Teladoc Health®

Bi-Monthly Release Notes

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Release Notes for August 10, 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.

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Solo Platform

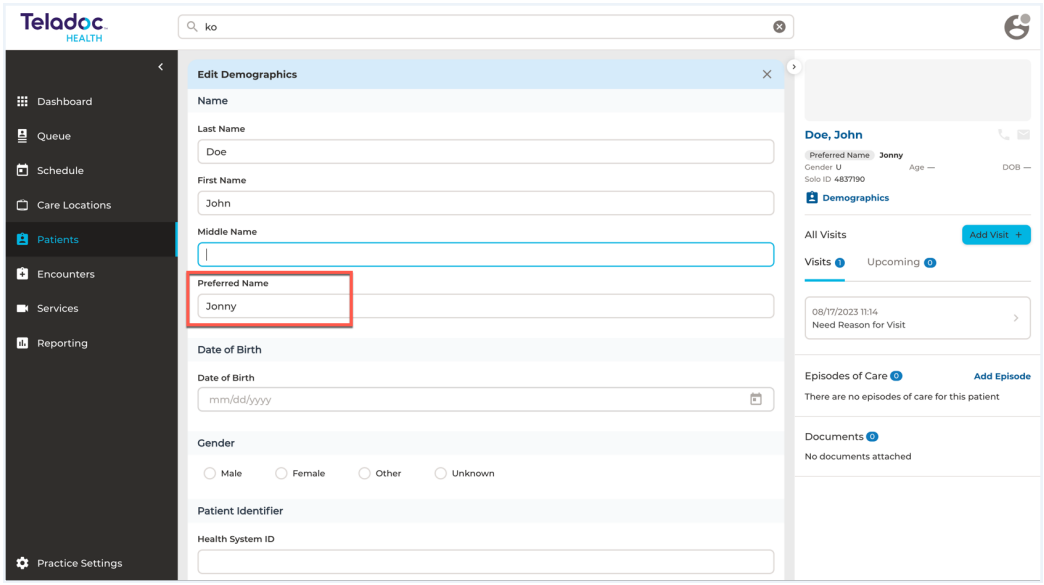
User Experience Enhancement:

A preferred or chosen name is the name a person wants or has elected to be called. A preferred or chosen name is not a person's legal name. For example, a man whose legal name is "Robert" may wish to go by his preferred name, "Bob." When a transgender or non-binary person selects a name that affirms their gender identity, that new name is usually called a chosen name. For example, a transgender woman named "James" at birth may select "Allison" as her chosen name. Regardless of gender identity, anyone can have a preferred or chosen name.

To enable ability collect and display Patient Preferred Name PatientPreferredNameGAv1 release toggle should be ON.

Changing patient preferred name by medical provider:

- Open patient demographics page for editing
- In Name section provide patient preferred name to Preferred Name field



- Save

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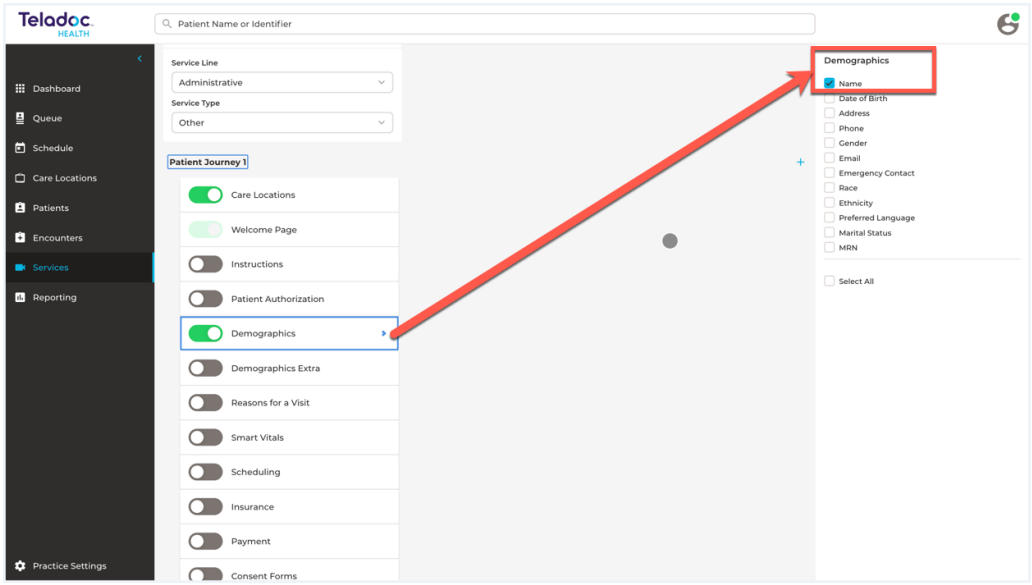
Changing patient preferred name by the patient

