



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

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# Release Notes for October 11, 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.

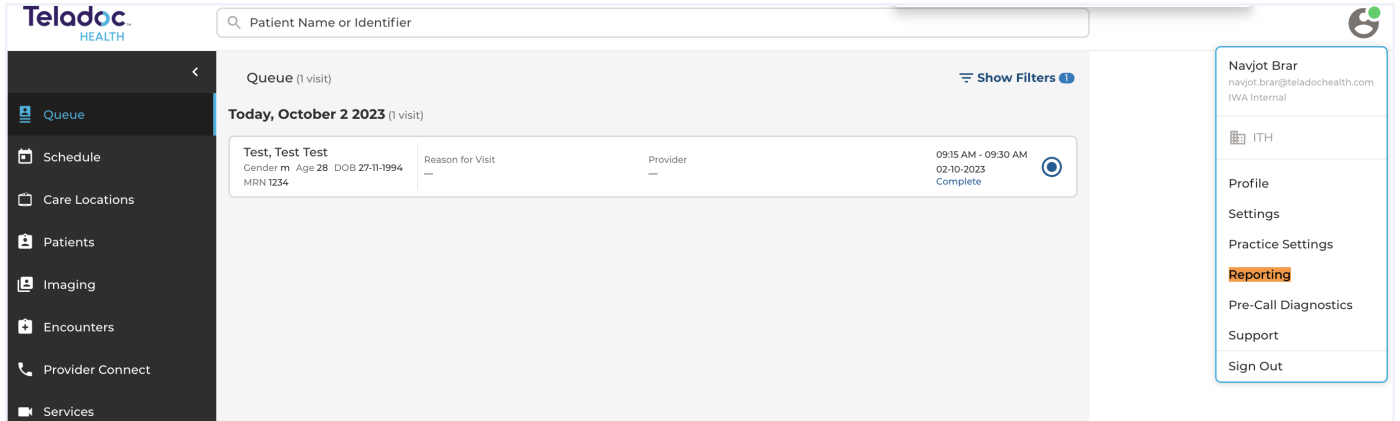
# Solo Platform

## Feature Enhancement:

In alignment with our commitment to optimizing the navigation for a refined clinical workflow experience, we have repositioned the 'Reporting' tab.

It has been relocated from its former location within the left menu list and is now situated within the 'User Settings' section, just below the 'Practice Settings' and above 'Pre-Call Diagnostics.'

This change can be seen when the release toggle "RestructureUIOnReporting" is enabled.



Key	Component	Version	Operating System
HHSINT-574	Solo	2023.3.4	Mac, Windows, iOS, Android
<b>Release Feature Toggle:</b> RestructureUIOnReporting			

**Report Generator improvements**

IF release toggle UnifiedSoloReporting2023Q3 is ON AND Workflow = consumer for practice  
THEN Report Generator has calculated Videocall and Wait Durations for consumer visits for Group calls and Individual calls

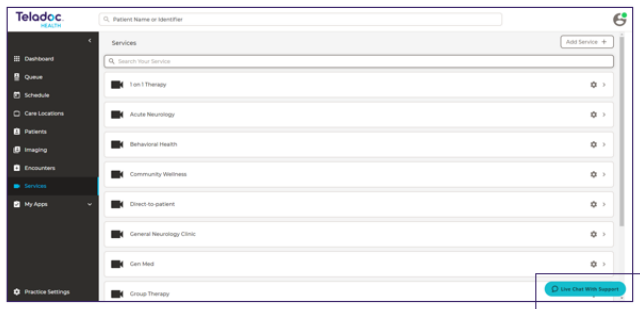
Key	Component	Version	Operating System
ACS-1532	Back-end, Report Generator, Web Provider App	2023.3.4	Mac, Windows, iOS, Android
<b>Release Feature Toggle:</b> UnifiedSoloReporting2023Q3			

# Provider App

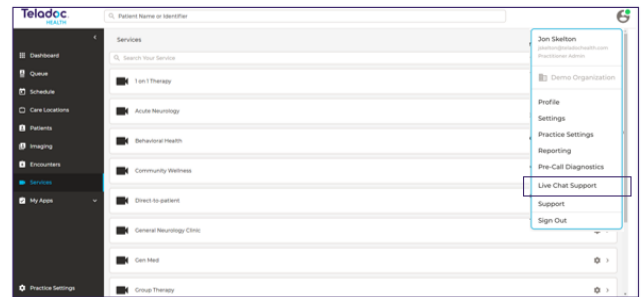
## Feature Request:

The Live Chat with Support button currently shows up on most pages. This results in the button being shown in too many places and, at times, covering up essential elements on a page. We are removing the Live Chat Support button and making the capability available from the User Settings Menu. In the near future, we will place the Live Chat Support button back on very specific pages. Removing the button will be made per request for the time being but enforced for all customers as part of the quarterly feature update cycle in approximately two months.

## WPAS-1878: Move Live Chat with Support Feature to User Settings Panel



**Before:** The Live Chat with Support icon showed up on every page



**After:** The Live Chat with Support feature is now only available in the User Setting panel.

Key	Component	Version	Operating System
WPAS-1878	Desktop Provider App, iOS Provider App, Web Provider App	2023.3.4	Mac, Windows, iOS, Android

**Release Feature Toggle:** HideSupportChatWidget

## Feature Enhancement:

We are excited to announce a significant update in our provider application, enhancing its integration with the latest Microsoft Teams 2.1 client - the support for the Light Theme. This enhancement is designed to optimize your collaborative experience by providing a visually appealing and comfortable interface that ensures a cohesive and aesthetically pleasing experience for all users.



Key	Component	Version	Operating System
WPAS-1769	Web Provider App	2023.3.4	Mac, Windows, iOS, Android
<b>Release Feature Toggle:</b> None			

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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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