



**Teladoc Health™**

Bi-Monthly Release Notes

# Release Notes for October 18, 2022

The following is a list of features included in this software release. Clients can request a feature be enabled in their production organization by contracting our Technical Assistance Center.

## Solo™ Platform Enhancement

**Browser Support:** IDA/Electron, Chrome, Safari-MAC, Firefox, and Edge.

**Filter Encounter Dashboard:** Users can filter encounters on the **Encounters** dashboard based on the Consult Note fax delivery status.

1. **Not Faxed:** The encounter doesn't have signed consult notes that have been faxed.
2. **Faxed:** The encounter has at least one signed consult note that has been faxed.
3. **Fax Failed:** The encounter has at least one consult note for which fax delivery failed.

| Key   | Component            | Version  | Operating System                      |
|---|----------------------|----------|---------------------------------------|
| SN4-3371  | Platform Enhancement | 2022.4.1 | MacOS, and Windows - 32bit and 64bit. |
| <b>Release Toggle:</b> EncounterFaxStatusesFilter |                      |          |                                       |

## Provider App

### Web Provider App

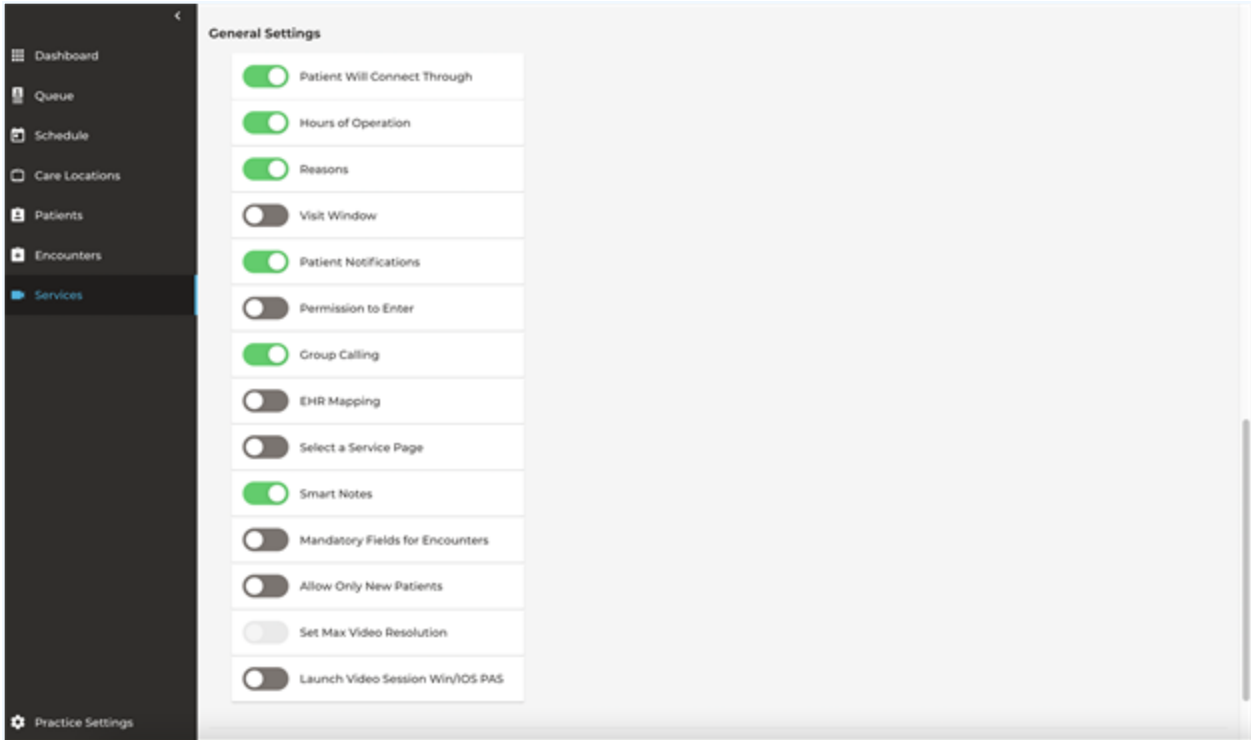
The Web Provider App is a browser-based App used primarily for scheduled and on-demand low and medium acuity care.