Configuration:

- As a practice admin user login to the practice
- Select service
- Open service settings
- Enable Name collection in the Demographics setting



- Save service configuration

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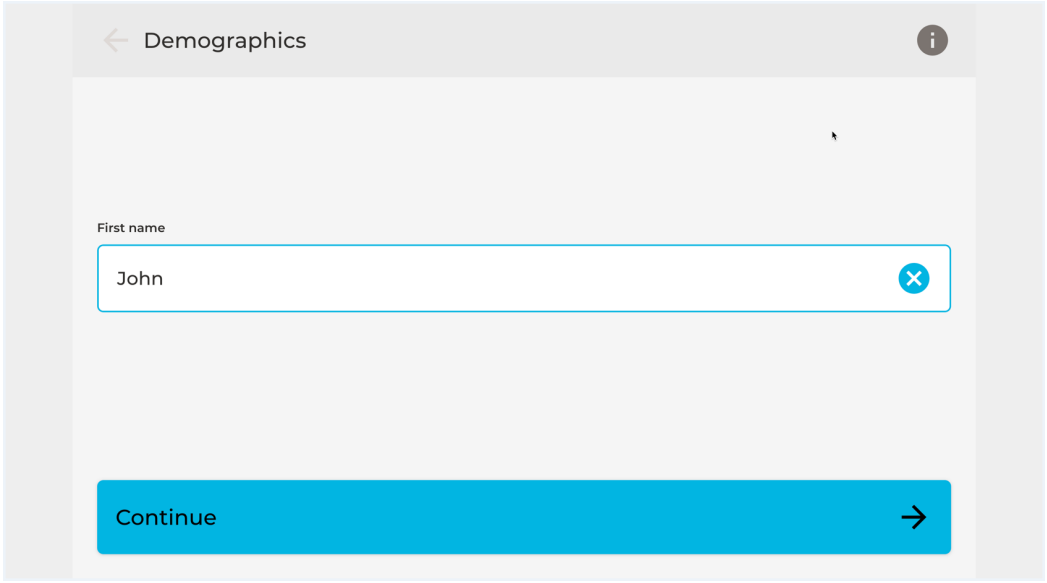
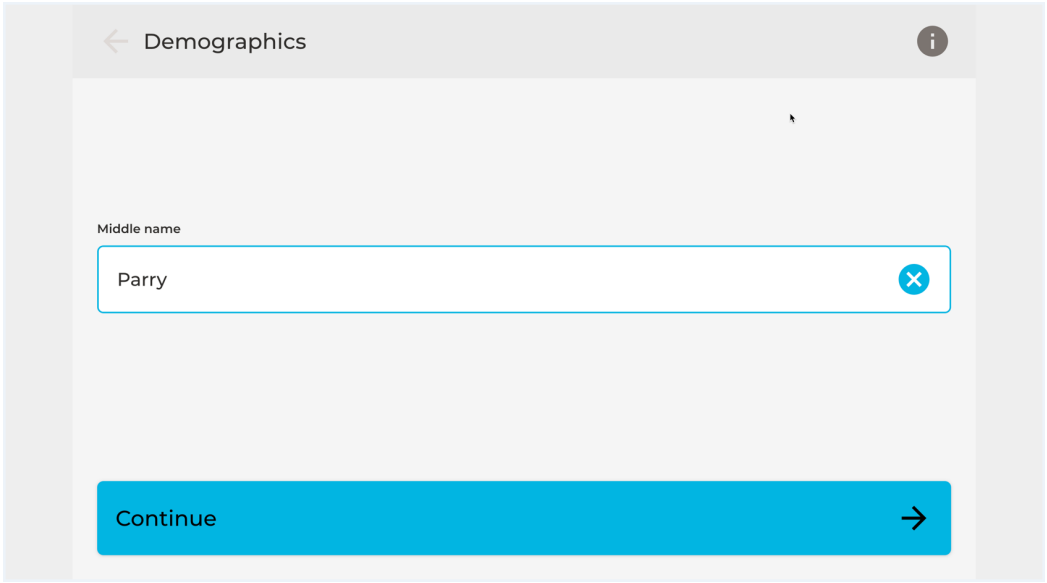
Patient journey for new patients:

For new patients preferred name will be collected as last step of the name collection.





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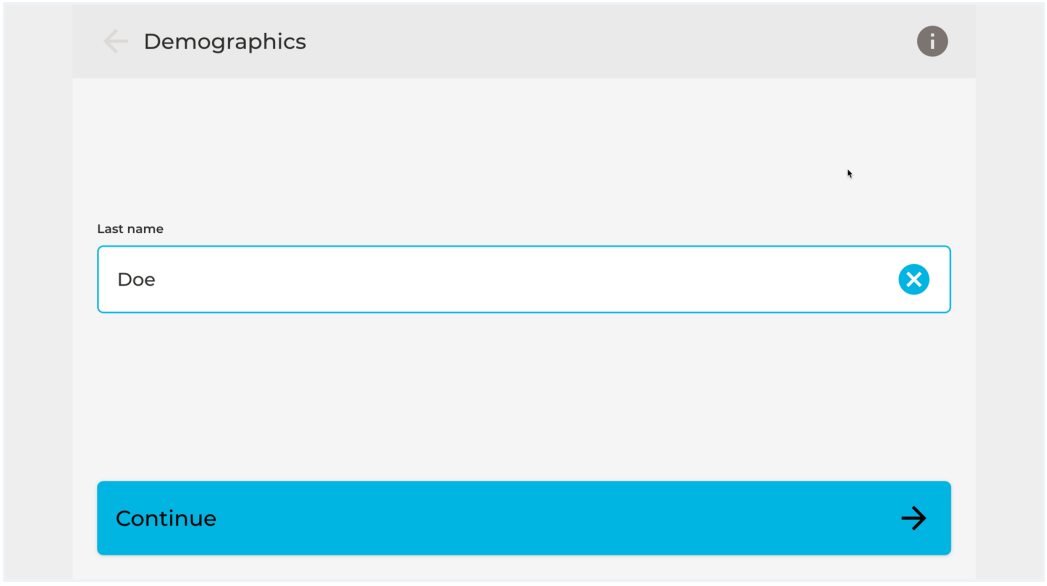

