Teladoc Health™

Bi-Monthly Release Notes

Table of Contents

RELEASE NOTES FOR MAY 16, 2023 4
General Application Improvements 4
RELEASE NOTES 5
Solo Platform 5
Provider App 10
Care teams user experience 11
Encounter dashboard 11
Show More link 12
Encounter Dashboard Filtering 13
Add Encounter 14
Adding a second note to an encounter 15
Two Smart Notes Forms 16
Browser Notifications 17
Encounter Details 18
Start or Continue Note in Patient Panel 19
Patient Banner and Template Sections on top of Smart Notes Documentation 20
Imaging Module 21
Patient Panel 22
Displaying the Smart Notes template sections 23
Going back to the patient panel while documenting 24
Smart Notes documentation & timer 25
Required fields & notification 26
Preliminary Consult Note 27
Signed Consult Note 28

Teladoc Health, Inc. All rights reserved.

Adding a legacy Addendum 29
Manual Faxing with preconfigured Fax Destination (Contact) 30
Manual faxing with new Fax Contact 31

Teladoc Health, Inc. All rights reserved.

Release Notes for May 16, 2023

The following is a list of features included in this software release. Clients can request a feature be enabled in their production organization by contracting our Technical Assistance Center.

General Application Improvements

This release includes various bug, performance, maintenance fixes that improve the stability and performance of the application. We have addressed several issues reported by our users. This release also includes several performance and technology updates to ensure that our software remains compatible with the latest operating systems and hardware.

Teladoc Health, Inc. All rights reserved.

Release Notes

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

Solo Platform

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 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			

Teladoc Health, Inc. All rights reserved.

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:

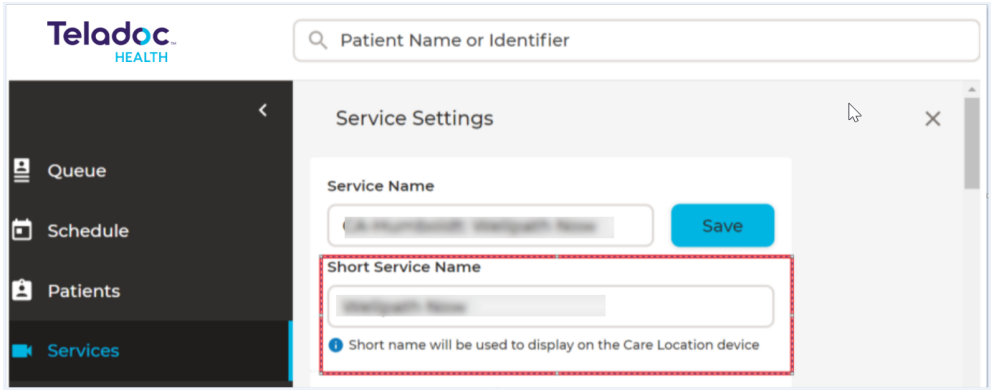
In a Smart Notes 4.0 form, customers can display lengthy questions for users to respond to. Lengthy questions can often reach over 200+ characters. When administrative users export their data from the Report Generator and import data into their third-party healthcare analytics software (e.g., REDCap, 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:

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 Feature Toggle: UnifiedSoloReporting2023Q1			



Teladoc Health, Inc. All rights reserved.

User experience enhancement:

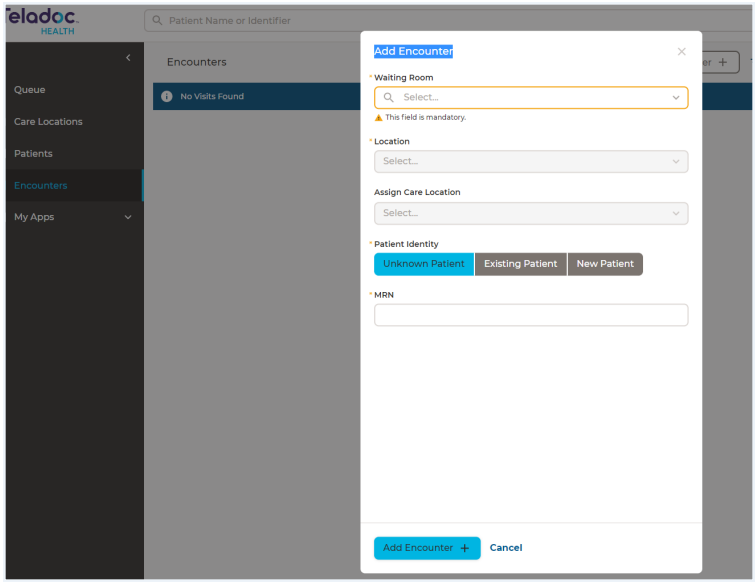
The name of the calculator is now appended to the beginning of each total score column header to clearly display which calculator was used to generate results and the total score.

