Teladoc Health®
Q4 2023 Quarterly Release Notes

Table of Contents

Release Notes for Quarter 4, 2023

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.

Solo Platform

Feature Enhancement:

Provider running late notification | Configure notification interval on the service level: We've enhanced the configuration of patient notifications for instances when a provider is running late. Previously, notifications were set to trigger five minutes after the patient had been waiting, conveying that the provider is running behind.

Understanding that some patients may prefer notifications sooner or later than the default five minutes, depending on the service, we've introduced the ability for Solo Users to adjust the notification timing. This configuration can be done at both the service and practice levels, allowing for a more tailored approach rather than relying solely on the five-minute trigger.

This additional configuration can be utilized by enabling the release toggle, "ProviderRunningLateConfigurableTimeout".

Key	Component	Version	Operating System
HHSINT-501	Solo Platform	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: ProviderRunningLateConfigurableTimeout			

Feature Enhancement:

User now have the ability to include customized text when sharing a VisitNow URL via waiting room: Schedulers and healthcare practitioners may find the need to spontaneously share a Service URL with patients. These scenarios can include when providers are arranging an on-demand virtual visit, if the patient end-user encounters difficulties locating their initial meeting invitation, or desires to invite a family member at the last minute.

We are delighted to inform you that users now possess the capability to customize the content contained within the SMS or Email accompanying this impromptu invitation.

If the patient is provided this invitation link, they can now incorporate the following details if they choose:

- Clinic Name

- Visit Date

- Supplemental Guidance

    o Such as: a recommendation to log in 15 minutes prior to the visit, ensure that their device is adequately charged, ensure access to a stable Wi-Fi connection, or secure a quiet and undisturbed environment.

This feature can be activated by enabling the release toggle "CustomWaitingRoomInviteMessage".

Service Info ⚙

Name	Type
JuanService	Visit Now

URL

https://master.visitstaging.org/f4a1⌧ 📋

Share Via

Message

Your visit will be starting soon.

Email

navjot.brar@teladochealth.com

Phone

```
Send                              ➤
```

Teladoc
HEALTH

Your visit will be starting soon.
To start your virtual visit at Navjot Test, please click the following link
https://master.visitstaging.org/f4a17be5-7880-412c-8009-77b964b37b7e

Key	Component	Version	Operating System
HHSINT-568	Solo Platform	2023.3.5	Mac, Windows, iOS, Android
Release Feature Toggle: CustomWaitingRoomInviteMessage			

Report Generator improvements:

IF release toggle UnifiedSoloReporting2023Q3 is ON AND Workflow = consumer for practice

THEN Report Generator has calculated Videocall and Wait Durations for consumer visits for Group calls and Individual calls

Key	Component	Version	Operating System
ACS-1532	Back-end, Report Generator, Web Provider App	2023.3.4	Mac, Windows, iOS, Android
Release Feature Toggle: UnifiedSoloReporting2023Q3			

Provider App

User Experience Enhancement:

Previously, the Provider Direct Calls report could only be located if the custom toggle

"ProviderDirectSessions" was enabled. This data on Provider to Provider calls should be readily available for all customers and so was moved into the release toggle "ProviderDirectSessions".

If you would like access or keep access to your Provider Direct Calls data, please be sure to enable the "ProviderDirectSessions" release toggle.

Key	Component	Version	Operating System
HHSINT-556	Provider App	2023Q3.2	Mac, Windows, iOS, Android
Release Feature Toggle: ProviderDirectSessions			

Feature Request:

We are pleased to announce an enhancement to our patient demographics management for a user.

Previously, to designate a different primary phone number or email address for a patient, users were required to manually copy and paste the desired contact information into the appropriate fields. This process involved multiple manual steps, leading to potential user errors and an unsatisfactory user experience.

With the introduction of our latest feature, users can now effortlessly set a phone number or email address as the primary contact information for a patient by selecting "Set as Primary". This streamlined process eliminates the need for cumbersome manual data entry and reduces the risk of user errors.