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

**Consumer scheduling process improvement:** Practitioner assignment and watching can be configured on the service level to disable or enable these options in the **Service** settings.

| Key   | Component        | Version  | Operating System          |
|---|------------------|----------|---------------------------|
| TC-10306  | Web Provider App | 2022.4.1 | Windows - 32bit and 64bit |
| <b>Release Toggle:</b> AllowConfigureProviderAssignment |                  |          |                           |

**Old**



# New

**General Settings**

- Patient Will Connect Through
- Hours of Operation
- Reasons
- Visit Window
- Patient Notifications
- Permission to Enter
- Group Calling
- Provider Assignment and Watching**
- EHR Mapping
- Select a Service Page
- Smart Notes
- Mandatory Fields for Encounters
- Allow Only New Patients
- Set Max Video Resolution
- Launch Video Session Win/OS PAS

**Description**

Ability to assign provider to a visit and limit providers notifications to what they are assigned. List of watchers (any service users not providers-only) can be added to a visit to follow notifications.

[Live Chat With Support](#)

# Old

**Patient Notifications**  
At Scheduling

- Permission to Enter  
Disabled
- Group Calling  
Enabled
- EHR Mapping  
None selected
- Select a Service Page  
Disabled
- Smart Notes  
All templates
- Mandatory Fields for Encounters  
None selected
- Allow Only New Patients  
Disabled
- Instructions  
Disabled
- Video Session Launch Type  
Watched (Default)
- Patient Will Connect Through  
Enabled