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

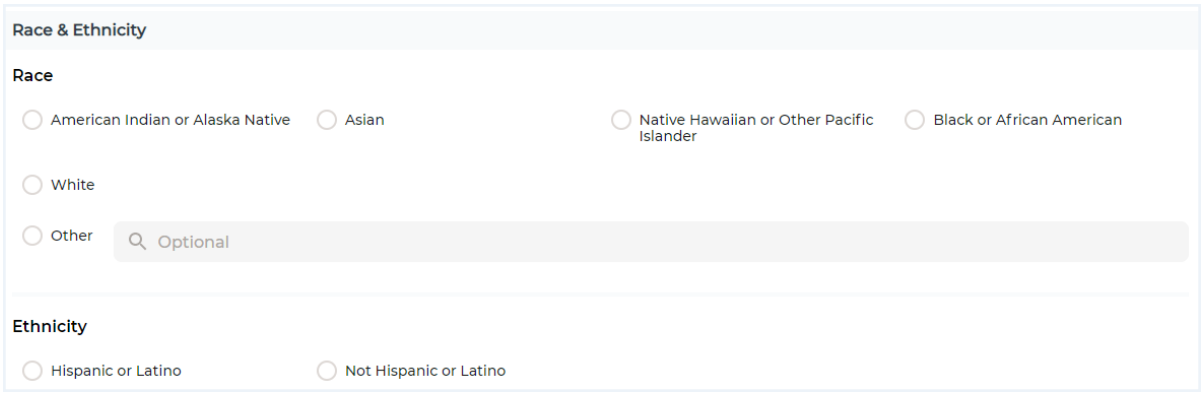
User experience enhancement:

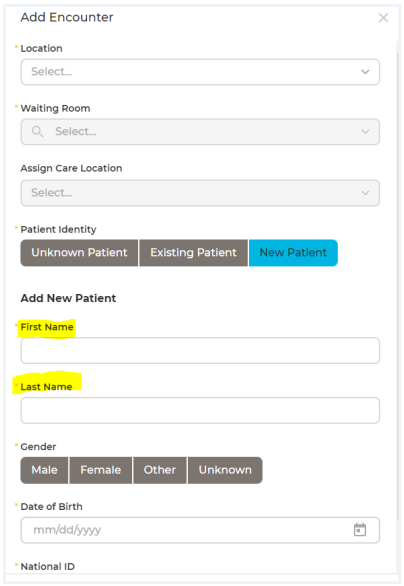
New optional demographic fields were added. If utilized, these will also persist to the Report Generator: Religion, Birthplace, Nationality, and Citizenship

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



Teladoc Health, Inc. All rights reserved.





User experience enhancement:

The Report Generator now includes the patient's address as a new item. To enable this feature, users can access the "Demographics" section of the report. The address format consists of Address Line 1, Address Line 2, City, State, Postal Code, and Country, listed in that order. If a patient has multiple addresses, they will be separated by commas in the report.

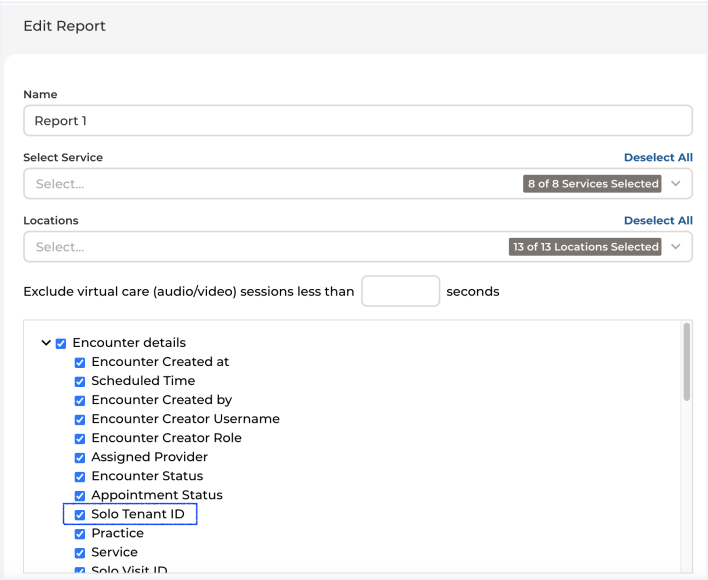
Key	Component	Version	Operating System
ASYNC-61	Back-end	2023.1.2	Windows - 32 and 64 bit, and Mac
Release Feature Toggle: UnifiedSoloReporting2023Q1			

Teladoc Health, Inc. All rights reserved.

User experience enhancement:

A new option called "Solo Tenant ID" has been added to the Report Generator. This option helps to identify the specific tenant (organization) that is associated with the practice you are working in. The "Solo Tenant ID" is located in the "Encounter Details" section of the report. The field stores the relevant tenant ID information for each encounter.

Key	Component	Version	Operating System
ASYNC-55	Back-end	2023.1.2	Windows - 32 and 64 bit, and Mac
Release Feature Toggle: UnifiedSoloReporting2023Q1			



Teladoc Health, Inc. All rights reserved.

Provider App

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.
- 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.

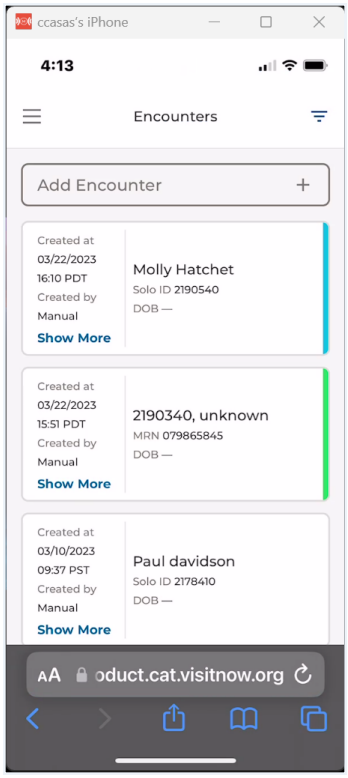
We believe that our mobile documentation solution will revolutionize the way physicians document patient encounters on the move. It will improve their workflow, reduce errors, and increase accessibility, ultimately leading to better patient outcomes.

