



**Teladoc Health®**

**Q1 2024 Quarterly Release Notes**

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# Release Notes for Quarter 1, 2024

The following is a list of features included in software releases during the first quarter of 2024. Clients can request a feature be enabled in their production organization by contacting our Technical Assistance Center via email at [TAC@TeladocHealth.com](mailto: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 and Provider Survey Data in Report Generator:** Previously, provider and patient survey data was always displayed in the Report Generator if a survey 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 individual patient or provider survey data field depending on what your team has configured for this survey.

This change can be seen when the Release Toggle "UnifiedSoloReporting2023Q3" is enabled.

Key	Component	Version	Operating System
HHSINT-622	Solo Platform	2023.3.9	Mac, Windows, iOS, Android

Release Feature Toggle: UnifiedSoloReporting2023Q3

## Feature Enhancement:

**External Visit Id in Reports:** "External Encounter ID" has now been renamed to "External Visit ID" to more accurately reflect what the data element represents.

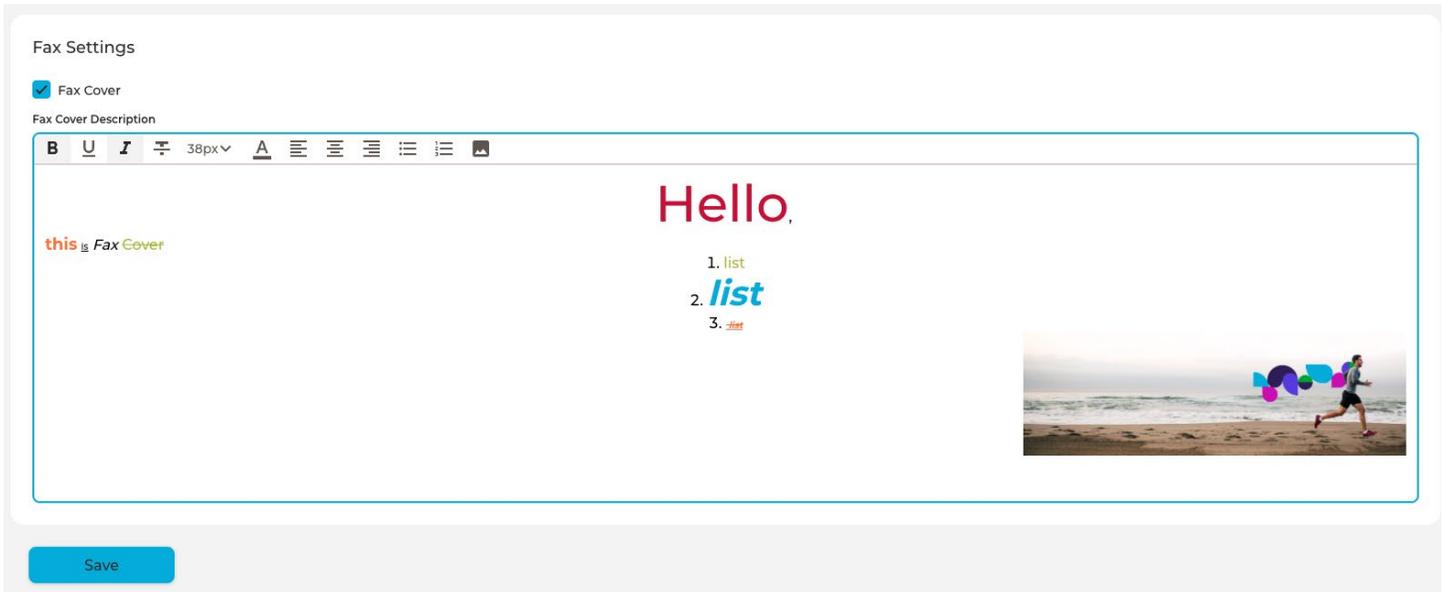
This change can be seen when the Release Toggle "UnifiedSoloReporting2023Q3" is enabled.

Key	Component	Version	Operating System
HHSINT-578	Solo Platform	2023.3.9	Mac, Windows, iOS, Android

Release Feature Toggle: UnifiedSoloReporting2023Q3

## Feature Enhancement:

**Added a rich text editor to the fax cover sheet feature:** When Solo client administrators add a fax cover sheet, they can now use the available rich text editor tool that allows you to add or edit content, images, and other components on the page without having to know any code. It displays the content and any formatting as it would display in the browser.



Key	Component	Version	Operating System
ACS-1825	Solo Platform	2024.1.1	Mac, Windows, iOS, Android

**Release Feature Toggle:** RichTextEditorForProviderApp

**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:

**Add QA comments to Nurse Role:** This update enables Nurse users to contribute QA comments in Smart Notes, allowing them to evaluate virtual consults.

