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# Web Provider Access

USER GUIDE

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# Copyrights

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We will strictly enforce all of our rights.

## Patent(s):

<https://teladochealth.com/patents/>

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Last updated: February 2024

# Definition of “Device”

Use of the word “device(s)” in this User Guide refers to Teladoc Health telehealth products, not medical devices as defined in Section 201(h) of the Federal Food, Drug, and Cosmetic (FD&C) Act.

In addition, the term “mobile devices” refers to smartphones and tablets.

# Safety Instructions

Users of the system require clinical judgment and experience to review and interpret the patient data transmitted.

## Notes, Cautions, and Warnings

The types of safety instructions are:

### **NOTE**

Supplementary information to facilitate the operation of the system.

### **CAUTION**

Instructions for avoiding damage to the system.

### **WARNING**

Information may prove hazardous to the safety of a person near the Teladoc Health Patient Access device.

# Virtual Care System

## Solo™ integrated virtual care platform

Health systems view virtual care as an extension of their services, relying on a combination of software, hardware, networks, systems and people to work together to deliver improved access and care to their patients.

Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere at any time. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

## Designed for healthcare, security and reliability

Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.

# Intended Application

The Teladoc Health Device is intended to provide high quality HIPAA compliant audio and video sessions between a remote care provider and bedside over the Teladoc health Telehealth Network. Teladoc Health Device is intended to be used in professional healthcare facilities, primarily the Emergency Department (ED) environment.

# Overview

The Web Provider Access software is used by practitioners with patients who have their own personal device, such as an iPad, and by organizations servicing patients using a Teladoc Health device, such as a Lite 5. Practitioners access their patients from many supported devices with a standard Web Browser. The Web Provider Access software is a component of Solo.

Note: The term virtual encounter is equivalent to the terms session, consult, and call.

## Use Cases

Some use cases include:

1. **Stroke Neurology:** A Neurologist can connect to a Teladoc Health device from a Chrome browser to provide lifesaving stroke assessment. The Neurologist must have access to the Smart Notes and Imaging modules before and during the encounter. Access to NHISS assessment tools may also be required.
2. **Behavioral Health:** A Psychiatrist can conduct scheduled virtual encounters with a patient. Access to a Behavior Health documentation solution may be required.
3. **Primary Care:** A General Practitioner is providing a scheduled consult to a patient located at a clinic or kiosk from a supported Browser. During the encounter, the Provider may need simultaneous access to one of Teladoc Health clinical modules, or one from a third party. They may also need access to a medical device peripheral that is connected to the Teladoc Health Device.
4. **Neonatology:** A Neonatologist can receive a notification indicating an emergent use case.
5. **Specialty Care:** A specialist, such as an Endocrinologist can provide follow-up care to patients in remote clinics. Clinical documentation tools are required. (Oncology, Pediatrics, General Neurology, Specialty Clinic).
6. **Consult Request:** A Provider who receives a Request for a Consult from a Teladoc Health device can easily respond with a single click on a text message or email and get easily logged in and connected to the patient device. When connected they will have access to all pertinent clinical information required to deliver care.
7. **Direct to Consumer:** A practitioner can provide subacute services direct to consumers/unestablished patients.

8. Direct to Patient: A practitioner can provide subacute services to established patients.

## Accessories

Teladoc Health recommends the following products to enhance usability of your Provider Access software. Recommendations are subject to change.

- Apple EarPods or Apple AirPods
- Headset for Remote Auscultation  
Remote auscultation requires high-quality headsets, such as the Sennheiser PX-200-III. For a list of validated headsets, request the publication [Teladoc Health Communication Device Recommendations](#)

## Features

Supported features of each browser for the Web Provider Access software include:

- Local audio mute
- Local video mute
- Select/change local camera
- Select/change local microphone
- Select/change local speaker
- Select/change remote camera
- Box Zoom: Windows/Mac Yes; iOS/Android N/A
- Point to See
- Stethoscope: Windows/Mac Yes; iOS/iPad Yes (iPad only, not iPhone)
- Hide Remote PIP
- Peripherals
- Auxiliary Video
- Blur Background / Persistent Blur
- Notify users they are muted

# Solo Requirements

Solo is designed to run on a broad range of telehealth products under a variety of network conditions. Make sure your network and devices meet the minimum requirements.

## Browser

For the highest quality and most stable experience, we recommend that providers keep their browsers up-to-date and use a browser release version that is less than six months old. Many older browser versions that have WebRTC support may still work but are not officially supported and an up-to-date browser is highly recommended.

- Chrome: Browser versions less than 6 months old supported
- Safari: Browser versions less than 6 months old supported
- Firefox: Browser versions less than 6 months old supported
- Edge: Browser versions less than 6 months old supported
- Internet Explorer: Not supported

## Network

Use the following to ensure high satisfaction and high-quality audio and video communications with minimal latency.

### Bandwidth

- Data rate range shown:  $\geq 350$  kbps to  $\leq 4000$  kbps
- A connection must have the required upstream and downstream bandwidth.
- Single-user sessions: Minimum 700 kbps upload/download for 640x480 video and 1 Mbps for 720p (minimum 50 kbps for audio only).
- Group sessions: Bandwidth requirements increase significantly as the number of attendees increases. Minimum 700 kbps upload and approximately 500–700 kbps download per participant for 640x480 video and 1 Mbps each for 720p (minimum 50 kbps for audio only). For best performance, providers need approximately 2 Mbps or higher download speeds.
- Example A: If four users are on the same network, the network will use approximately 3 Mbps upload and 12 Mbps download bandwidth.
- Example B: If four users are on separate networks, each user will use

approximately 700 kbps upload and 3 MB download bandwidth.