Key	Component	Version	Operating System
HHS-145	Web Provider App	2023.1.2	iOS
Release Feature Toggle: No			

Teladoc Health, Inc. All rights reserved.

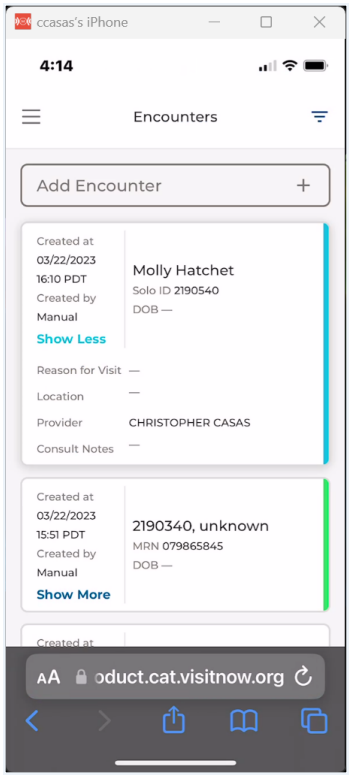
Care teams user experience

Encounter dashboard



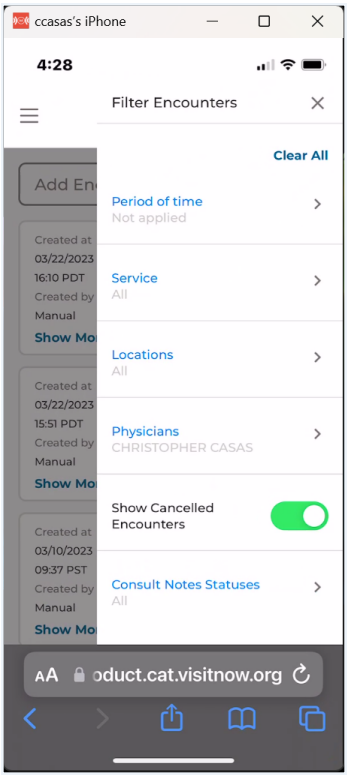
Teladoc Health, Inc. All rights reserved.

Show More link



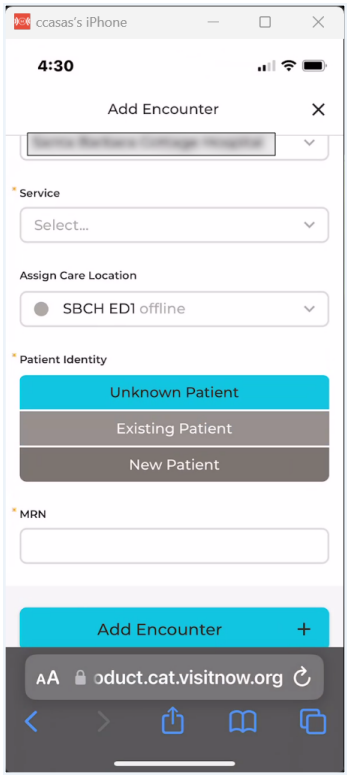
Teladoc Health, Inc. All rights reserved.

