



Teladoc Health™

Quarterly Release Notes

Q2 2023



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Release Notes for Quarter 2, 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 Q2 development efforts.

The Teladoc Health Solo™ Platform releases do not align to a calendar quarter. The Q2 engineering development continued through beginning of May and will be enabled in Production environments August 16, 2023. Q1 Feature set release toggles will be enabled for all clients early morning Aug 23, 2023.

Q2 2023 Solo Platform Releases

Analytics Portal

- Default date ranges for all dashboards have been updated to 01-01-23 thru 12-31-23 for all workbooks.

Connected Devices

Teladoc Health **Connected Devices** includes Standardize TV Pro UI for Inpatient Connected Care usage.

Fleet Access Manager (formally Admin Center)

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

All Access Program Management:

Client Administrators are now able to manage All Access Programs.

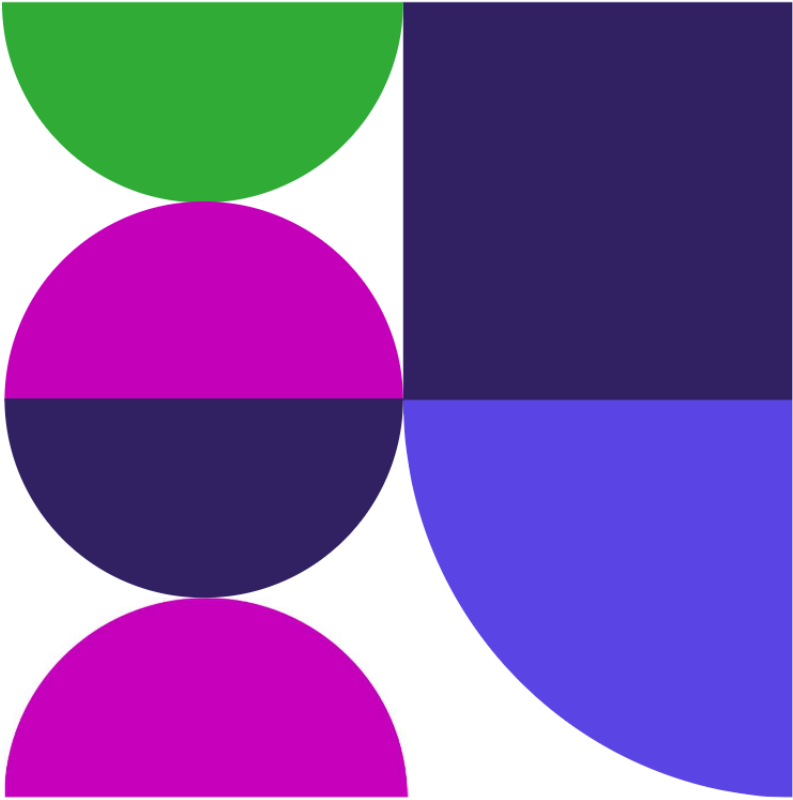
In the Program index page, all access programs are now manageable. Clicking the row of a program will direct the user to the "Users" and the "Devices" page for that program. Using these pages a Client Administrator can add or remove users or devices from a Program.

Key	Component	Version	Operating System
HHS-104	Solo Platform, Platform Administration	2023.2.4	Mac, Windows, iOS, Android

Release Feature Toggle: No

Manage All Program Types

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HEALTH



Programs

Use the Programs page to display all of the Teladoc Health programs for all of your organizations in your tenant.

The screenshot shows the 'Programs' page in the Teladoc Health Admin Center. The page title is 'Programs' with the subtitle 'Manage the programs in your telehealth tenant.' The left sidebar contains navigation items: Users, Devices, Locations, Organizations, Programs (highlighted), Practices, and Services. The main content area features a search bar with a magnifying glass icon and the text 'Search', a 'Search' button, and an 'Export CSV' button with a download icon. Below the search bar is a table with the following data:

Program Name
AC Demo Behavior Health
AC Demo Cardiology
AC Demo Family Medicine

Two callout boxes are present: one pointing to the search bar with the text 'Search for one or more programs.' and another pointing to the 'Export CSV' button with the text 'Click here to create a CSV report of the current page.'

Programs

Use the Programs page to display all of the Teladoc Health programs for all of your organizations in your tenant, to add a new program and to grant access to them.

Programs
Manage the programs in your telehealth tenant.

Add Program +

Search Search Export CSV

Program Name	Type	Access Type
Guido AC Program	Administrative	All Access
Guido Filtered Program	Unknown	Filtered

Viewing 10



Add Program

Admin Center

Guido

Users
Devices
Locations
Organizations
Programs

Programs
Add Program

Program Name

Organization
Select organization

Program Type

Filtered
 All Access

Save Cancel

Filtered: Users need access to some device. New users are setup manually

All Access: All users need access to all devices now and in the future

Name: Friendly Name
Organization: Internal Division that the program belongs to

Program Composition

Fleet Access Manager

Guido Division 4 All Access Program


Users Devices

Name	Type	Specialty	Email	Username
Dummy User	User		C5paccasasi111@TeladocHea...	tspaccasasi123
Guido Spaccasasi	User		s.paccasasi.guido@gmail.com	guidogmail
Guido Test	User		GuidoTesting@Mallinator.com	guidotesting104
Guido Test	User		GuidoTesting104@Mallinator.c...	guidotesting104
Guido Test	User		Guido.Testing@Mallinator.com	guidotest106
Guido Test	User		GuidoTesting12@Mallinator.c...	guidotesting12
Guido Test	User		GuidoTesting107@Mallinator.c...	guidotesting107
Guido Test	User		GuidoTesting106@Mallinator.c...	guidotesting106








Users: Shows the users that belong to the program
Devices: Shows the users that belong to the program

Guido Division 4 All Access Program ✓ All Access

Manage user access and devices in your program.

Add Device to Program 

Users Devices

<input type="checkbox"/>	Name	Type	Serial Number	
<input type="checkbox"/>	Guido 101943	 Viewpoint and TV Pro Win Viewpoint SW v1	101943	...
<input type="checkbox"/>	Guido 102100	 Viewpoint and TV Pro Win Viewpoint SW v1	102100	...
<input type="checkbox"/>	Guido Device - 102108 - Edited	 Viewpoint and TV Pro Win Viewpoint SW v1	102108	...
<input type="checkbox"/>	Guido Device - 102155	 Viewpoint and TV Pro Win Viewpoint SW v1	102153	...
<input type="checkbox"/>	Guido New Robot 0504 new	 RP-Xpress RP-TranspV3	1875	...
<input type="checkbox"/>	Guido Robot - 102137	 Viewpoint and TV Pro Win Viewpoint SW v1	102137	...
<input type="checkbox"/>	Guido Robot 101456	 Viewpoint and TV Pro Win Viewpoint SW v1	101456	...