Latency:  $\leq 300$  ms (max average network latency) Packet Loss:  $\leq 3\%$  (max connection packet loss)

Session Quality Factors Session quality factors may be affected by:

- Network configuration
- Other software running on the device
- Available bandwidth, wireless signal strength, and number of users on a network
- Security or anti-virus software
- Software versions (install the latest versions when released)

Refer to MB-15513 Network Configuration for more information or if your firewall needs to be whitelisted by IP address.

Email Filtering If your company uses email filtering software (i.e., spam/junk), whitelist “@teladochealth.com” and “@visitnow.org” email domains.

## Lighting

During a session, ensure good lighting so your provider can see you clearly.

## Monitors

You should use a monitor that lets you clearly see your patient during your session.

## Webcams

Most webcams are supported. For devices without webcams, Teladoc Health recommends using Logitech cameras.

# Getting Started

The Web Provider Access software extends the Teladoc Health browser-based virtual care solutions that connect practitioners to patients in their home, clinics, and hospitals. A web (i.e., browser-based) solution allows users to use a wide range of devices, such as Teladoc Health devices or their own personal device.

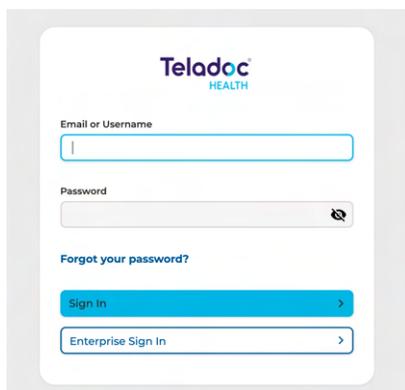
## Create an Account

The Teladoc Health Web Provider Access software is accessed through the Teladoc Health Solo platform once the user creates an account. Your account administrator will create your account and your login information. Your team can create additional users for your account using Practice Admin as well as Fleet Access Manager <https://fleetaccessmanager.intouchhealth.com>

## Browser Log-in

The Teladoc Health web app is used with web browsers.

1. Launch and open your browser on your computer or device.
2. Enter the URL provided by your Teladoc Health representative or go to <https://login.visitnow.org>
3. When your browser opens, select Continue in Browser.
4. When done, select Sign In.
5. If your account is revoked, you will receive the message: “Looks like your administrator has marked your account as inactive. Contact your administrator to solve your issue.”



## Enterprise Login

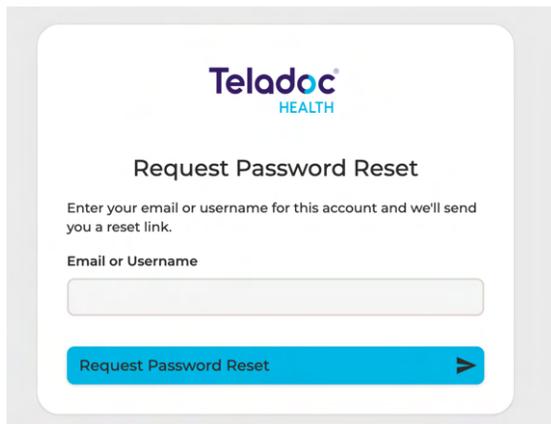
Enterprise login is for hospitals provisioned by Teladoc Health to use hospital credentials.

1. On the login page, click Enterprise Sign In near the bottom of the page.
2. Enter the domain name provided to you by Teladoc Health.
3. Select Continue.
4. Sign in using your hospital credentials.

## Reset Password

To reset your password, follow the instructions below. For a new password, contact your Practice Admin.

1. Click Forgot/Reset from the login dialog.
2. Enter your username and email address. To recover your username, call Technical Support or open chat by clicking the Chat with a Live Agent link provided.
3. When done, select Log In.
4. You should receive an email with a link to reset your password. Click that link.

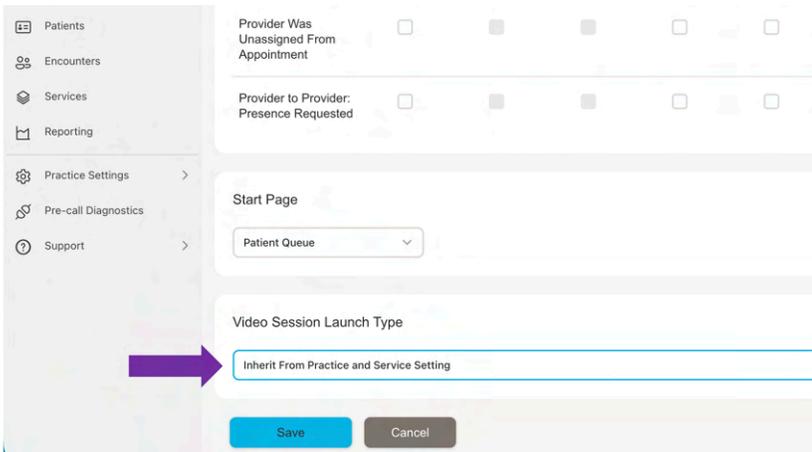


The screenshot shows a white rounded rectangular form on a light gray background. At the top center is the Teladoc Health logo. Below it is the title 'Request Password Reset'. Underneath is a short instruction: 'Enter your email or username for this account and we'll send you a reset link.' This is followed by a label 'Email or Username' and a text input field. At the bottom of the form is a blue button with the text 'Request Password Reset' and a right-pointing arrow.

