



**Teladoc Health®**  
**Bi-Monthly Release Notes**

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# Release Notes for April 30, 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.

# Fleet Access Manager

## Improvements To User Page:

User page now has 5 tabs:

### 1. Profile

- "Specialty" is now a field in the user's profile tab
- Client Specific Specialties managed by Fleet Ops

### 2. Access

- The existing access page was moved to the user page

### 3. Services

- The two drop-downs were replaced by a section where the administrator chooses the Practices.
- For each chosen Practice, the admin can choose Services to be used in that Practice.
- New Settings section where the Roles that can have "Consult Note Sign Off" can turn be toggled
- Program section was added, the Programs section shows all the programs the user belongs to, in this section the programs can be removed.

Practices and Services  
Manage access to practices and services in Stakeholder Demo.

Practice: Taurus Practice Services (optional): Service Shared w Demo, Ownd Tauro

Practice: Demo Practice Services (optional): Service Shared w Demo, Ownd Tauro, Second Service

+ Add Another Practice

Role  
Manage access to practices and services in Stakeholder Demo.

Role: Virtual Nurse

Settings  
Consult Note Sign Off:

### 4. Settings

- The Provider Access Software user settings are now available in Fleet Access Manager.

Windows and iOS Provider Access Software

Multipresence  
Multipresence Role: No Multipresence Default  
Select default host role for preferences, access, and guest roles.

In Session  
Display Name: Aaroon Blake  
Name that will be displayed when connecting to a device.

Auto Record Session  
Automatically record sessions and save media.

Record Local Video  
Allows user to record their own video during sessions.

Image-grabber  
Allows capturing and saving a screen portion to local media.

Audio off at start of session  
Default to audio mute status in PAS.

Desktop Sharing  
Allows user to share desktop or a specific window. Only available in Multipresence Sessions.

Default picture-in-picture (PIP)  
Session starts with a small image (PIP) of patient on the device.

Device video screenshot  
Allows user to capture snapshots from their device video feed during session.

Require Host to accept Guest  
Ensures guests are accepted into meetings.

Saving media  
Allows recorded media from sessions to be saved.

Telestration  
Allows users to draw on shared media during sessions.

Live Snapshot  
Enables users to capture snapshots of their own video feed during session.

Video off at start of session  
Enables a default video mute status in PAS.

NIHSS Stroke Assessment  
Enables Stroke Images tab in PAS to display stroke images.

Invite guests  
Allows users to send an email or SMS invitation for others to join the web browser session.

Device remote recording  
Allows user to record robot video feed.

## 5. History

- The existing history page was moved to the user page

### User creation changed into a 2-step process:

#### New user creation process:

##### 1. Create the user

##### Old user creation process:



##### 2. Add Practices and Services

| Key       | Component            | Version  | Operating System           |
|-----------|----------------------|----------|----------------------------|
| HHSYS-118 | Fleet Access Manager | 2024.2.1 | Mac, Windows, iOS, Android |