Programs | Guido Division & All Access Program | Add User

Add User

Add Users to Program

Search

Name	Type	Specialty
<input type="checkbox"/> Alice Blah	User	Other
<input type="checkbox"/> Dummy User	User	
<input checked="" type="checkbox"/> Guido Spaccasassi	User	
<input checked="" type="checkbox"/> Guido Test	User	
<input type="checkbox"/> Guido Test	User	
<input type="checkbox"/> Guido Test	User	
<input type="checkbox"/> Guido Test	User	
<input type="checkbox"/> Guido Test	User	
<input type="checkbox"/> Guido Test	User	
<input type="checkbox"/> Guido Test	User	
<input type="checkbox"/> Guido Test	User	

1 2 3 >

[Add 2 Users to this program](#) [Cancel](#)

Programs | Guido Division & All Access Program | Add Device

Add Device

Add Devices to Program

Search

Name	Type	Seller Number
<input type="checkbox"/> Device - 102163 - Lease	Viewpoint and TV Pkg With Viewpoint 39V v1	102163
<input type="checkbox"/> Guido 101943	Viewpoint and TV Pkg With Viewpoint 39V v1	101943
<input type="checkbox"/> Guido 102100	Viewpoint and TV Pkg With Viewpoint 39V v1	102100
<input type="checkbox"/> Guido Device - 102108 - Software	Viewpoint and TV Pkg With Viewpoint 39V v1	102108
<input type="checkbox"/> Guido Device - 102155	Viewpoint and TV Pkg With Viewpoint 39V v1	102155
<input type="checkbox"/> Guido New Robot 0594 new	3D Surgical HD-Turntable	1075
<input type="checkbox"/> Guido Robot - 103127	Viewpoint and TV Pkg With Viewpoint 39V v1	103127
<input type="checkbox"/> Guido Robot 101405	Viewpoint and TV Pkg With Viewpoint 39V v1	101405
<input type="checkbox"/> Integrations Tablet	Viewpoint and TV Pkg With Viewpoint 39V v1	101716
<input type="checkbox"/> New Name 101940	Viewpoint and TV Pkg With Viewpoint 39V v1	101940

1 2 >

[Add 0 Devices to this program](#) [Cancel](#)

Fleet Access Manager brand release:

The Admin Center is going to be rebranded. The new name is Fleet Access Manager, the logo in the top left will be updated as well as the success, error, and warning messages.

The URLs are going to be updated:

New URL

- CAT: <https://fleetaccessmanager.cat-teladochealth.io/users>
- Production: <https://fleetaccessmanager.intouchhealth.com>

Old URL

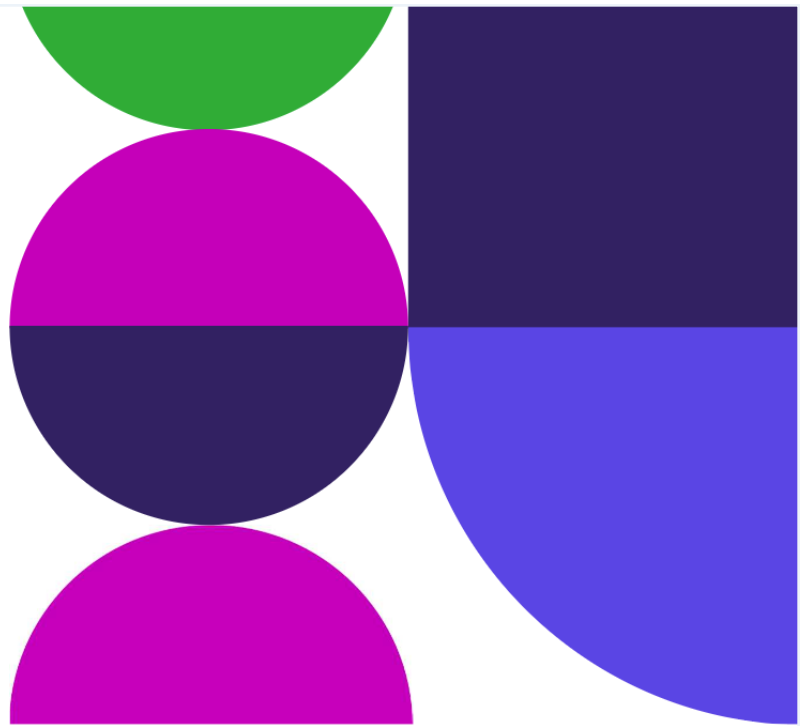
- CAT Admin Center (cat-teladochealth.io) - <https://admin-center.fsp.cat-teladochealth.io/users>
- Production <https://admin-center.intouchhealth.com>

Key	Component	Version	Operating System
HHS-365	Platform Administration	2023.2.4	Mac, Windows, iOS, Android
Release Feature Toggle: No			

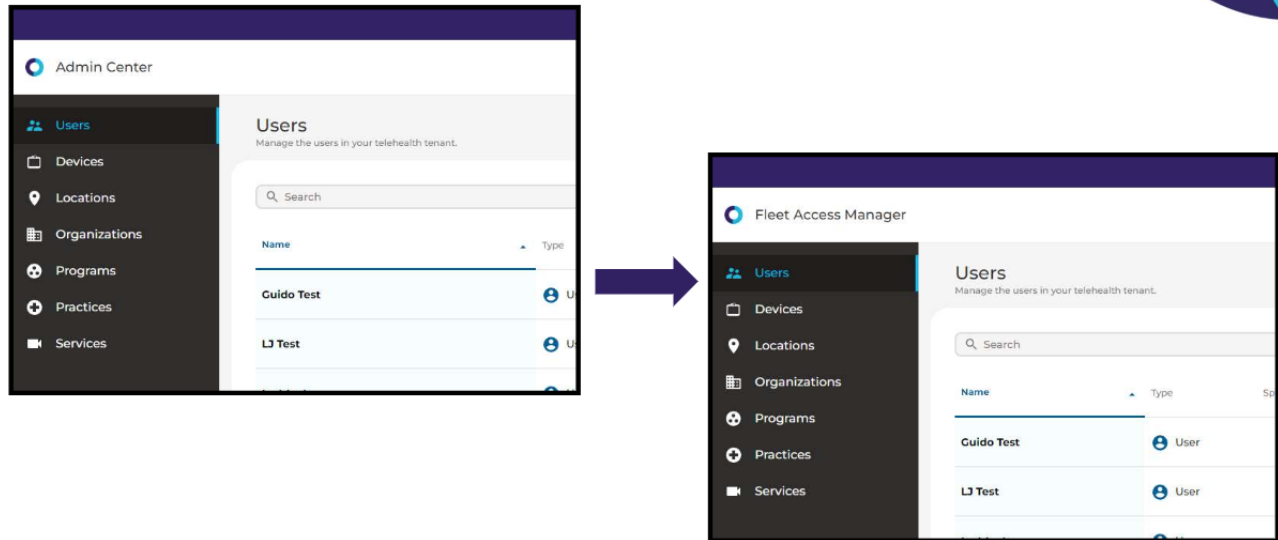
Fleet Access Manager Branding

From Admin Center to Fleet Access Manager

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Branding changes



Teladoc

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New URLs

New URL

- CAT → <https://fleetaccessmanager.cat-teladochealth.io/users>
- Production → <https://fleetaccessmanager.intouchhealth.com>