## Change Video Session App Preference

Your practice will have a default app preference set to either be the web app or the desktop apps. A user can change this default by changing the Video Session Launch Type settings

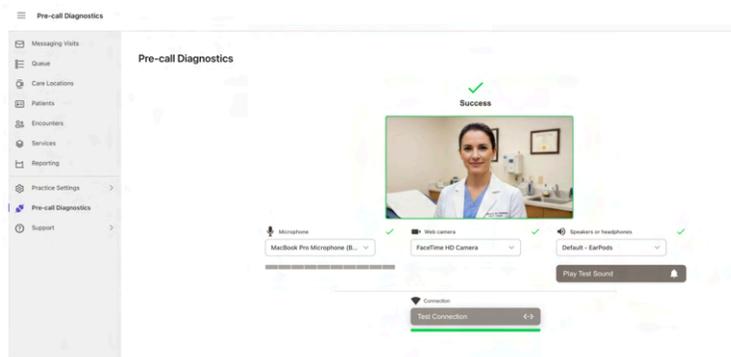
1. Select Settings using the user icon dropdown as a Practitioner.
2. Scroll down to the Video Session Settings section and select the option to launch from the web.
3. Select Save when done.



## Pre-call Diagnostic Test

Users can test their output device (speakers and headphones) before starting a session.

1. Select Pre-Diagnostic from the menu.
2. Once the Pre-Diagnostic dialog opens, select Test Connection.



## Select Output Device

Select an output device (i.e., speakers) in-session. Users can select an audio output device. Use your operating system controls to adjust volume.

# Connect to a Session

Connect to a session with either a patient who has their own personal device or a user with a Teladoc Health device, such as a Lite 5.

## Connect to Patient Using Personal Device

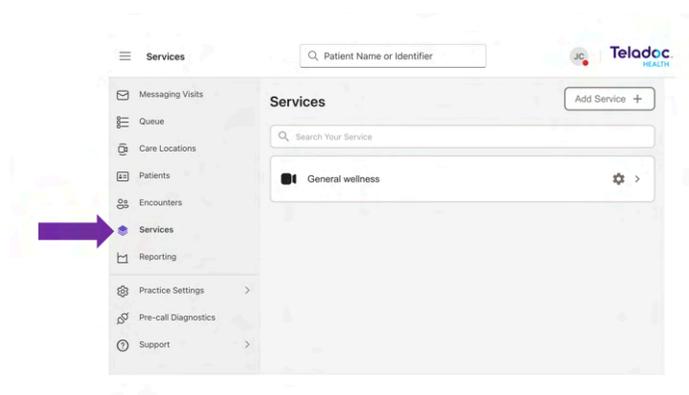
The practitioner can invite a patient who is using their own personal device to a remote session by selecting Services from the left navigation panel.

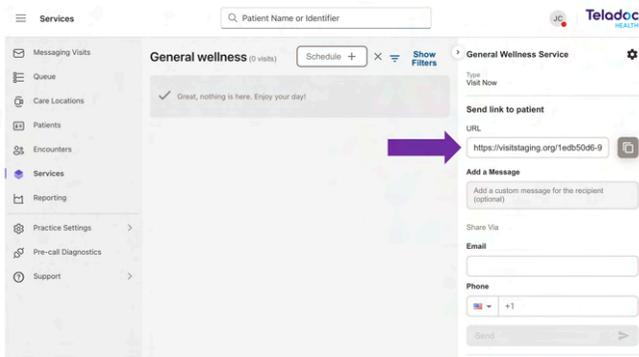
## Services

Schedule a session with your patient using their own personal device by selecting Services from the left navigation panel and inviting your patient.

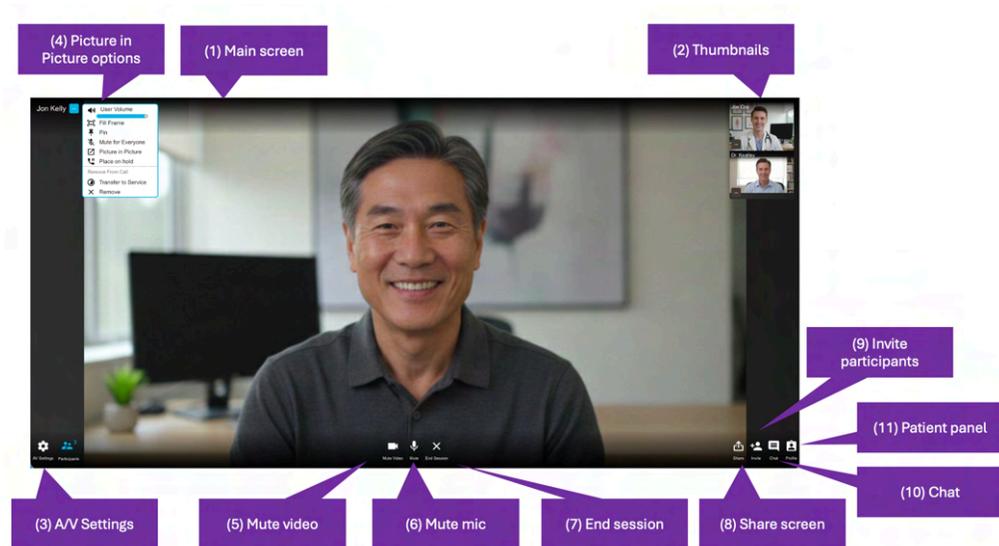
Schedule a session from the left navigation panel:

1. Select Teladoc Health's logo.
2. Select Services from the left navigation panel.
3. Select a Services bar from the middle panel. A right Service Info panel will open.
4. Copy the URL from the Service Info panel.
5. Enter your patient's email or phone number.
6. Click Send when enabled.
7. After your patient accepts your invitation, they will appear as a thumbnail in the session.





