



Teladoc Health®
Bi-Monthly Release Notes

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Release Notes for March 27, 2024

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.

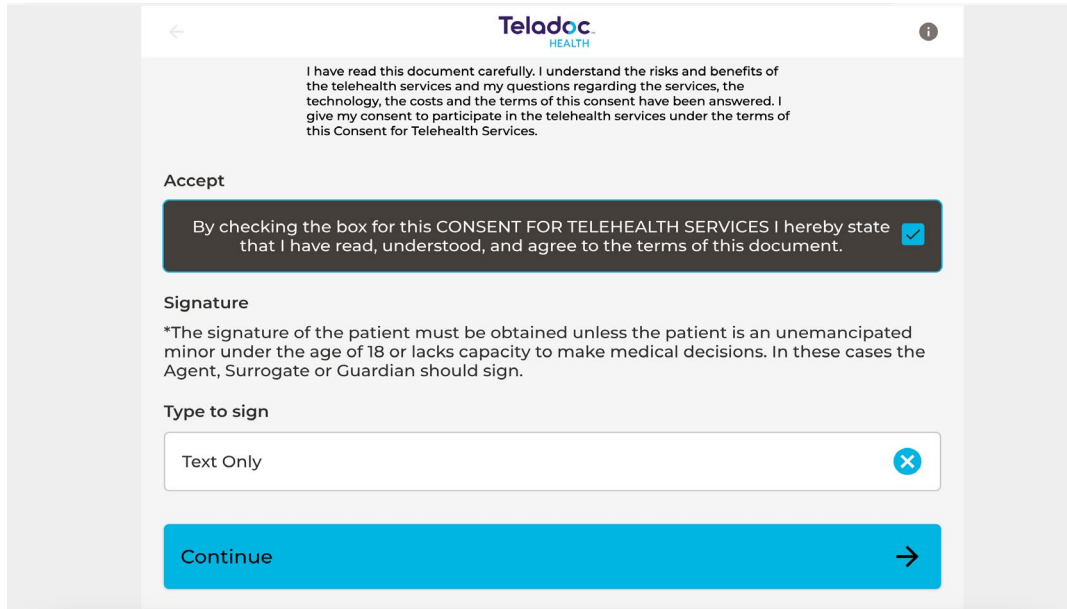
Browser Support: Available on Edge, Chrome, Safari, and Firefox.

Solo Platform

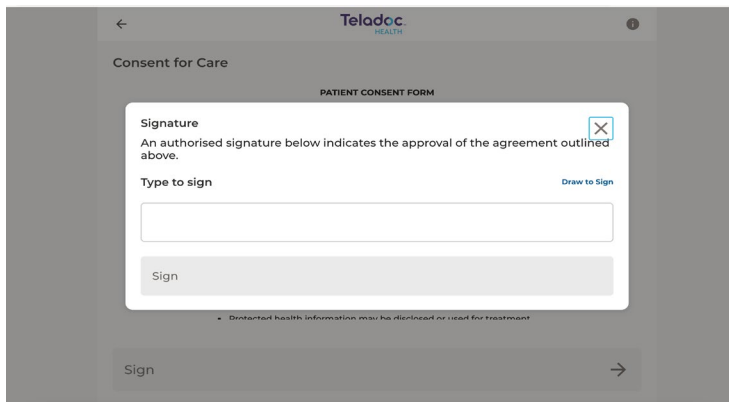
Feature enhancement:

Updated signature configuration || Text | Draw | Both:

You are now able to configure how signatures are collected from the patient either as typed text or draw, or as both text and draw in order to satisfy regional requirements or preference.



Consent Question with text input method



Consent with text input method



Consent with draw input method

Key	Component	Version	Operating System
HHSPRX-8	Solo Platform	2024.1.5	Mac, Windows, iOS, Android

Release Feature Toggle: NO

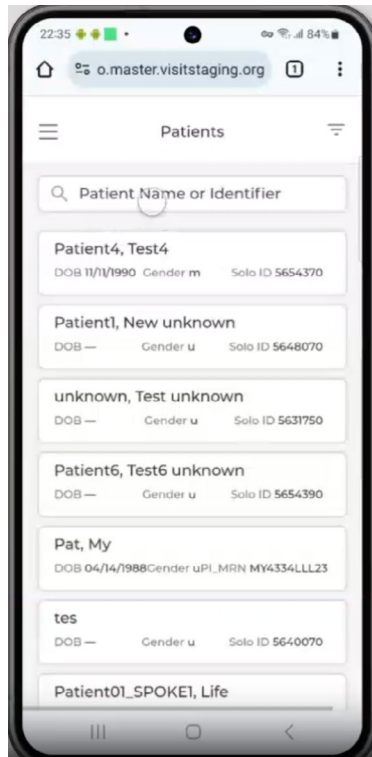
Provider App

Feature enhancement:

Positive Patient Identification Patient Banner on Provider iPhone App and Android (Browser):

For Solo users who are on-call or frequently mobile within a hospital setting, the ability to join appointments from their phones is crucial. To enhance the user experience across all platforms, positive patient identifiers have been incorporated into the patients tab within our native iOS and mobile web interfaces. These identifiers include gender, date of birth, and the patient identifier, enabling users to quickly identify the correct patient without the need to access their full profile.

