

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.

Practice		Services (optional)	
Taurus Practice	~	Service Shared w Demo. Ownd Tauro x	
Practice	Service	s (optional)	
Demo Practice v	Set	rvice Shared w Demo. Ownd Tauro × Second Service ×	~
Role			
Add Another Practice Role Manage acces to practices and services in Stakeholder Demo.			
Role			

4. Settings

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

Windows and iOS Provider Access Software	Save Cance	el
Multipresence		
Multipresence Role	Require Host to accept Guest	
No Multipresence Default	 Ensures guests are accepted into meetings 	
Select default host role for preferences, access, and guest roles.		
In Session		
Display Name	Saving media	
Aaroon Blake	Allows recorded media from sessions to be saved.	
Name that will be displayed when connecting to a device.		
Auto Record Session	Telestration	
Automatically record sessions and save media.	Allows users to draw on shared media during sessions.	D
Record Local Video	Live Snapshot	
Allows user to record their own video during sessions.	Enables users to capture snapshots of their own video feed during session.	D
Image-grabber	Video off at start of session	
Allows capturing and saving a screen portion to local media.	Enables a default video mute status in PAS.	
Audio off at start of session	NIHSS Stroke Assessment	
Default to audio mute status in PAS.	Enables Stroke Images tab in PAS to display stroke images.	
Desktop Sharing	Invite guests	
Allows user to share desktop or a specific window. Only available in Multipresence Sessions.	Allows users to send an email or SMS invitation for others to join the web browser session.	
Default picture-in-picture (PIP)	Device remote recording	
Session starts with a small image (PIP) of patient on the device.	Allows user to record robot video feed.	D
Device video screenshot Allows user to capture snapshots from their device video feed during session.		

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

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Old user creation process:	Same
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Кеу	Component	Version	Operating System
HHSYS-118	Fleet Access Manager	2024.2.1	Mac, Windows, iOS, Android
Release Feature Toggle: No	0	L	

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

22	Users	Devices Manage the devices in your telebe	alth	tenant						
٥	Devices									
Ð	Orders	Devices 133		203						
۰	Locations							_		
▦	Organizations	Q, Search						_	Edit Access	-
•	Programs			-				_	History	
0	Practices	Name	^	D	Туре	Status	Serial Number	_	Device Swap Move to Storage	
	Services	10234 38 Guido Division 4 H	o	1041109	SetTopBox TV Pro 300 V1	Offline	10234	_	Active	1

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.

Devices / 102594 Gont device 2	
Edit Device	
Name	
102594 Gont device 2	
Location	
Gont Medical Center	~
Arakis Hospital	
East Hospital	
Main Hospital	
North Hospital	
Rivendel Clinic	
Shire Medical Center	
South Hospital	
West Hospital	
Save	

Кеу	Component	Version	Operating System				
HHSYS-119	Fleet Access Manager	2024.2.1	Mac, Windows, iOS, Android				
Release Feature Toggle: No	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: <u>https://intouchhealth.github.io/solo-slate/#virtual-nursing-and-sitting-group-assistance-requests-post.</u>

Кеу	Component	Version	Operating System	
VS-1346	Virtual Nursing	ual Nursing 2024.2.1 Mac, Windows, iOS, Androi		
Release Feature Toggle: No	C			

"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: <u>https://intouchhealth.github.io/solo-slate/#virtual-nursing-and-</u> <u>sitting-group-assistance-requests-get.</u>

Кеу	Component	Version	Operating System					
VS-1374	Virtual Nursing	2024.2.1	Mac, Windows, iOS, Android					
Release Feature Toggle: No	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: <u>https://intouchhealth.github.io/solo-slate/#virtual-nursing-and-sitting-group-assistance-requests-delete.</u>

Кеу	Component	Version Operating Syster		
VS-1387	Virtual Nursing	2024.2.1	Mac, Windows, iOS, Android	
Release Feature Toggle: No	C	с	<u>.</u>	

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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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