## App Elements



The elements of the interface are described below:

1. Main Screen: Main video screen.
2. Thumbnail: Thumbnails are small video screens for each participant in the session. Users will have a clear indication who is speaking. Multiple thumbnails are available for multiple participants including yourself. This functionality is not available for a connection with a Teladoc Health device.
3. AV Settings: Selecting the Settings button opens its menu. Select any option to open it. Select elsewhere on the display to close the menu. Practitioners can select their output device and speaker and adjust the volume in a session.
4. PIP (Picture in Picture): The video taken by the selected camera of your iPhone or iPad will be displayed in a picture-in-picture box at the upper right corner. Click this icon to show and/or hide the thumbnails of all participants.

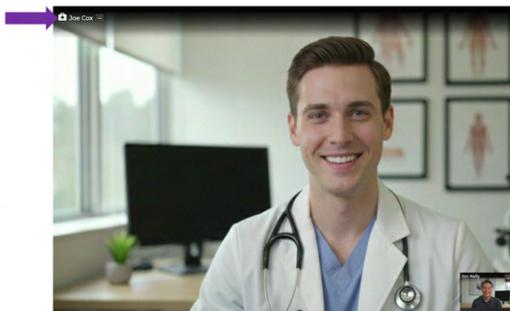
5. Video: Select the Mute Video icon to stop displaying your image on the Patient Access device. A user can see themselves in the video. Their image will always be mirrored to provide an intuitive experience when communicating with others.
6. Mute Audio (Microphone): Select the Microphone icon to mute it. When muted, you will not be heard on the device. When a user has their microphone muted and speaks, a notification will display: “You are muted.” The message will persist for three seconds after the user stops speaking. The notification will prompt the user to unmute their microphone if they want to be heard.
7. End session: Select the End button to disconnect from a session. You will be prompted to confirm that you wish to disconnect. Select Yes to disconnect.
8. Share: Allows participants in a session to share their screen.
9. Invite: Participants in a session can invite participants to a session during a session.
10. Chat: Participants in a session can chat with Teladoc Health support.
11. Patient Panel: Provides in-session patient information.

## Thumbnails

Each participant that has a Teladoc Health account will have a thumbnail on the dashboard. Select the patient’s thumbnail to bring up their information in the right Patient panel.

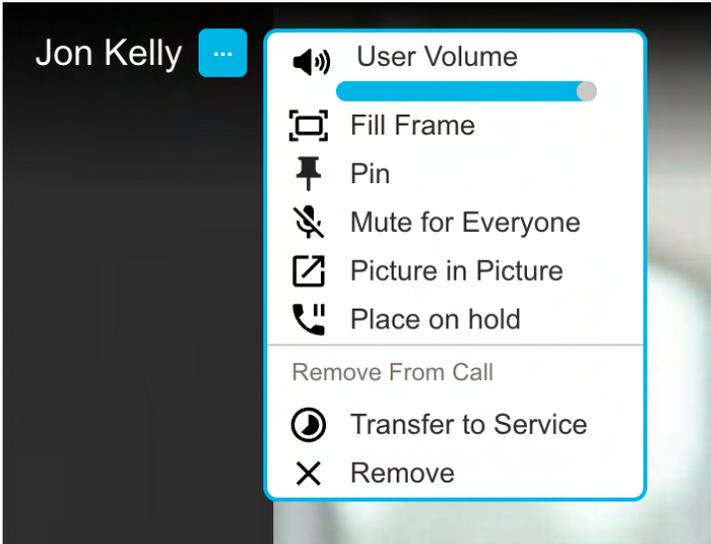
## Thumbnail Icons

A Doctor’s Bag icon is displayed next to the practitioner’s name to help patients identify them in a session. A Globe icon is displayed next to an interpreter’s name to identify interpreters.



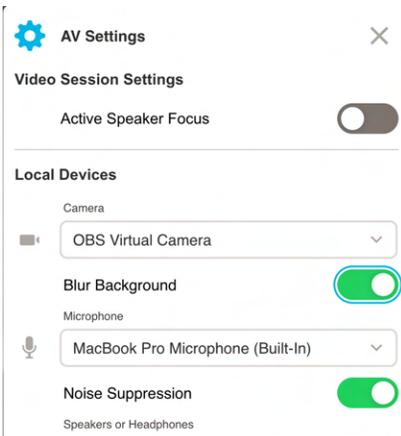
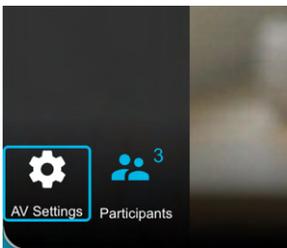
## Participant Options

Use the ellipsis (three dots) in the corner of each participant thumbnail to fill the video screen, put a call (session) on hold or resume a session, transfer a participant to a service, or remove a participant from the session.



## Blur Background

A user can blur their background in a session. A provider can save their last used blur background setting for their next session.



## Pin to Split Screen

Users can pin up to two participants in a session. Thumbnails for pinned users do not change order as others speak.

