



Teladoc Health™
Bi-Monthly Release Notes

Table of Contents

RELEASE NOTES FOR APRIL 11, 2023	3
General Application Improvements	3
RELEASE NOTES	4
Solo Platform	4
Provider App	7
Provider Access Software	7
Web Provider App	9
Patient App	13
iOS Patient App	13

Release Notes for April 11, 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.

Release Notes

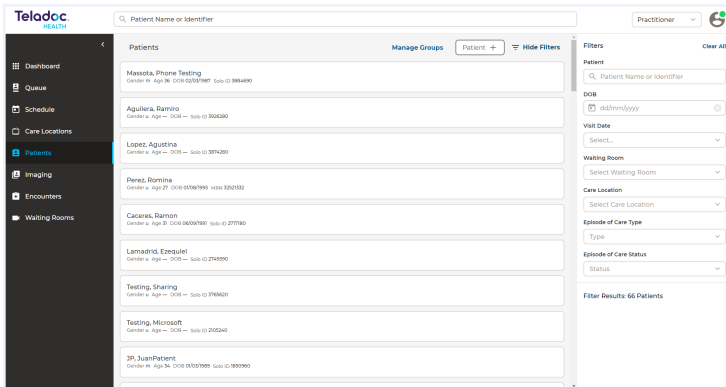
Browser Support: IDA/Electron, Chrome, Safari-MAC, Firefox, and Edge.

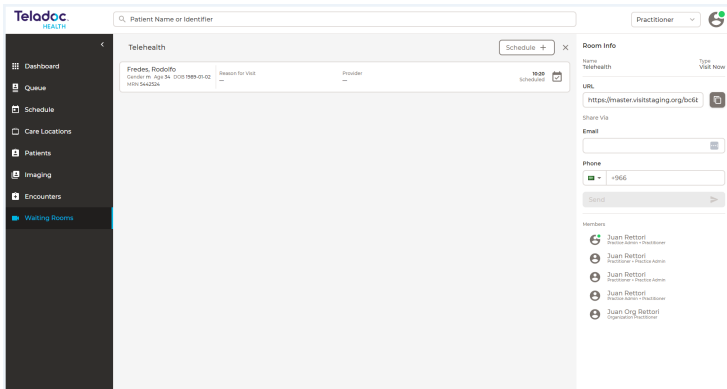
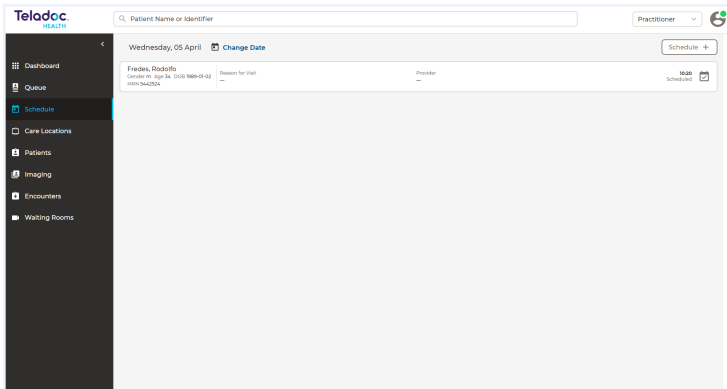
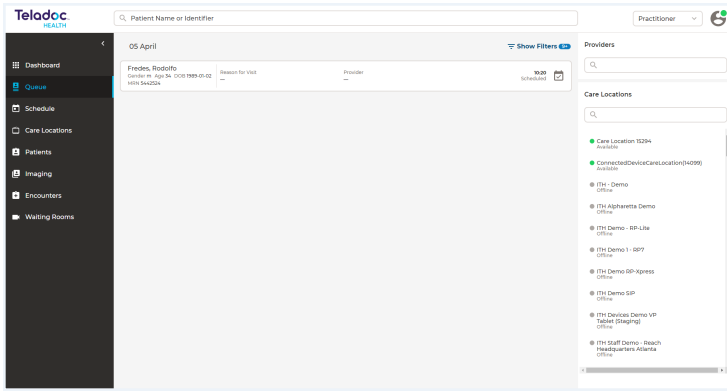
Solo Platform

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.





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			

Provider App

Provider Access Software

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			

User experience enhancement:

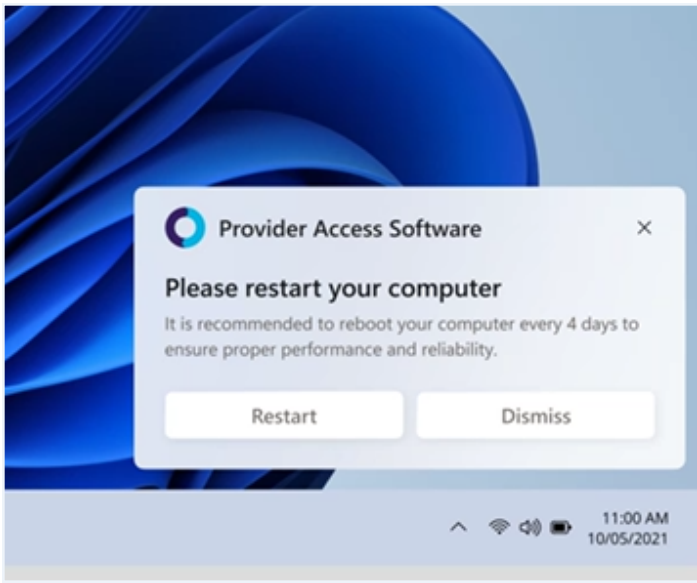
Enhanced Voice Detection - Improvements to the ability to identify a participant who is speaking to ensure they are always visible.