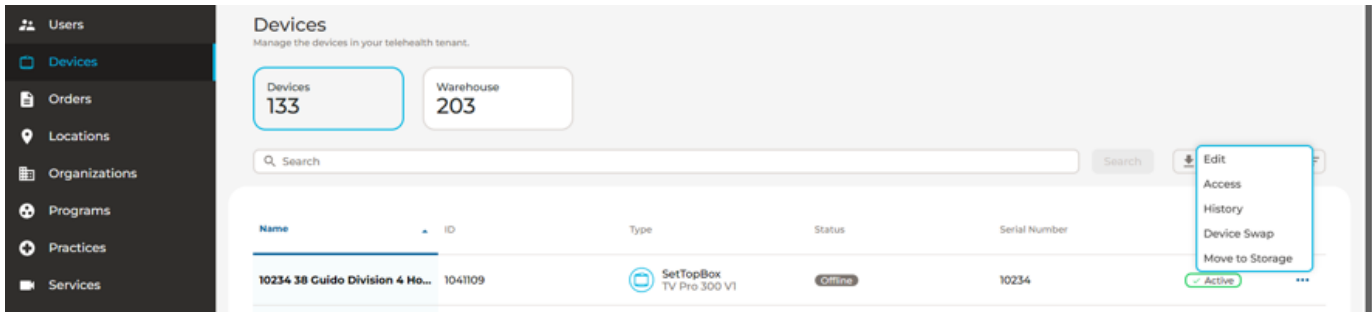
Release Feature Toggle: NO

**NOTE: Fleet Access Manager release 05/02 CAT. 05/07 Production**

## Expanded Device Features:

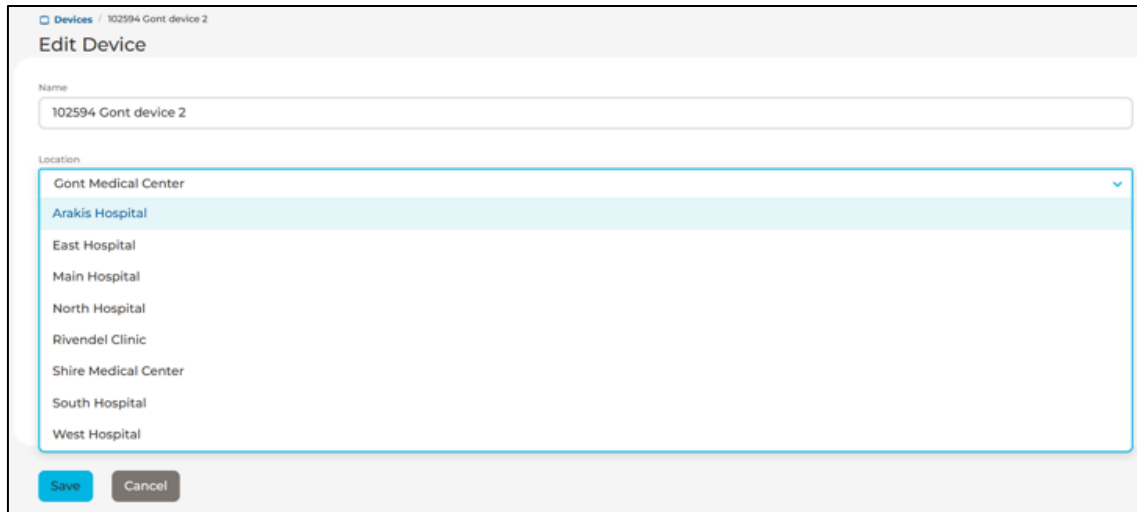
Device index page has additional functionalities

- "Device Swap"
  - Installed devices can be made "Warehouse" devices. This action will remove the device from its current location, practice and services and revoke all access granted to it.
- "Move to Storage"
  - Swaps a device with one of your Warehouse Devices. The swapped out device goes to warehouse. The swapped in device replaces the swapped out device



## Device Edit Page

- In the device edit page the Location is not longer read only. It can be updated associating the device with a new Location.
- This impacts the Practice the device is associated with.



| Key       | Component            | Version  | Operating System           |
|-----------|----------------------|----------|----------------------------|
| HHSYS-119 | Fleet Access Manager | 2024.2.1 | Mac, Windows, iOS, Android |

Release Feature Toggle: NO

**NOTE: Fleet Access Manager release 05/02 CAT. 05/07 Production**

# Virtual Nursing

## “Create” endpoint for 3rd party partner integrations:

A REST API is now available for a third party device or application for a patient to use to request a consult from a virtual nurse. When the API is called, a request will populate in the Virtual Nursing queue in Solo. When the virtual nurse clicks on the request they can connect directly to the TV Pro device in the patient’s room.

API documentation can be found at: <https://intouchhealth.github.io/solo-slate/#virtual-nursing-and-sitting-group-assistance-requests-post>.

| Key                        | Component       | Version  | Operating System           |
|----------------------------|-----------------|----------|----------------------------|
| VS-1346                    | Virtual Nursing | 2024.2.1 | Mac, Windows, iOS, Android |
| Release Feature Toggle: NO |                 |          |                            |

## “Current request” endpoint for 3rd party partner integrations:

A REST API is now available to return the status of a virtual nursing request entered by a third party application or device.

API documentation can be found at: <https://intouchhealth.github.io/solo-slate/#virtual-nursing-and-sitting-group-assistance-requests-get>.

| Key                        | Component       | Version  | Operating System           |
|----------------------------|-----------------|----------|----------------------------|
| VS-1374                    | Virtual Nursing | 2024.2.1 | Mac, Windows, iOS, Android |
| Release Feature Toggle: NO |                 |          |                            |

## “Cancel” endpoint for 3rd party partner integrations:

A REST API is now available to cancel a virtual nursing request entered by a third party application or device.

API documentation can be found at: <https://intouchhealth.github.io/solo-slate/#virtual-nursing-and-sitting-group-assistance-requests-delete>.

| Key                        | Component       | Version  | Operating System           |
|----------------------------|-----------------|----------|----------------------------|
| VS-1387                    | Virtual Nursing | 2024.2.1 | 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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