**Information**

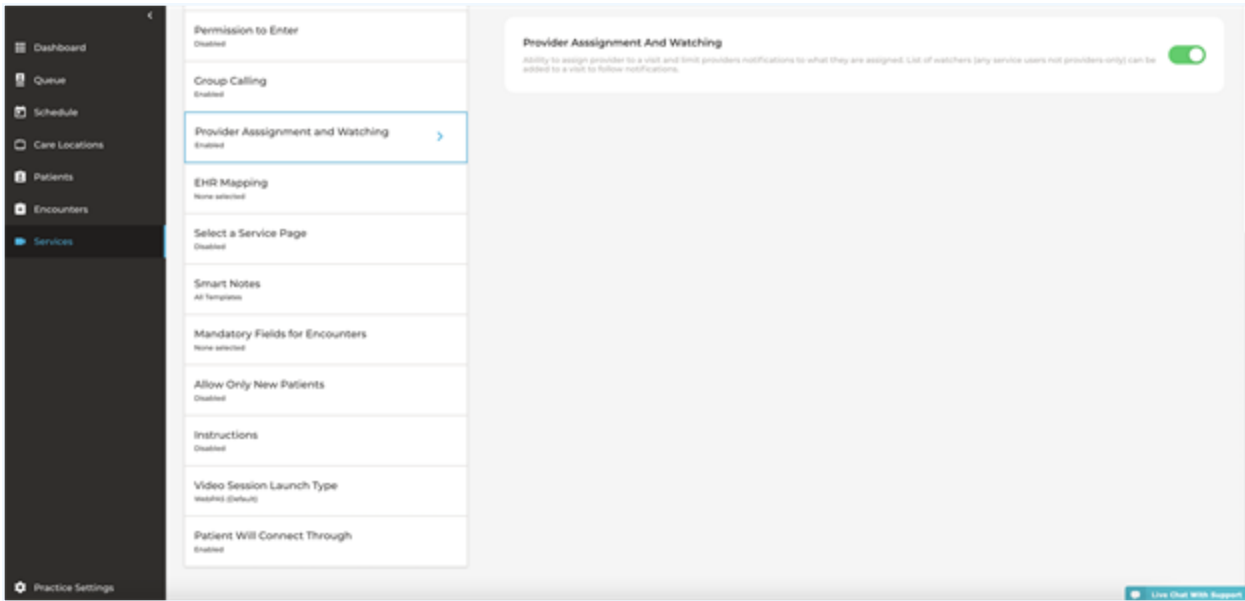
Service Name  
A consent form

Service Line  
Administrative

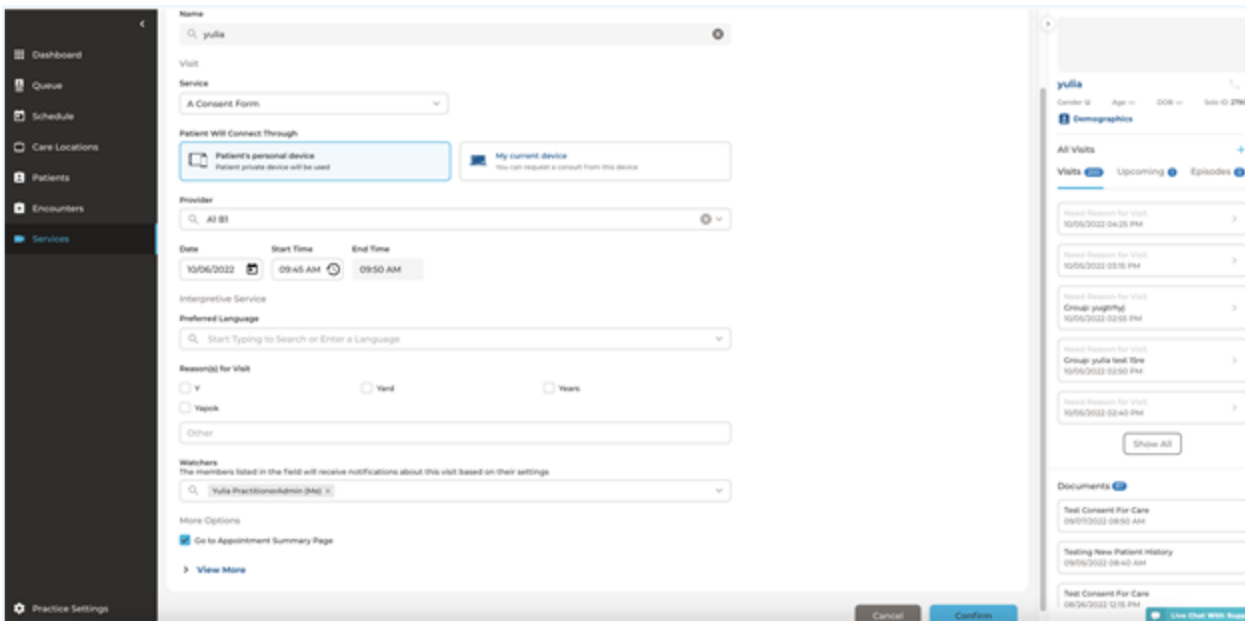
Service Type  
Administrative

[Live Chat With Support](#)

# New



# Old



# New

The 'New Visit' form is divided into several sections:

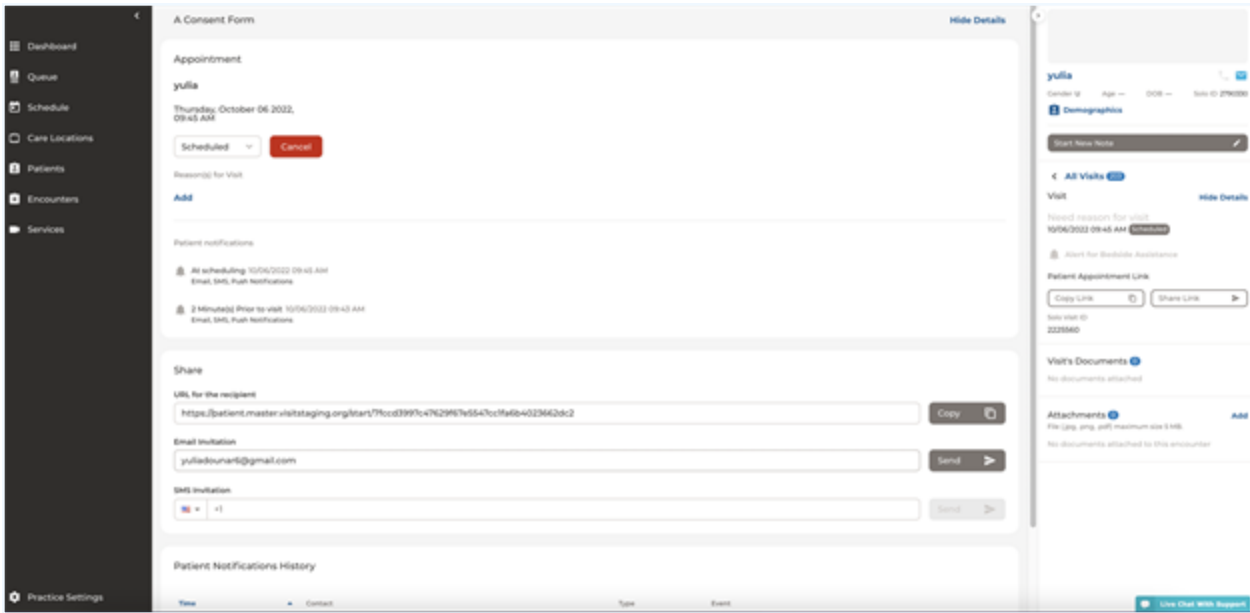
- Patient Group:** A search bar with 'yulia' entered.
- Visit:** A dropdown menu showing 'A Consent Form'.
- Patient Will Connect Through:** Two options: 'Patient's personal device' (selected) and 'My current device'.
- Date:** A date picker set to 10/06/2022, with start and end times of 09:45 AM and 09:50 AM.
- Interpretive Service:** A dropdown menu for 'Preferred Language'.
- Reason(s) for Visit:** Radio buttons for 'Y', 'Yapik', and 'Hears', with an 'Other' text input field.
- More Options:** A checkbox for 'Go to Appointment Summary Page' and a 'View More' link.
- Right Panel:** Patient profile for 'yulia', a list of 'All Visits' with dates and times, and a 'Documents' section with 'Test Consent For Care' entries.
- Bottom:** 'Cancel' and 'Confirm' buttons.

