# Analytics Module Frequently Asked Questions

## What is the Analytics Module?

It is an independent module that works with Teladoc Health's Solo™ platform. it provides flexible ways to visualize and "slice and dice" data associated with telehealth sessions. Then, specific data elements about sessions is available for reporting and analysis within 24 hours.

## Can data be accessed by self-service?

Customers and clinicians can acquire self-service access to their data to view and filter on what information is most important to them 24/7.

## How is performance data accessed?

Customers can access their performance analytics by subscribing to a free standard report that is sent via email weekly and/or monthly, or by purchasing Teladoc Health's Analytics Portal to view and filter information 24/7.

## What are performance metrics?

The Reliability dashboard provides users with system performance metrics like system uptime, sessions, device usage, survey ratings, and cases for users to track their fleet anytime.

## What is the data sharing format?

Data can be sent via sFTP a (.csv) or downloaded through the Analytics Portal in format excel, png, and pdf.

## How do I reach customer support?

In the U.S. all (877) 484-9119 for 24/7 Support.

## What browsers are supported?

Chrome, Safari, and Firefox are supported. Edge and Internet Explorer are not.

## What is the performance review?

The Customer Success Team meets with our client's executive team monthly and quarterly to review performance and discuss issues.

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## What is the frequency of reporting?

There are three methods of sharing data:

1. **Business Intelligence Reports:** Standard (e.g. weekly, monthly) session usage reports are sent in Excel or CSV format automatically via email subscriptions.
2. **Analytics Portal:** Provides near real-time data through our self-service visualization portal. The portal is extendable for data from all Teladoc Health applications and use cases.
3. **SFTP Data Sharing:** Allows customers and Teladoc Health to share clinical data using an automated, secure file transfer protocol (SFTP). This will allow customers to consume data with their own tools/warehouse and to blend it with other datasets.

## Are there free standard reports?

Yes, standard monthly (excel) reports are available for free, for telehealth virtual encounter usage and sent via automated subscriptions.

## What is the data sharing format?

Data collected can be extracted in CSV .

## How can I track performance?

Using any of our reporting capabilities, you are able to track your short and long-term telehealth performance, highlighting the differences between lagging and leading measures.

## Can I track connecting device types?

Yes, we track robot type, OS, software, and firmware versions.

## Can I track user activity?

Yes, activity, such as customer login activity or "has had a session" can be tracked.

## How is a virtual encounter measured?

To count whether a true clinical session has occurred on a Teladoc Health device, we apply three criteria to filter out noise.

1. Session is greater than 60 seconds.

2. The session must not have been conducted by Teladoc Admin.

3. The session must not have been a demo.

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## How is satisfaction measured?

Satisfaction is measured through the patient and provider satisfaction surveys which appear at the end of each session. This data is also captured and can be sent through our Data Sharing Service.

**For U.S. users, contact Teladoc Health 24/7 Support at +1 1-844-798-3810.**

## Can I acquire measurable data?

Yes, for example, our stroke dashboard captures multiple time segments and compares them against Joint Commission time targets to measure whether tele-stroke sessions completed within the "golden hour".

## Does Teladoc Health have an API or Data Sharing Service?

Yes, we have a Data Sharing Service where we can send customers their data securely thru sFTP. This allows you to import it into your data tool or warehouse.

## Is data shared with 3rd parties?

Customer data is not shared or given to 3rd parties. It is only used for statistics to enhance the customer experience.

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