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



Key	Component	Version	Operating System
HHSINT-584	Provider App	2024.1.5	Mac, Windows, iOS, Android
Release Feature Toggle: PatientIdentifieronMobile			

Feature enhancement:

Change to wording of group cancel feature:

To enhance clarity regarding visit cancellation actions, we have updated the labels on our cancel buttons as follows:

“Cancel this Visit” is now “Cancel Patient Visit”

“Cancel Group Visit” is now “Cancel Visit for All Patients in Group”

These changes aim to simplify the user experience for our Practitioners and ensure clear understanding of the actions being taken.

This feature can be activated by enabling the release toggle labeled “SendNotificationsWhenGroupVisitCancelled”.

Key	Component	Version	Operating System
HHSINT-673	Provider App	2024.1.5	Mac, Windows, iOS, Android
Release Feature Toggle: SendNotificationsWhenGroupVisitCancelled			

Feature enhancement:

Change Provider App Labels from Teleconsultant/provider/physician to Assigned Provider:

The current system presents a significant usability challenge wherein users are unable to easily discern the assigned or unassigned status of a provider to a consult. In order to clarify and alleviate these issues, we have simplified the labels of Teleconsultant, Physician, Provider and Assignee to “Assigned Provider”

This feature can be activated by enabling the release toggle labeled “AssignProviderToEmergentVisit”.

Key	Component	Version	Operating System
HHSYS-145	Provider App	2024.1.5	Mac, Windows, iOS, Android
Release Feature Toggle: AssignProviderToEmergentVisit			

Feature enhancement:

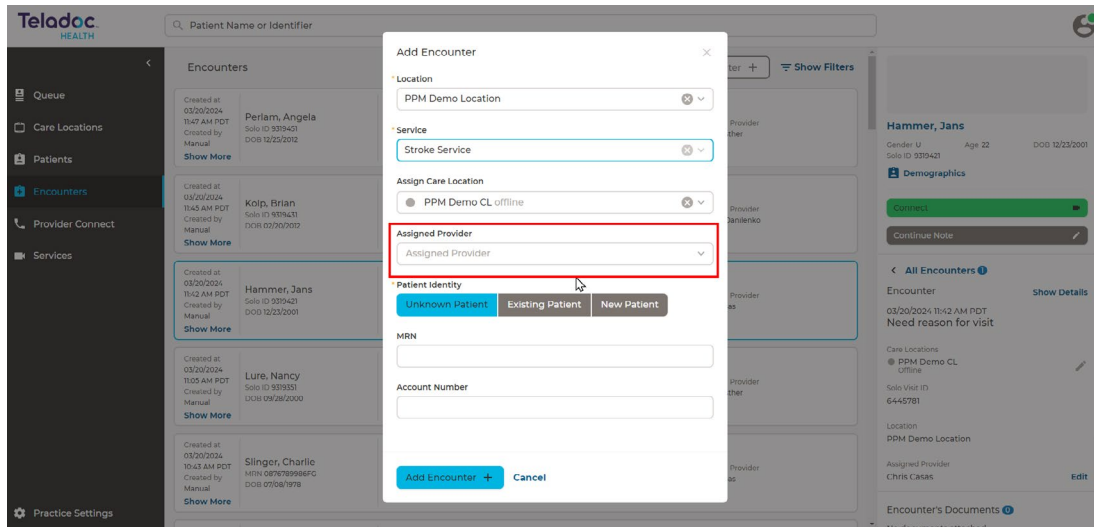
Client care teams with and without shared services can manually assign an emergent provider user to an emergent consult:

In this latest release, we're excited to introduce several enhancements aimed at streamlining workflow efficiency and improving Solo user experiences when assigning a provider user to an emergent consult. Here's what's new:

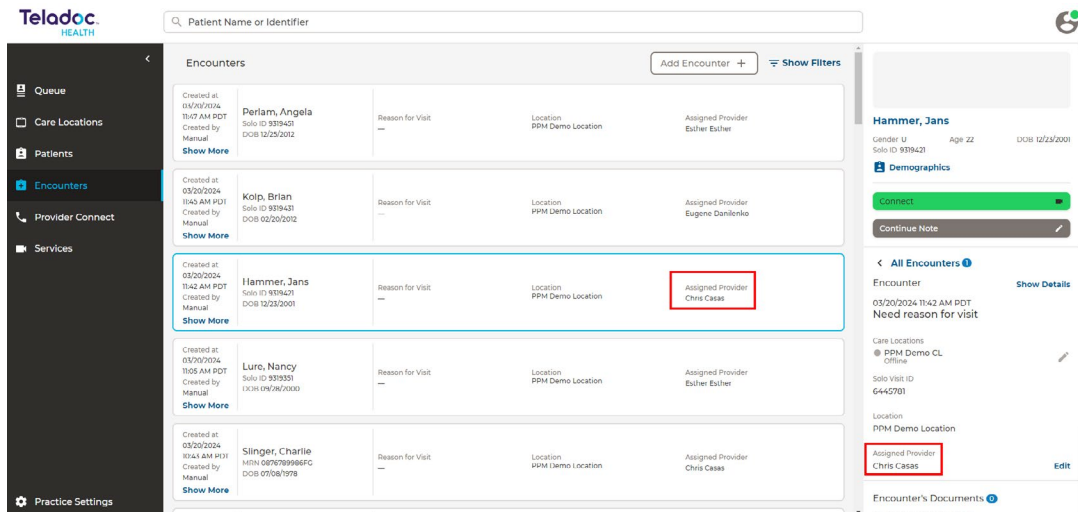
1. **Shared Services and Location-Based Access Control:** Solo users with permissions from Spoke and Hub practices can now assign/unassign provider users to an emergent consult request
2. **Filtering:** Solo users with permissions can now filter by unassigned and assigned users in the Encounters dashboard.
3. **Solo UI "Assigned Provider" Label Consistency:** We have ensured once a provider user is assigned to an emergent consult their name will persist throughout the Solo UI. Emergent consults with an Assigned Provider replaces legacy labels and display the full name of the "Assigned Provider" user in the following areas:
 - Previously Teleconsultant on the Encounter Dashboard
 - Previously Physician on the Add Encounter Modal, Patient Banner while in a Smart Note and Encounter Filters
 - Previously Provider on Visit Details, Queue Filters, New Visit modal, Queue bar, Right patient panel, and Queue Filters
 - Previously Assignee to Assigned Provider on the Async Chat Details
 - Previously Provider Name on the Encounter Bar and Patient Banner
4. **Permissions:** Solo user roles of Nurse, Back Office, Nurse + Back Office, and Partitioner Admin are now permissioned to assign, unassign, and reassign emergent consults to provider users. Permissions are granted by practitioner admin to other relevant roles, ensuring only authorized users can manage consult assignments. Users with assigning permissions can reassign emergent consults to other practitioners, and emergent consults can be unassigned by the practitioner or authorized users.

These updates aim to empower users with greater control over emergent consult assignments and provide a more cohesive experience within Solo. For any questions or assistance, please reach out to our support team.

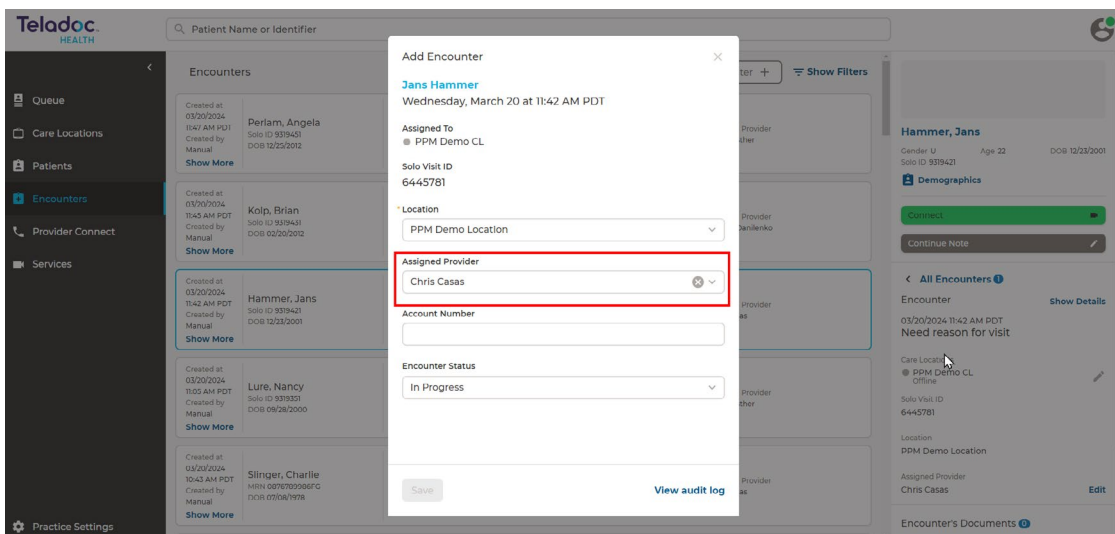
Add Encounter Modal:



Encounter Dashboard and Patient Panel:



Encounter Details Modal:



Patient Banner while in Smart Notes:

Hammer, Jans
Solo ID 9319421 DOB 12/23/2001

Reason for Visit: — Visit Date: 03/20/2024 PDT Patient Location: PPM Demo Location

Assigned Provider: **Chris Casas**

Notes: Added on 03/20/2024 11:43 AM PDT

QA Comments: General comments will not appear in the Note. Drafts are visible to other users.