If Smart Notes product is ON and the Nurse role user has the "Ability to View and Add Visit Note Comments" ON permission created; then the nurse user can leave and read QA comments in Smart Notes. Nurse QA comments go to reports as well.

## Enable Nurse Role to 'Sign Off Consult Note'

The screenshot shows the 'Create User' interface in the Teladoc Health application. On the left is a dark sidebar with navigation options: Practice Settings, Practice Labels, Patient Profile, Practice Users, Default User Settings, Default Service Settings, Video Call Settings, Care Locations, Patient Groups, Locations, Integrations, Departments / Programs, Fax Contacts, and Exit Settings. The main content area is titled 'Create User' and contains the following fields and options:

- Search bar: Patient Name or Identifier
- First Name: Text input field
- Last Name: Text input field
- Email: Text input field
- Mobile Phone: Text input field with a country code dropdown (USA) and a '+1' prefix.
- Role(s): Dropdown menu with 'Nurse' selected.
- See Role Descriptions: Link with an information icon.
- Permissions:
  - Sign off Consult Note
  - Ability to View and Add Visit Note Comments
- InTouch ID: Text input field

## Nurse can see and add comments in Consult Notes:

02, Patient Reason for Visit Visit Date 01/06/2024 CET Patient Location Physician

Solo ID 5271800 DOB 09/03/1967

**Addendum**  
01/06/2024 19:22 CET

**Calculators**

Calculators

Patients Weight

kg lb 85 kg

Consultation Note (Test)

View

**QA Comments**

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

test comment 1	Walter Brass on 01/06/2024 at 7:24 PM
test 2	Brayan Bello on 01/06/2024 at 7:29 PM
test 3	Brayan Bello on 01/06/2024 at 7:29 PM <span>Draft</span>
nurse test 1	Nurse 1 on 01/06/2024 at 7:31 PM
nurse test 2	Nurse 1 on 01/06/2024 at 7:31 PM <span>Draft</span>

Comment

nurse test 2

Add Comment

Add Note +

**02, Patient**

Gender M Age 56 DOB 09/03/1967

Solo ID 5271800

**Demographics**

< All Visits 47

Visit Show Details

01/06/2024 19:20 - 19:35 Scheduled

Need reason for visit

Care Locations

CL\_1   
 Offline

Assign

**Patient Appointment Link**

Copy Link Share Link

Solo Visit ID  
4089500

Provider Edit

**Visit's Documents 2**

Northwell test multifield  
01/06/2024 19:20

ACS 1804 MO Multifield 2

## Nurse in Users in Practice Settings:

Teladoc HEALTH

Search Patient Name or Identifier

**Practice Settings**

- Practice Labels
- Patient Profile
- Practice Users
- Default User Settings
- Default Service Settings
- Video Call Settings
- Care Locations
- Patient Groups
- Locations
- Integrations
- Departments / Programs
- Fax Contacts
- Exit Settings

**Nurse 1**

InTouch ID

Role(s)

Nurse See Role Descriptions

Permissions

Sign off Consult Note

Ability to View and Add Visit Note Comments

Save User Settings Reset Password Disable

Data Download report\_csv\_Nurse Consult Note comments:

Is there any other feedback you would like to share about the Virtual Care?	Is there any other feedback you would like to give us at this time?	Comments
		test 1 Brayan Bello, 01/06/2024 5:47 PM  nurse test 1 Nurse 1, 01/06/2024 6:15 PM

Data Download report\_xml\_Nurse Consult Note comments:

```
<Export xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="/gapi/reports/clinical-data-export.xsd">
  <Encounters>
    <Encounter id="5933271" service="Test_2" datetime="2024-01-04T14:35:00+01:00" userName="" waitingDuration="0" callDuration="0" status="scheduled" reasons="" serviceLine="services.Urgent Care"
      serviceType="services.Urgent Care">
      <VisitFee amount="0">
        <Transactions/>
      </VisitFee>
      <VideoCalls/>
      <Patient id="222" firstName="Patient" lastName="01" middleName="" DOB="1988-03-12" gender="female" email="ihar001test+01patient@gmail.com" phone="+48519510839"/>
      <Location id="" name=""/>
      <OnCallProviders/>
      <Comments>
        <Comment id="d7466273-014f-46da-b663-9dde8275c187" postedAt="2024-01-04T08:36:05-05:00" author="Brayan Bello">test 1</Comment>
        <Comment id="b9a089b1-c2f2-4e6f-8d94-e131d729580e" postedAt="2024-01-04T08:37:36-05:00" author="Nurse 2">nurse test 1</Comment>
        <Comment id="7be97d06-ec78-45e3-840d-a97a75f8878d" postedAt="2024-01-04T08:39:49-05:00" author="Brayan Bello">test 2</Comment>
        <Comment id="20e7c0cb-92c5-4dde-8285-e8a7577faef2" postedAt="2024-01-04T08:42:37-05:00" author="Nurse 2">nurse test 2</Comment>
      </Comments>
    </Encounter>
  </Encounters>
  <DirectCalls/>
</Export>
```