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.)

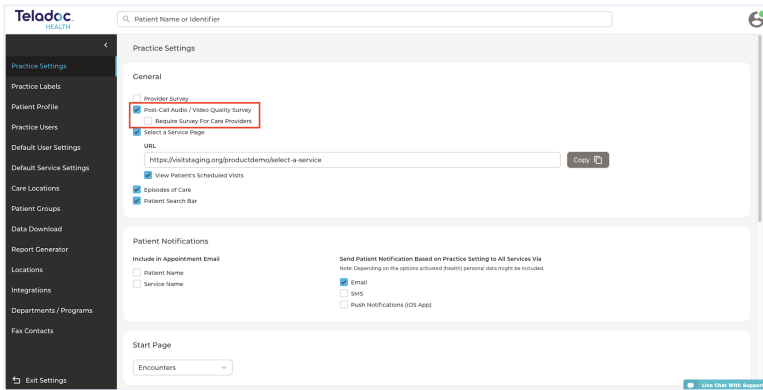
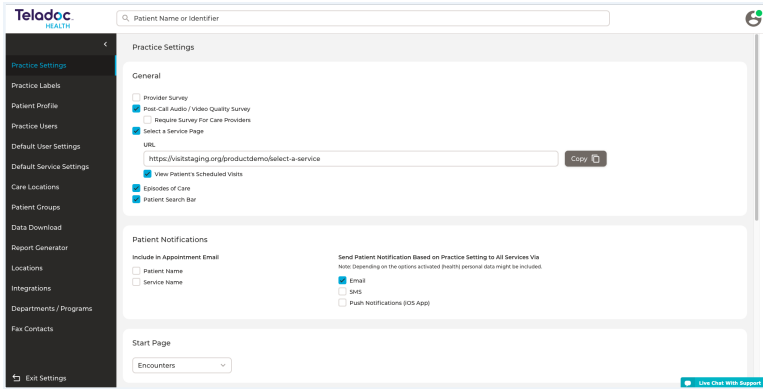


Key	Component	Version	Operating System
PAS-1988	Provider Access Software	46.0	Windows 64 bit
Release Feature Toggle: NO			

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.



Teladoc HEALTH

Search: Patient Name or Identifier

- Group Calling
- Provider Assignment and Watching
- EHR Mapping
- Select a Service Page
- Smart Notes
- Mandatory Fields for Encounters
- Allow Only New Patients
- Set Max Video Resolution
- Imaging
- Launch Video Session Win/OS PAS
- Post-Call Audio / Video Quality Survey

Archive
Archive Service

Post-Call Audio / Video Quality Survey

- Override Practice Settings
- Post-Call Audio / Video Quality Survey
- Require Survey For Care Providers

Live Chat With Support

Teladoc HEALTH

Search: Patient Name or Identifier

- Group Calling
- Provider Assignment and Watching
- EHR Mapping
- Select a Service Page
- Smart Notes
- Mandatory Fields for Encounters
- Allow Only New Patients
- Set Max Video Resolution
- Imaging
- Launch Video Session Win/OS PAS
- Post-Call Audio / Video Quality Survey

Archive
Archive Service

Post-Call Audio / Video Quality Survey

- Override Practice Settings
- Post-Call Audio / Video Quality Survey
- Require Survey For Care Providers

Live Chat With Support

How was the call quality?

Live Chat With Support

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

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).

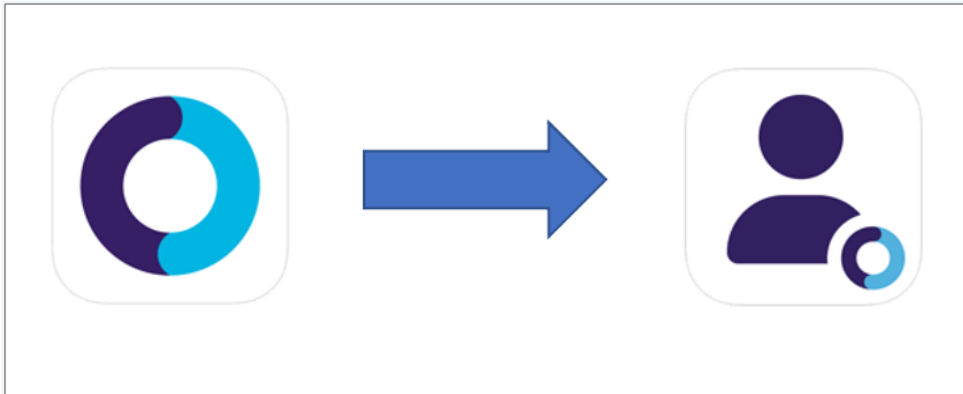
Key	Component	Version	Operating System
SOG-3	Web Provider App, Back-end	2023.1.4	Windows - 32 and 64 bit, and Mac
Custom Toggle: CompleteVisitIfTelehealthOff			

Patient App

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.



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

LEARN MORE

TeladocHealth.com | engage@TeladocHealth.com



About Teladoc Health

Teladoc Health is the global virtual care leader; helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

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