Encounter Dashboard Filtering



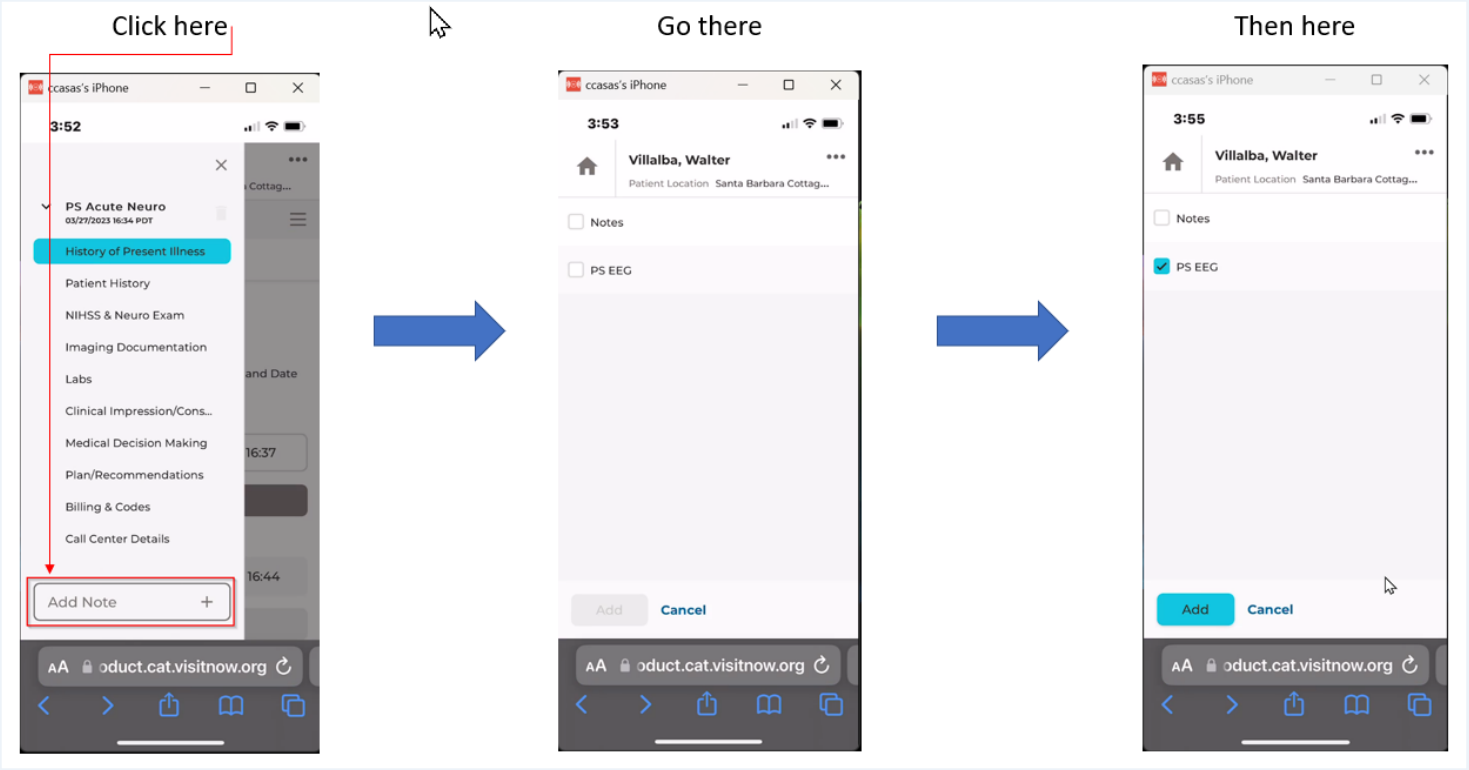
Teladoc Health, Inc. All rights reserved.

Add Encounter



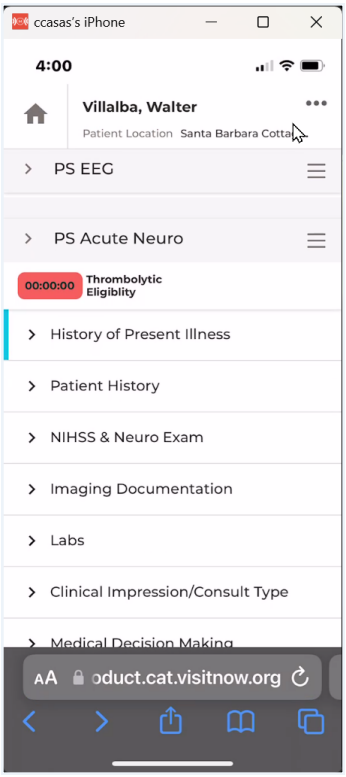
Teladoc Health, Inc. All rights reserved.

Adding a second note to an encounter



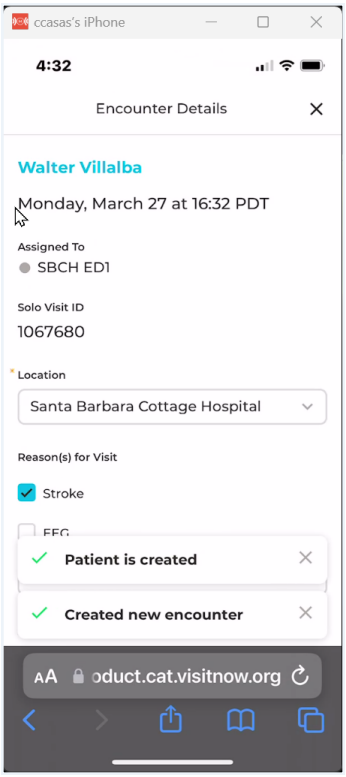
Teladoc Health, Inc. All rights reserved.

Two Smart Notes Forms



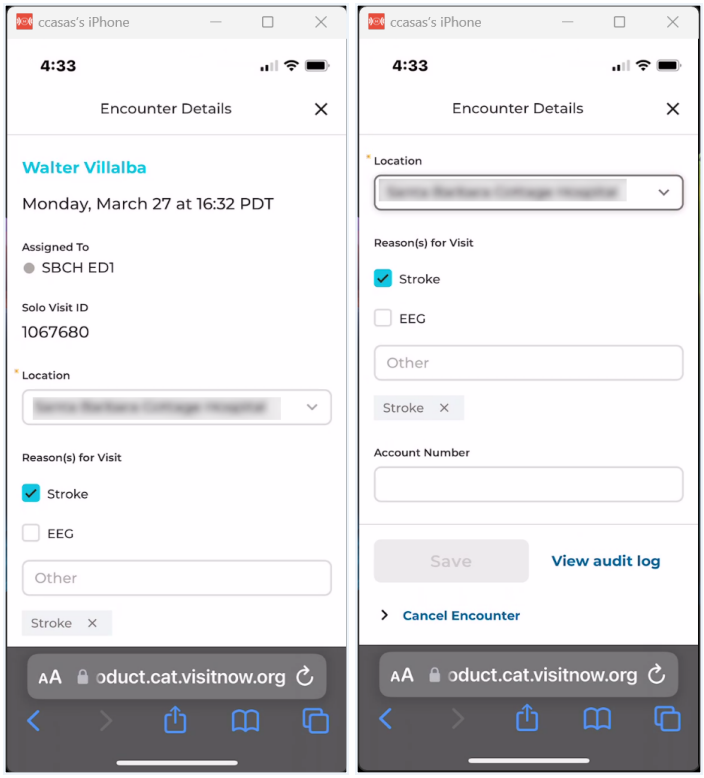
Teladoc Health, Inc. All rights reserved.

