Teladoc Health®
Bi-Monthly Release Notes

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Release Notes for May 29, 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.

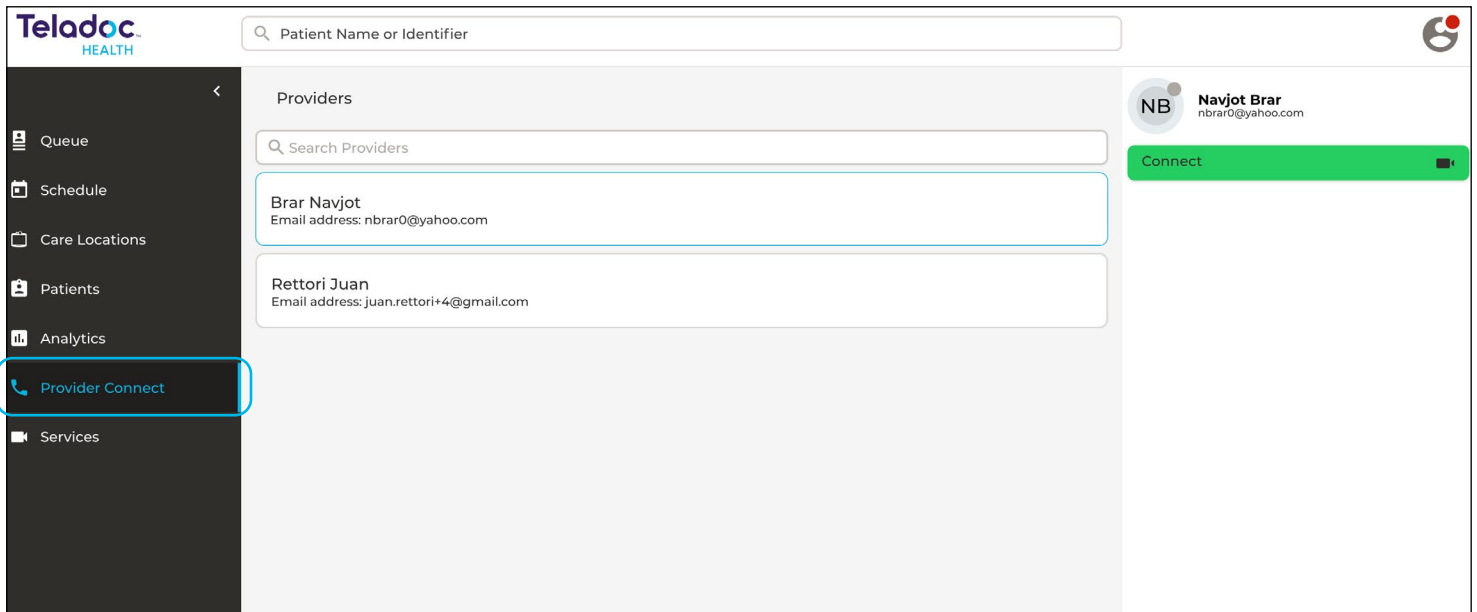**Browser Support:** Available on Edge, Chrome, Safari, and Firefox.

Provider App

Responce to Feedback:

Update to Provider Connect: We have recently relocated the "Provider Connect" feature to a more prominent position in our UI to streamline navigation and make accessing this feature more intuitive. This update allows users to easily manage and initiate Provider-to-Provider calls on both web and mobile platforms. The relocation is controlled by the release toggle "ProviderToProviderCallTab".

Before making this change universally available, we received feedback from some practices indicating a preference for not having this feature prominently displayed in the left navigation of the Provider app. In response, we have introduced a setting that allows this feature to be enabled or disabled based on customer preference.

For assistance with enabling or disabling this feature, please contact your Teladoc support representative.

Key	Component	Version	Operating System
HHSINT-661	Provider App	2024.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: ProviderToProviderCallTab			

Platform Administration

Feature Enhancement:

Ability to differentiate the subject line for appointment email notifications: To enhance the patient experience and reduce confusion, we have updated the subject lines for our automated emails regarding scheduled Solo visits. Previously, the subject lines for both invitations and reminders were identical, which could make it difficult for patients to differentiate between the two.

What's Changed:

Patient Invitation Emails:

The subject line will now be "Scheduled Visit Invitation for {Patient_Name}," while the email body will remain unchanged.

Patient Reminder Emails:

The subject line will now be "Scheduled Visit Reminder for {Patient_Name}," while the email body will stay the same as the patient invitation email.

Private Label Customization:

Both invitation and reminder emails can now be further private-labeled and customized independently. For assistance with configuring these separate private labels, please reach out to our Teladoc support team.

Impact on Existing Private Labels:

To ensure a seamless transition, any existing private-labeled content for patient invitation emails has been copied over to patient reminder emails. If you wish to customize these further, please contact us, and we will assist you in making the desired changes.representative.

Key	Component	Version	Operating System
HHSINT-640	Solo Platform	2024.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Feature Enhancement:

Added new Assigned Provider Solo emergent notifications: We're introducing improvements to Solo's emergent notifications, along with updates to the user settings interface for enhanced customization. These changes aim to streamline communication workflows and provide users with greater control over their notification preferences.