Old URL

- CAT → [Admin Center \(cat-teladochealth.io\)](https://admin-center.cat-teladochealth.io) - <https://admin-center.fsp.cat-teladochealth.io/users>
- Production → <https://admin-center.intouchhealth.com>

Adding Solo users to a Tenant using Fleet Access Manager:

Client Administrators are now able to add Solo users. User creation is done in two steps, a first step with personal information:

- First Name
- Last Name
- Email
- Organization
- Federated Authentication (Optional)

After this first step, a second form is displayed to add the user being created to a Practice. This second step allows the client administrator to choose:

- Practice
- Role
- Service (Optional)

The Practices shown in the second step are the ones associated with the Tenant.

The Roles shown are the ones allowed for all the selected Practices.

The Services shown are the services that are associated with the selected Practices.

Key	Component	Version	Operating System
HHS-364	Platform Administration	2023.2.4	Mac, Windows, iOS, Android
Release Feature Toggle: No			

Adding Solo Users

From Admin Center to Fleet Access Manager



Users

Use the Users page to view, add, activate, deactivate, and edit users, including configuring care location access for users in your organization and view user history.

The screenshot shows the 'Users' page in the Admin Center. The page title is 'Users' with the subtitle 'Manage the users in your telehealth tenant.' There is a search bar and an 'Export CSV' button. A table lists users with columns for Name, Type, Email, Username, and Ssn. Callouts point to the search bar, the 'Add User' button, the 'Export CSV' button, a user row, and the three-dot menu for a user.

Name	Type	Email	Username	Ssn
abctest_Ym0ATJ	User	jsau123@mailinator.com	st_ssmk0u5...	Deactivated
[REDACTED]	User	[REDACTED]	kkumar_ps	...
Ab0AQpIjgeFEAUW66uXk0F...	User	ofxolK5kmYcyDooxP55IQHZBD...	m9-ck_nzm2L...	...
AC Enterprise User	Admin	abcd@1234.com	acenterprise...	...

Callouts:

- Search for one or more users.
- Click here to add a user.
- Click here to create a CSV report of the current page.
- Click in a user's row to display their care locations.
- Click here to edit a user, modify or display access to care locations (devices), reset a user's password, or display the user's history.



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Add Users

1. Click **Users** in the left navigation panel.
2. Click **Add Users** in the upper right hand corner.

The screenshot shows a web interface for adding a new user. At the top left, there is a navigation menu with 'Users' selected. The main heading is 'Add User'. The form contains the following fields: 'First name' and 'Last name' (two separate input boxes), 'Email address' (one wide input box), 'Username' (one wide input box), and 'Organization' (a dropdown menu currently showing 'Admin Center Demo'). There is a checkbox for 'Federated Authentication' which is unchecked. Below the form, there is a small warning icon and text: 'Adding a new user to your account may impact the number of users you are billed for. Consult with your sales rep for details regarding additional user license fees.' At the bottom of the form are two buttons: 'Save' and 'Cancel'.

Adding Solo Users

COMING WHEN PI CODE GETS RELEASES (LATE JULY)

1. After clicking save a new step appears to Practices and Services to the user
2. Choose one or more Practices
3. Choose one Role
4. Choose one or more services available in the selected Practice

Users

Guido's Tenant

Create User

Practices

Guido's Main Practice x Guido's Secondary Practice x

Role

Practice Admin x

Services (optional)

Main Practice Service 1 x Rivendel Practice x

Save

Access Map Download:

Client Administrators will be able to download the Access Map of a Filtered Program. The access maps download button is in the 3 dots of the program row on the Program page, clicking the dots displays a menu with the option to download the Access Map labeled "Access Map"

Key	Component	Version	Operating System
HHS-139	Platform Administration	2023.2.4	Mac, Windows, iOS, Android
Release Feature Toggle: No			



Download Access Map

WHERE TO DOWNLOAD THE MAP

In the Program Page there is an option to download an Access Map of a **Filtered** Program.

All Access program don't use Access Maps because they would be all painted.

The screenshot shows a web interface for managing programs. At the top, there's a header 'Programs' with a sub-header 'Manage the programs in your telehealth tenant.' and an 'Add Program +' button. Below the header is a search bar and an 'Export CSV' button. The main content is a table with three columns: 'Program Name', 'Type', and 'Access Type'. The table contains three rows: 'Guido Filtered Program' (Administrative, Filtered), 'Guido All Access Program' (Administrative, All Access), and 'Dummy' (Unknown, All Access). The 'Guido Filtered Program' row is highlighted, and a dropdown menu is open for its 'Access Type' column, showing 'Edit' and 'Access Map' options.

Program Name	Type	Access Type	
Guido Filtered Program	Administrative	Filtered	*** Edit Access Map
Guido All Access Program	Administrative	All Access	Edit
Dummy	Unknown	All Access	***

Download Access Map

HOW THE MAP IS SHOWN

The downloaded file is the Excel file that would be request to FleetOps but self served.

Green: Filtered type Access

Blue: All Access type Access

	A	B	C	D	E	F	G	H	I	J	K	L
1	Program: Guido Filtered Program											
2	Organization: Guido Division 1											
3	Date: 06/29/2023 16:12:45											
4	Displaying 5 user(s) and 9 care location(s) in the access map											
5			Win Viewpoint SW v2 - 900013	Win Viewpoint SW v2 - 900015	RP-Lite v2 - 10067	Mini Tabletop v1 - 102673	Mini Tabletop v1 - 103024	Win Viewpoint SW v1 101456	Win Viewpoint SW v1 101776	Win Viewpoint SW v1 101940	TV Pro V2 (TV Pro One v3) - 101451	
6			Andy CL 01	Andy CL 09	AutoQA: Lite V2 (10067)	Mini Tabletop v1 (102673)	Mini Tabletop v1 (103024)	Guido Robot 101456	Integrations Tablet	New Name 101940	Viewpoint 101451	
7	Artem Lyubchuk (artemlyubchuk)	ALyubchuk@teladohealth.com										
8	Belen Moretti (beluvirtualnurse)	beluvirtualnurse@mailinator.com										
9	Brendan Keane (bkeane)	BKeane@InTouchHealth.com										
10	Demo Nurse (demo.nurse1)	DDE3D26_jduke@intouchhealth.com										
11	Guido Spaccasassi (tspaccasassi)	GSpaccasassi@teladohealth.com										
12												
13												
14												
15												
16												
17												
18												
19												



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Solo Platform

User Experience Enhancement:

Document Feature: Customers can now request to disable meeting transcriptions for their practices enabled for Teams integration.