Browser Notifications



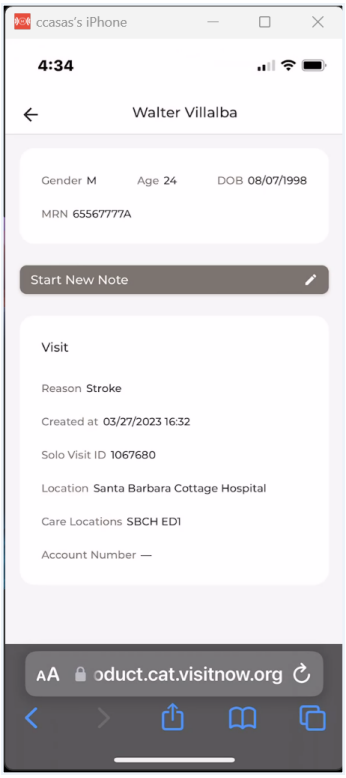
Teladoc Health, Inc. All rights reserved.

Encounter Details



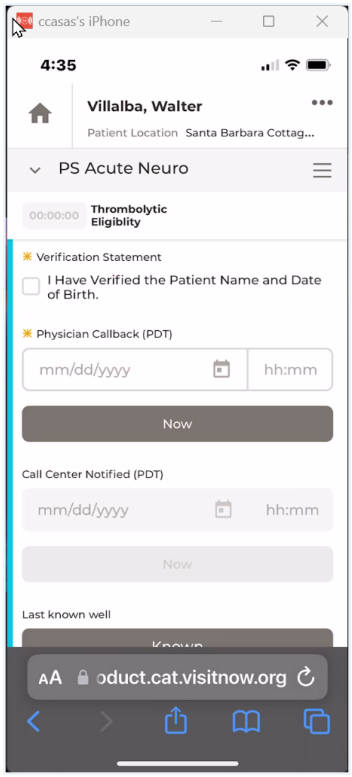
Teladoc Health, Inc. All rights reserved.

Start or Continue Note in Patient Panel



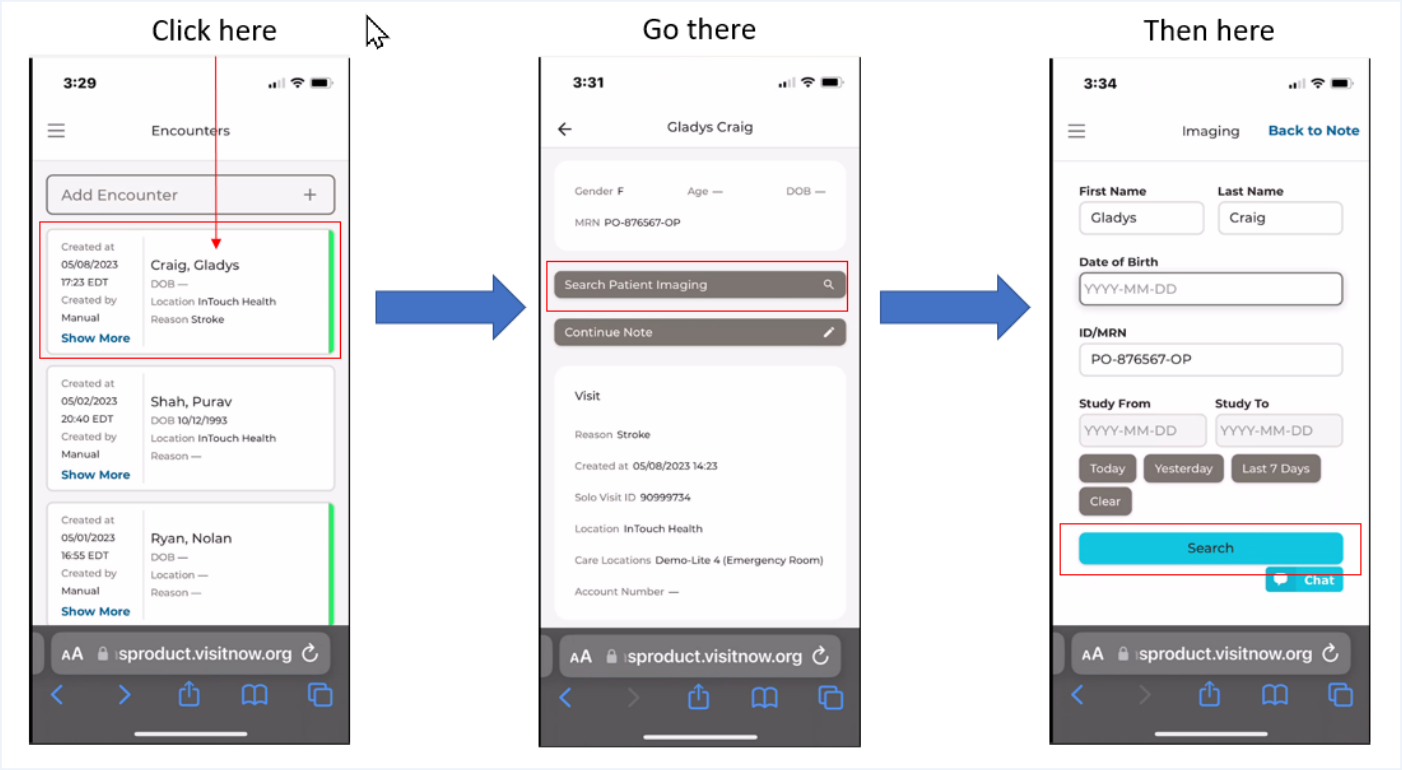
Teladoc Health, Inc. All rights reserved.