1. Select Pin from the pull-down menu.
2. Unpin users from the main view.



## Participants

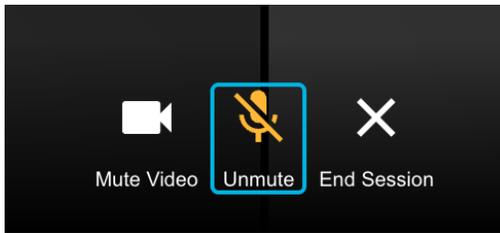
Select the participants icon to display or hide the thumbnails for the participants.



## Audio/Video

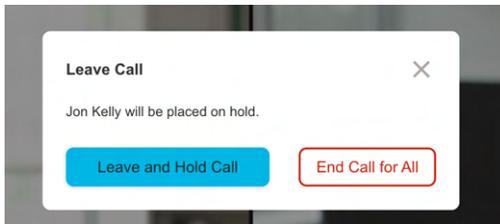
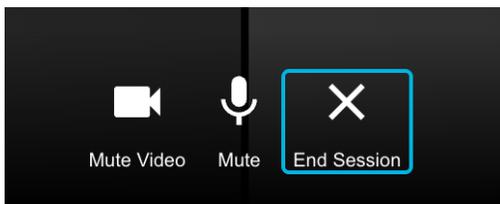
Select the audio icon to mute yourself. Users receive the message “You are muted”

if muted during a session. Users can click the video icon to hide their image in their thumbnail.



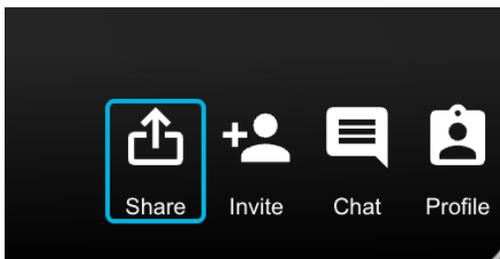
## End/Hold

Click the X to End Call for All or Leave and Hold Call for participants.



## Share

Users can share their screen by selecting Share and the screen to share.

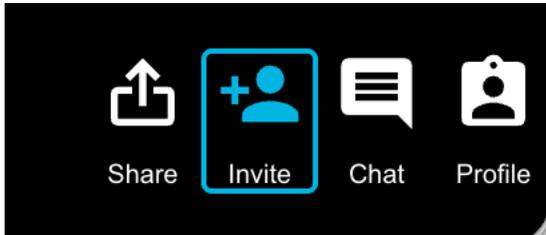


## Invite

Users can invite other participants, such as another practitioner or a waiting patient.

1. Copy the URL directly to send it to your patient, or

2. Type in your patient's email and phone number and click Send to invite your patient.
3. Click Present to invite a participant who does not have Teladoc Health software.
4. Type in the participant's name to have it appear as text within the live session.
5. Click Patients to invite a patient from the waiting room. (Example shown indicates there are no waiting patients to invite.)



Add participants ✕

Invite Present Patients

🔍 Enter Healthcare Provider Name to Invite

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Get a link for this call

<https://patient.visitstaging.com> Copy

Send invite to this call

You are being invited to join an online virtual visit with a TAP provider.

Email Address

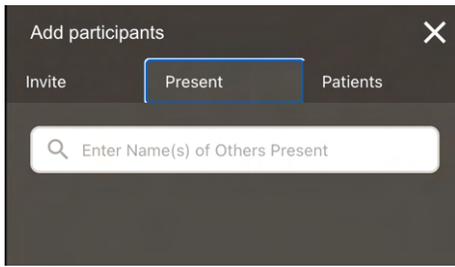
Email

Phone Number

+1  SMS

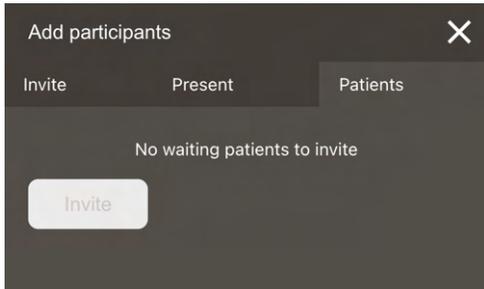
## Viewpoint

Practitioners who connect directly to the Teladoc Health Viewpoint from My Care Locations or those who have a direct connection with another practitioner have access to the Invite panel to invite a participant by email or SMS.



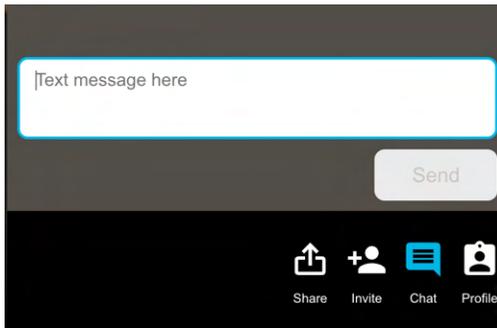
## Patient Tab in the Invite panel

The Patient tab allows patients to join using the Visit Now link for practices not configured for group calling.



## Chat

Chat with any participant during your session.



## Patient Profile

Users can view patient information by opening the patient panel while in-session.