Report Generator report\_Nurse Consult Note comments:

Addendum - Consultation Note (Test) - Who Amended	Addendum - Comments	Provider Survey - 11Which Virtual Care platforms are you using? Choose all that apply.
	test comment 1 Walter Brass, 01/06/2024 6:24 PM  test 2 Brayan Bello, 01/06/2024 6:29 PM  nurse test 1 Nurse 1, 01/06/2024 6:31 PM	

Key	Component	Version	Operating System
ACS-1864	Web Provider App	2023.3.9	Mac, Windows, iOS, Android

Release Feature Toggle: NO

## Feature Enhancement:

### Updated Teams "Sign-in" banner warning message at the top of Solo while user is in a web browser:

For Solo with Teams users, we have updated the Teams "Sign-in" banner warning message at the top of Solo while the user is in a web browser.

The message used to read: "You are not signed into Teams. Please login so you can launch your appointments using Microsoft Teams."

The message now says: "Sign in to Teams within our app to launch a secure virtual visit."

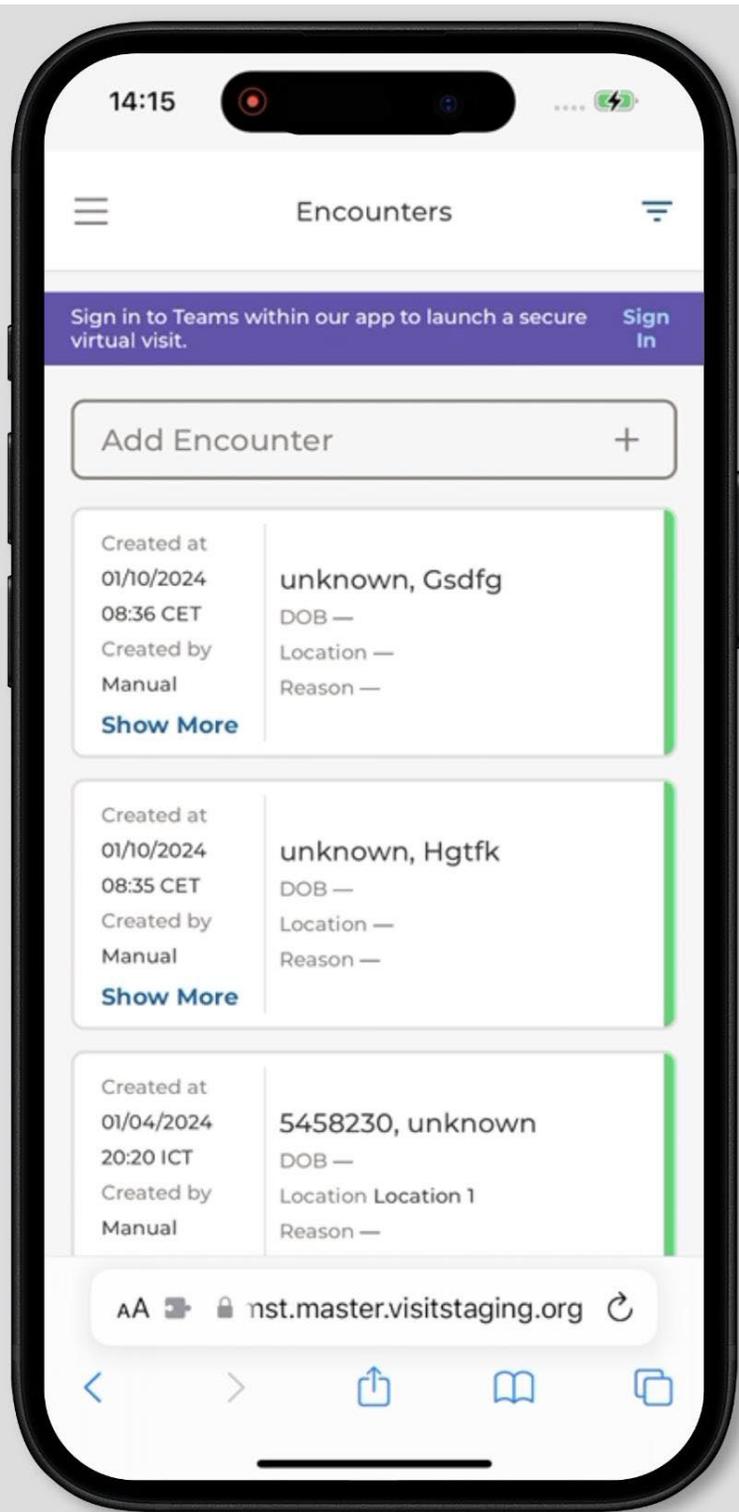
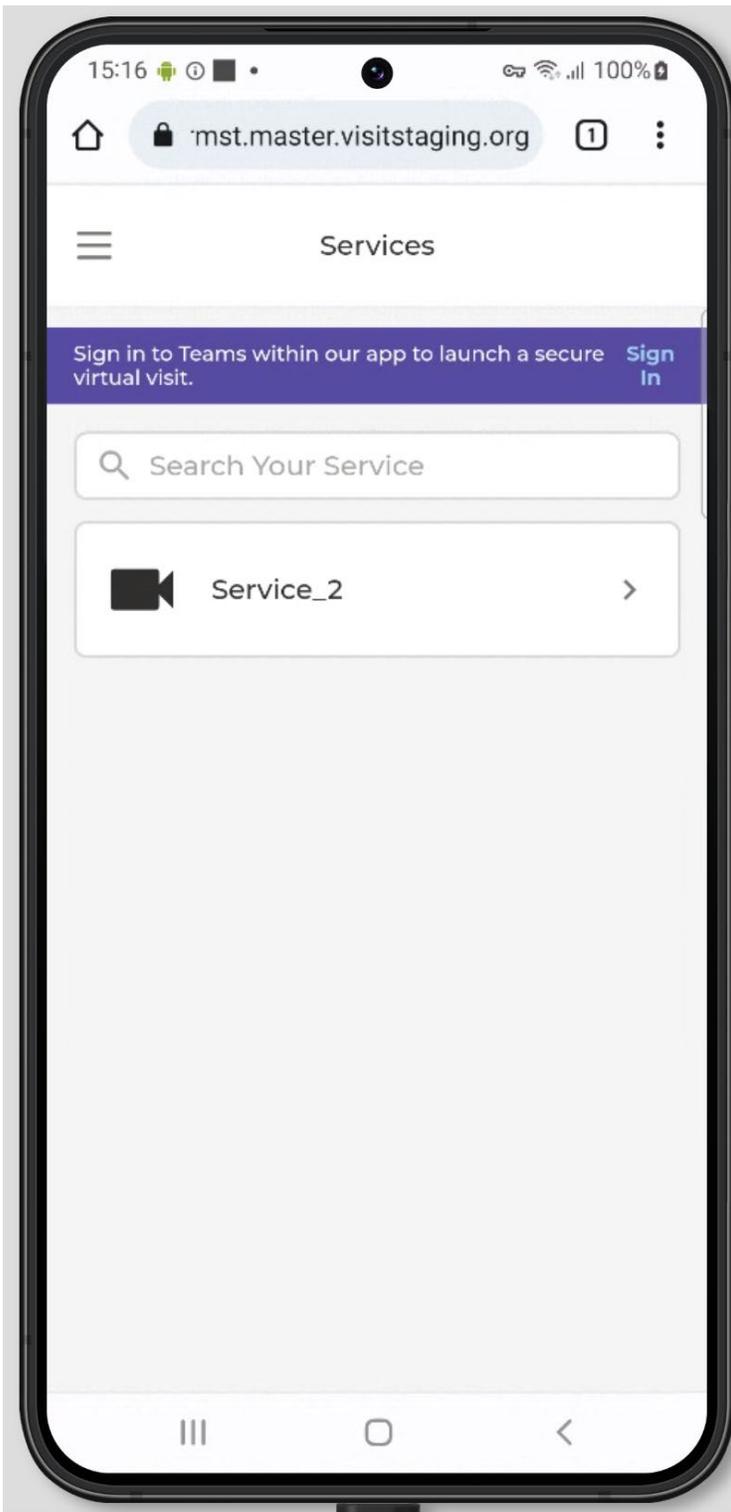
This will be less confusing to users as they are commonly already logged into the Teams app. Teams will automatically open when users connect to a video session.

Note: This banner message can be localized for other languages.

