



Teladoc Health®
Bi-Monthly Release Notes

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Release Notes for April 17, 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:

Configurable Patient Intake Medical Questionnaire Data in Report Generator:

Previously, patient intake data was always displayed in the Report Generator if a medical questionnaire had been configured.

Because all other data in the Report Generator extract can be configurable, we have now made it so you can enable or disable each medical questionnaire data field depending on what your team has configured.

This change can be seen when the Release Toggle "UnifiedSoloReporting2024Q1" is enabled.

| Key | Component | Version | Operating System |
|--|---------------|----------|----------------------------|
| HHSINT-706 | Solo Platform | 2024.1.6 | Mac, Windows, iOS, Android |
| Release Feature Toggle: UnifiedSoloReporting2024Q1 | | | |

Feature enhancement:

Enhanced encounter audit logs by adding encounter creation data submitted:

We have added comprehensive encounter details to the encounter audit log, including:

- Location
- Service
- Assigned Care Location
- Assigned Provider
- Reason for Visit
- Account Number
- MRN (additional event)

Audit log entries now only display records with values. Fields not completed during encounter creation will not be displayed in the encounter audit log view.

| Key | Component | Version | Operating System |
|----------------------------|---------------|----------|----------------------------|
| HHSYS-775 | Solo Platform | 2024.1.6 | Mac, Windows, iOS, Android |
| Release Feature Toggle: NO | | | |

Patient App

Important Update for Teladoc Health Android Apps (April 11, 2024):

This update brings important improvements and enhancements to the Teladoc Health Android Patient App.

What's New?

Enhanced Data Encryption:

- We've implemented robust encryption for your telehealth session data stored within the App.

Improved Session Management:

- Cookies are now automatically cleared at the end of your session, minimizing any potential security risks.

Increased Privacy Controls:

- Screenshots of the app are no longer retained in the app switcher, further safeguarding your information.

Restricted Screen Capture:

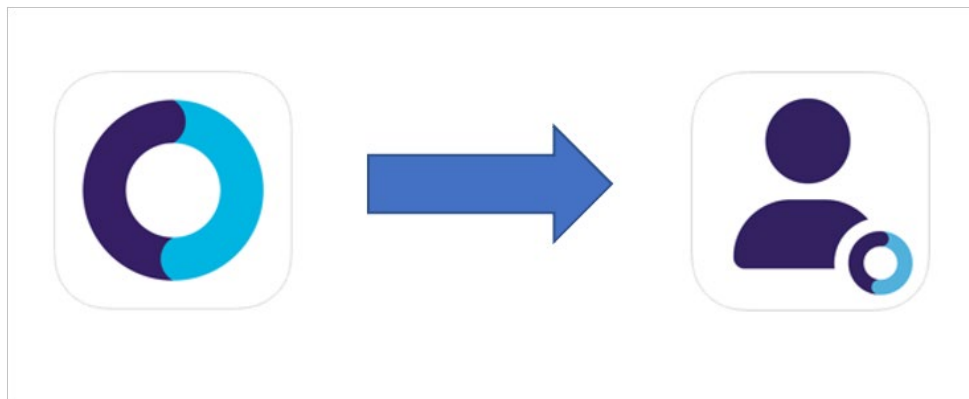
- Other apps are now prevented from taking screenshots or screen recordings within our app.

Rooted Device Compatibility:

- To maintain the highest level of security, the app will no longer be compatible with rooted devices.

Updated App logo:

- Updated the Teladoc Patient App logo as attached. Users will automatically see this new logo once they update the app from Play Store.



| Key | Component | Version | Operating System |
|----------------------------|-------------|----------|------------------|
| SOG-757 | Patient App | 2024.1.6 | Android |
| Release Feature Toggle: NO | | | |

Provider App, Patient App, and Carelocation App

Important Update for Teladoc Health iOS Apps (April 9, 2024):

This update brings important improvements and enhancements to the Teladoc Health suite of iOS apps, including the Provider App, Patient App, and Carelocation App.

What's New?

Improved Stability and Performance:

- This update resolves connectivity issues experienced by some users on iOS 17 or higher. (Note: We recommend updating your device to the latest iOS version for optimal performance).
- We've also made improvements to address screen blurring issues that could occur when using the app.

Enhanced Telehealth Experience:

- We've fixed an issue that previously interrupted telehealth sessions when receiving a phone call. This ensures a smoother and more reliable experience for your virtual consultations.

Focus on Future Innovation:

- To ensure we continue to provide the best possible experience, we are no longer supporting iOS 13. We encourage users to update their devices to a newer iOS version to take advantage of the latest features and security updates.

| Key | Component | Version | Operating System |
|----------|---|----------|------------------|
| IOS-2306 | Prover App, Patient App, Carelocation App | 2024.1.6 | iOS |

Release Feature Toggle: NO

Smart Notes

Capture whether Faxes were Successfully Received in 'Audit Log':

Our users often need to send their clinical documentation through Smart Notes via fax.

In the Encounter Audit Log, you can now see when all pages of your fax have been successfully received by the receiving fax machine. This way, you'll know not just when a fax is sent, but also when it's successfully delivered.

| Key | Component | Version | Operating System |
|------------|-------------|----------|----------------------------|
| HHSINT-675 | Smart Notes | 2024.1.6 | Mac, Windows, iOS, Android |

Release Feature Toggle: NO

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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