



Teladoc Health™
Bi-Monthly Release Notes

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Release Notes for July 6, 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

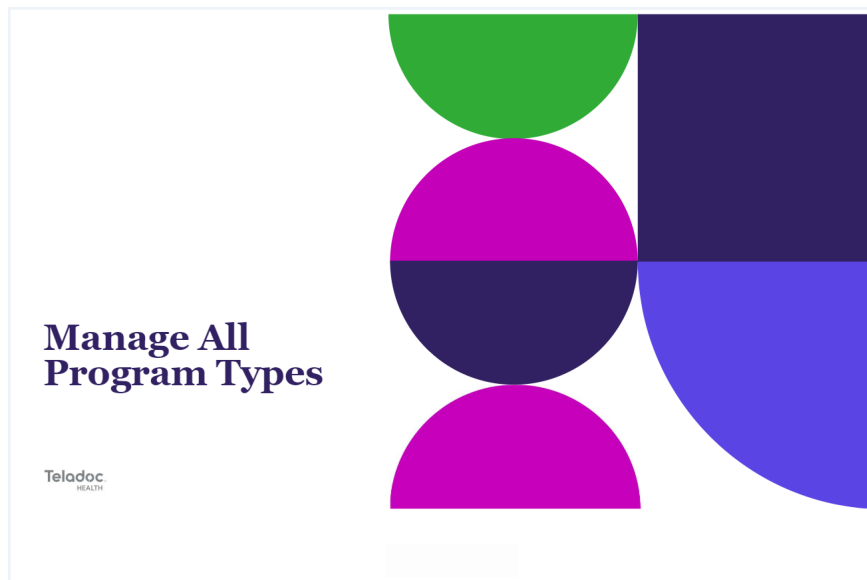
All Access Program Management:

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.

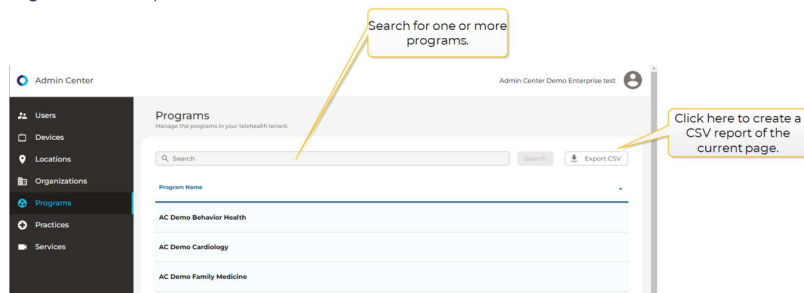
Key	Component	Version	Operating System
HHS-104	Solo Platform, Platform Administration	2023.2.4	Mac, Windows, iOS, Android

Release Feature Toggle: No



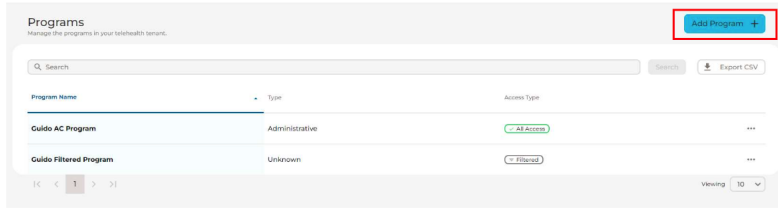
Programs

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



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.