Phone ⊕

Phone Number

🇺🇸 ▾ +1 (661) 607-9570

Type

Mobile ⌄ ⊖

Phone Number **Set as Primary**

🇺🇸 ▾ +1 (661) 607-9571

Type

Mobile ⌄ ⊖

Phone Number **Set as Primary**

🇺🇸 ▾ +1 (661) 607-9572

Type

Mobile ⌄ ⊖

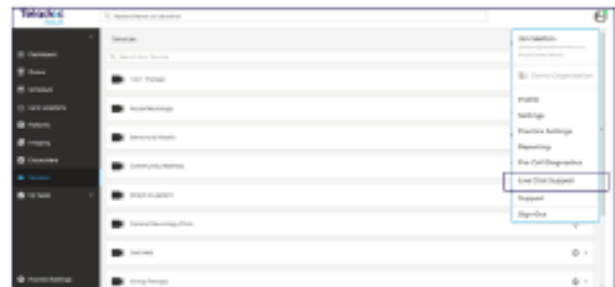| Key	Component	Version	Operating System
HHSINT-499	Provider App	2023.3.3	Mac, Windows, iOS, Android
Release Feature Toggle: PrimaryPhoneOrEmail			

Feature Request:

The Live Chat with Support button currently shows up on most pages. This results in the button being shown in too many places and, at times, covering up essential elements on a page. We are removing the Live Chat Support button and making the capability available from the User Settings Menu. In the near future, we will place the Live Chat Support button back on very specific pages. Removing the button will be made per request for the time being but enforced for all customers as part of the quarterly feature update cycle in approximately two months.

WPAS-1878: Move Live Chat with Support Feature to User Settings Panel

Before: The Live Chat with Support icon showed up on every page

After: The Live Chat with Support feature is now only available in the User Setting panel.

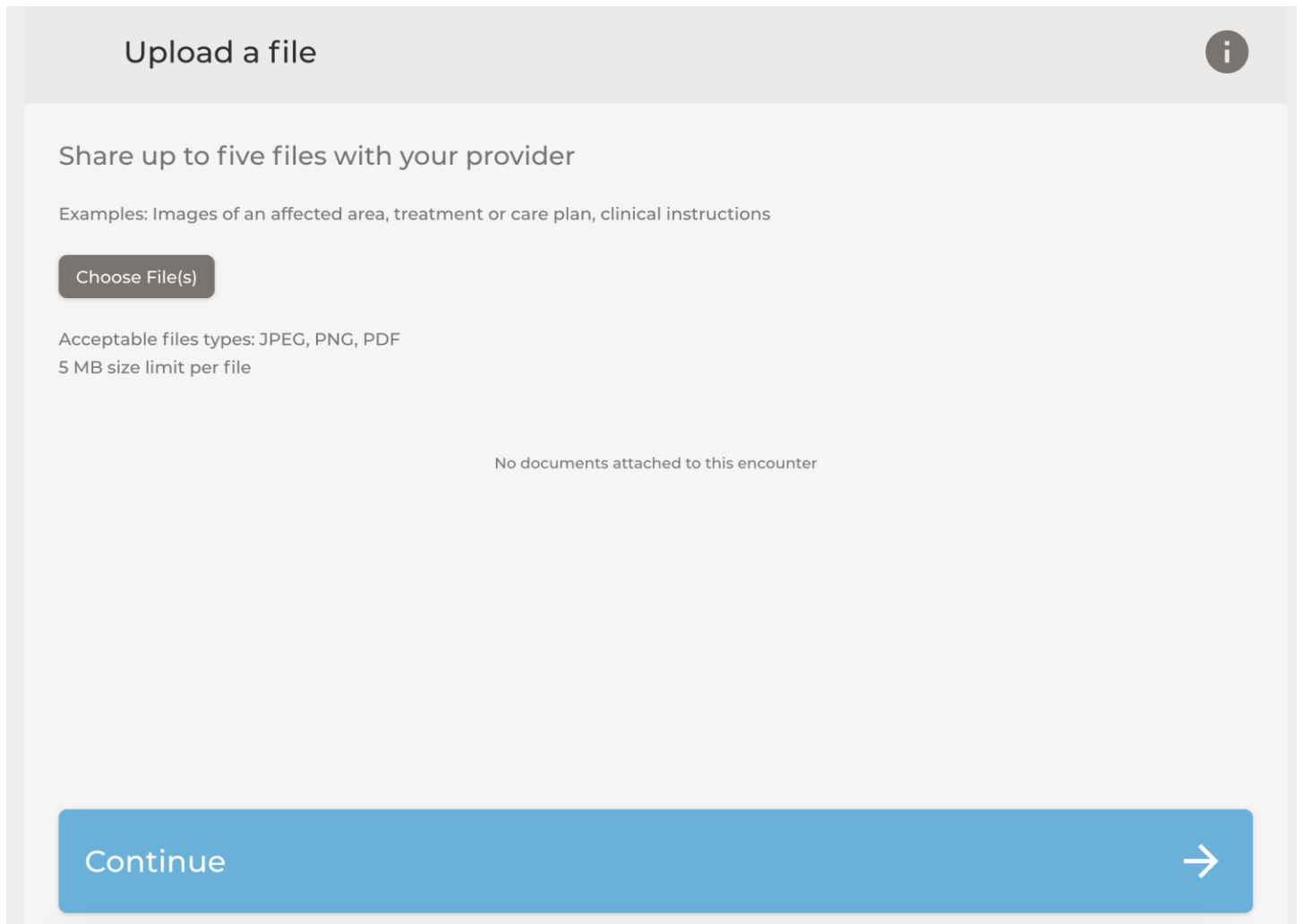| Key	Component	Version	Operating System
WPAS-1878	Desktop Provider App, iOS Provider App, Web Provider App	2023.3.4	Mac, Windows, iOS, Android
Release Feature Toggle: HideSupportChatWidget			