Jon Kelly
Call chat
✕



**Jon Kelly**

Gender U Age — DOB — Language —

Sale ID 1769189

[Demographics](#) [Notes & Documents](#)

< All Visits

Visit Show Details

01/29/2028 01:26 PM - 01:41 PM [Go to](#)

Need reason for visit

[Alert for Bedside Assistance](#)

Patient Appointment Link

Copy Link [Share Link](#)

Sale Visit ID  
12712297

Order/Appointment External Id  
—

Provider [Edit](#)

Visit's Documents [Add](#)

No documents attached

Text message here

[Send](#)

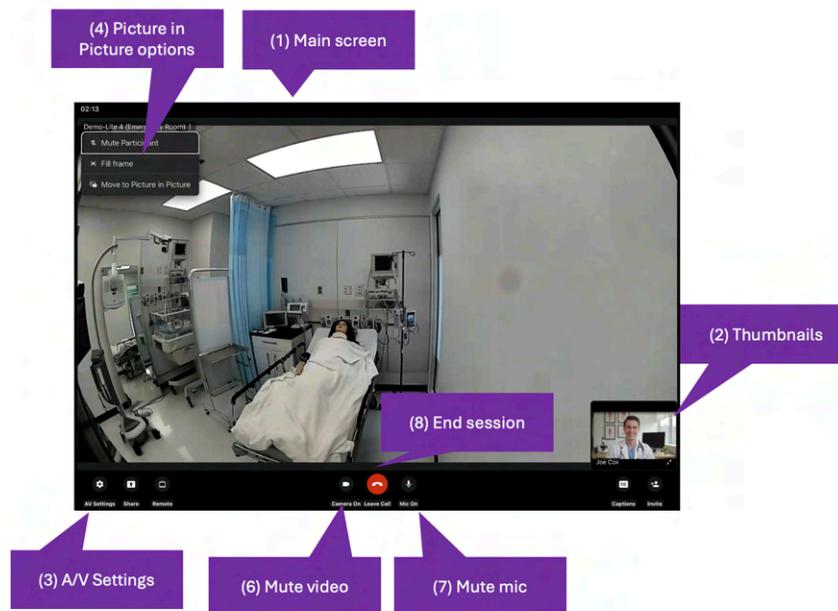
# Connect to User with a Teladoc Health Device

Users can connect directly to a Teladoc Health device (any device running the Teladoc Health Viewpoint software) using the web-based Provider Access software.

Sessions are limited to 18 hours. To continue, disconnect from the session and reconnect.

1. Select Care Locations from the left navigation panel. Users can display a large number of Care Locations quickly (view at least 2000 devices).
2. Click on your Care Location from the middle panel. The right Patient panel will open with a connect button.
3. Click the radio button next to your patient in the Connect to Patient dialog and then select Accept & Connect.

## Connection (device)



The following are capabilities of the Web Provider Access software interface, as seen by the practitioner, when a Teladoc Health device is used.

1. Main Screen: Main video screen.
2. Thumbnail: Thumbnails are small video screens for each participant in the session.
3. AV Settings: Selecting the Settings button opens its menu. Select any option to open it. Select elsewhere on the display to close the menu.
4. PIP (Picture in Picture): Video from the selected camera of your iPhone or

- iPad is displayed in a PIP box at the upper right corner.
5. Stethoscope: The device used for the session must support an optional stethoscope. If so, the icon will be enabled; otherwise it will not be present.
  6. Video: Select Mute Video to stop displaying your image on the Patient Access device. Your image is mirrored for an intuitive experience.
  7. Mute Audio (Microphone): Same “You are muted” notification behavior described earlier.
  8. End session: Disconnect, with confirmation prompt.

## Privacy Mode

Privacy Mode will only be seen by users when they connect to a device.



## Permissions

Select OK to give permission to use your camera and microphone.

## Thumbnails (device)

Users can view all thumbnails for each participant in a session when using a Teladoc Health device. Click on each thumbnail to view a participant. Participants can switch between Fit and Fill mode. This feature is especially useful when an interpreter is being used.

## AV Setting

Click the AV Settings icon and then select Remove Devices and Local Devices using the dropdown menu.

## Stethoscope

Select the Stethoscope icon to bring up controls for using the stethoscope. The status of your stethoscope is provided. Select Start to begin.

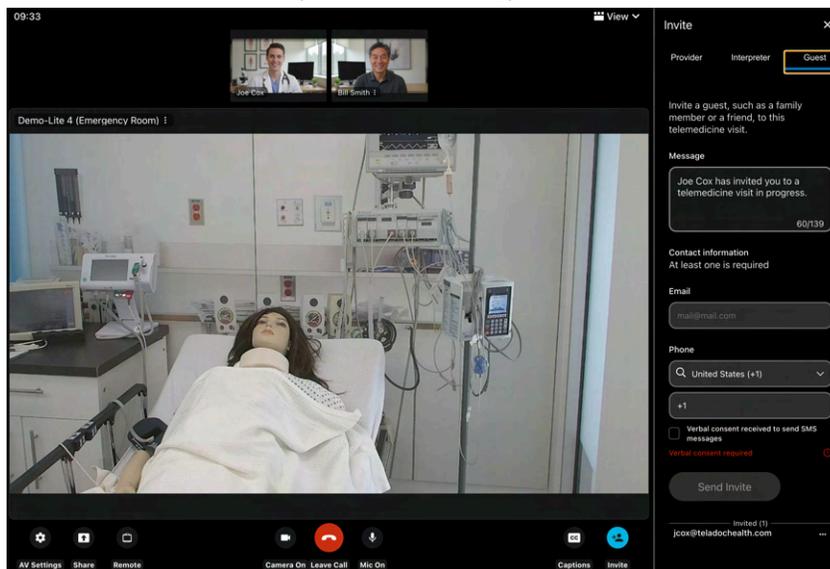
## Chat (device)

Users can chat with Teladoc Health support in a limited capacity when a Teladoc Health device is used. The thumbnails and live video are moved to the side of the user's screen when using chat.