Patient Banner and Template Sections on top of Smart Notes Documentation



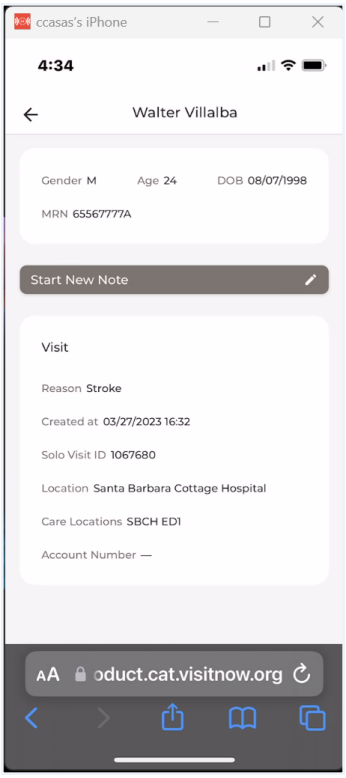
Teladoc Health, Inc. All rights reserved.

Imaging Module



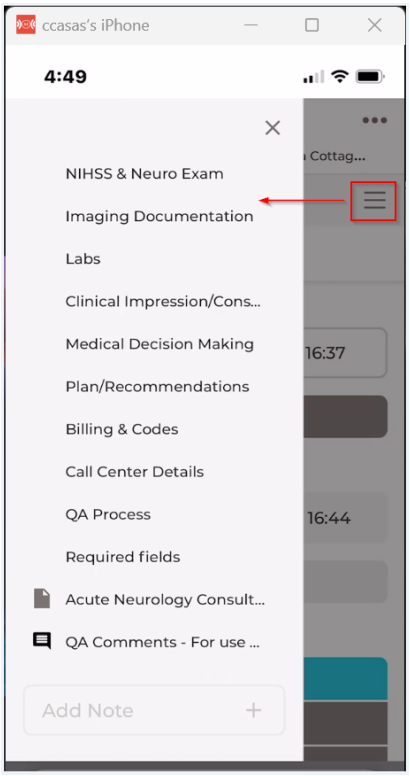
Teladoc Health, Inc. All rights reserved.

Patient Panel



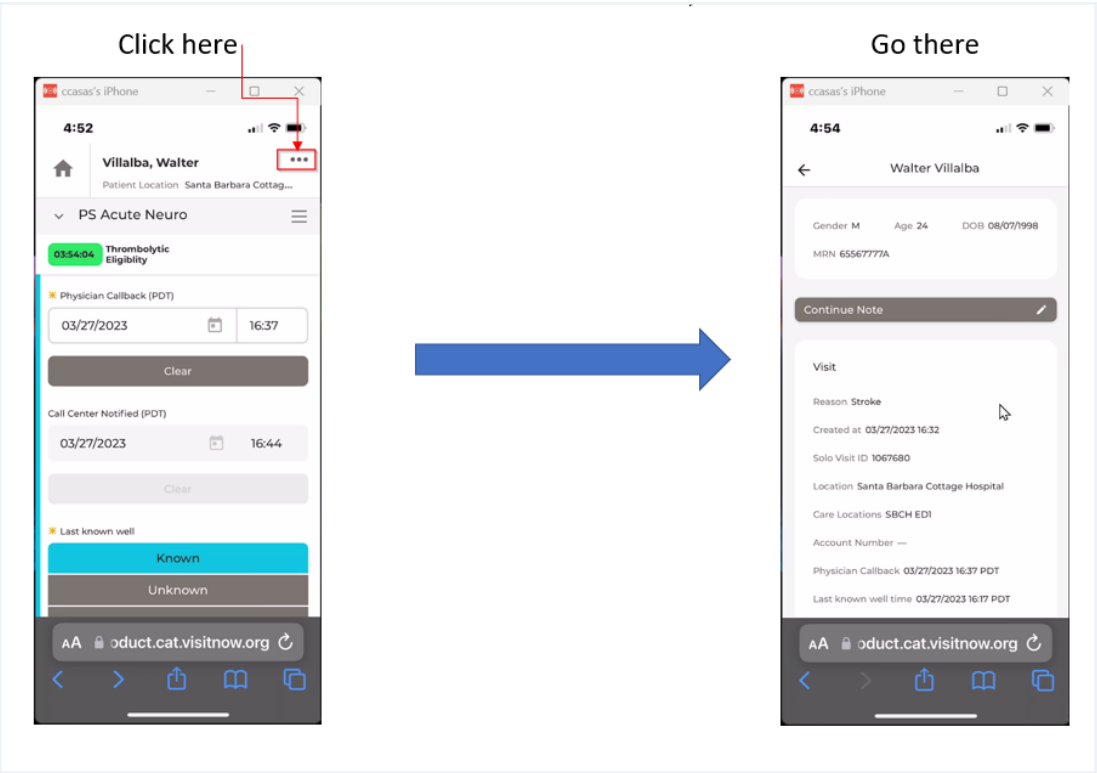
Teladoc Health, Inc. All rights reserved.

