



**Teladoc Health™**  
**Bi-Monthly Release Notes**

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# Release Notes for July 20, 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 contacting 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

## 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

## 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**

## New User Satisfaction Binary Survey

Session Stats

Session location  
Demo-Lite 3 (Emergency Room)

Session device  
Teladoc Health Lite

Session duration  
10 Seconds

Participating providers  
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Rate this session experience

1 - Bad 2 - Poor 3 - Fair 4 - Good 5 - Excellent

Close Do not show again Submit

Before

How was the call?

Dismiss

Chat with a Live Agent

After

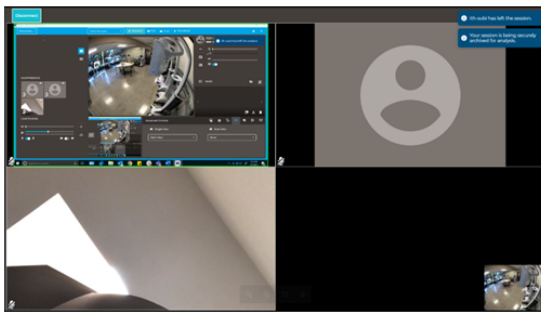
## User Experience Enhancement:

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.

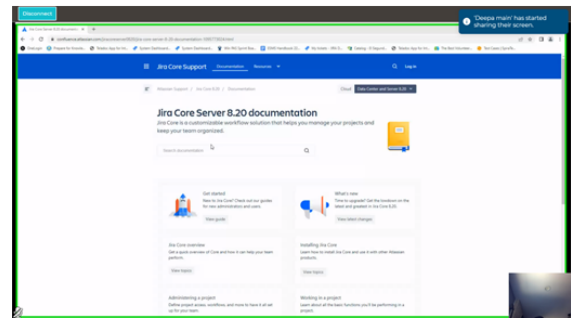
Key	Component	Version	Operating System
PAS-4951	Windows Provider Access Software	46.1	Windows

**Release Feature Toggle:** No

## Improved Remote Desktop Sharing Experience



Before



After

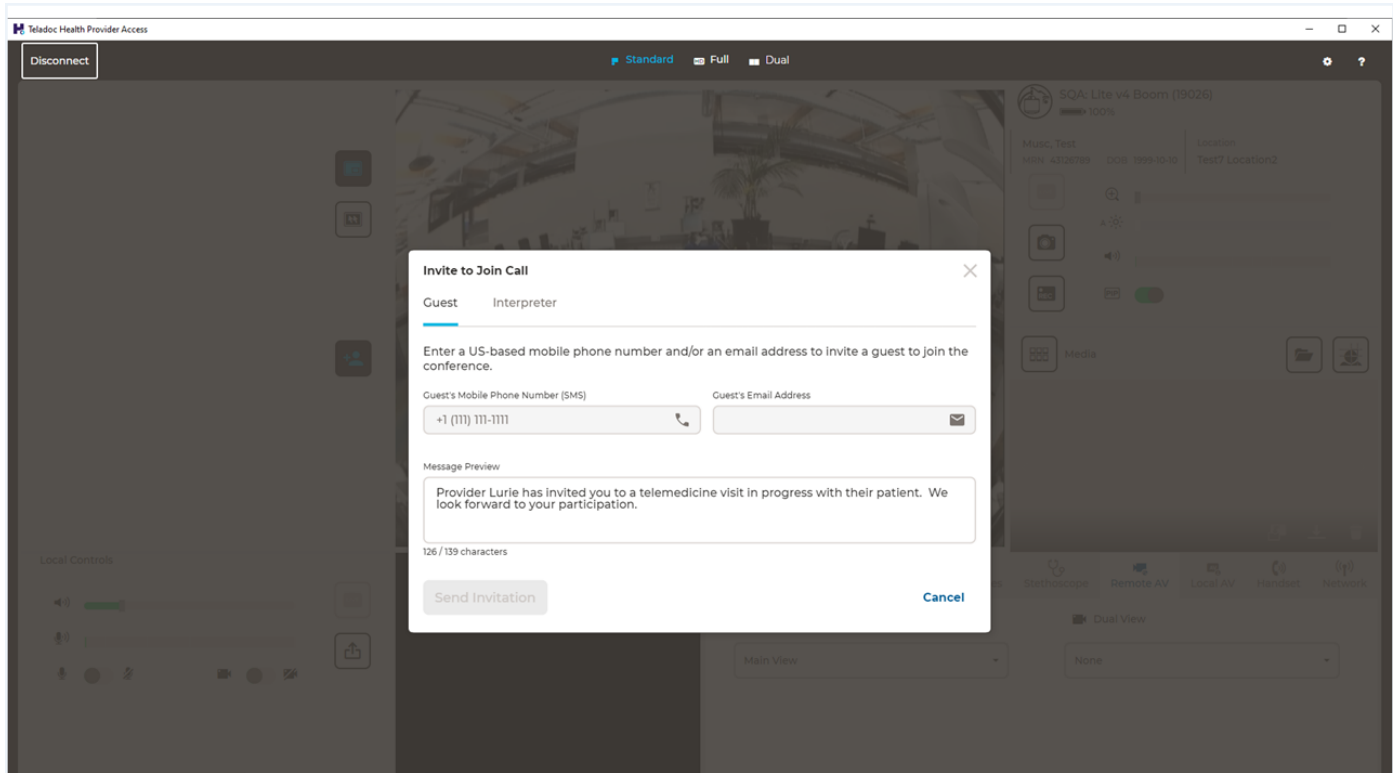
Before, when two or more participants viewed the Hosts shared desktop, the remote desktop view would display on a quarter of their screen. With this update, regardless of the number of participants on the call, they will each view the remotely shared desktop in full screen.

## 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

Browser Support: Safari

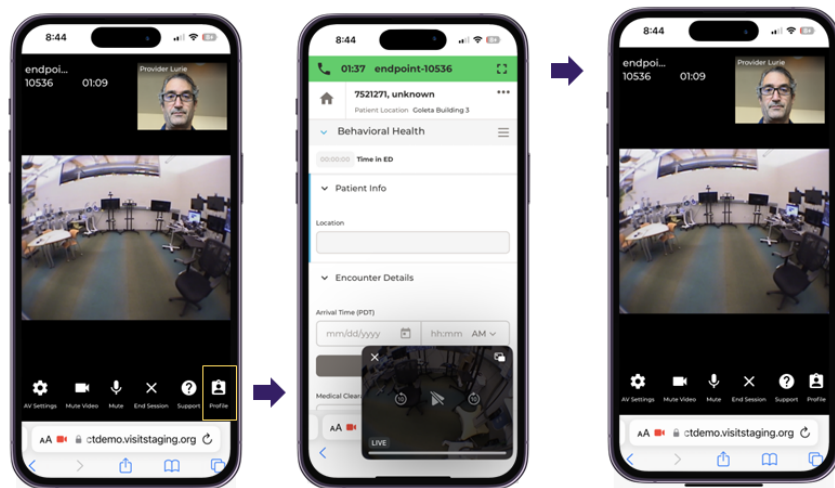
### User Experience Enhancement:

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.

Key	Component	Version	Operating System
WPAS-2661	Web Provider App	2023.2.5	iOS

Release Feature Toggle: No

### 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. Tapping the green header bar will bring you back to the full view mode.



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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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