Teladoc Health®

Bi-Monthly Release Notes

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Release Notes for November 8, 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 via email at TAC@TeladocHealth.com.

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.

Browser Support: Available on Edge, Chrome, Safari, and Firefox.

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Solo Platform

Document Feature Enhancement:

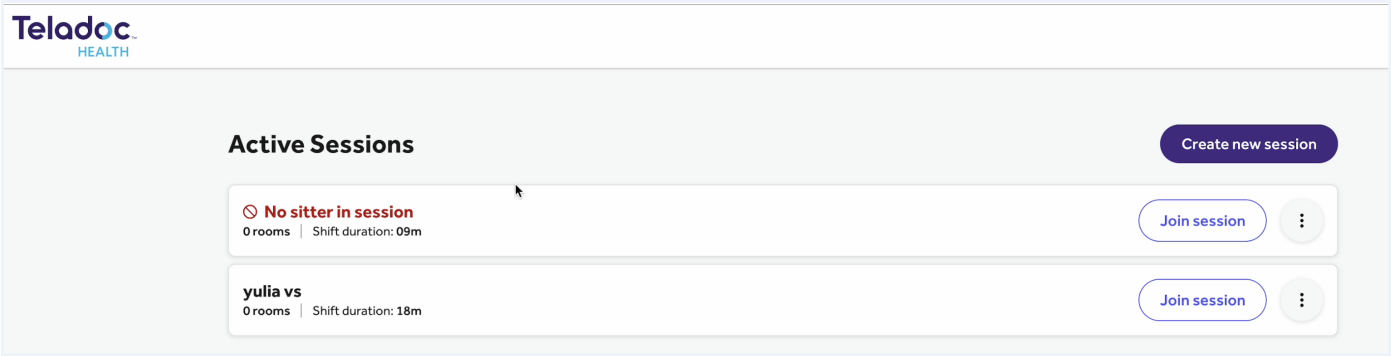
Current Virtual Sitter Name Now Displayed on Session - The name of the user displayed next to a Virtual Sitter session will now be the user who is currently in the session, instead of the user who started the session. This change is necessary to support session hand-offs and to ensure that it is clear who is actually monitoring patients at any given time.

If multiple Virtual Sitter users are in a session, the name of the user who has been in the session the longest consecutive period (Primary Sitter) will be displayed.

Key	Component	Version	Operating System
VS-863	Virtual Sitter	2023.3.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Feature Enhancement:

Label Added to Virtual Sitter Session with no Active Virtual Sitter- Virtual sitter sessions without a virtual sitter user present in them will show a label indicating no virtual sitter is in the session.



Key	Component	Version	Operating System
VS-126	Virtual Sitter	2023.3.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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Feature Enhancement:

Virtual Sitter's Thumbnail Images Size Automatically Adjusts For Better Viewing - A virtual sitter user will have their video thumbnails automatically and dynamically sized to better fit their monitoring view based on the number of patient rooms they are watching. For example, a virtual sitter will have larger video thumbnails when watching 4 patients compared to when they are watching 12 patients.

Key	Component	Version	Operating System
VS-520	Virtual Sitter	2023.3.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Platform Enhancements

Option to Invite an Interpreter by Phone Not Diaplayed with Solo + Microsoft Teams - If a Customer is configured for both Audio and Video Interpreters for Direct to Device sessions, the ability to invite an interpreter by Phone when connecting to a patient in Microsoft Teams will be hidden.