Key	Component	Version	Operating System
ACS-1509	Platform Administration, Web Provider App	2023.2.5	Mac, Windows, iOS, Android
Release Feature Toggle: No			

User Experience Enhancement:

Document Feature: Customers can now request to disable meeting recording for their practices enabled for Teams integration.

Key	Component	Version	Operating System
ACS-1064	Platform Administration, Web Provider App	2023.2.5	Mac, Windows, iOS, Android
Release Feature Toggle: No			

Platform Enhancement:

General improvement to make patients feel comfortable by letting the providers know the patient preferred name, so provider can address to the patient in the proper way.

If the release toggle PatientPreferredNameGAv1 is ON, then the patient preferred name could be collected:

- from external integration via HL7 messages
- from the provider application on the patient demographics page
- from the patient application if on the service level Name collection is enabled (Service settings -> Patient Journey -> Demographics -> Name = On)

The provided preferred name displayed:

- in the provider application in the patient demographics page
- in the provider application in the right panel visit details
- in the provider and patient applications in the video-call preview and chat

Key	Component	Version	Operating System
HHS-427	Backend, Frontend	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: PatientPreferredNameGAv1			

Platform Enhancement:

Located within the recently established "Reporting" tab on the left panel of the Solo UI, users can now readily access their A/V Quality Surveys.

This report provides users with valuable insights into the feedback received from both providers and patients concerning the A/V Quality experienced during various communication scenarios, including provider-to-provider calls, provider-patient visits, and group visits.

This data can be accessed after enabling the release toggle RestructureUIOnReporting.

Key	Component	Version	Operating System
HHSINT-494	Solo Platform	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: RestructureUIOnReporting			

Platform Enhancement:

The health system external account number is now displayed in the encounter creation modal ("Add Encounter +"), which will improve efficiency for users who were previously redirected to the encounter Details modal after adding an encounter where users would enter the account number.

Key	Component	Version	Operating System
SOG-222	Audit Log, Back-end, Encounter Creation, Front-end	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Report Generator

Platform Enhancement:

An Episode of Care contains information pertaining to the affiliation of a Patient with a Healthcare Provider during a specific timeframe, during which interconnected healthcare activities may transpire.

For all entities incorporating Episodes of Care within their operational processes, you can now access the complete set of the following data elements through the Report Generator:

1. Name
2. Type
3. ID
4. Start Date
5. End Date
6. Objective
7. Status
8. Reason for Objective Incomplete

This data can be accessed after enabling the release toggle `UnifiedSoloReporting2023Q2`.

Key	Component	Version	Operating System
HHSINT-451	Report Generator	2023.2.2	Mac, Windows, iOS, Android
Release Feature Toggle: <code>UnifiedSoloReporting2023Q2</code>			

Provider App

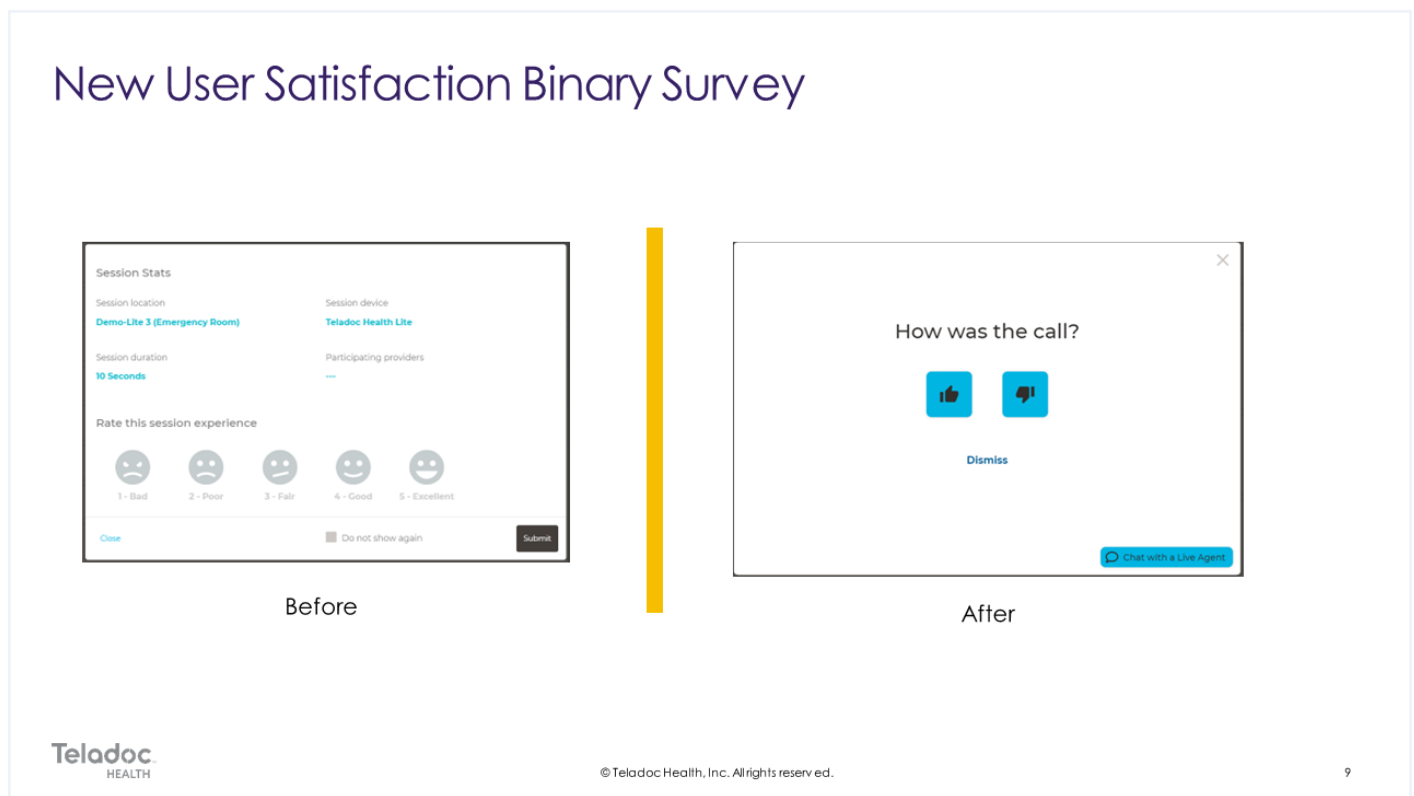
The Provider App is available as a browser-based or desktop App used primarily for scheduled and on-demand low and medium acuity care.