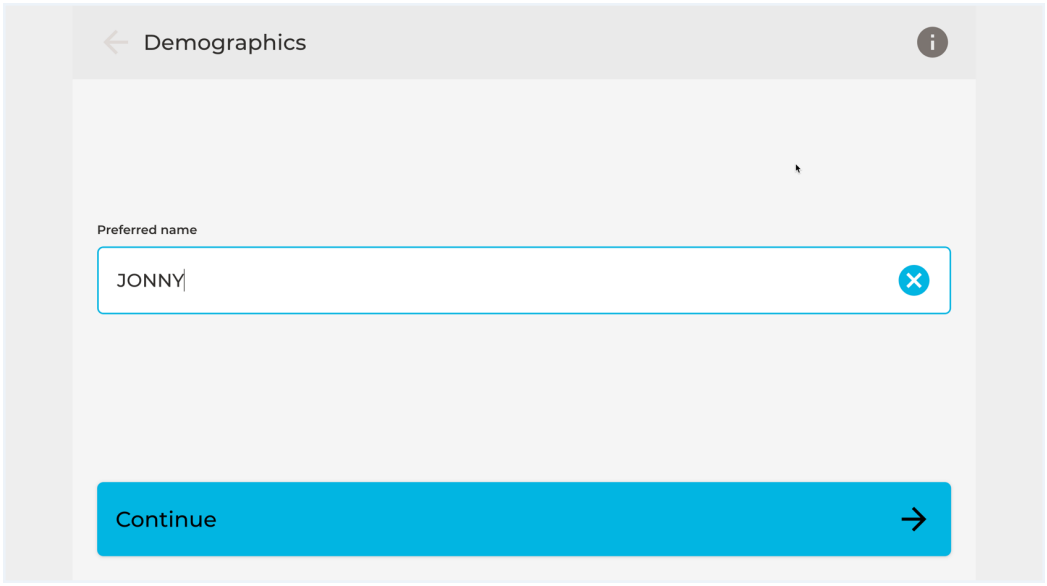

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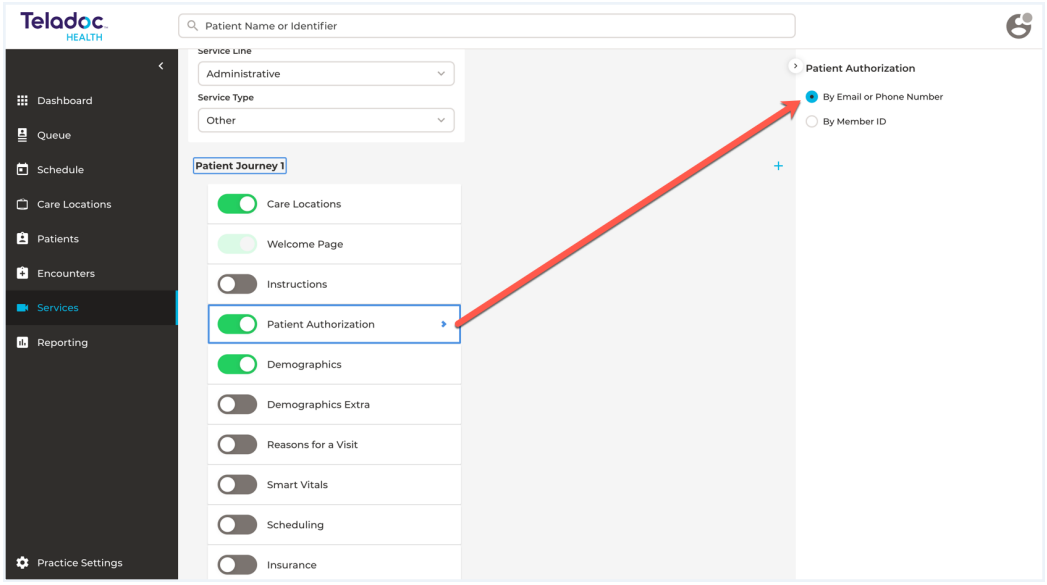
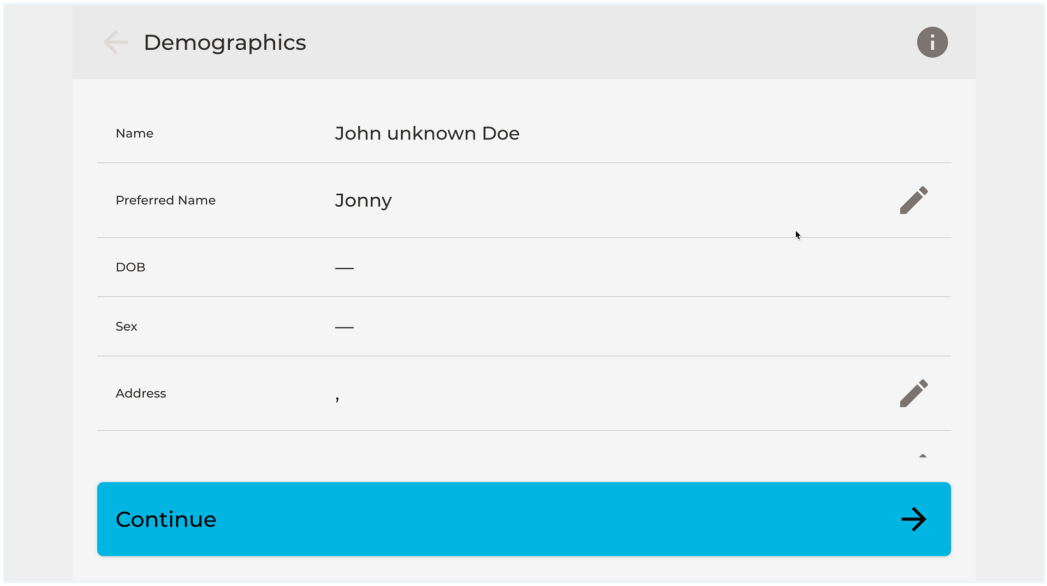
Patient journey for existing patients:

For existing patients Preferred name could be changed on the Demographics Summary page.

To determine the existing patients the "Patient Authorization" should be ON in the Service settings.



After authorization the patient can see the Preferred Name on the Demographics summary page (if demographics collection was enabled in the service settings) and Edit it.



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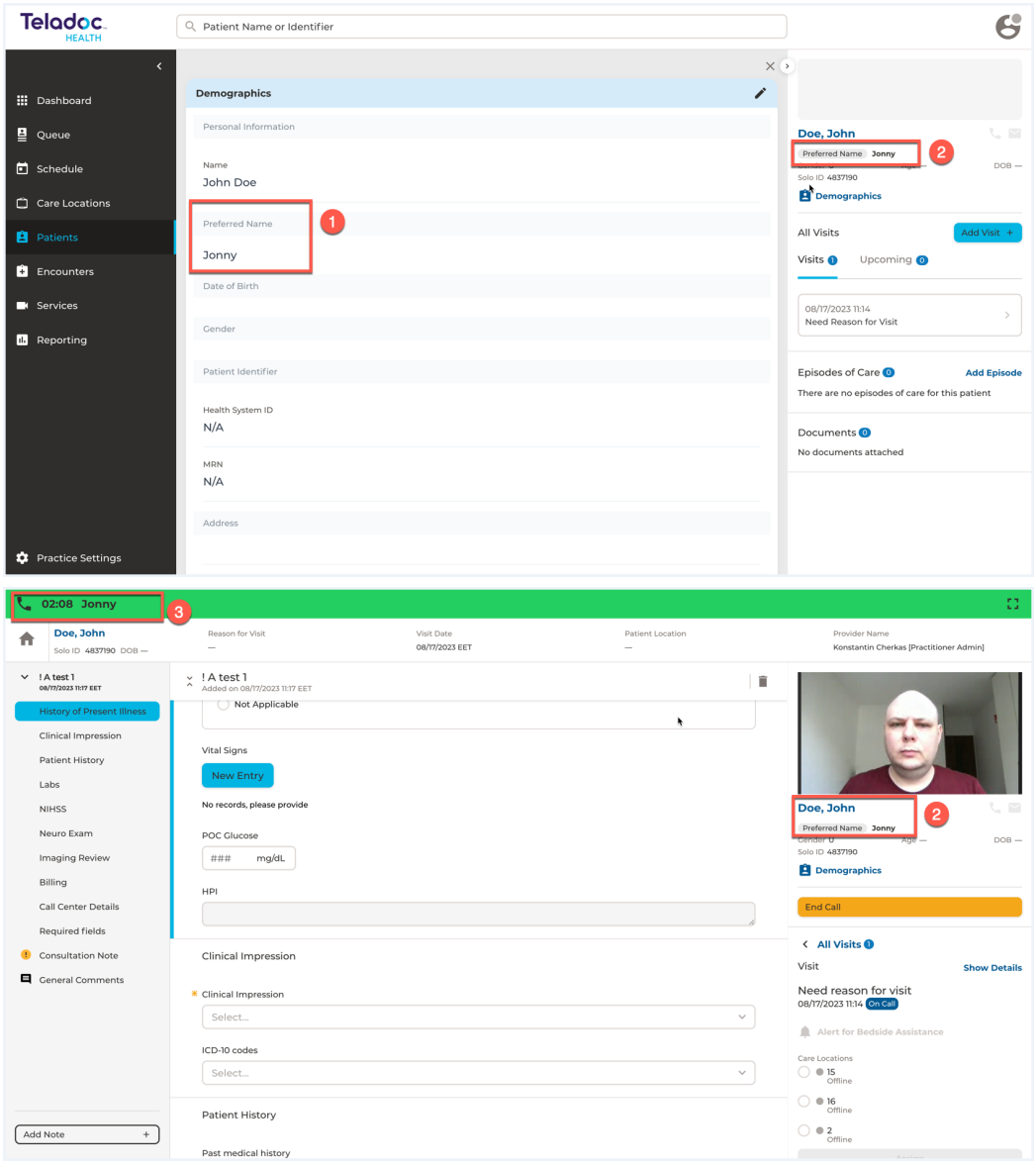
Where preferred name is displayed:

Preferred name will be displayed in provider application:

1. Patient demographics page
2. Right panel with the visit details
3. Green bar if video-call is minimized



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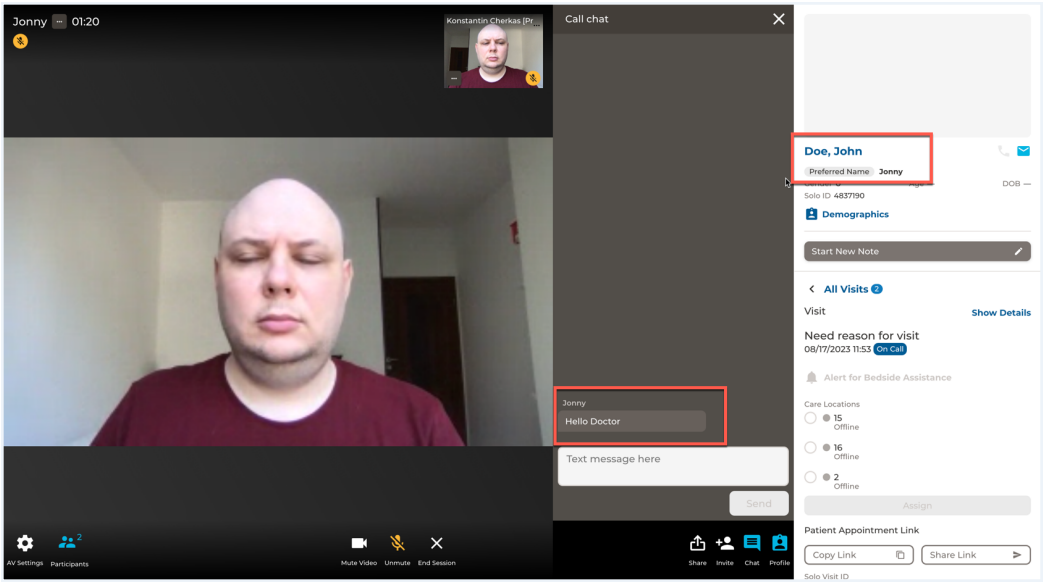
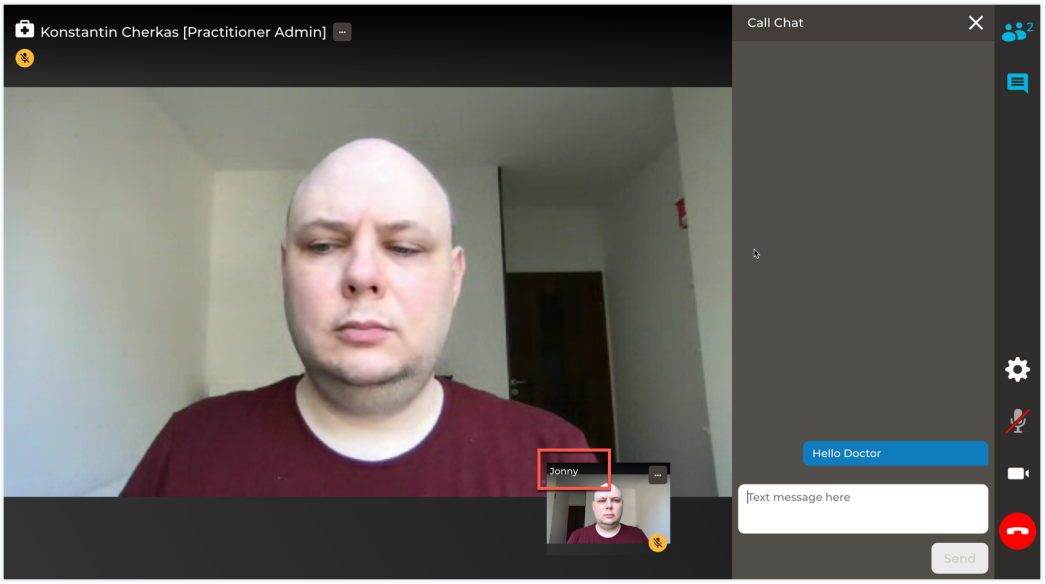
- Preferred name will be displayed in provider and patient applications:

1. name label for video-call preview
2. chat





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Key	Component	Version	Operating System
HHS-427	Backend, Frontend	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: PatientPreferredNameGAv1			

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User Experience Enhancement:

Located within the recently established "Reporting" tab on the left panel of the Solo UI, users can now readily access their A/V Quality Surveys.

This report provides users with valuable insights into the feedback received from both providers and patients concerning the A/V Quality experienced during various communication scenarios, including provider-to-provider calls, provider-patient visits, and group visits.

This data can be accessed after enabling the release toggle RestructureUIOnReporting.

Key	Component	Version	Operating System
HHSINT-494	Solo Platform	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: RestructureUIOnReporting			

User Experience Enhancement:

The health system external account number is now displayed in the encounter creation modal ("Add Encounter +"), which will improve efficiency for users who were previously redirected to the encounter Details modal after adding an encounter where users would enter the account number.

Key	Component	Version	Operating System
SOG-222	Audit Log, Back-end, Encounter Creation, Front-end	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: Solo Configuration			

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User Experience Enhancement:

An Episode of Care contains information pertaining to the affiliation of a Patient with a Healthcare Provider during a specific timeframe, during which interconnected healthcare activities may transpire.

For all entities incorporating Episodes of Care within their operational processes, you can now access the complete set of the following data elements through the Report Generator:

1. Name
2. Type
3. ID
4. Start Date
5. End Date
6. Objective
7. Status
8. Reason for Objective Incomplete

This data can be accessed after enabling the release toggle UnifiedSoloReporting2023Q2.

Key	Component	Version	Operating System
HHSINT-451	Rport Generator	2023.2.2	Mac, Windows, iOS, Android
Release Feature Toggle: UnifiedSoloReporting2023Q2			

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Provider App

User Experience Enhancement:

Expanded Filtering options.

IF release toggle FiltersOnScheduleAndServicePages is ON

THEN

- Filters appeared on the Services and Schedule pages.
- New filtering options added to Queue, Schedule, Services pages:
  - Filtering by timeframe
  - Filtering by patient name or identifier
- Reset option for Queue, Schedule, Services filters reset the filters to the role default filters state.