The screenshot displays the Teladoc Health interface. At the top, a purple banner reads "Sign in to Teams within our app to launch a secure virtual visit. Sign In". Below this is the Teladoc Health logo and a search bar for "Patient Name or Identifier". The main content area shows a "Queue (5 visits)" with a "Show Filters" button. The queue contains five entries:

Visit ID	Reason for Visit	Provider	Status
test ucs Gender u Age — Solo ID 5476840	—	—	08:30 Incomplete (Brayan Bello)
test ucs 2 Gender u Age — Solo ID 5476860	—	—	08:32 LWBS
test ucs 3 Gender u Age — Solo ID 5476870	—	—	08:34 LWBS
unknown, Hgtfk unknown Gender u Age — Solo ID 5476880	—	—	08:36 LWBS
unknown, Gsdg unknown Gender u Age — Solo ID 5476890	—	—	08:38 Incomplete (Ben Morris)

On the right, the "Care Locations" section shows a search bar and two locations: CL\_1 (Offline) and CL\_2 (Offline). A bottom banner repeats the Teams sign-in message: "Sign in to Teams within our app to launch a secure virtual visit. Sign In".



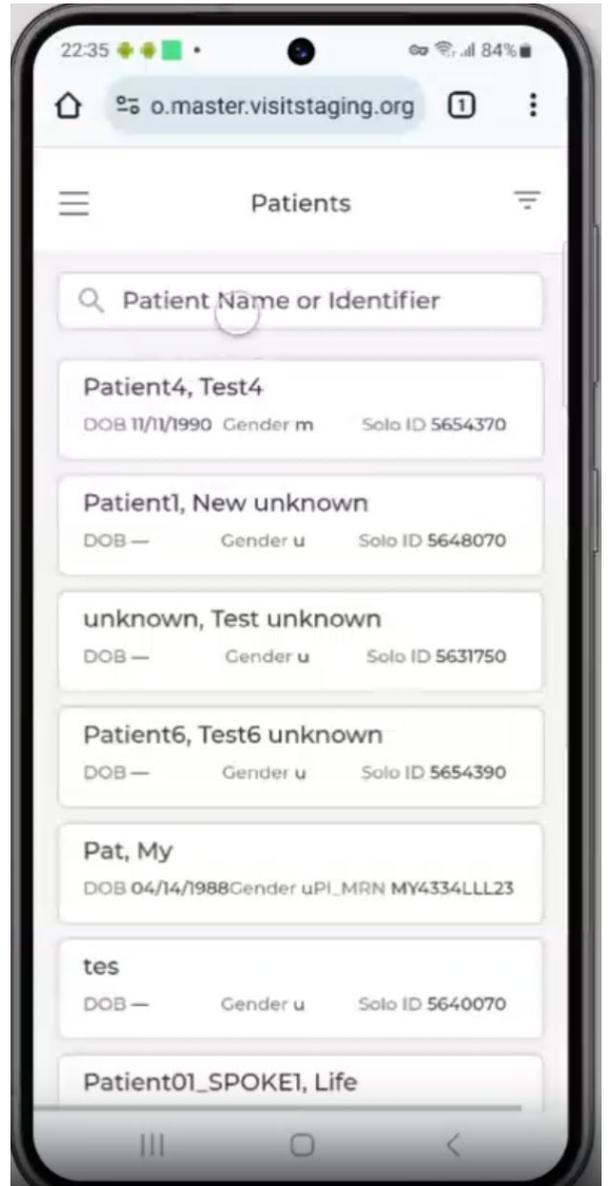
Key	Component	Version	Operating System
ACS-2041	Web Provider App	2024.1.1	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

**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
<b>Release Feature Toggle:</b> 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 Telaconsultant, 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
<b>Release Feature Toggle:</b> 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 permitted 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:

Add Encounter
✕

**\* Location**

PPM Demo Location
✕ ▼

**\* Service**

Stroke Service
✕ ▼

**Assign Care Location**

PPM Demo CL offline
✕ ▼

**Assigned Provider**

Assigned Provider
▼

**\* Patient Identity**

Unknown Patient

Existing Patient

New Patient

**MRN**

**Account Number**

Add Encounter
+

Cancel

## Encounter Dashboard and Patient Panel:

**Teladoc**  
HEALTH

- Queue
- Care Locations
- Patients
- Encounters
- Provider Connect
- Services
- Practice Settings

Encounters
Add Encounter +
Show Filters

Created at 03/20/2024 11:47 AM PDT Created by Manual	<b>Perlam, Angela</b> Solo ID 9319451 DOB 12/25/2012	Reason for Visit —	Location PPM Demo Location	Assigned Provider Esther Esther
Created at 03/20/2024 11:45 AM PDT Created by Manual	<b>Kolp, Brian</b> Solo ID 9319431 DOB 02/20/2012	Reason for Visit —	Location PPM Demo Location	Assigned Provider Eugene Danilenko
Created at 03/20/2024 11:42 AM PDT Created by Manual	<b>Hammer, Jans</b> Solo ID 9319421 DOB 12/23/2001	Reason for Visit —	Location PPM Demo Location	Assigned Provider Chris Casas
Created at 03/20/2024 11:05 AM PDT Created by Manual	<b>Lure, Nancy</b> Solo ID 9319351 DOB 09/28/2000	Reason for Visit —	Location PPM Demo Location	Assigned Provider Esther Esther
Created at 03/20/2024 10:43 AM PDT Created by Manual	<b>Slinger, Charlie</b> MRN 0876789986FG DOB 07/08/1978	Reason for Visit —	Location PPM Demo Location	Assigned Provider Chris Casas