Key	Component	Version	Operating System
ACS-1730	Solo Platform Enhancements	2023.3.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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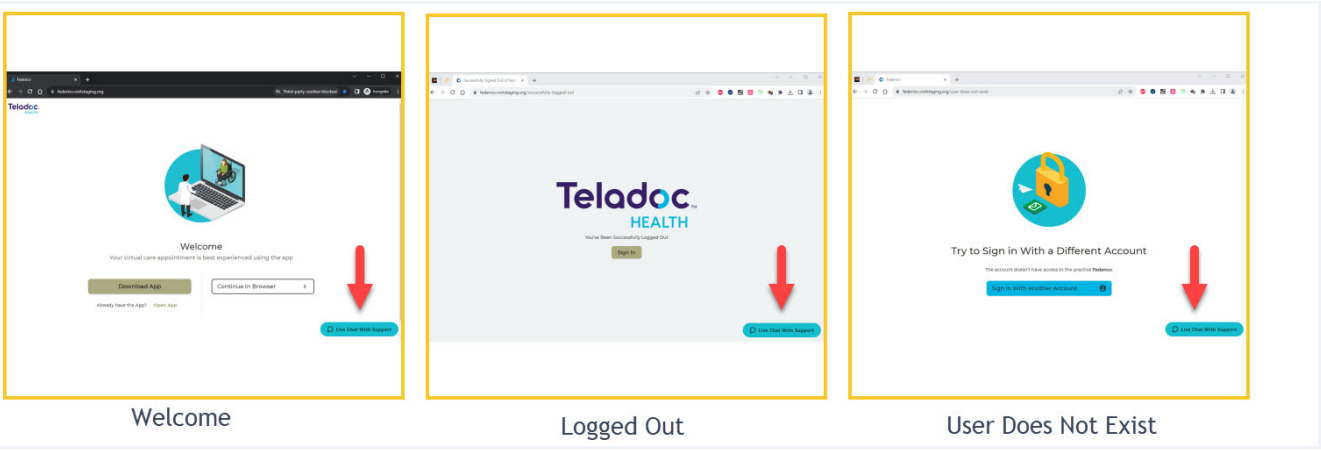
Provider App

Feature Enhancement:

TAC Support Button Widget Removed from Specific Pages and on Mobile Phone Browsers - In this enhancement, the Live Chat and Support feature has been placed on the following three pages:

1. "Successfully Signed Out",
2. "User Not Found" and the
3. Desktop App Launch Welcome Page



Key	Component	Version	Operating System
WPAS-3184	Web Provider App	2023.3.5	Mac, Windows, iOS, Android
Release Feature Toggle: HideSupportChatWidget			

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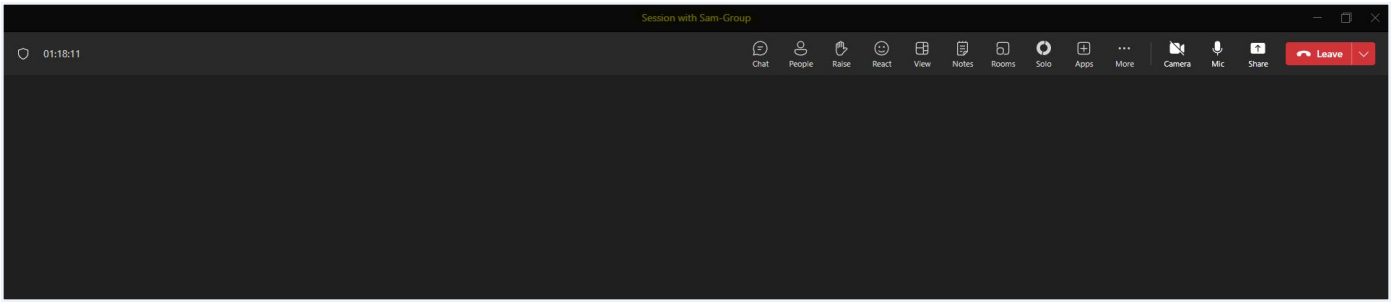
Feature Request:

Display Group Name as Window Name on Provider Side Durring Microsoft Teams Teams Video-Call - We have resolved the issue where an incorrect window name was applied on the provider side during the group video session for Microsoft Teams. With this fix, accurate window naming (Session with <Group Name>) ensures a seamless and precise collaborative experience.