Displaying the Smart Notes template sections



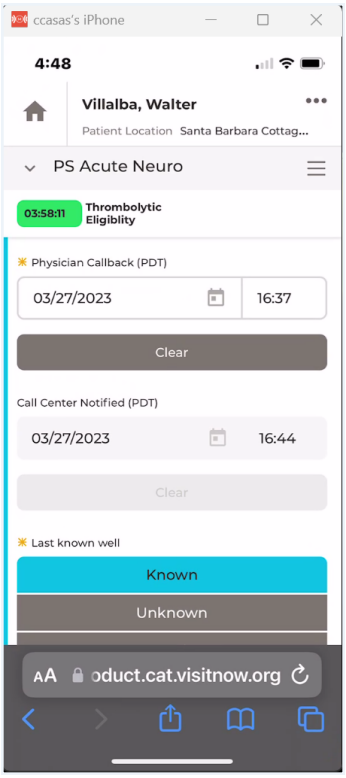
Teladoc Health, Inc. All rights reserved.

Going back to the patient panel while documenting



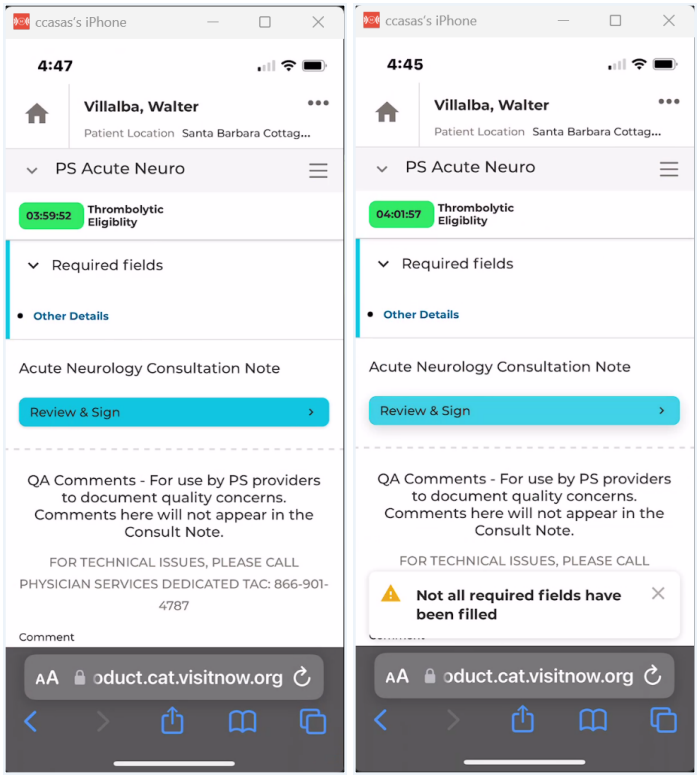
Teladoc Health, Inc. All rights reserved.

Smart Notes documentation & timer



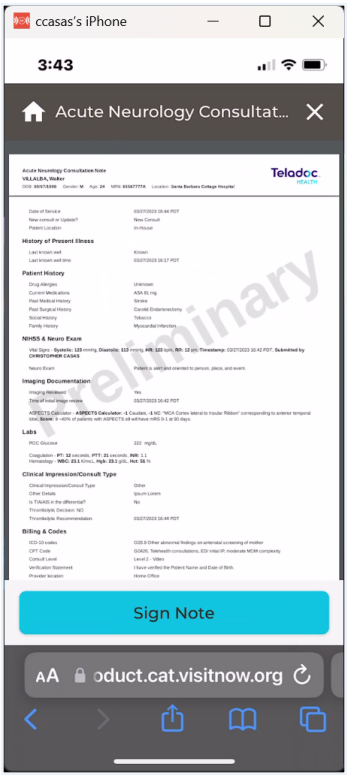
Teladoc Health, Inc. All rights reserved.

Required fields & notification



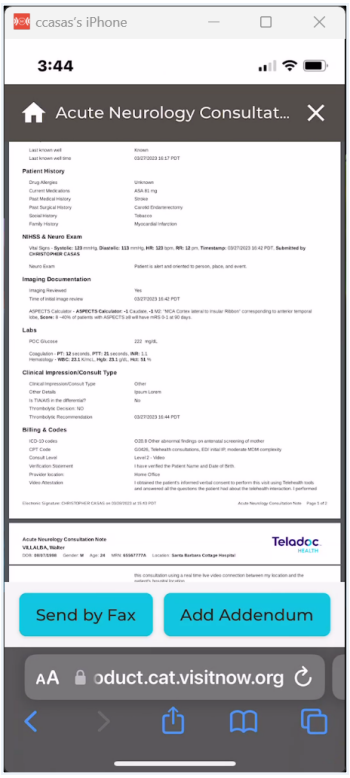
Teladoc Health, Inc. All rights reserved.