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

Connect

Continue Note

< All Encounters 1

Encounter Show Details

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
Edit

Encounter's Documents 0

## Encounter Details Modal:

Add Encounter ✕

**Jans Hammer**  
Wednesday, March 20 at 11:42 AM PDT

Assigned To  
● PPM Demo CL

Solo Visit ID  
6445781

Location  
PPM Demo Location

Assigned Provider  
Chris Casas

Account Number

Encounter Status  
In Progress

Save View audit log

## Patient Banner while in Smart Notes:

**Hammer, Jans** Reason for Visit: — Visit Date: 03/20/2024 PDT Patient Location: PPM Demo Location Assigned Provider: Chris Casas

Solo ID: 9319421 | DOB: 12/23/2001

Notes  
03/20/2024 11:43 AM PDT

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

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

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  
No documents attached

# Queue Dashboard:

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

Release Feature Toggle: AssignProviderToEmergentVisit

# Patient App

## Feature enhancement:

**When Provider Ends the Call, Patient Lands on the “You left the call” Page with “Leave site” Pop up Confirmation:** The Solo+Microsoft Teams integration has a new bug fix. Upon the provider ending the call, patients will now be correctly redirected to the Patient Survey and subsequently to the Thank You page.

Key	Component	Version	Operating System
ACS-1833	Web Patient App	2023.3.9	Mac, Windows, iOS, Android

Release Feature Toggle: NO

# Virtual Sitter

## Feature enhancement:

**Virtual sitters can see when a device is in a session with a provider user:** When a device is being used by both a practitioner user for a standard telehealth consult and a virtual sitter for a monitoring session, then the virtual sitter will see a phone icon within the patient's thumbnail indicating that the practitioner user may be interacting with the patient.

Key	Component	Version	Operating System
VS-243	Virtual Sitter	2024.1.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

## Feature enhancement:

**Edit a registered patient's reason for monitoring:** A virtual sitter user can now modify or add more Reasons for Monitoring to their patients without de-registering the patient.

Key	Component	Version	Operating System
VS-106	Virtual Sitter	2024.1.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

## Feature enhancement:

**Virtual Sitter Session Refresh:** A virtual sitter session can now last indefinitely, allowing one virtual sitter user to hand off their view of patients, or session, to a second virtual sitter during a shift change. Once every 24 hours, the virtual sitter's session will need to briefly refresh to ensure stable connectivity.

Key	Component	Version	Operating System
VS-927	Virtual Sitter	2024.1.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

## Feature enhancement:

**Remove End Session button and deactivate the leave session button when only one virtual sitter is present and is connected to at least one patient:** A virtual sitter user is no longer able to end their session if there are any active connections to patients. Additionally, a virtual sitter can only leave the session if another virtual sitter user is also present or there are no active connections to patients.

Key	Component	Version	Operating System
VS-927	Virtual Sitter	2024.1.3	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

**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			

# Smart Notes

## Feature enhancement:

**Ability to add/edit list fields in lists:** Users can now effortlessly edit existing records within lists or tables embedded in Smart Notes. This enhancement streamlines the process of modifying medical information, eliminating the need to add a new entry and delete old values.

lists

Added on 12/28/2023 10:28 AM PST

00:00:00 Golden hour

00:00:00 Treatment Window

Vitals

New Entry

Systolic	Diastolic	Heart rate	Respiration	Temperature	SpO2	Exam details	Timestamp	Submitted by	
432	111	111				sgdsfdsgg	12/28/2023 10:29 AM PST	Andres Practitioner	...
77				777.7	666	jhgjhghjjh	12/28/2023 10:30 AM PST	Andre Practitio	<div style="border: 1px solid #007bff; padding: 2px; display: inline-block;"> <span style="color: #007bff; font-weight: bold;">Edit</span>  <span style="color: #007bff; font-weight: bold;">Delete</span> </div>

### Edit Entry

✕

Lab vitals Submitted on: 01/26/2024 07:05 AM PST by Andres Practitioner

**Date and Time** Use Patient Time

Clear
01/26/2024 
12:05
PM 
UTC-03

Systolic (mmhg) 678

---

Creatinine33 Dddd2

---

Diastolic12 AAAAAAAAAA

---

Heart rate ###

---

Respiration ###

---

Temperature (cel) ##.#

---

SpO2 (%) ###

---

Exam details

Update

Key	Component	Version	Operating System
HHSINT-594	Web Patient App	2024.1.1	Mac, Windows, iOS, Android

**Release Feature Toggle:** NO

## Feature Enhancement:

### Support mathematical calculations between fields in Smart Note via a generic calculator question type:

We're excited to announce a powerful new feature in our Smart Notes application: the ability to add basic calculator formulas! Now, users can easily perform calculations like addition, subtraction, multiplication, division, exponents, and more directly within their notes.

