



Teladoc Health®
Bi-Monthly Release Notes

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Release Notes for October 25, 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.

Solo Platform

Feature Enhancement:

Schedulers and healthcare practitioners may find the need to spontaneously share a Service URL with patients. These scenarios can include when providers are arranging an on-demand virtual visit, if the patient end-user encounters difficulties locating their initial meeting invitation, or desires to invite a family member at the last minute.

Teladoc Health is delighted to inform you that users now possess the capability to customize the content contained within the SMS or Email accompanying this impromptu invitation.

In the event that the patient is provided this invitation link, they can now incorporate the following details if they choose:

- * Clinic Name

- * Visit Date

- * Supplemental Guidance, such as a recommendation to log in 15 minutes prior to the visit, ensure that their device is adequately charged, ensure access to a stable Wi-Fi connection, or secure a quiet and undisturbed environment.

This feature can be activated by enabling the release toggle "CustomWaitingRoomInviteMessage".

Service Info



Name
JuanService

Type
Visit Now

URL

<https://master.visitstaging.org/f4a17>



Share Via

Message

Your visit will be starting soon.

Email

navjot.brar@teladochealth.com

Phone

Send



Your visit will be starting soon.

To start your virtual visit at Navjot Test, please click the following link

<https://master.visitstaging.org/f4a17be5-7880-412c-8009-77b964b37b7e>

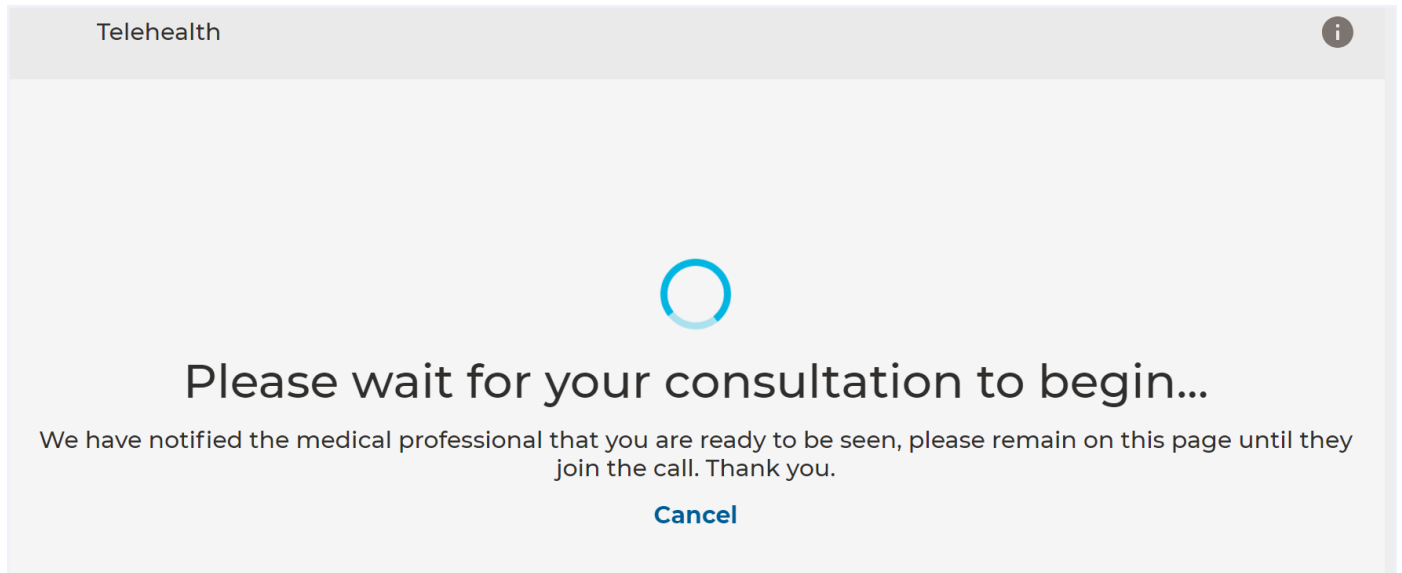
Key	Component	Version	Operating System
HHSINT-568	Solo Platform	2023.3.5	Mac, Windows, iOS, Android
Release Feature Toggle: CustomWaitingRoomInviteMessage			

Patient App

Usability Improvement:

The blue spinning circle was removed from the waiting page to minimize any possible confusion by patients.

Before:



After:

Please wait for your consultation to begin...

We have notified the medical professional that you are ready to be seen, please remain on this page until they join the call. Thank you.

Cancel

Key	Component	Version	Operating System
ACS-1574	Web Patient App	2023.3.5	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Product Enhancement

In various healthcare contexts, hospitals and health systems often require patients to submit specific documents or files before participating in a virtual visit.

For instance, in Dermatology, a healthcare provider may request that a patient upload an image of their skin condition. In a broader context, a healthcare provider might require a patient to upload a PDF document containing their medical history, current treatment plan, or previous clinical instructions.

We are pleased to introduce a new feature that enables these capabilities within the Solo patient app. Patients can now upload files in JPEG, PNG, or PDF formats, which enhances the versatility of these workflows. Subsequently, Solo users can access the uploaded files within the same interface as image uploads in the Solo Provider App.

To utilize this feature, please enable the "PatientFileUpload" release toggle. Following this, the File Upload screen can be configured within the patient journey settings of a Service.

Upload a file



Share up to five files with your provider

Examples: Images of an affected area, treatment or care plan, clinical instructions

Choose File(s)

Acceptable files types: JPEG, PNG, PDF

5 MB size limit per file

No documents attached to this encounter

Continue



Key	Component	Version	Operating System
HHSINT-430	Patient App	2023.3.5	Mac, Windows, iOS, Android
Release Feature Toggle: PatientFileUpload			

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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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