Key	Component	Version	Operating System
ACS-1792	Web Provider App	2023.3.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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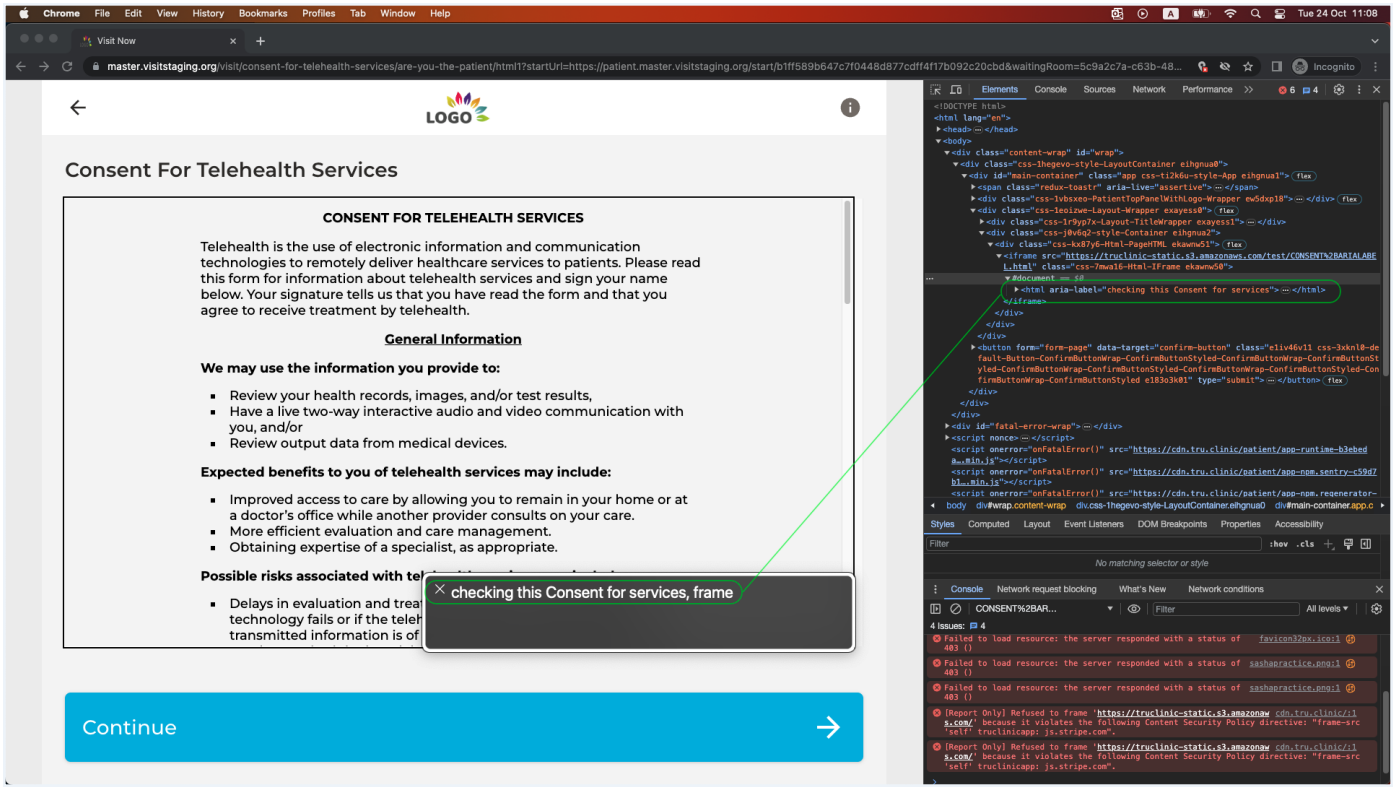
Patient App

Usability Improvement:

Screen Reader support for Consent form text inserted as HTML - We are pleased to announce an update to enhance accessibility. We have introduced comprehensive support for screen readers with HTML consent forms. To optimize accessibility and avoid reliance on "frame 0," the addition of the aria-label attribute to the <html> tag in HTML documents is now required. This ensures a more inclusive experience, compliance with accessibility standards, and improved user engagement.