Users can quickly calculate different healthcare measurements such as body mass index or weight loss based on the fields input into a Smart Note. This streamlines the process, eliminating the need for a separate calculator and making workflows more efficient.

To start using this feature, reach out to our Teladoc support team, who will be happy to help you configure it for your Smart Notes

Key	Component	Version	Operating System
INTNL-61	Web Patient App	2024.1.2	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

# Fleet Access Manager

## Overview of Changes to Fleet Access Manager:

- Added Orders to the Fleet Access Manager. Orders are a way for clients to setups their own TV Pro 300 devices without having to go through FleetOps and without knowing which device will be in each room. *Note: Orders are already available in Production.*
- Implementing a Device guide, available here: [Implementing a Device](#)
- Added Department, Room and Bed to Devices. Now client administrators will be able to enter which rooms their devices are going to be used in, it is intended for TV Pros or other ICC devices but not restricted.
- Added Quick Filters to the Devices Page. Client Administrators will be able to easily swap between Warehouse Devices and Devices in use
- Bug Fixes
- Performance Improvements

**Clients can unbox and set up a TV Pro 300 device for use unguided and without TDOC team assistance. Once the device is installed it is left working in the ICC Program:** In the rapidly evolving landscape of telehealth, deploying telemedicine devices efficiently is crucial for ensuring uninterrupted healthcare services. The Fleet Access Manager plays a pivotal role in this process within the Solo Implementation framework. This article aims to demystify the process of installing devices across various Locations, ensuring that all team members are equipped with the knowledge to facilitate smooth and effective installations.

## Understanding the Basics

Before delving into the installation process, it's essential to grasp the underlying structure of Solo Implementation:

- Tenants are the cornerstone, defining the ownership and operational boundaries.
- Locations represent physical entities, such as buildings, and are linked to Tenants and Practices.
- Practices are associated with Tenants, offering a range of Services to patients.
- Devices, crucial for conducting Telemedicine Sessions, are tied to specific Practices through Locations.

With this structure in mind, devices can exist in two states: actively installed (Installed Devices) or awaiting deployment (Warehouse Devices), ready to be integrated into the operational framework.

## Deploying a Device: A Step-by-Step Guide

1. **Preparation:** Begin with selecting a device from the Warehouse Devices list. This requires identifying devices by their serial numbers, which are not currently in use.
2. **Selection:** Navigate to the Devices page, where you can select the devices destined for deployment by marking the checkbox adjacent to each serial number.
3. **Deployment:** Click on the "Deploy Devices" button. This action prompts you to choose a Location from those available within the Tenant, along with assigning a Device Name to each device.
4. **Service Selection:** This optional step involves selecting the Service for the device, based on the Practice associated with the chosen Location. This ensures that the device is configured with the appropriate services for its intended use.

## Creating an Order: When Serial Numbers Are Unknown

1. **Order Creation:** This process is initiated when the specific devices to be installed are not predetermined by serial number. It involves specifying the quantity of devices, the installation Location, and the contact details of the local staff responsible for the installation. Additional details such as intended programs and comments can also be included.
2. **Notification:** Upon order creation, an email is dispatched to the designated installation staff, containing a “Start Order” button. This links to an order dashboard, displaying the progress of the installation. Local staff that doesn’t need a Solo account to install devices
3. **Installation Process:** To install a device, its serial number—obtained from the device’s packaging or the device itself—needs to be entered. Following serial number validation, the installer completes the room placement information and finalizes the setup.
4. **Completion:** Once setup is complete, the device transitions from a Warehouse Device to an active component of the Telemedicine infrastructure, ready for immediate use. It is associated with the specified Location and integrated into any relevant programs outlined in the order.

View a power point presentation with step-by-step instructions here: [Implementing a Device.](#)

## Final Thoughts

The deployment and installation of telemedicine devices are critical steps in ensuring the seamless delivery of healthcare services through Solo. By following these structured processes, Tenant Administrators can ensure that devices are efficiently and effectively integrated into their operational environments, thereby enhancing the delivery of care to patients.