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

Windows Provider Access Software

User Experience Enhancement:

New User Satisfaction Survey: Partitioners will now receive a binary survey with a thumbs-up or down option at the end of a session. Users who select a thumbs-down rating are prompted for details about their experience. Results can be made available to your organization.

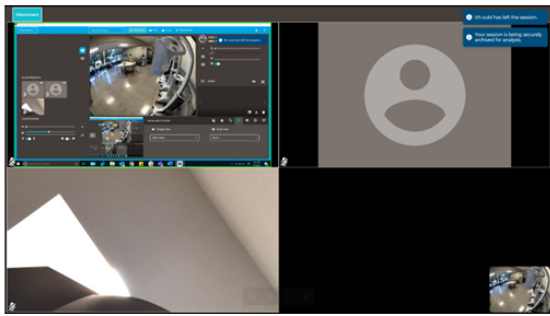


Key	Component	Version	Operating System
PAS-5751	Windows Provider Access Software	46.1	Windows
Release Feature Toggle: No			

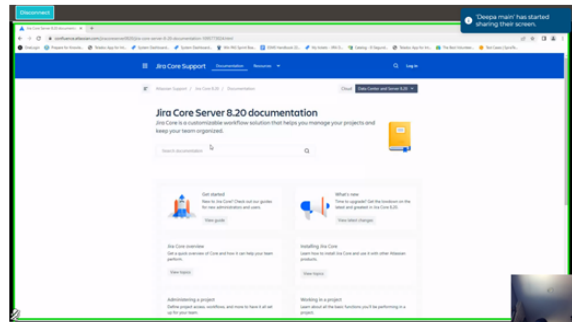
User Experience Enhancement:

Guests participating in a session can now enjoy a better full-screen view of the Hosts' shared desktop without the distraction of seeing other participants in the call.

Improved Remote Desktop Sharing Experience



Before



After

Before, when two or more participants viewed the Hosts shared desktop, the remote desktop view would display on a quarter of their screen. With this update, regardless of the number of participants on the call, they will each view the remotely shared desktop in full screen.



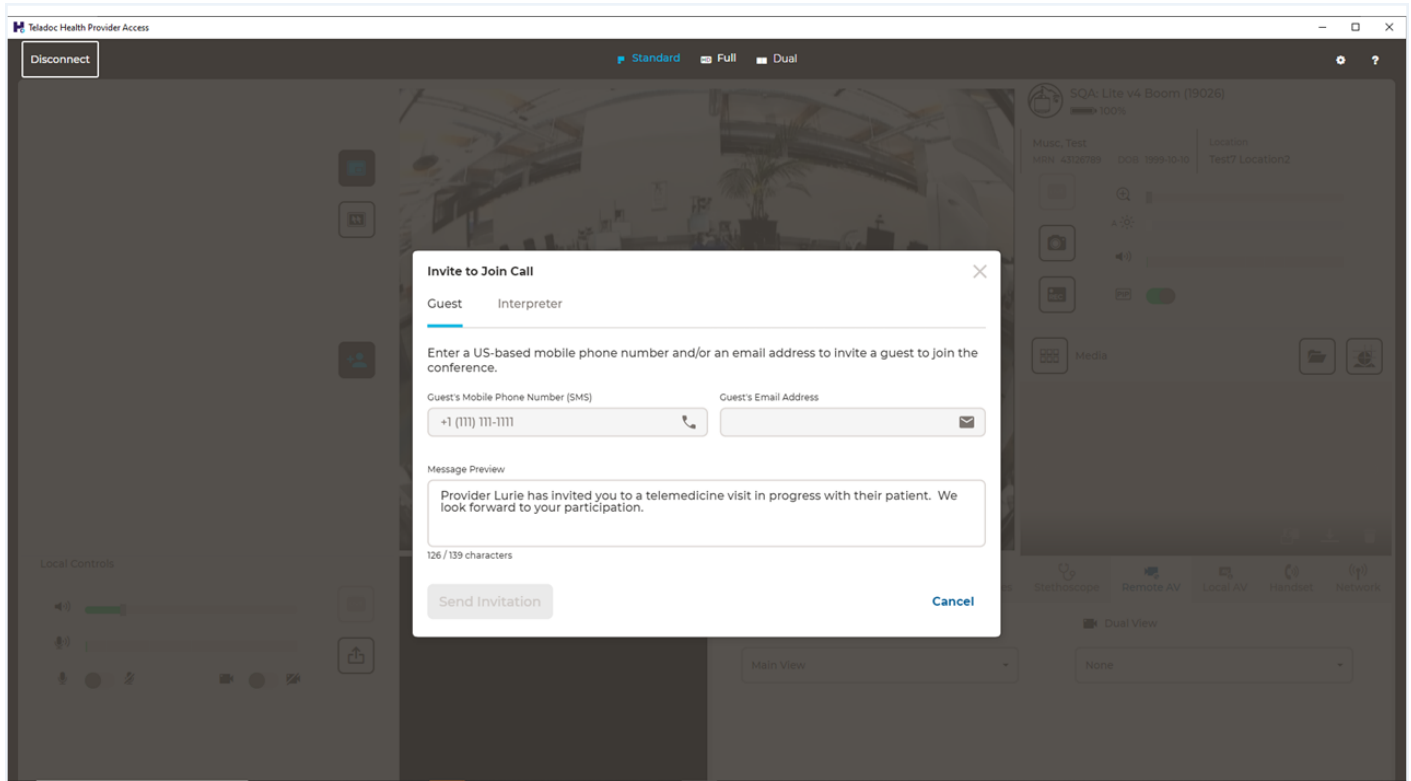
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Key	Component	Version	Operating System
PAS-4951	Windows Provider Access Software	46.1	Windows
Release Feature Toggle: No			

User Experience Enhancement:

Practitioners now have the option to personalize the message that their guests receive when they are invited to a session via email or SMS. This customizable guest invite feature allows for a more tailored and personalized experience for both the practitioner and the guest.