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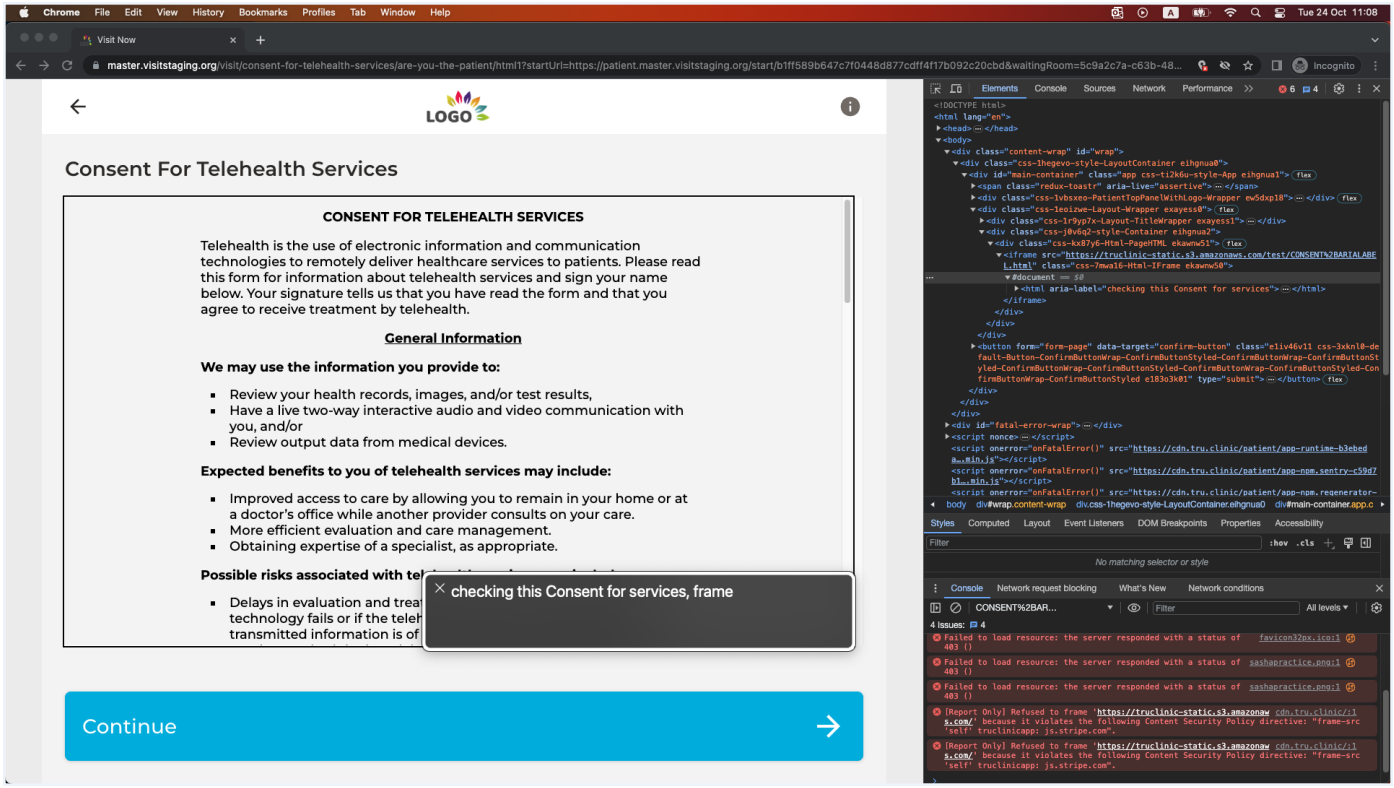