# Old

The 'A Consent Form' page displays appointment details and sharing options:

- Appointment:** Patient 'yulia', date 'Thursday, October 06, 2022, 09:43 AM', and status 'Scheduled' with a 'Cancel' button.
- Provider:** 'Jl St' with an 'Edit' link.
- Reason(s) for Visit:** 'Add' button.
- Watchers:** A list of users, including 'Yulia PractitionerAdmin (Me)' with an 'Edit' link.
- Patient notifications:** Two notifications: 'At scheduling 10/06/2022 09:43 AM' and '2 Minutes Prior to visit 10/06/2022 09:43 AM'.
- Share:** Fields for 'URL for the recipient' (with a 'Copy' button) and 'Email invitation' (with a 'Send' button).
- Right Panel:** Patient profile for 'yulia', 'All Visits' section, 'Visit' details for the current appointment, 'Patient Appointment Link' with 'Copy Link' and 'Share Link' buttons, 'Visit's Documents' section, and 'Attachments' section.
- Bottom:** 'Link Out With Support' button.

# New



**Consumer scheduling process improvement:** Users can assign a practitioner to a group visit during scheduling for consumer visits only or later from the right panel or Visit details page. Notifications are sent for assign/un-assign/reassign events. Events are tracked in the user activity log.

| Key   | Component        | Version  | Operating System          |
|---|------------------|----------|---------------------------|
| TC-7493   | Web Provider App | 2022.4.1 | Windows - 32bit and 64bit |
| <b>Release Toggle:</b> AssignProviderToGroupAppointment |                  |          |                           |

# Old

**New Visit**

Patient **Group**

Group

Search Group Name

Visit

Waiting Room

01 Waiting Room

Date Start Time End Time

10/05/2022 12:45 PM 01:00 PM

Interpretive Service

Preferred Language

Start Typing to Search or Enter a Language

Reason(s) for Visit

Other

More Options

Go to Appointment Summary Page

# New

**New Visit**

Patient **Group**

Group

Search Group Name

Visit

Service

01 ECR Working

Provider

Select Provider

Date Start Time End Time

10/05/2022 12:45 PM 12:50 PM

Reason(s) for Visit

Other

More Options

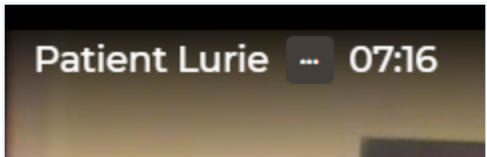
Go to Appointment Summary Page

> View More



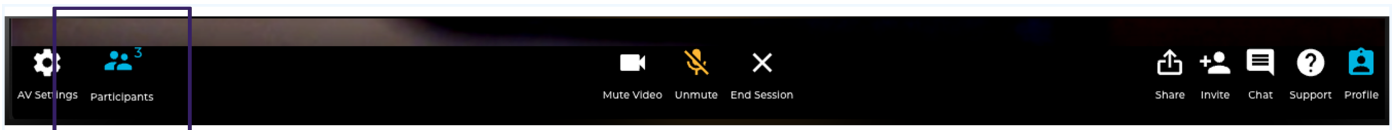
**Duration Timer:** The duration timer indicates how long a user has been in a session.