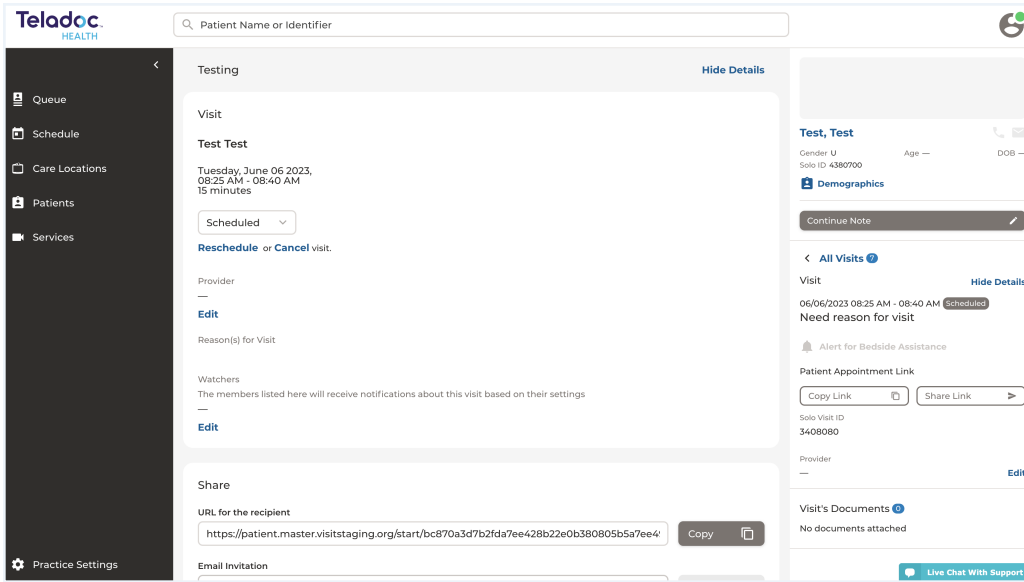
Key	Component	Version	Operating System
PAS-5773	Windows Provider Access Software	46.1	Windows
Release Feature Toggle: No			

Provider App

User experience enhancement:

We have successfully released a new feature allowing Providers to conveniently reschedule appointments within Solo using both the user interface (UI) and the application programming interface (API). This enhancement significantly improves the workflow for our users, eliminating the need to cancel and subsequently schedule a new appointment as was previously required.

To leverage this valuable feature, please enable the "AppointmentRescheduling" release toggle in our latest release.

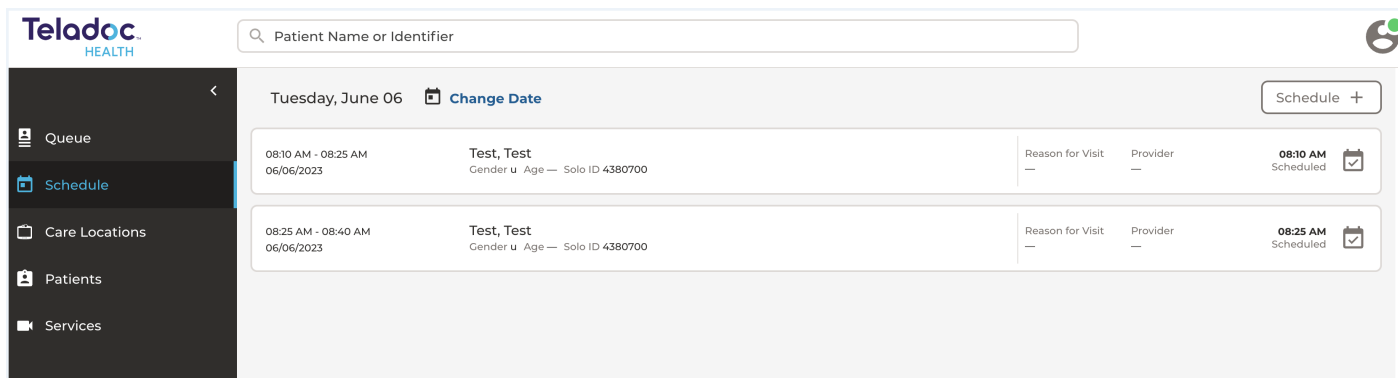


Key	Component	Version	Operating System
HHSINT-384	Provider App	2023.2.2	Mac, Windows, iOS, Android
Release Feature Toggle: AppointmentRescheduling			

User experience enhancement:

We are delighted to announce the inclusion of an important enhancement in our Solo application. Users will now have the ability to view the precise end time of appointments within various sections of the app, including the queue page, schedule page, and other relevant areas. Prior to this update, users faced the inconvenience of not being able to ascertain the duration of scheduled visits, which was suboptimal.

To leverage this valuable feature, please enable the "AppointmentScheduledDuration" release toggle in our latest release.



Key	Component	Version	Operating System
HHSINT-324	Provider App	2023.2.2	Mac, Windows, iOS, Android
Release Feature Toggle: AppointmentScheduledDuration			

User experience enhancement:

Filtering labels are being updated to ensure consistency across Solo. On the Encounters dashboard, the "Period of Time" filter has been renamed to "Timeframe". In addition, for the Timeframe dropdown, the "Select Date Range" option, "From" has been relabeled to "Start" and "To" relabeled to "End".

Before:

The screenshot shows a filter interface titled "Period of Time". It features a dropdown menu with the text "Select Date Range" and a downward arrow. Below this are two input fields. The first is labeled "From" and contains a calendar icon, the text "mm/dd/yyyy", and a close button (X). The second is labeled "To" and also contains a calendar icon, the text "mm/dd/yyyy", and a close button (X).

After:

The screenshot shows the updated filter interface titled "Timeframe". It features a dropdown menu with the text "Select Date Range" and a downward arrow. Below this are two input fields. The first is labeled "Start" and contains a calendar icon, the date "8/27/2023", and a close button (X). The second is labeled "End" and contains a calendar icon, the date "8/29/2023", and a close button (X).

Key	Component	Version	Operating System
SOG-259	Web Provider App	2023.2.2	Mac, Windows, iOS, Android
Release Feature Toggle: No			

User experience enhancement:

Teladoc Admin team can now enable wet signatures, allowing providers to apply free-form drawn signatures directly on clinical notes. This feature ensures compliance with specific regional

requirements. To enable wet signatures on clinical documentation, please reach out to your customer support representative for assistance. Teladoc remains dedicated to providing comprehensive solutions that meet user needs and regulatory compliance.

