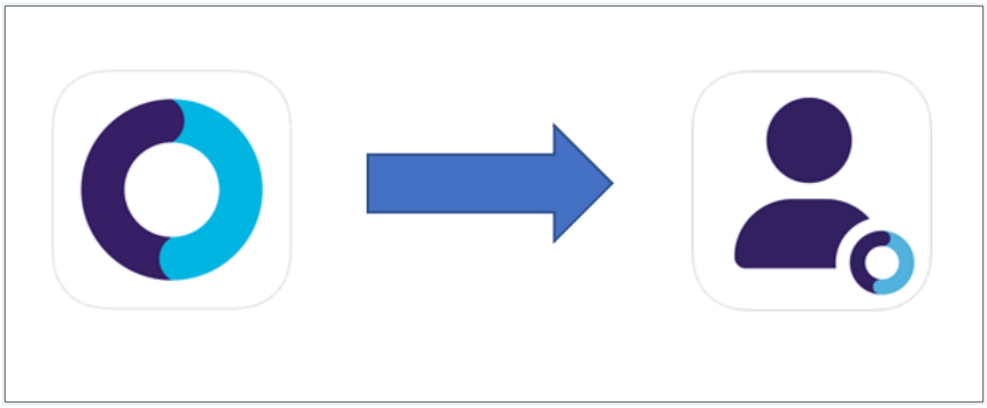

Key	Component	Version	Operating System
IOS-2069	IOS Patient App	45.0	iOS
2020.6.2: N/A			

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Analytics

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

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.

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

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Connected Devices

Teladoc Health **Connected Devices** release of the Windows devices software, Windows Provider Access, iOS Provider Access and iOS Viewpoint rolled out to devices **Beginning** September 12, 2022. If your device or Viewpoint system experiences interruptions while upgrading to the latest release, contact the Technical Assistance Center at tac@teladochealth.com or 877-484-9119.

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.

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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).

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

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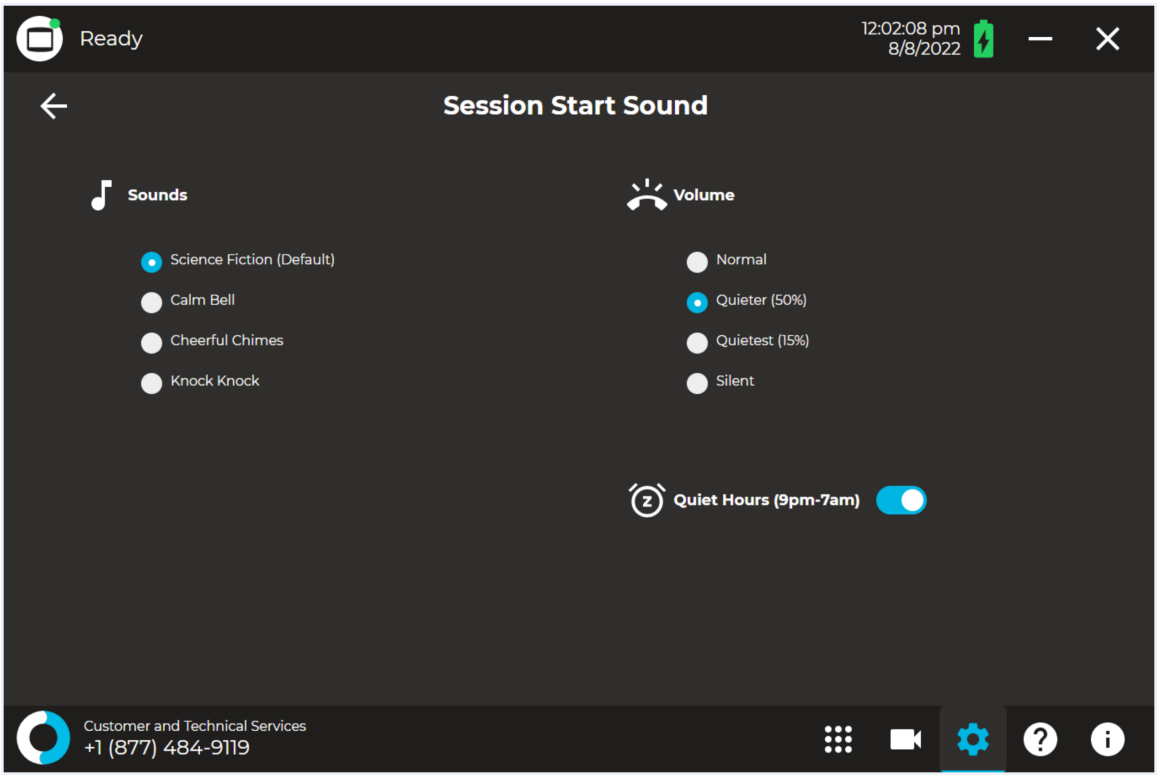

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About Teladoc Health

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.

RFC-5496 | February 14, 2023, Teladoc Heath Inc. All rights reserved.