



Teladoc Health®
Bi-Monthly Release Notes

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The following is a list of features included in this software release. Clients can request a feature be enabled in their production organization by contacting our Technical Assistance Center via email at TAC@TeladocHealth.com.

General Application Improvements

This release includes various bug, performance, maintenance fixes that improve the stability and performance of the application. We have addressed several issues reported by our users. This release also includes several performance and technology updates to ensure that our software remains compatible with the latest operating systems and hardware.

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

Fleet Access Manager

Overview of Changes to Fleet Access Manager:

- Added Orders to the Fleet Access Manager. Orders are a way for clients to setups their own TV Pro 300 devices without having to go through FleetOps and without knowing which device will be in each room. *Note: Orders are already available in Production.*
- Implementing a device guide, available here: [Adding a Device](#)
- Added Department, Room and Bed to Devices. Now client administrators will be able to enter which rooms their devices are going to be used in, it is intended for TV Pros or other ICC devices but not restricted.
- Added Quick Filters to the Devices Page. Client Administrators will be able to easily swap between Warehouse Devices and Devices in use
- Bug Fixes
- Performance Improvements

Clients can unbox and set up a TV Pro 300 device for use unguided and without TDOC team

assistance. Once the device is installed it is left working in the ICC Program: In the rapidly evolving landscape of telehealth, deploying telemedicine devices efficiently is crucial for ensuring uninterrupted healthcare services. The Fleet Access Manager plays a pivotal role in this process within the Solo Implementation framework. This article aims to demystify the process of installing devices across various Locations, ensuring that all team members are equipped with the knowledge to facilitate smooth and effective installations.

Understanding the Basics

Before delving into the installation process, it's essential to grasp the underlying structure of Solo Implementation:

- Tenants are the cornerstone, defining the ownership and operational boundaries.
- Locations represent physical entities, such as buildings, and are linked to Tenants and Practices.
- Practices are associated with Tenants, offering a range of Services to patients.
- Devices, crucial for conducting Telemedicine Sessions, are tied to specific Practices through Locations.

With this structure in mind, devices can exist in two states: actively installed (Installed Devices) or awaiting deployment (Warehouse Devices), ready to be integrated into the operational framework.

Deploying a Device: A Step-by-Step Guide

1. **Preparation:** Begin with selecting a device from the Warehouse Devices list. This requires identifying devices by their serial numbers, which are not currently in use.
2. **Selection:** Navigate to the Devices page, where you can select the devices destined for deployment by marking the checkbox adjacent to each serial number.
3. **Deployment:** Click on the "Deploy Devices" button. This action prompts you to choose a Location from those available within the Tenant, along with assigning a Device Name to each device.
4. **Service Selection:** This optional step involves selecting the Service for the device, based on the Practice associated with the chosen Location. This ensures that the device is configured with the appropriate services for its intended use.

Creating an Order: When Serial Numbers Are Unknown

1. **Order Creation:** This process is initiated when the specific devices to be installed are not predetermined by serial number. It involves specifying the quantity of devices, the installation Location, and the contact details of the local staff responsible for the installation. Additional details such as intended programs and comments can also be included.
2. **Notification:** Upon order creation, an email is dispatched to the designated installation staff, containing a “Start Order” button. This links to an order dashboard, displaying the progress of the installation. Local staff that doesn’t need a Solo account to install devices
3. **Installation Process:** To install a device, its serial number—obtained from the device’s packaging or the device itself—needs to be entered. Following serial number validation, the installer completes the room placement information and finalizes the setup.
4. **Completion:** Once setup is complete, the device transitions from a Warehouse Device to an active component of the Telemedicine infrastructure, ready for immediate use. It is associated with the specified Location and integrated into any relevant programs outlined in the order.

View a power point presentation with step-by-step instructions here: [Adding a Device.](#)

Final Thoughts

The deployment and installation of telemedicine devices are critical steps in ensuring the seamless delivery of healthcare services through Solo. By following these structured processes, Tenant Administrators can ensure that devices are efficiently and effectively integrated into their operational environments, thereby enhancing the delivery of care to patients.

Key	Component	Version	Operating System
HHS-657	Fleet Access Manager	2024.1.4	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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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.

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