Patient App

Product Enhancement:

In various healthcare contexts, hospitals and health systems often require patients to submit specific documents or files before participating in a virtual visit.

For instance, in Dermatology, a healthcare provider may request that a patient upload an image of their skin condition. In a broader context, a healthcare provider might require a patient to upload a PDF document containing their medical history, current treatment plan, or previous clinical instructions.

We are pleased to introduce a new feature that enables these capabilities within the Solo patient app. Patients can now upload files in JPEG, PNG, or PDF formats, which enhances the versatility of these workflows. Subsequently, Solo users can access the uploaded files within the same interface as image uploads in the Solo Provider App.

To utilize this feature, please enable the "PatientFileUpload" release toggle. Following this, the File Upload screen can be configured within the patient journey settings of a Service.
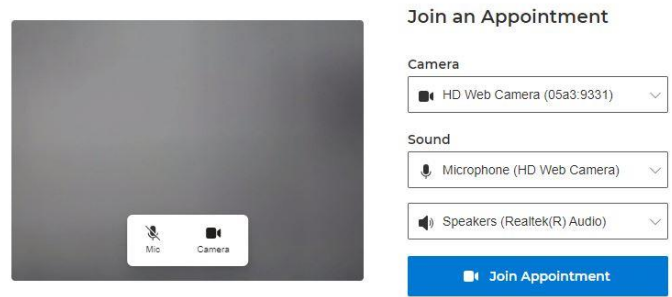
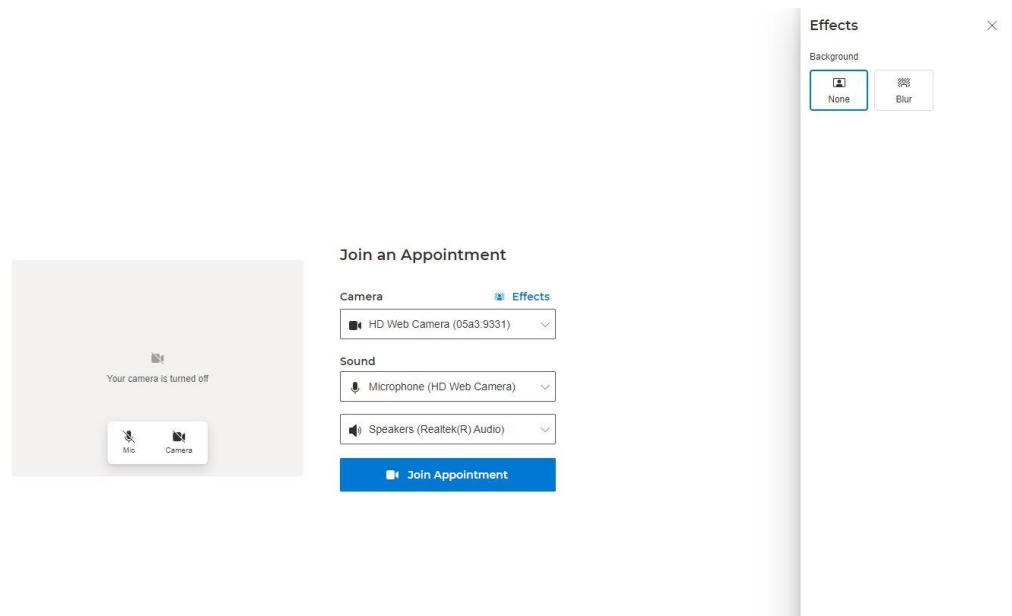| Key	Component	Version	Operating System
HHSINT-430	Patient App	2023.3.3	Mac, Windows, iOS, Android
Release Feature Toggle: ACSPatientsCanBlurBackground			