## Group Session

Users can join group sessions. Within these sessions, users can view their practitioner.

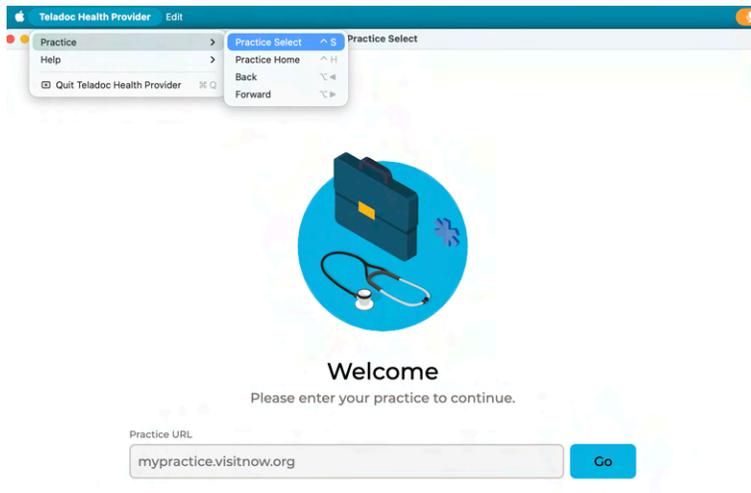
Users who log in as a Host can invite a guest by SMS to join a session on a device from their smartphone (PSTN audio only).



# Customer Acceptance Testing (CAT)

As a clinician or admin using the Web Provider Access software, you can switch between the production environment and the Customer Acceptance Environment to test new features and workflows with program devices (i.e., Care Location).

1. Change to the Customer Acceptance Testing environment by navigating to the practice URL for your Customer Acceptance Test environment.
2. Login to your practice from a web browser or from your practitioner desktop access software

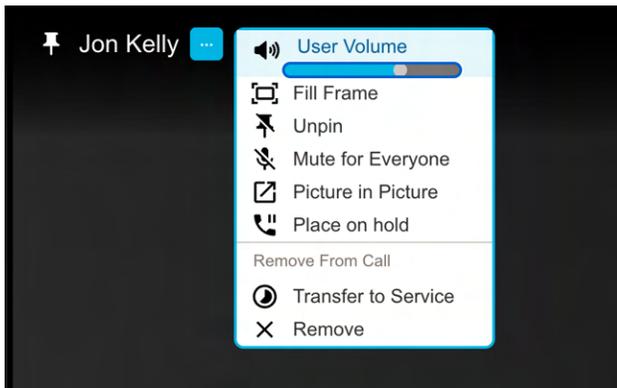


# Other features

These are other features to assist you in your use of the Teladoc Health telehealth platform.

## Volume

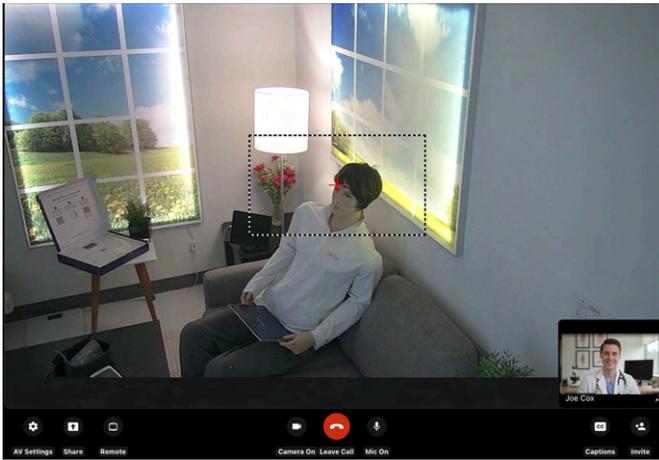
Users can adjust their volume levels for specific users in a session without having to increase or decrease the volume heard from all participants.



## Box Zoom

Practitioners can box-zoom on a patient or guest in order to frame and center them optimally. Two ways:

1. Click in the center of the location you want to zoom in on and while holding your right mouse button down, drag the mouse so that a box is drawn over the area you want to see. Then let go of the mouse button.
2. Use your mouse wheel to zoom in and out.
3. To zoom back out, right click



## Point to See

Using the right mouse button, practitioners can click on the screen to center the video in position.

## Dual View

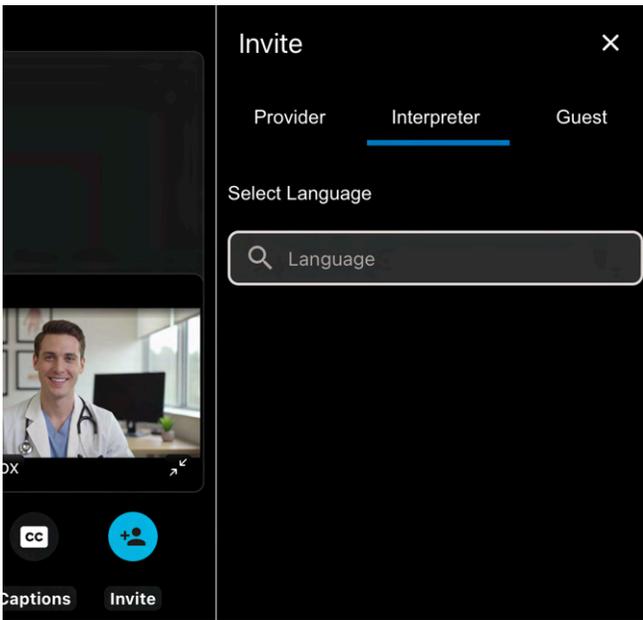
When connecting to a particular device from the same computer, the last used view (i.e., Dual View) and the camera selected will be used in the next session to that same device. When in alternate view, it will default to the last used healthcare application.