Comment:

Add Comment

Hammer, Jans
Gender U Age 22 DOB 12/23/2001
Solo ID 9319421

Demographics

Connect

All Encounters 1
Encounter: 03/20/2024 11:42 AM PDT
Need reason for visit

Care Locations: PPM Demo CL (Offline)
Solo Visit ID: 6445781
Location: PPM Demo Location

Assigned Provider: **Chris Casas**

Encounter's Documents 0
No documents attached

Queue Dashboard:

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Search: Patient Name or Identifier

Queue (16 visits) Show Filters

Patient Name	Reason for Visit	Location	Care Location	Assigned Provider	Waiting Time
Honer, Holly Gender u Age 31 DOB 05/12/1992 Solo ID 9313911	—	PPM Demo Location	PPM Demo CL (Offline)	Chris Casas	1d 21h 32m Waiting
9313921, unknown Gender u Age — Solo ID 9313921	—	PPM Demo Location	PPM Demo CL (Offline)	Eugene Danilenko	1d 21h 30m Waiting
Wolf, Larry Gender u Age 79 DOB 05/05/1944 Solo ID 9313941	—	PPM Demo Location	PPM Demo CL (Offline)	Esther Esther	1d 21h 27m Waiting
9313951, unknown Gender u Age — Solo ID 9313951	—	PPM Demo Location	PPM Demo CL (Offline)	Esther Esther	1d 21h 23m Waiting
Maynard, Bernard Gender u Age 46 DOB 12/23/1977 Solo ID 9313961	—	PPM Demo Location	PPM Demo CL (Offline)	Esther Esther	1d 21h 23m Waiting
Fish, Marlin Gender m Age 58 DOB 11/05/1965 Solo ID 9314011	—	PPM Demo Location	PPM Demo CL (Offline)	Chris Casas	1d 4h 14m Waiting
Legosse, Alice Gender f Age 90 DOB 02/23/1944 Solo ID 9314821	—	PPM Demo Location	PPM Demo CL (Offline)	Eugene Danilenko	1d 4h 11m Waiting
Johnson, Gladys Gender f Age 68 DOB 03/13/1956 Solo ID 9309671	—	PPM Demo Location	PPM Demo CL (Offline)	Esther Esther	1d 3h 36m Waiting

Care Locations: PPM Demo CL (Offline) 1 day ago

Key	Component	Version	Operating System
HHSYS-30	Provider App	2024.1.5	Mac, Windows, iOS, Android

Release Feature Toggle: AssignProviderToEmergentVisit

Virtual Sitter

Feature enhancement:

Virtual Sitter can see device status when adding a device to a session:

When a virtual sitter is adding a room to a session they will now be able to see if the device is already being used in another session or offline.

Key	Component	Version	Operating System
VS-1378	Virtual Sitter	2024.1.5	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Feature enhancement:

Room status on the virtual sitter rooms and patients report:

In the Virtual Sitter rooms and patient report, the user of the report will be able to see the status of each room as it pertains to its current usage in a Virtual Sitting program. Users will be able to see which rooms have a patient assigned and which rooms are part of a live virtual sitting session based on the statuses shown in the report.

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

Key	Component	Version	Operating System
VS-1393	Virtual Sitter	2024.1.5	Mac, Windows, iOS, Android
Release Feature Toggle: VirtualSitterReport			

Feature enhancement:

Sort columns Virtual Sitter rooms and patients report:

Users will be able to sort the data for each column in the Virtual Sitter rooms and patient report by ascending and descending order.

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

Key	Component	Version	Operating System
VS-1380	Virtual Sitter	2024.1.5	Mac, Windows, iOS, Android
Release Feature Toggle: VirtualSitterReport			

Feature enhancement:

Activity column in Virtual Sitter Rooms and Patient Report:

Users of the Virtual Sitter rooms and patients report will be able to see for rooms with a patient currently assigned, the activity level of each patient. Activity is counted based off whether a Virtual Sitter user has used the bedside alarm feature, spoken to the patient, used a pre-recorded command, or reported an event in the intervention log.

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

Key	Component	Version	Operating System
VS-1400	Virtual Sitter	2024.1.5	Mac, Windows, iOS, Android

Release Feature Toggle: VirtualSitterReport

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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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