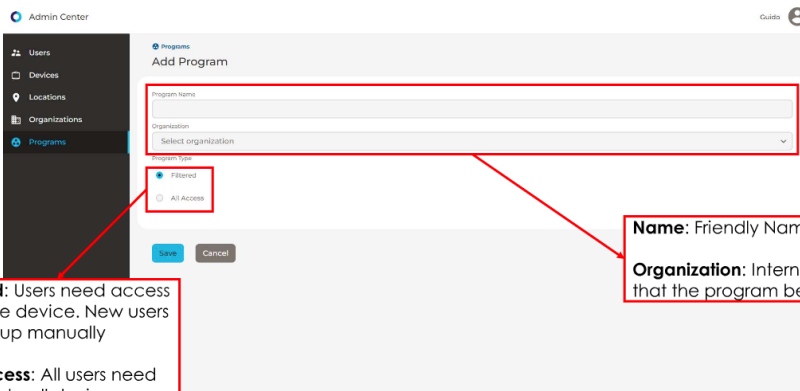


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Add Program



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

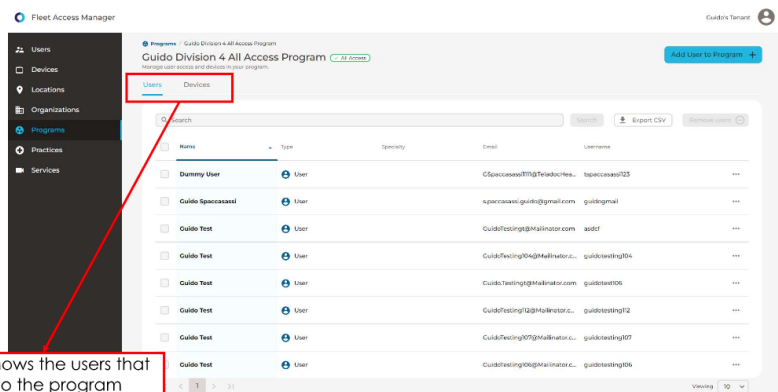
Organization: Internal Division that the program belongs to

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Program Composition



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

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Program Composition

Guido's Tenant

Programs / Guido Division 4 All Access Program All Access Add Device to Program +

Manage user access and devices for your program.

Users **Devices**

Search [] Search [] Export CSV [] Remove devices []

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	102155	...
<input type="checkbox"/> Guido New Robot 0504 new	DIXpress DP-TranspX3	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	...

Viewing 10

Guido's Tenant

Programs / Guido Division 4 All Access Program All Access Add Device to Program +

Manage user access and devices for your program.

Users **Devices**

Search [] Search [] Export CSV [] Remove devices []

Add User
Add Users to Program

Search []

Name	Type	Serial Number	
<input type="checkbox"/> John Doe	User	Other	
<input type="checkbox"/> Dummy User	User		
<input type="checkbox"/> Guido Spencer	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		
<input type="checkbox"/> Guido Test	User		

Viewing 10

Add Device
Add Devices to Program

Search []

Name	Type	Serial Number	
<input type="checkbox"/> Device - 102158 - Laser	Viewpoint and TV Pro Win Viewpoint SW v1	102158	
<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	102155	✓
<input type="checkbox"/> Guido New Robot 0504 new	DIXpress DP-TranspX3	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	✓
<input type="checkbox"/> Integrations Tablet	Viewpoint and TV Pro Win Viewpoint SW v1	101716	✓
<input type="checkbox"/> New Home 01040	Viewpoint and TV Pro Win Viewpoint SW v1	01040	✓

Viewing 10

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>

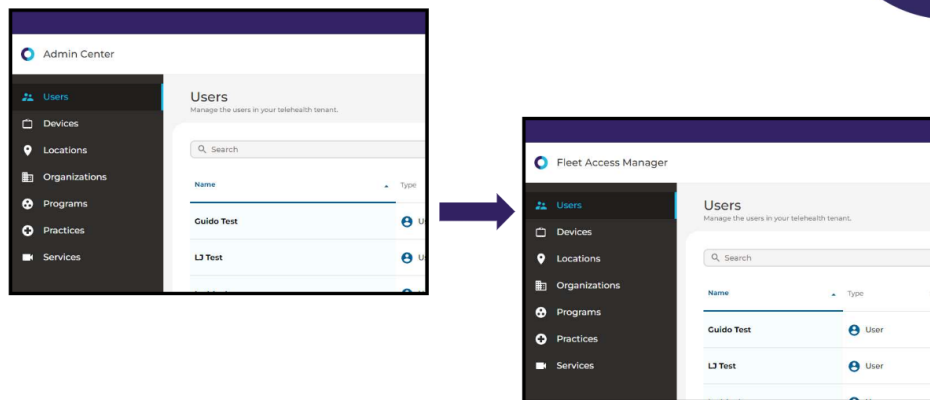
Key	Component	Version	Operating System
HHS-365	Platform Administration	2023.2.4	Mac, Windows, iOS, Android
Release Feature Toggle: No			

Fleet Access Manager Branding

From Admin Center to Fleet Access Manager

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Branding changes



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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.fsp.cat-teladochealth.io/users](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. A search bar at the top allows users to search for one or more users. An 'Add User' button is located in the upper right corner. Below the search bar is a table of users with columns for Name, Type, Email, Username, and S/N. Callouts indicate that clicking on a user's row displays their care locations, clicking the 'Add User' button adds a new user, clicking the 'Export CSV' button creates a CSV report, and clicking the edit icon in a user's row allows for editing user details, care location access, password reset, and viewing 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 'Add User' form contains the following fields: First name, Last name, Email address, Username, and Organization (a dropdown menu currently set to 'Admin Center Demo'). There is a checkbox for 'Federated Authentication'. A note at the bottom states: '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.' The form has 'Save' and 'Cancel' buttons at the bottom.