Key	Component	Version	Operating System
HHS-534	Web Provider App, Backend, Frontend	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: FiltersOnScheduleAndServicePages			

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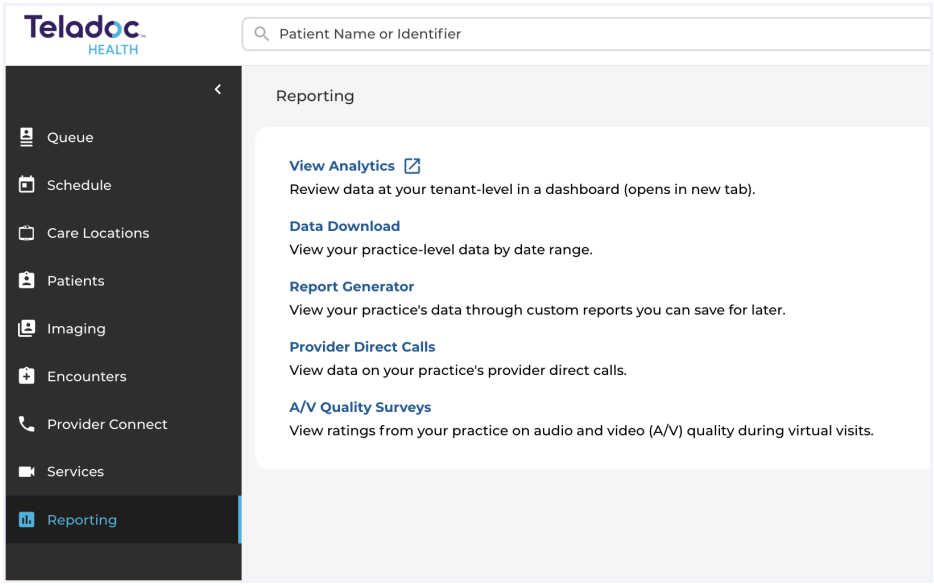
User Experience Enhancement:

Previously, reports within the Solo UI were dispersed across different locations, including the left panel and various sections within practice settings. In order to enhance data accessibility, we have implemented a streamlined approach by consolidating all reports under the newly introduced "Reporting" tab, conveniently positioned solely on the left panel.

This centralized "Reporting" tab now encompasses a comprehensive range of reports, incorporating Analytics as well as facilitating seamless access to essential data such as Data Download, Report Generator, Provider Direct Calls, and A/V Quality Surveys.

This new UI can be accessed after enabling the release toggle RestructureUIOnReporting.



Key	Component	Version	Operating System
HHSINT-502	Provider App	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: RestructureUIOnReporting			

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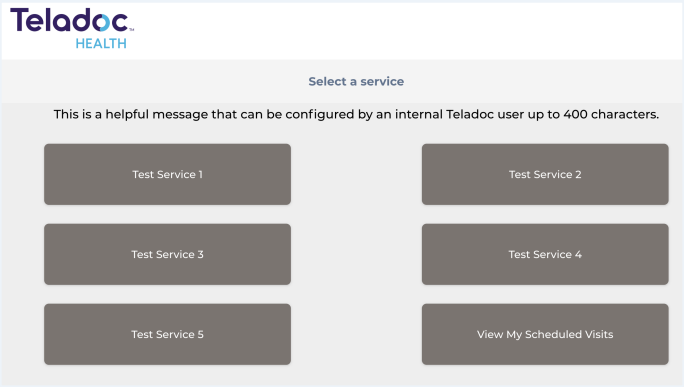
Patient App

User Experience Enhancement:

In our ongoing commitment to enhancing the user experience for our patients, we have strategically optimized the positioning of service tiles along with the accompanying text within these tiles on the "Select a Service Page".

This new UI can be accessed after enabling the release toggle SelectServiceUIUpdate.



Key	Component	Version	Operating System
HHSINT-519	Patient App	2023.2.6	Mac, Windows, iOS, Android
Release Feature Toggle: SelectServiceUIUpdate			

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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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