Key	Component	Version	Operating System
HHSINT-431	Provider App	2023.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: No			

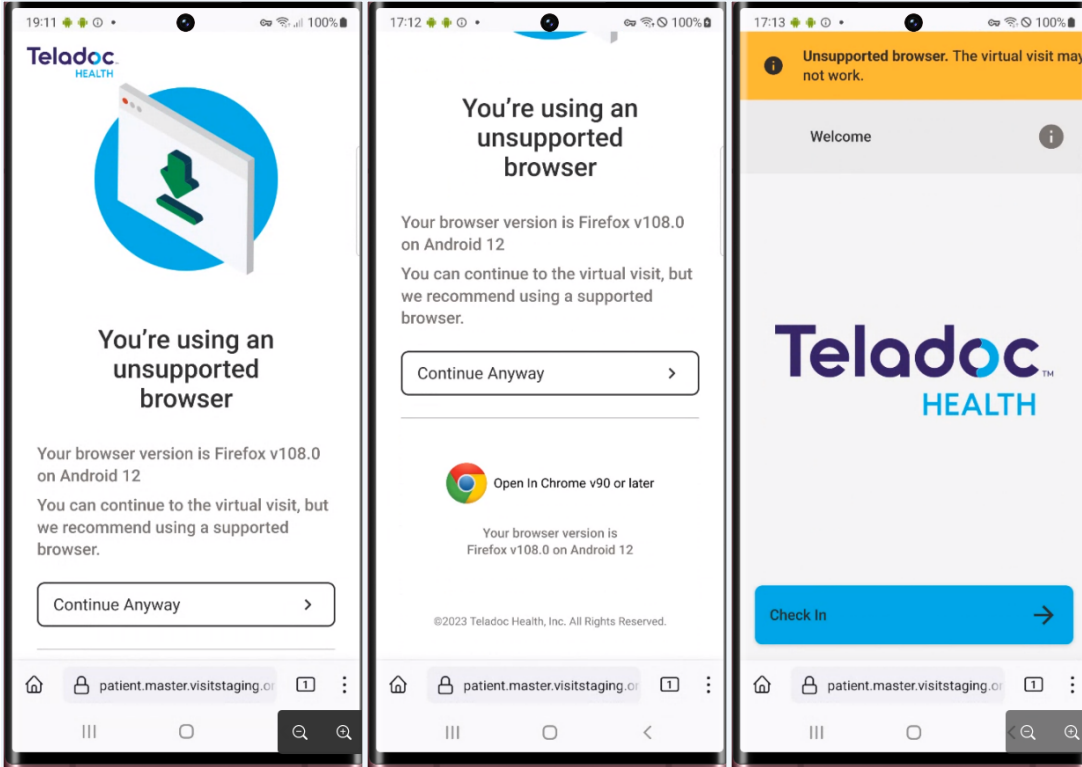
User experience enhancement:

We have resolved an issue where certain Provider and Patient email notifications lacked the rescheduled from and rescheduled to times. Our notification system has been updated to include these crucial details in all relevant rescheduling notifications, ensuring accurate scheduling information for Providers and Patients. This enhancement improves efficiency and facilitates effective coordination in scheduling adjustments.

Key	Component	Version	Operating System
HHSINT-446	Provider App	2023.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: SendNotificationsWhenAppointmentRescheduled			

User experience enhancement:

Patient experience improvements. Configuration option provided which allows patients to use unsupported browsers to receive medical care with additional notification to patients as separate page and application banner.



Key	Component	Version	Operating System
SOG-36	Web Provider App	2023.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: No			

User experience enhancement:

Ability to cancel a group session - With the activation of the "SendNotificationsWhenGroupVisitCancelled" release toggle, Providers can now effortlessly cancel group appointments for all patients in one fell swoop. Previously, it was necessary to individually cancel each patient's appointment session, but now you can efficiently terminate the group appointment for all involved patients through our intuitive user interface.

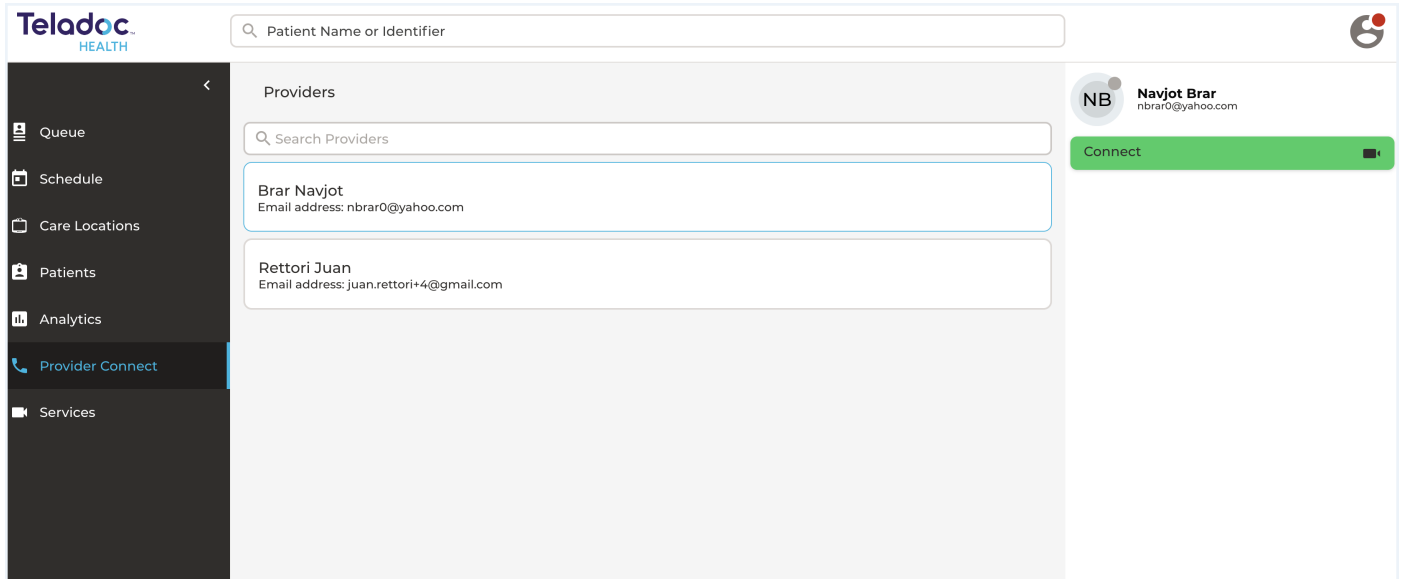
We understand the importance of time-saving measures in your daily operations, and this enhancement aims to empower you with a more efficient and effective cancellation process for group appointments.

Key	Component	Version	Operating System
HHSINT-423	Desktop Provider App, iOS Provider App, Web Provider App	2023.2.4	Mac, Windows, iOS, Android
Release Feature Toggle: SendNotificationsWhenGroupVisitCancelled			

User experience enhancement:

Enable Provider to Provider call in iOS, Android, and browsers With the latest update, Providers now have the ability to make calls to other Providers directly from their mobile devices. This new release toggle, "ProvidertoProviderCallTab," empowers our users to establish efficient connections within the Provider network.