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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 Riverdel 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



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.

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



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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

User Full Name	Email	Win Viewport nt SW v1-900013	Win Viewport nt SW v1-900013	RP-Lite v2-10067	Mini Tablet v1-102679	Mini Tablet v1-103024	Win Viewport nt SW v1-101456	Win Viewport nt SW v1-101776	Win Viewport nt SW v1-101940	TV Pro V2 (TV Pro One v1)-101451
Artem Lyubchuk (artem.lyubchuk)	alyubchuk@teladochealth.com									
Brian Moriarty (brianmoriarty)	brianmoriarty@teladochealth.com									
Brendan Keane (bkeane)	bkeane@intouchhealth.com									
Demo Nurse (demo.nurse)	DNCRN@intouchhealth.com									
Guido Spiccasari (guidospiccasari)	gspiccasari@teladochealth.com									



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Provider App

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

The screenshot displays the Teladoc Health Provider App interface. On the left is a dark sidebar with navigation options: Queue, Schedule, Care Locations, Patients, Analytics, Provider Connect, and Services. The main content area shows a 'Testing' section with a search bar for 'Patient Name or Identifier'. Below this, a 'Visit' card is displayed for a 'Test Test' on Tuesday, July 04, 2023, from 09:05 AM to 09:05 AM. The visit status is 'Scheduled'. There are three buttons: 'Reschedule' (blue), 'Cancel' (blue), and 'Cancel visit.' (blue). Below these, a confirmation message asks 'Are you sure you want to cancel the visit? Patients will be notified.' and provides three buttons: 'Cancel This Visit' (orange), 'Cancel Group Visit' (orange), and 'Keep Visit' (blue). A 'Provider' field is visible at the bottom of the card. A 'Hide Details' link is in the top right corner.

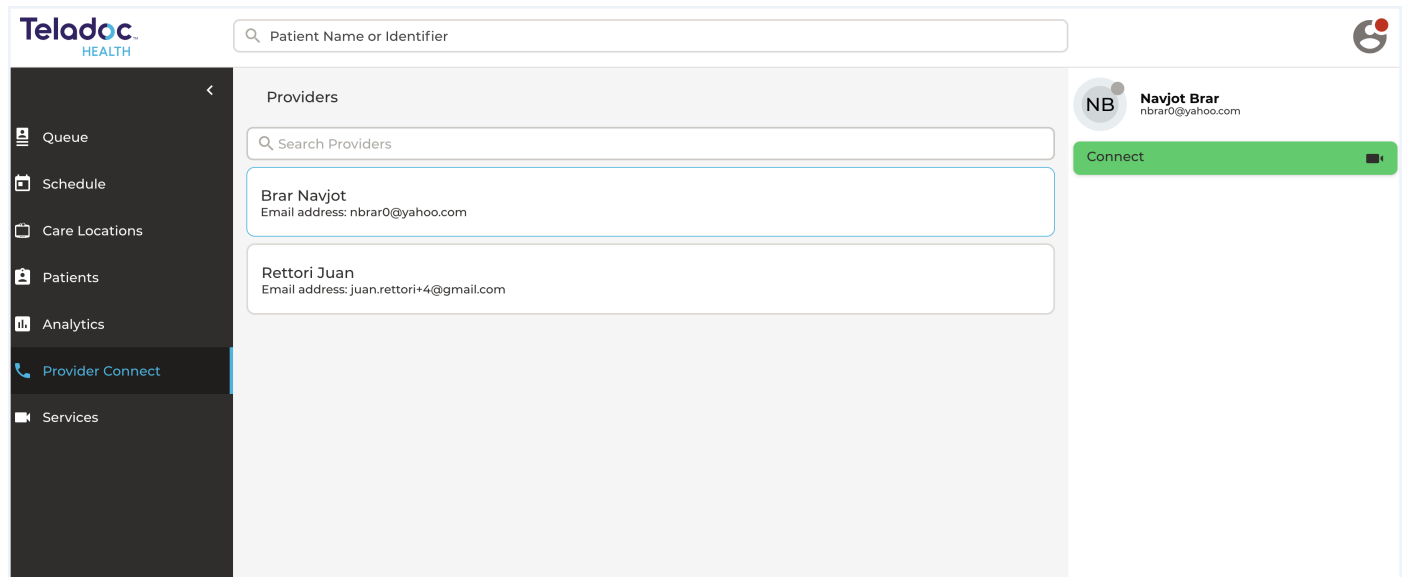
User experience enhancement:

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



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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.

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