Key Highlights:

New Emergent Notifications: With the "AssignProviderToEmergentVisit" and "Emergent workflow" toggles enabled, we've introduced two new types of notifications:
- Provider Was Assigned to Encounter: Triggered when a provider is assigned or reassigned to an encounter.
- Provider Was Unassigned From Encounter: Triggered when a provider is unassigned from an encounter.

Practice Workflow: Emergent

Event	Email	SMS ⓘ	Pager	Browser
All	☒	☐	☐	☐
Patient Arrived	☐	☐	☐	☐
Patient Waiting	☐	☐	☐	☐
Patient's Visit Complete	☐	☐	☐	☐
Patient's Visit Incomplete	☐	☐	☐	☐
Patient LWBS	☐	☐	☐	☐
Patient on Hold	☐	☐	☐	☐
Patient No Show	☐	☐	☐	☐
Patients With Complete Forms	☐	☐	☐	☐
Visit Notes With Comments	☐	☐	☐	☐
Notification From Provider	☐	☐	☐	☐
Encounter Created	☑	☐	☐	☐
Provider Was Assigned to Encounter	☐	☐	☐	☐
Provider Was Unassigned From Encounter	☐	☐	☐	☐
Appointment Rescheduled	☐	☐	☐	☐

Key	Component	Version	Operating System
HHSYS-259	Solo Platform	2024.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: AssignProviderToEmergentVisit			

Feature Enhancement:

Added new solo system tags for notifications: We've added new SN4 tags for Solo notifications, along with improved event messages for "Provider Assigned" and "Provider Unassigned" scenarios. This update enhances the clarity and effectiveness of notifications, ensuring critical information is readily available to provider users.

Key Highlights:

New SN4 Tags: We've added two new tags for notifications:

- notifications:last_known_well: Provides information on the patient's last known well time.
- notifications:call_back_number: Displays the contact number for further assistance or information.

Enhanced Event Messages: With the "AssignProviderToEmergentVisit" and "Emergent workflow" toggles enabled, event messages for "Provider Assigned" and "Provider Unassigned" now include dynamic placeholders:

Example message for "Provider Assigned": "The last known well time is: %Last Known Well Time%. Call %Call back number% for more information."

These enhancements improve the contextual relevance of notifications and streamline communication processes for efficient workflow management.

Key	Component	Version	Operating System
HHSYS-1071	Solo Platform	2024.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: AssignProviderToEmergentVisit			

Feature Enhancement:

Redox Preferred Name Extension Support: We've introduced support for Patient Preferred Name for customers using Redox for Creation of SOLO appointments.

Key	Component	Version	Operating System
VI-3035	Solo Platform	2024.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Feature Enhancement:

Added Assigned Provider events to the encounter audit log: We've introduced assigned provider events to the encounter audit log. This enhancement provides client admins with real-time access to critical actions, ensuring comprehensive tracking and transparency for consult management.

Key Highlights:

Detailed Audit Logging: Assigned Provider events are now logged in the encounter audit log, capturing essential data to uphold standards of care, ensure compliance, mitigate risks, and enhance communication and collaboration.

Tracked Events: The following actions are now included in the audit log:
- Provider Assigned to a Consult
- Provider Unassigned to a Consult
- Provider Reassigned to a Consult
- Provider Declined a Consult

Key	Component	Version	Operating System
HHSYS-1079	Solo Platform	2024.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

Fleet Access Manager

Updates to Locations:

The Location edit page now display the rooms associated with a Location.

- Rooms can be deleted by clicking the three dots and choosing the "Remove" option.

There is an "Add Rooms" Functionality that enables rooms to be created for a location.

- Add single room: Adds a single room to the location.
- Add room range: Adds multiple rooms to a location.

Updates to Devices:

The Device edit page was updated.

- "Department" field was removed.
- "Bed" field was removed.
- "Room" field was updated to be a dropdown field that displays the rooms associated with the Location the devices is in.
- There is a "Create Room" button next to the room field to quickly add a single room if needed. Room created is associated with the location the device is in.

The Device Index page was updated. Clicking on a device now displays a side panel with additional information.

- Network Interfaces reported by the device with the following data.
  - Type: If the adapter is Wi-Fi or not
  - MAC Address
  - Description: Name of the Network Interface in as shown in the device
- Devices that are currently in a session are now displayed as "Busy".

Device Installation Orders:

The Device Installation Order flow was updated, when choosing the room for a serial the field is no longer a text input field but a dropdown that shows all available rooms in the Location.

- As the last option in the dropdown "Create Room" was added to create the needed room if not available in the dropdown.

Users:

The access page is now shown for deactivated users. It only shows access with the ability to remove filtered access.

- As before deactivated users cannot be granted new access.

<p style="text-align:center">NOTE: Release Scheduled for 05/29 (Client Acceptance Testing) 06/03 (Production)</p>

Key	Component	Version	Operating System
HHSYS-614	Fleet Access Manager	2024.2.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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.