

Teladoc Health™ Practitioner-Scheduler Frequently Asked Questions

How do I reach customer support?

Call (877) 484-9119 for the Technical Assistance Center or chat.

Forgotten password?

Use **forgot password** link to reset or call the Technical Assistance Center.

To log in, can I select the Desktop App?

We recommend you use the Desktop App. If you have problems, use a supported internet browser.

What are the communication options?

Email, SMS (text), or Browser notification.

What browsers are supported?

Chrome, Safari, and Firefox are supported. Ensure you are using the latest versions.

Do I need a Teladoc Health device?

No, you can have a virtual encounter from your iPad, iPhone, or at a medical facility.

How do I test my audio and video?

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

Is there a mobile application for users?

Yes, the Teladoc Health iOS Provider App for the iPad, and others from the Apple App store.

How can I track performance?

Providers can download data XML files from encounters, surveys, and more.

How do I access Smart Notes, Imaging, or Analytics?

These modules are sold separately. Contact Teladoc Health for more information.

Can a Provider have multiple roles?

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

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How do I navigate through Solo?

The dashboard consists of a left navigation, middle, and right panel, and tool bar.

How do I know if a device is ready?

Select **Care Locations** from the left navigation panel. Status is indicated by a colored dot on the right of each device.

Green = Ready; **Blue** = Busy; and **Gray** = Off-line and Unavailable

How do I make an Urgent Care visit?

Select **Care Locations** from the left navigation panel to connect.

How do I invite patients?

Select **Encounters** from the left navigation panel, an encounter bar from the middle panel, and then **Details** from the right Patient panel. Copy and send the url.

How do I schedule a New Visit?

Select **Encounters** from the left navigation bar, and Encounter bar, and **+** from the right Patient panel; next to **All Visits** or **All**

Encounters. Enter a **Name** and more on the **New Visit** form.

How do I invite an interpreter?

If interpreter services was set up when your patient was created you can enable it from the right patient panel using the green toggle. If not, select your patient's preferred language from their demographics or request an interpreter during a virtual encounter.

How is the patient status defined?

- **Schedule**: Makes an appointment
- **Arrived**: Patient is at location
- **Cancelled**: Patient cancels
- **No Show**: Patient doesn't show
- **Waiting**: Patient is in a Waiting Room
- **Away**: Patient away or lost connection
- **LWBS**: Patient leaves without being seen.
- **On Call**: Patient and provider encounter
- **Completed**: Provider ends encounter
- **Incomplete**: Encounter ends before done.
- **On Hold**: Practitioner places patient on hold in waiting room