| Key                         | Component                            | Version  | Operating System          |
|-----------------------------|--------------------------------------|----------|---------------------------|
| WPAS-2024                   | Web Provider App and Web Patient App | 2022.3.6 | Windows - 32bit and 64bit |
| <b>Release Toggle:</b> None |                                      |          |                           |



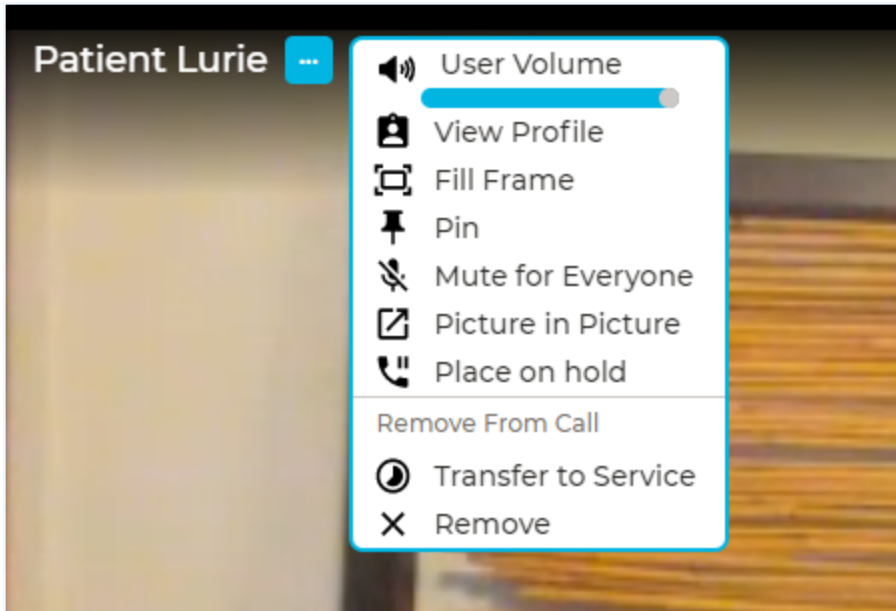
**View the Number of Participants in a Session.** Participants in a session can view how many other people are in their session. The number of participants will be indicated above the existing **Participants** icon.

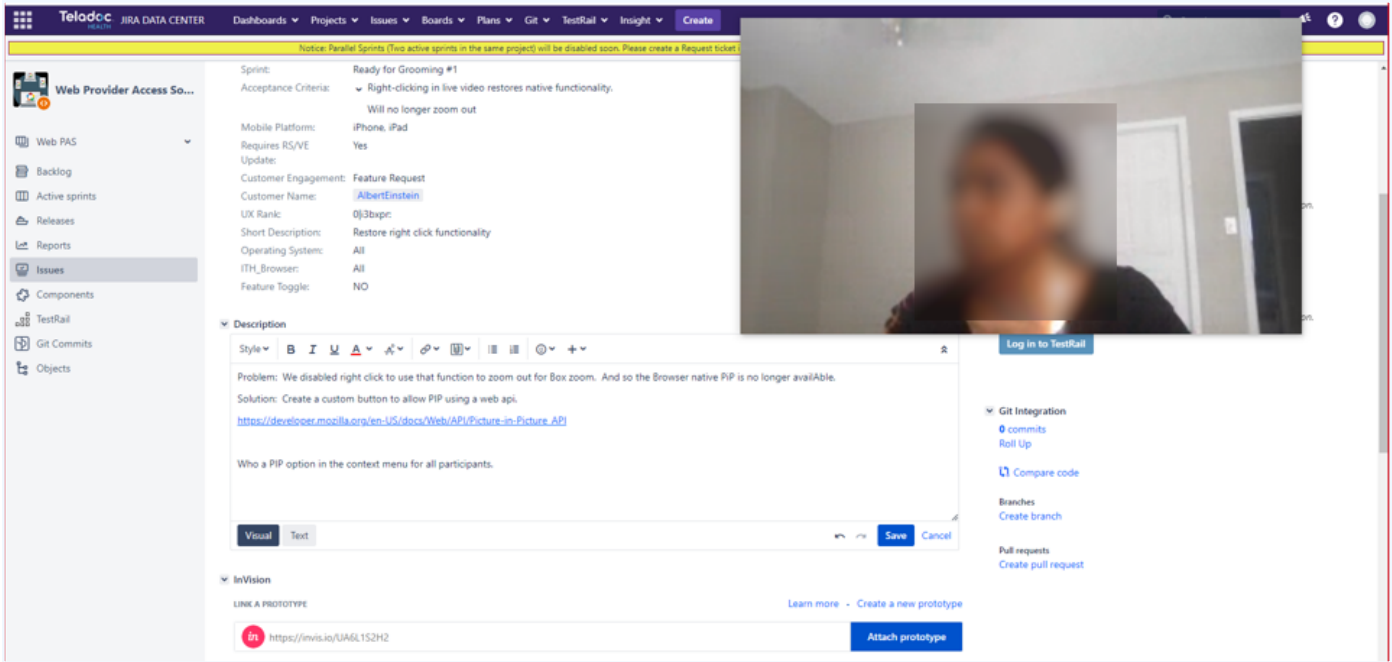
| Key                         | Component                            | Version  | Operating System          |
|-----------------------------|--------------------------------------|----------|---------------------------|
| WPAS-1972                   | Web Provider App and Web Patient App | 2022.3.6 | Windows - 32bit and 64bit |
| <b>Release Toggle:</b> None |                                      |          |                           |