To enhance user convenience, we have moved this feature behind the newly introduced "Provider Connect" tab. By doing so, we have simplified the navigation process and ensured that accessing this feature is more straightforward than ever before. Now, users can easily manage and initiate Provider-to-Provider calls across both web and mobile platforms.

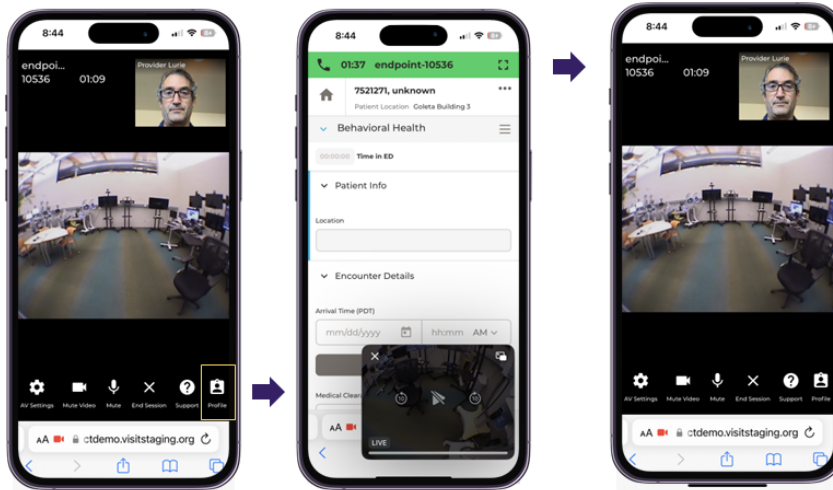


Key	Component	Version	Operating System
HHSINT-325	Desktop Provider App, iOS Provider App, Web Provider App	2023.2.4	Mac, Windows, iOS, Android
Release Feature Toggle: ProviderToProviderCallTab			

User Experience Enhancement:

Practitioners who connect to a scheduled appointment on an iPhone or iPad using Safari will automatically place the live audio and video from the device in Picture-in-Picture (PIP) mode when tapping the patient profile icon. This capability will allow the Practitioner to communicate and view live video from the device while accessing patient information such as ClinicalApps.

Picture-in-Picture (PIP) when connecting to an Encounter on a Device



When connecting to a Device for a scheduled encounter, tapping the Profile icon automatically loads the patient profile and places the live audio and video window in PIP mode. Taping the green header bar will bring you back to the full view mode.

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Key	Component	Version	Operating System
WPAS-2661	Web Provider App	2023.2.5	iOS
Release Feature Toggle: No			

User Experience Enhancement:

Expanded Filtering options.

IF release toggle FiltersOnScheduleAndServicePages is ON

THEN

- Filters appeared on the Services and Schedule pages.
- New filtering options added to Queue, Schedule, Services pages:
 - Filtering by timeframe
 - Filtering by patient name or identifier
- Reset option for Queue, Schedule, Services filters reset the filters to the role default filters state.

Key	Component	Version	Operating System
HHS-534	Web Provider App, Backend, Frontend	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: FiltersOnScheduleAndServicePages			
Key	Component	Version	Operating System
HHSINT-502		2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: RestructureUIOnReporting			

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			

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:

In our ongoing commitment to enhancing the user experience for our patients, we have optimized the positioning of service tiles along with the accompanying text within these tiles on the "Select a Service Page".

This new user interface can be accessed after enabling the release toggle: SelectServiceUIUpdate.

Key	Component	Version	Operating System
HHSINT-519	Patient App	2023.Q2.6	Mac, Windows, iOS, Android
Release Toggle: SelectServiceUIUpdate			
Key	Component	Version	Operating System
TC-7600		2023.1.2	Windows - 32 and 64 bit, and Mac
Release Toggle: AllowToSignFormOnButtonPush			
Key	Component	Version	Operating System
IOS-2069		45.0	iOS
2020.6.2: N/A			

Connected Devices

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 TV Pro devices.

TV Pro devices that are set up for Inpatient Connected Care (ICC) mode will have user experience that is optimized for television.

Key	Component	Version	Operating System
HHS-368	Robot	46.1	Windows 32 and 64 bit
Release Toggle: None			

Analytics

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

User Experience Enhancement:

Users of the Analytics Portal will see new filters and summary bar changes to the Administrative Management and Program Management dashboard.

- In the Administrative Dashboard, the following tabs have been updated:
 - Program Overview
 - Daily Activity
 - Devices
 - Users
 - Care Locations
- In the Program Management Dashboard, the following tabs have been updated:
 - Program Management
 - Care Locations
 - Users
 - Program Type

Introducing the Summary Bar:

- In the Administrative Management and Program Management dashboard, we have implemented a Summary Bar at the top of each tab to provide a unified experience that mirrors the information that was once only available in the Program Overview Tab.
- This addition ensures that you have easy access to key program metrics and insights no matter what tab you are working in.

Enhanced Filters and Rearranged Layout in the Program Overview Tab:

- We have revamped the Program Overview Tab with new and improved filters, enabling you to quickly find the information you need.
- 13 filters have been conveniently relocated to the right-hand side of the page, offering a more intuitive and organized layout for effortless navigation
- The following filters can be found:
 1. Device Owner
 2. Building Owner
 3. Service Provider
 4. Program Owner
 5. Program Type
 6. Program
 7. Display Name
 8. User Specialty
 9. Care Location Type
 10. Care Location
 11. Device Family
 12. Device Model
 13. Device Serial

Key	Component	Version	Operating System
DT-4842	Analytics	Analytics 2023.0803	Mac, Windows, iOS, Android
Release Feature Toggle:NA			

User Experience Enhancement:

All tabs in the Administrative Management Dashboard include the same summary bar listed on the Program Overview tab.

The summary bar's categories is displayed in the same order for all tabs

Key	Component	Version	Operating System
DT-4891	Analytics	Analytics 2023.08.03	Mac, Windows, iOS, Android
Release Feature Toggle: NA			

User Experience Enhancement:

The following "provider survey" fields are now available via email subscription:

1. Answer
2. Appointment Number
3. Appointment Time UTC
4. Form Submitted Time UTC
5. Practice
6. Practitioner
7. Practitioner ID
8. Question
9. Question Sort Order
10. Waiting Room

Key	Component	Version	Operating System
DT-4896	Analytics	Analytics 2023.08.03	Mac, Windows, iOS, Android
Release Feature Toggle: NA			

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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.