

Teladoc Health™ Smart Notes

Frequently Asked Questions

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How do I reach customer support?

Call (877) 484-9119 for 24/7 Support.

What browsers are supported?

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

How do I test my audio and video?

Select **Pre-call Diagnostics** from the User icon dropdown and **Connectivity Test**.

Forgotten password?

Reset passwords by selecting **Practice Users** from the left navigation panel.

Are there mobile applications available?

Yes, the Teladoc Health™ iOS Provider Access Software (PAS) for the iPad is available at the Apple App store.

How do I configure sign off permissions?

Practice Admin can navigate to Practice Users and select a checkbox next to **Sign off consultant note**.

How can I track performance?

Download XML or CSV files with data from provider encounters, and more.

Can I have dual roles?

Yes, for example, you can be both a **Practice Admin** and **Practitioner**.

What Waiting Room toggles must be enabled for Smart Notes?

The Practice Admin must enable the **Smart Notes** toggle for Waiting Rooms.

What is the Nurses role?

Nurses can edit patient records, but cannot sign off on a note or delete a form.

Where is the Patient Panel?

The **Patient Panel** is the right panel that displays patient centric information.

How do I edit a Smart Notes form?

Select **Continue note** or **Start new note** from the Patient Panel to bring up the Smart Notes user interface.

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Can I configure Smart Notes to display after a virtual encounter?

Yes, as a Practitioner, scroll **User Settings** for the **Screen to launch after scheduling virtual encounter** drop down.

What Smart Notes forms are available?

Acute Neurology, Behavioral Health, General Neurology, Neonate, Oncology, Pediatrics, Specialty Clinic, and COVID-19.

How do I select a note for a patient?

Select a patient using **Waiting Room, Queue, Patient Search,** or **Smart Notes.** From the Patient Panel, select **Continue Note** or **Start Note.**

How do I schedule an virtual encounter?

Select **Smart Notes** from the left navigation panel and the **Encounter +** button to fill out a **New Visit** form.

What types of features are available?

One feature is the healthcare timer. They count up or down, depending on the event, such as a patient's arrival time.

Can multiple people work on a note simultaneously?

Yes. An orange button appears next to the topic being shared.

Can I time stamp important fields?

Yes. time stamp fields using either the patient or provider's time.

How do I sign a Smart Note?

When your Smart Note opens in the middle panel with a watermark, select the **Sign Note** button.

Can I edit Smart Notes after signing?

No, but you can add an addendum. Select the Smart Note .pdf to amend your note.

Is there an Audit Log?

Yes. Select Smart Notes from the left navigation panel and then the status of a Note from an Encounter bar. A pop-up with history information and **Audit Log** button will be presented for Practice Admins.

How do I fax a Smart Note?

When Smart Note opens, select to **Send by Fax** from the bottom of your screen.