



Teladoc Health®

Q4 2023 Quarterly Release Notes

Table of Contents

Release Notes for Quarter 4, 2023	3
Solo Platform	4
Provider App	7
Patient App	10

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".

The screenshot displays the Teladoc Health settings interface. On the left is a dark sidebar with a navigation menu including: Practice Settings, Practice Labels, Patient Profile, Practice Users, Default User Settings, Default Service Settings, Video Call Settings, Care Locations, Patient Groups, Locations, Integrations, Departments / Programs, and Fax Contacts. The main content area features a search bar at the top with the placeholder text "Patient Name or Identifier". Below the search bar are three toggle options: "Episodes of Care" (checked), "Patient Search Bar" (checked), and "Show Video Preview in Waiting Room" (unchecked). A "Video Session Launch Type" dropdown menu is set to "WebPAS". The "Patient Notifications" section includes two columns of checkboxes: "Include in Appointment Email" (with "Patient Name" and "Service Name" checked) and "Send Patient Notification Based on Practice Setting to All Services Via" (with "Email" and "SMS" checked). A note below this section states: "Note: Depending on the options activated (health) personal data might be included." Under "Patient Notification Preferences", the "Allow Custom Patient Notification Preferences" checkbox is checked. The "Default Message When Provider Running Late" section contains a text area with the message: "The provider is running late. Remain close to your device and we will connect you as soon as they are available. Thank you for your patience." Below the text area, it shows "0 / 320 characters" and "Waiting Period Before Sending Notification (minutes)" with a value of "5" entered in the input field.

The screenshot shows the 'General Settings' panel on the left with 'Patient Notifications' selected. The 'Patient Notifications' panel on the right is configured as follows:

- Event: Include Enter Service Button & Link in Patient Notifications
- Appointment Scheduled: (Note: After appointment has scheduled the patient will get the notification with the link to log in.)
- Provider Running Late: (Note: When the patient has been waiting for their provider visit for more than 5 minutes, this message will be sent to the patient and appear on their screen.)
 - Sending Method: Practice Default [Replace](#)
 - Message: Practice Default [Replace](#)
 - Timeout: [Reset to Default](#)
 - Waiting Period Before Sending Notification (minutes):
- Provider Joined the Call: (Note: When the patient is waiting and the provider has started the call.)

At the bottom of the Patient Notifications panel, there is a link: [Add Notification Prior to Visit](#)

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
 - 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
JuanService

Type
Visit Now

URL

<https://master.visitstaging.org/f4a17>



Share Via

Message

Your visit will be starting soon.

Email

navjot.brar@teladochealth.com

Phone

Send



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	Type
<input type="text" value="+1 (661) 607-9570"/>	<input type="text" value="Mobile"/>
Phone Number Set as Primary	Type
<input type="text" value="+1 (661) 607-9571"/>	<input type="text" value="Mobile"/>
Phone Number Set as Primary	Type
<input type="text" value="+1 (661) 607-9572"/>	<input type="text" value="Mobile"/>

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

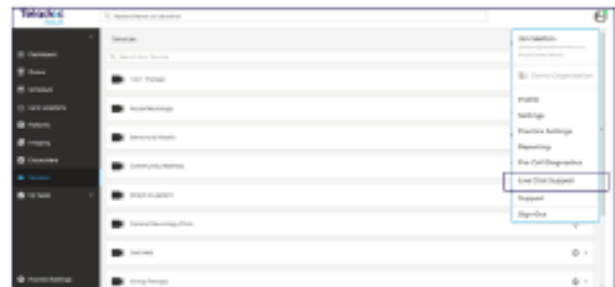
Feature Request:

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

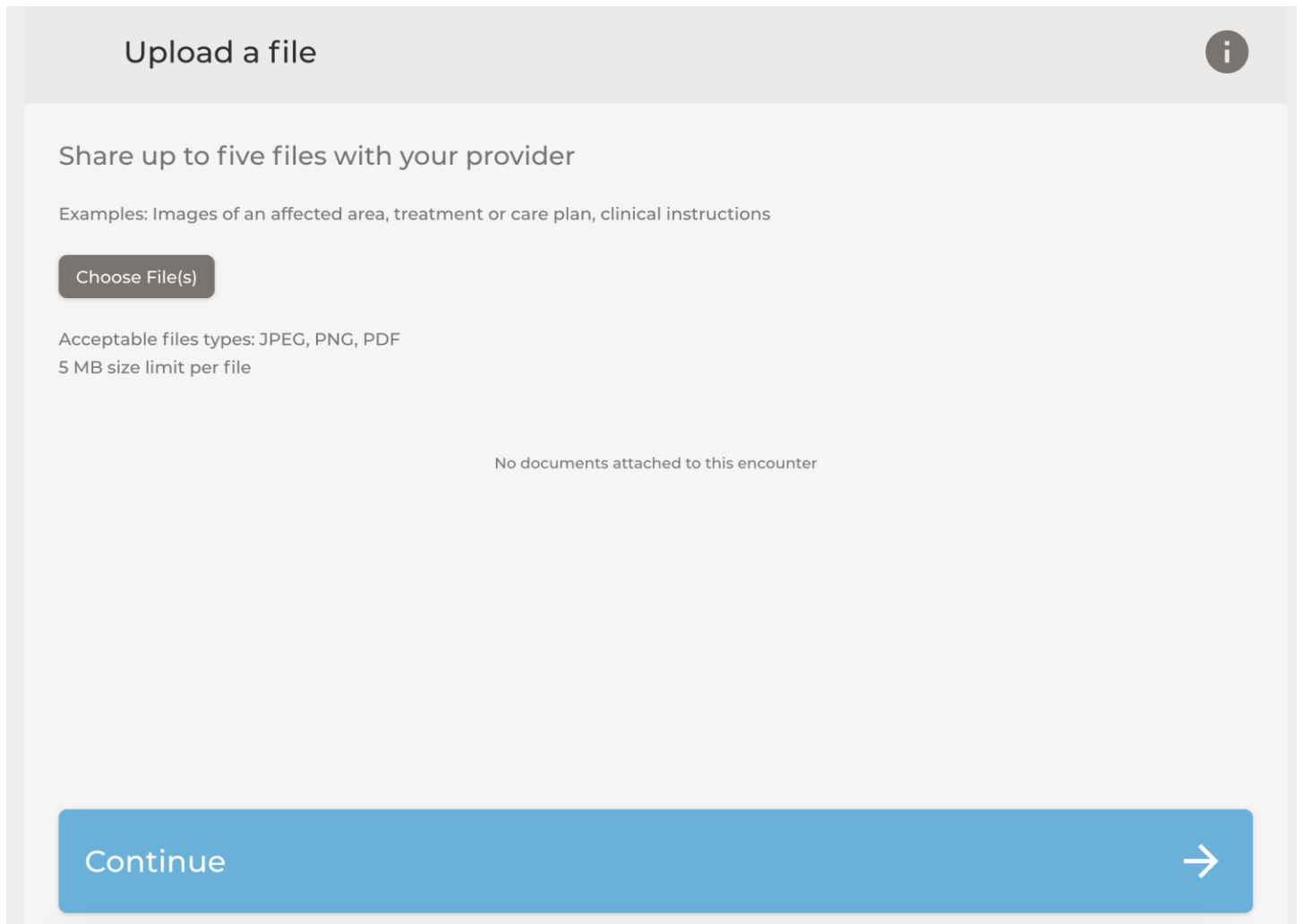
Product Enhancement:

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.



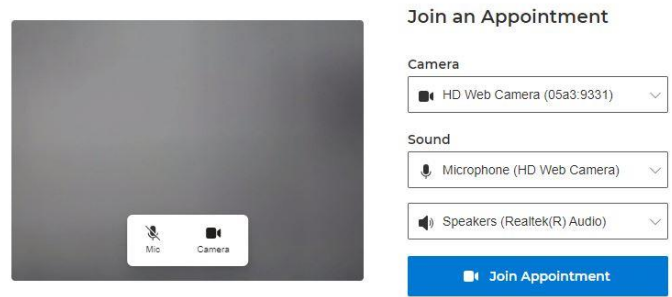
Key	Component	Version	Operating System
HHSINT-430	Patient App	2023.3.3	Mac, Windows, iOS, Android
Release Feature Toggle: ACSPatientsCanBlurBackground			

Product Enhancement:

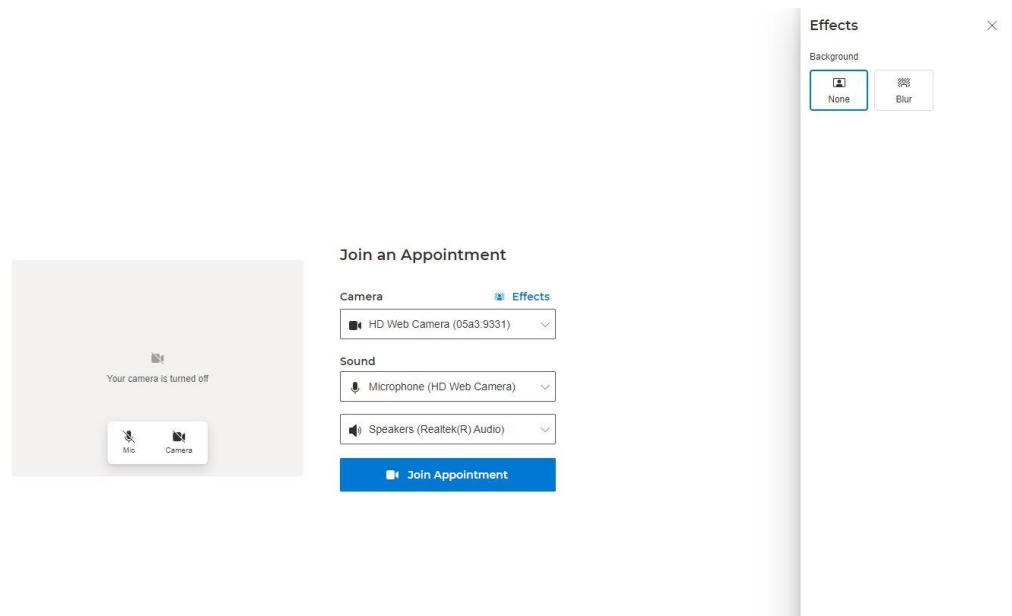
Patient application enhancement for SOLO+TEAMS solution: Allow Patient to blur their background.

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.

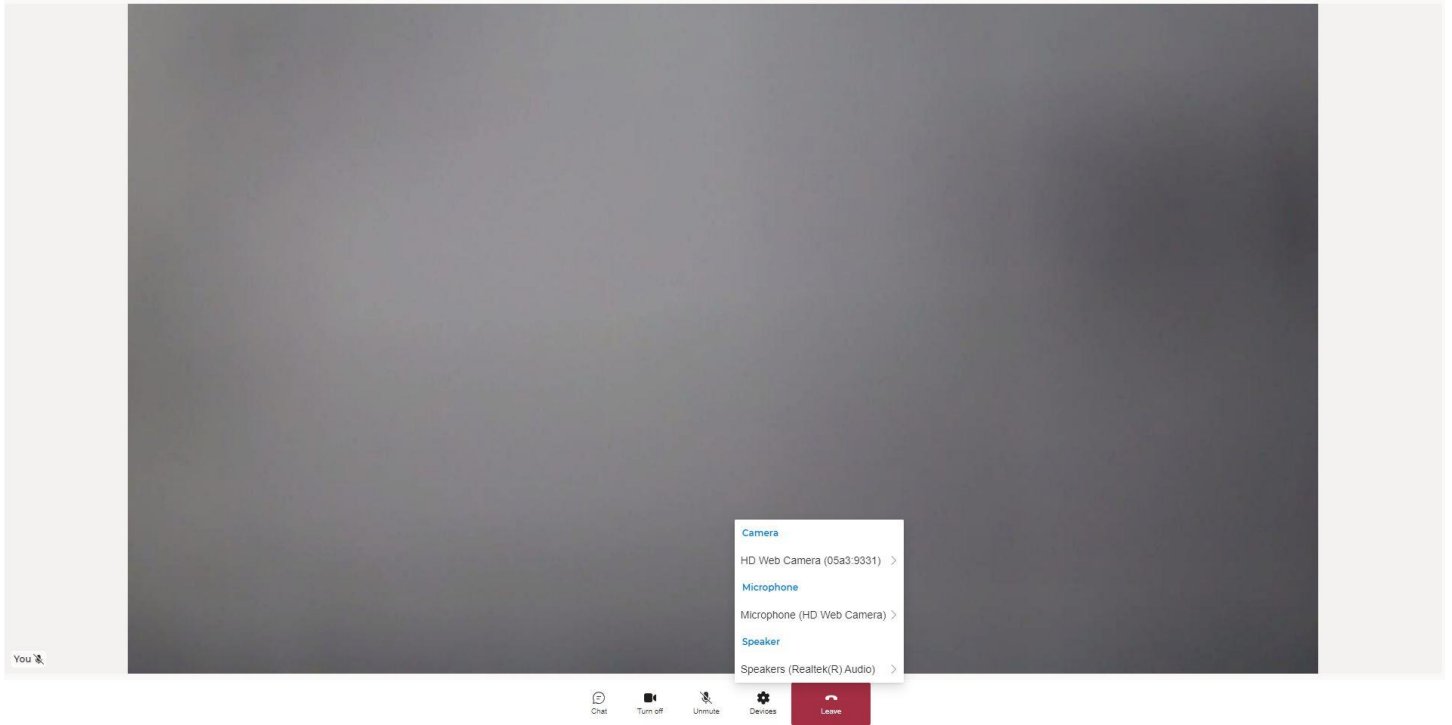
Old:



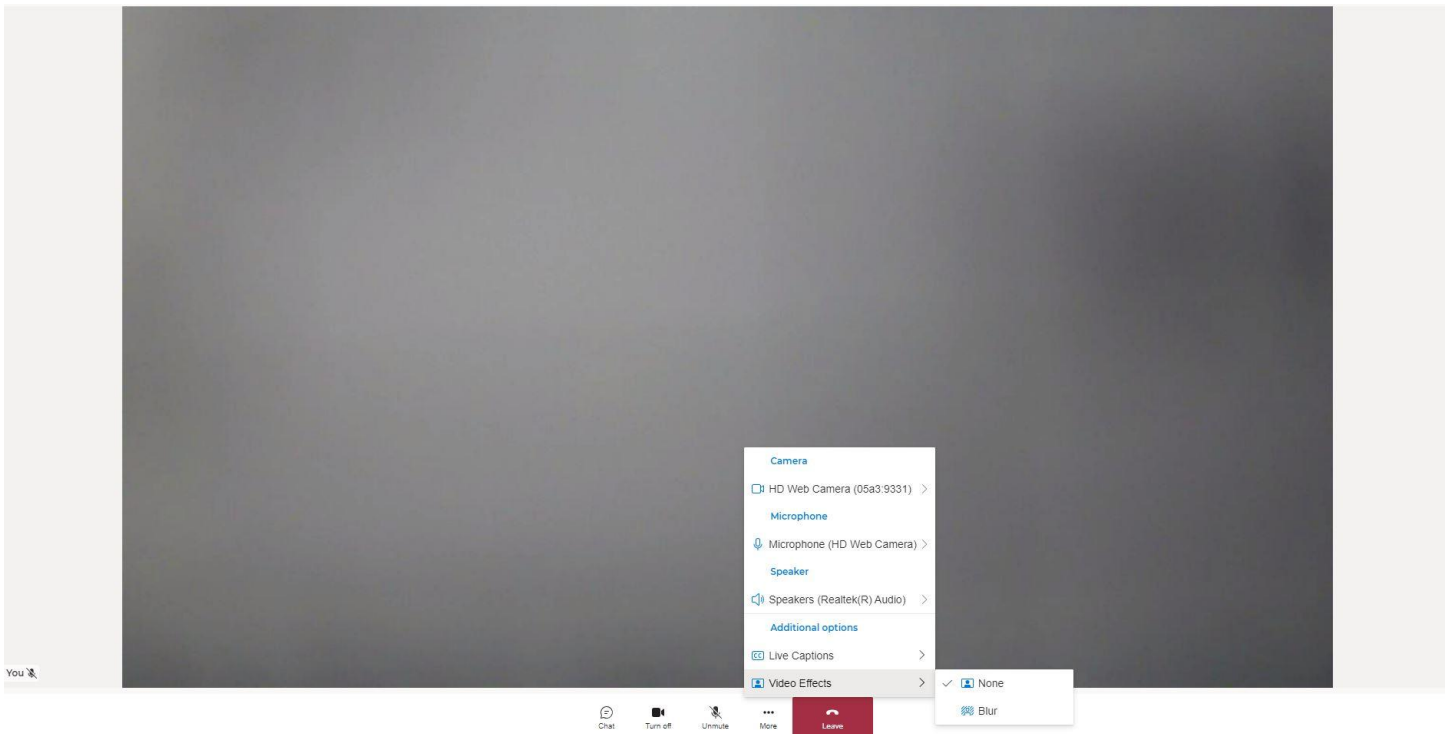
New:



Old:



New:



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



LEARN MORE

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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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