Key	Component	Version	Operating System
ACS-1683	Front-End, Web Patient App	2023.3.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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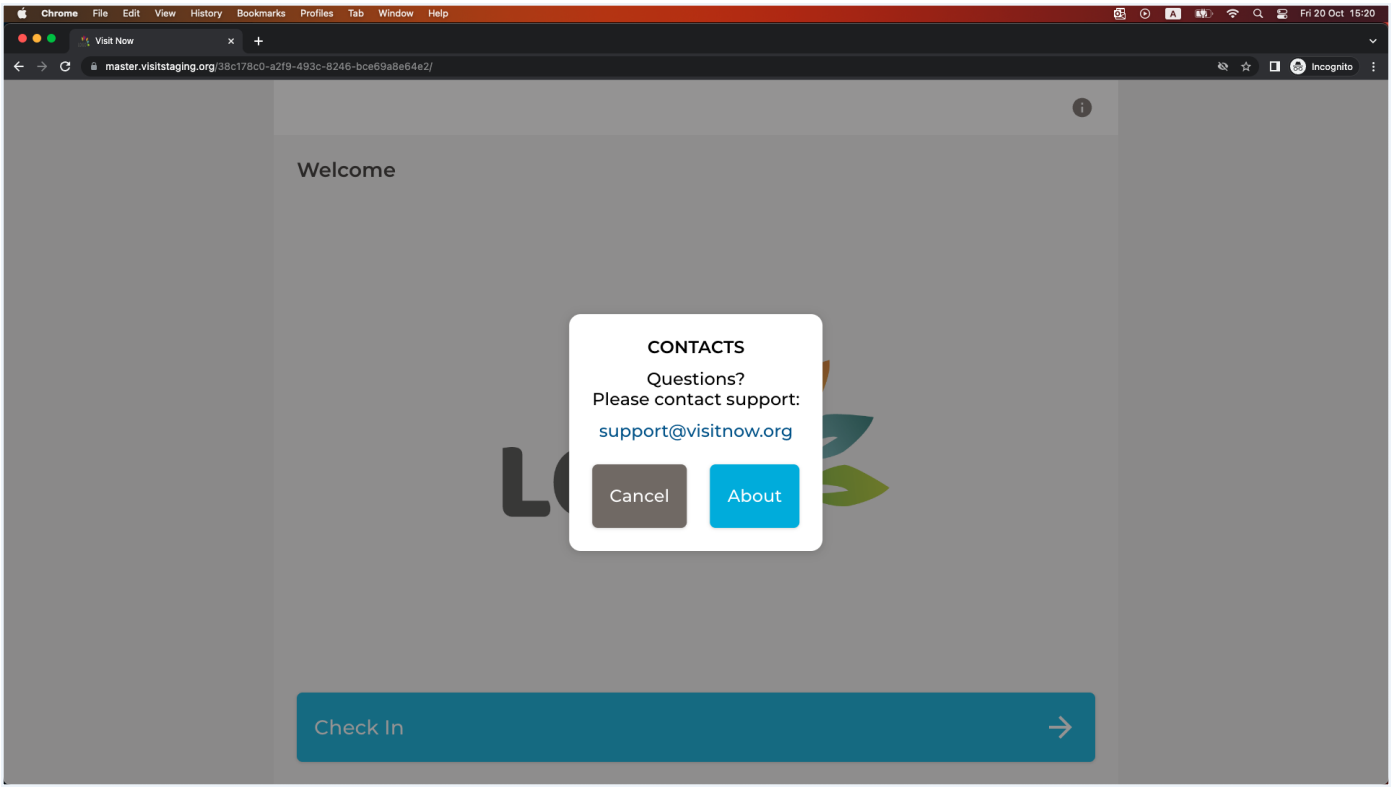
Product Enhancement

Patient App White Label Color Scheme is not Applied for Modal Buttons - We have resolved an issue where the color scheme was not applied to buttons within modal windows. With this fix, the visual consistency of our interface is now restored. Your user experience will now be seamless, ensuring buttons within modal windows adhere to the designated color scheme as intended.