Product Enhancement:

Patient application enhancement for SOLO+TEAMS solution: Allow Patient to blur their background.

If ACSPatientsCanBlurBackground release toggle is ON, then during video-call patient can turn on or turn off background blur. This feature is only available for desktop.
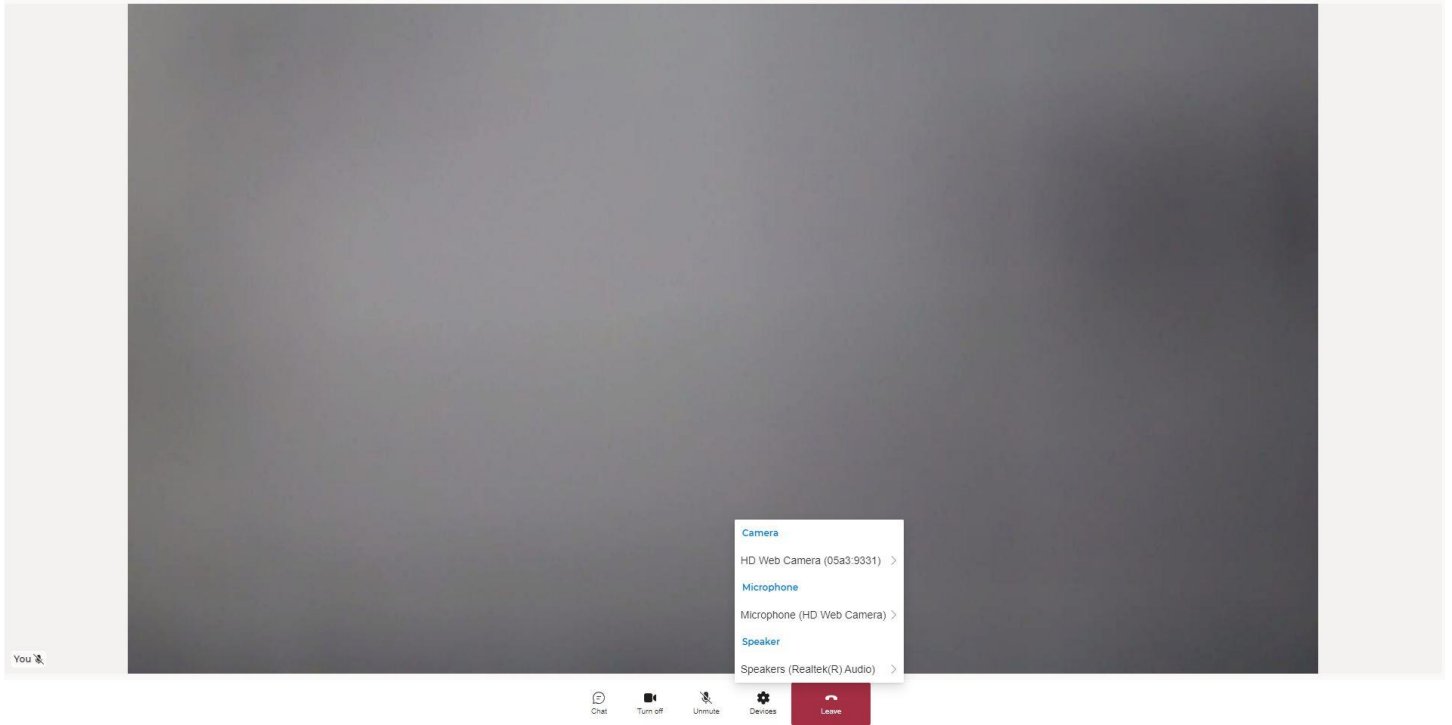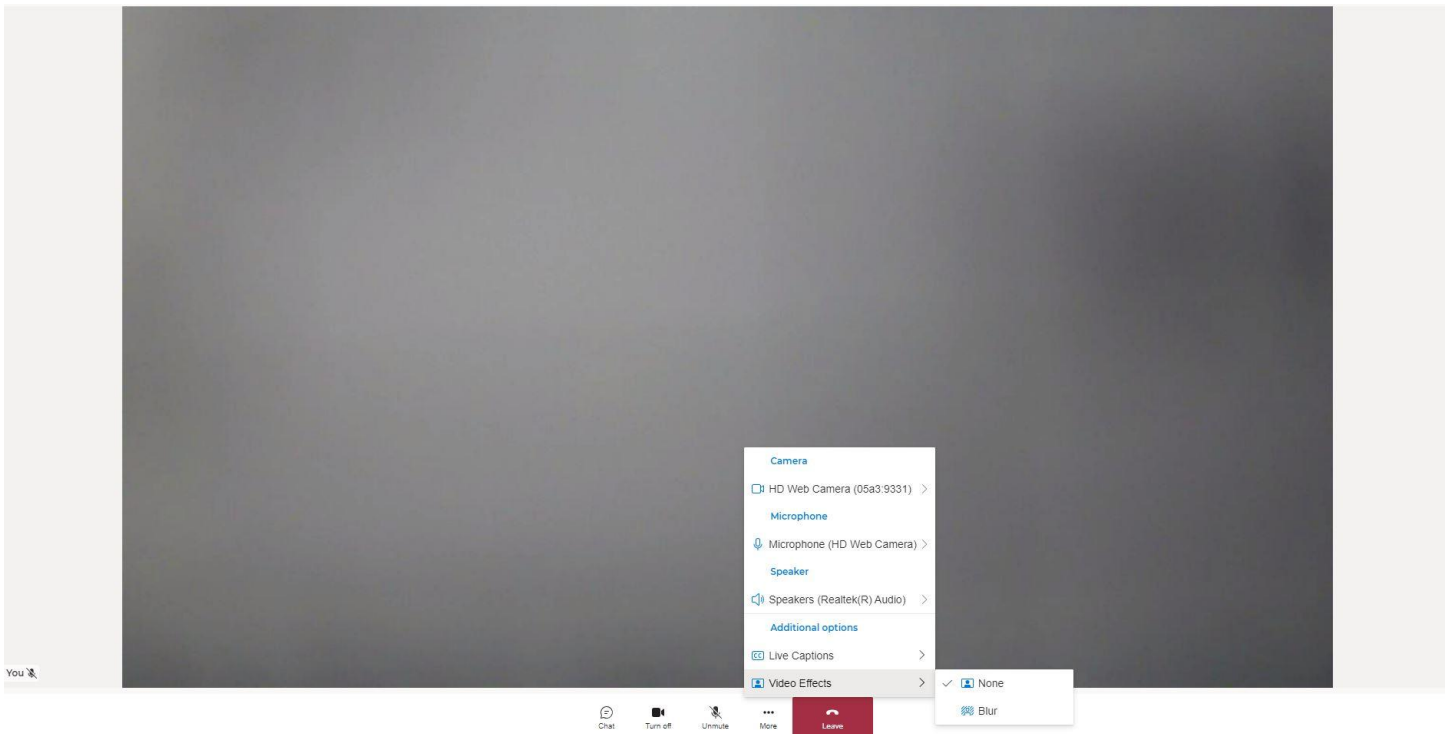
Old:

New:

Old:

New:

Key	Component	Version	Operating System
ACS-1494	Patient App	2023.3.3	Mac, Windows, iOS, Android
Release Feature Toggle: ACSPatientsCanBlurBackground			

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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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