

Teladoc Health™ Care Location App FAQs

What is the Care Location App?

The Care location App allows users to access Services from a Teladoc Health device (i.e. not defined as medical devices) and connect using the Teladoc Health Provider Access software.

How do I access the Care Location App?

The Care Location App is designed to run on a supported browsers and Teladoc Health device with a touch screen.

What Setup is required?

Log into the Teladoc Health Solo platform as a Practice Admin. Then, select Practice Settings from the User icon dropdown menu. From here, you can Edit categories, Add Titles, and Choose Layout for the Care Location App.

How do I activate the Care Location App?

Within Solo, after selecting Care Location from the left navigation bar, copy the Activation code next to your Care Location. Now, enter the activation code into the Care Location Activation Code field within

the Care Location App running on your device or iPad.

How do I reach customer support?

In the U.S., call 1-877-484-9119 for the Technical Assistance Center or chat.

What are the communication options?

Email, SMS (text), or Browser notification.

How do you check-in a patient?

Select your service by tapping on the screen of the Care Location App. For new patients, the Attendant should enter a new patient's name, phone number, gender, and their reasons for their visit. For existing patients, review the patient information that will be displayed after entering your patient's email address.

Are there 3rd party medical device peripherals that can be used with the Care Location App?

Yes, Teladoc Health has a list of 3rd party medical peripheral devices that can be used for taking the patient vitals and more.

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What types of 3rd party peripherals?

A height scale (stadiometer), weight scale, pulse oximeter, blood pressure, thermometer, dermatoscope, stethoscope, and otoscope. See MA-20220 Care Location App for more information.

Can I conduct a session?

Yes. See MA-20013 Teladoc Health Provider Access Software for Windows User Guide.

What are the Team roles?

The care team member using a Teladoc Health device, such as a Lite 4, is the user of the Care Location App. The Practitioner, TeleConsultant, and Admin use the Solo platform. The Transfer Center Agent uses a pager system.

What is the role of the Admin?

The **Practice Admin** Role is responsible for setting up the Care Location App. See MA-20220 Care Location App.

What is the role of the care team member?

The patient-side care team member is responsible for patient intake, scheduling, and monitoring session.

Does the care team member join a session?

No, the patient-side care team member monitors it to ensure all participants join.

In the U.S., contact Teladoc Health 24/7 Live Technical Support 1-877-484-9119.