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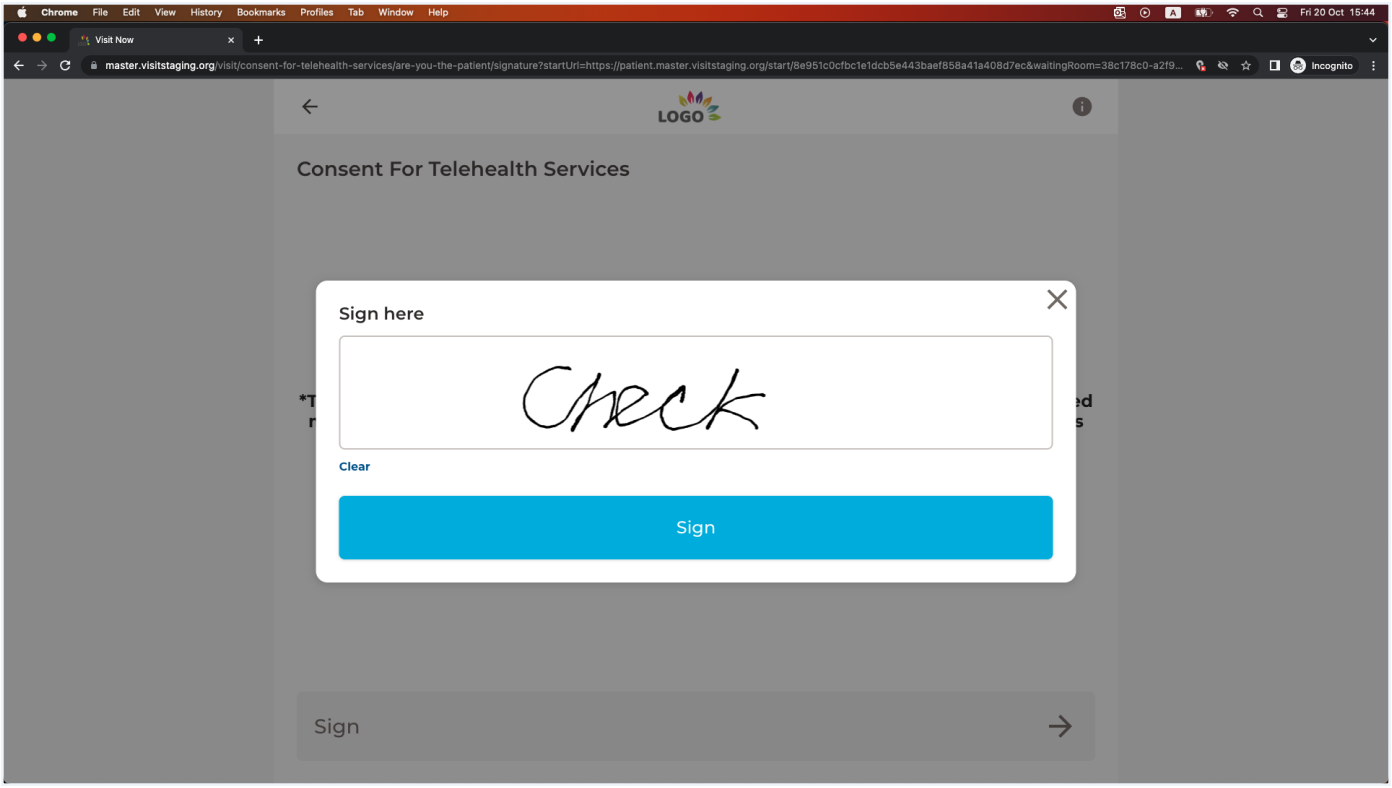

Key	Component	Version	Operating System
ACS-1545	Front-End, Web Patient App	2023.3.6	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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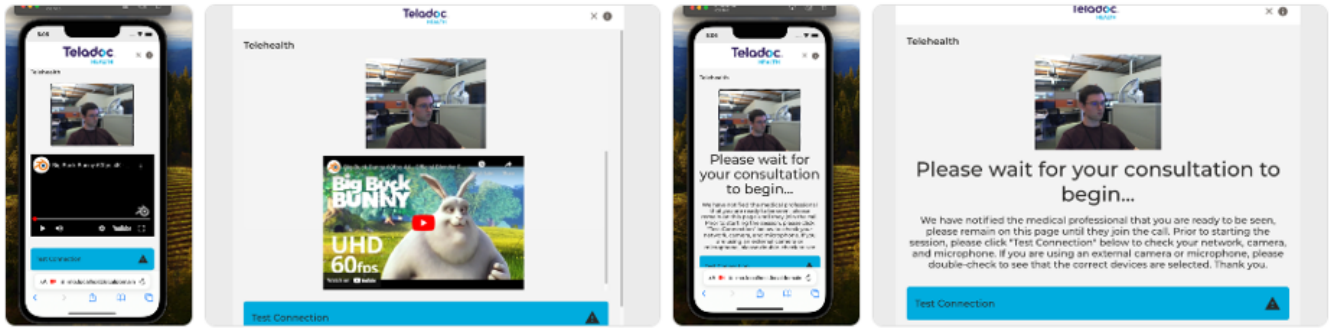
Product Enhancement

Resolved iOS Patient App - Multiple Prompts for Camera & Mic in Safari - Safari Browsers now ask for microphone, speaker, and camera permissions every 5 minutes until the device is used. This leads to challenges getting connected and user frustration. As a result, we now have the option to enable the patient's web-camera when they are in the waiting room. This activates the camera, providing a self-preview, and stops the permission dialogs.



Self-preview with video in the patient waiting room

Self-preview only in the patient waiting room

Key	Component	Version	Operating System
WPAS-2902	iOS Patient App	2023.3.6	iOS, MacOS, Android, Windows
Release Feature Toggle: NO			

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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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