## Split Screen

Users can pin up to two participants in Split Screen mode, allowing them to view participants side by side by clicking the pin icon or using the context menu.

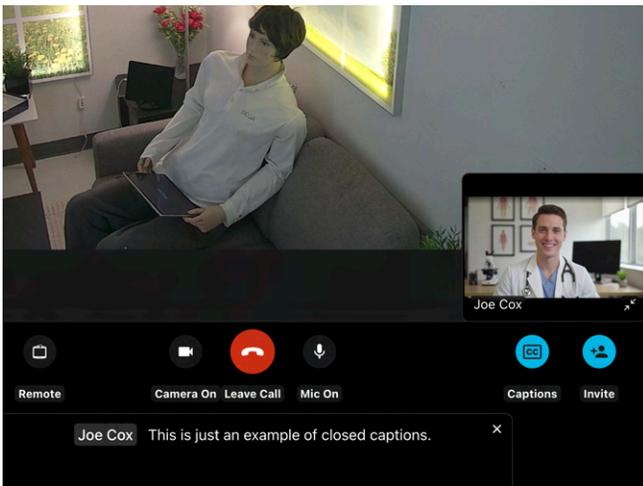
## Interpreter Services

Users who log in as a Host can invite an interpreter by SMS to join a session on a device from their smartphone (PSTN audio only). Audio is available in 250+ languages within 10 seconds.



## Closed Captions

Users can click the “Captions” icon to see closed captions by speaker.



# HIPAA

As a business associate, Teladoc Health is subject to compliance of the law under 45 CFR §164.308 (Administrative Safeguards), 45 CFR §164.310 (Physical Safeguards), and 45 CFR §164.312 (Technical Safeguards) to maintain and transmit protected health information in electronic form in connection with transactions performed by the customer (covered entity).

The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in violation of the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

There are safeguards implemented into the telehealth system to ensure that the system complies with the latest HIPAA regulations. One key requirement is Teladoc Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure the availability, security, and privacy of telehealth connections and ePHI (electronic protected health information). Teladoc Health maintains a policy to ensure workforce HIPAA compliance and training. Teladoc Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

## Guidelines for Compliance

The telehealth system helps hospitals and medical professionals comply with HIPAA regulations.

HIPAA requires all healthcare organizations to have policies and procedures; however, guidelines may not cover all situations for a specific organization. From time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features added, their impact, and how they may affect HIPAA policies, procedures, and safeguards.

## Access to Provider Access

The computer using Provider Access should be placed in a location only accessible to individuals who have authorized access to PHI. It is recommended that Provider

Access be password-protected via a Windows or iOS user account.

Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures. Passwords should be treated as highly confidential information. If you believe your password may have been compromised, it should be changed as soon as possible. Change your password by clicking the “Forgot Password” link on the login screen of the Teladoc Health Provider Access.

The Auto Logout feature logs out of Teladoc Health Provider Access when the system is inactive for 30 minutes. Users should be trained to log out of Windows, iOS, or the Virtual Private Network (VPN) when away from the system for any period of time. This is important for security reasons so that anyone attempting access will be required to enter a password for secure access.

## Discussion and Display of PHI

From time to time a physician will engage in remote communications with patients and medical staff where patient information (records, images, and video) will be discussed or displayed. In general, exercise the same care as though the physician were physically present. For example:

- Use head rotation to look around and see who else is nearby and might see or hear sensitive information, and use appropriate discretion.
- Use the microphone mute button when conversing with someone alongside Provider Access to avoid inadvertent conferencing of patient-related conversation.
- Position the Provider Access screen away from public areas so it is not visible to passersby.

## Images and Video

By default when saved, captured images and video files are stored as encrypted files, viewable only by the Provider Access user who captured them. All files are saved in the user’s Teladoc Health Media Vault to provide added protection.

For convenience, these files may be saved in common formats (e.g., JPEG for still images). These files are no longer encrypted and are viewable by any user who can access them. Recommended techniques for safeguarding PHI contained in these images and video:

- Ensure all personnel who have access to Provider Access also have full permission to access stored images and videos under the hospital’s

policies and procedures.

- Store captured images and videos only on removable media (e.g., recordable CD-ROMs) that can be taken with each user, or on secure network drives.
- Do not save captured images and video clips; use these images and video segments only while logged in for a virtual encounter.

## Disclosure of PHI

If the physician plans to transmit or copy stored images or video to other individuals or organizations (e.g., to a healthcare operator), the physician needs to abide by standard HIPAA rules governing who may receive PHI and under what conditions. Consult the hospital's HIPAA compliance officer for details.

# Contact Information

## 24/7 Live Technical Support

1-877-484-9119

## 24/7 Live Remote Technical Support & Live Chat

<https://teladochealth.com/contact>

## Email Support

[tac@teladochealth.com](mailto:tac@teladochealth.com)

## Teladoc Health User Manuals

<https://solosupport.teladochealth.com>

## Sales & Product Demos

1-805-562-8686

## Mailing Address

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

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