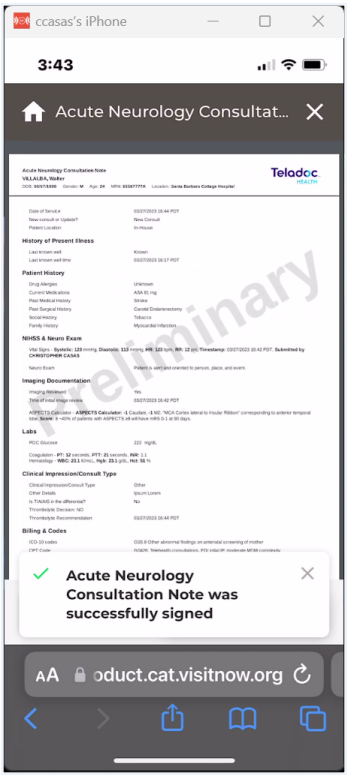
Preliminary Consult Note



Teladoc Health, Inc. All rights reserved.

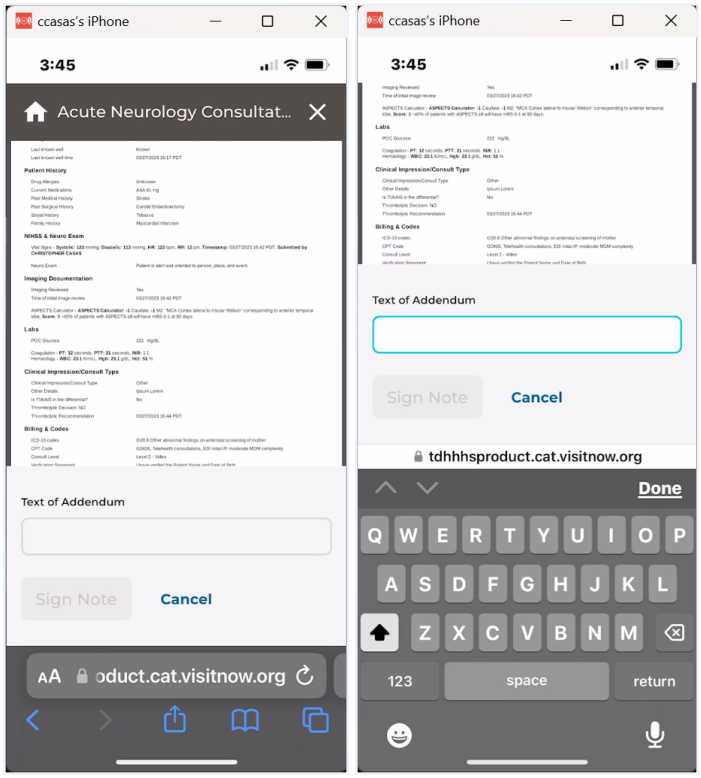
Signed Consult Note





Teladoc Health, Inc. All rights reserved.

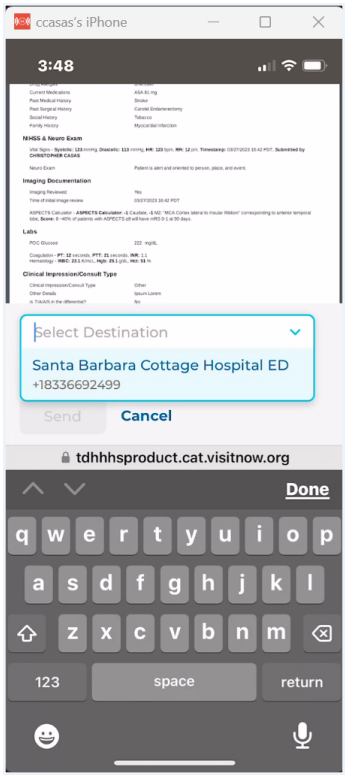
Adding a legacy Addendum



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

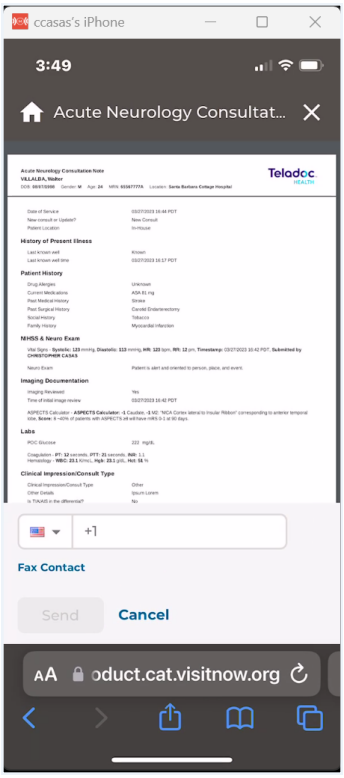
Teladoc Health, Inc. All rights reserved.

Manual Faxing with preconfigured Fax Destination (Contact)



Teladoc Health, Inc. All rights reserved.

Manual faxing with new Fax Contact



LEARN MORE

TeladocHealth.com | engage@TeladocHealth.com

Teladoc HEALTH

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.