**Enable Picture-in-Picture:** Selecting Picture-in-Picture in the context menu for a particular participant while in session, will pop out the participants' video. Once popped out, you can move and resize the video window on your desktop. This allows a participants to see their patient while using other applications on their computer.

| Key                         | Component        | Version  | Operating System          |
|-----------------------------|------------------|----------|---------------------------|
| WPAS-1918                   | Web Provider App | 2022.3.6 | Windows - 32bit and 64bit |
| <b>Release Toggle:</b> None |                  |          |                           |

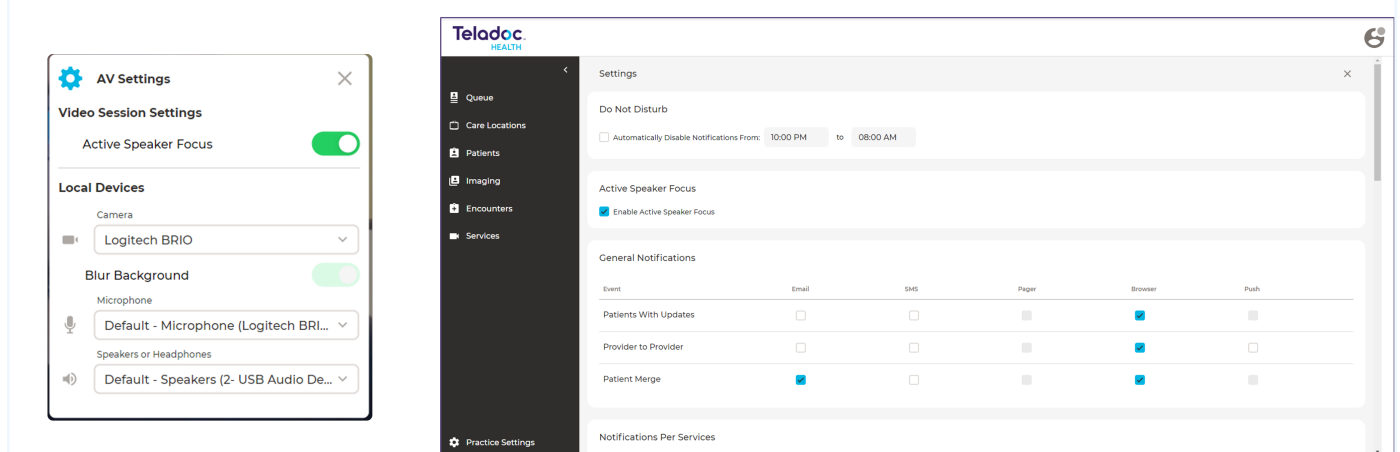




**Active Speaker Focus:** The participant who is speaking is shown in the main video window to allow participants to always view the person talking. It is enabled by default and can be turned off from both the in-session settings menu and the user settings.

| Key   | Component                               | Version  | Operating System          |
|---|---|----------|---------------------------|
| WPAS-935                                    | Web Provider App and<br>Web Patient App | 2022.4.1 | Windows - 32bit and 64bit |
| <b>Release Toggle:</b> active_speaker_focus |   |          |                           |

# Active Speaker Focus



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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.