Key	Component	Version	Operating System
HHS-657	Fleet Access Manager	2024.1.4	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

# Device Endpoints

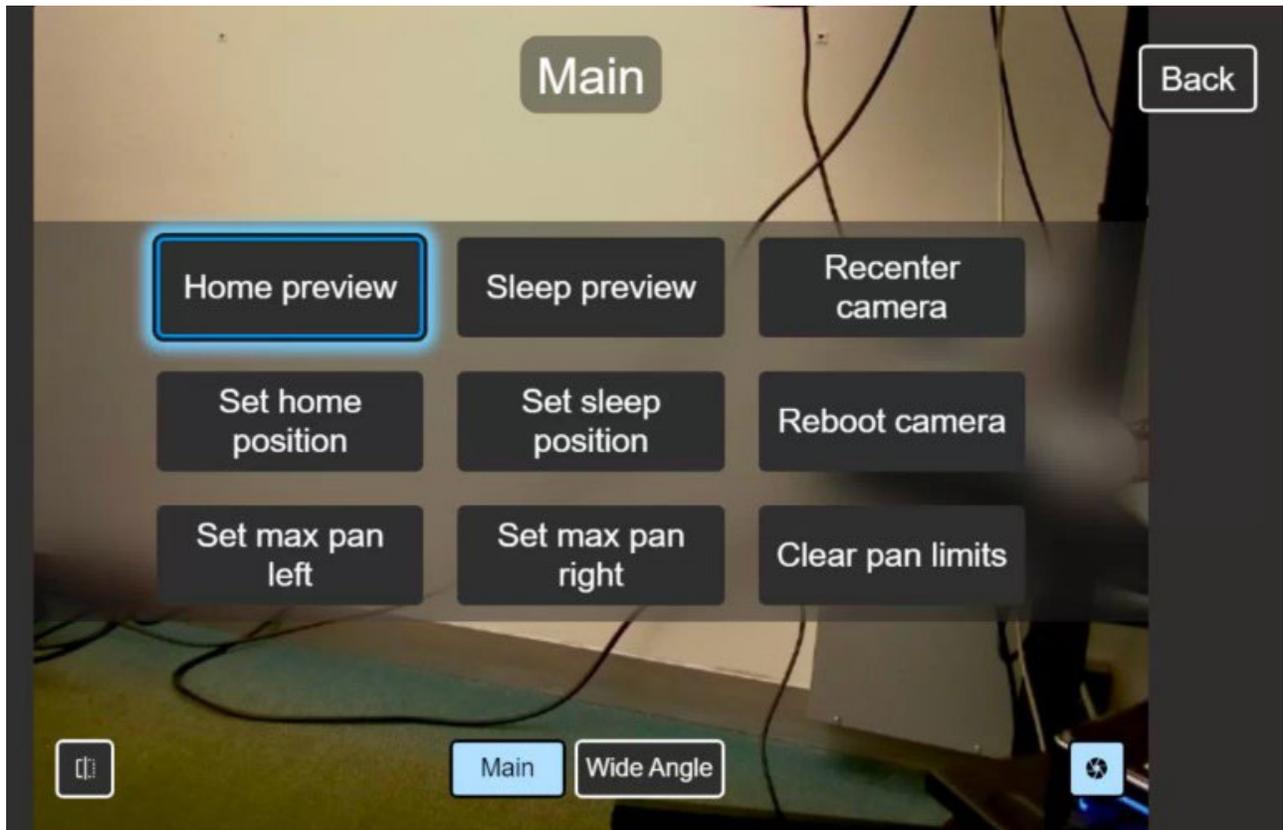
**TV Pro 300 Cart Hardware and Embedded Software:** The Teladoc TV Pro 300 Cart is a light weight bedside cart that leverages the 360 degree audio and video experience from TV Pro 300, a stationary touchscreen at fixed height, and long life battery for uses cases such as rounding, virtual sitter, and virtual consults. This device was released in April 2024.



Key	Component	Version	Operating System
HHS-715	TV Pro 300 Cart	47.1	Mac, Windows, iOS, Android

Release Feature Toggle: NO

**Audio/Video configuration for shared occupancy rooms:** For customers with semi private patient rooms, the pan range limits of the pan-tilt-zoom cameras can be adjusted in the updated camera preview page and wireless headset or headphones are supported.



Key	Component	Version	Operating System
HHS-542	TV Pro 300 Cart	47	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

# Analytics

## All Workbooks Enhancement:

**Updated Date and Time Slider to 01-01-23 thru 12-31-24 for All Workbooks:** The default date ranges have been updated to 01-01-23 thru 12-31-24 for all workbooks. These include the following:

1. Administrative Management
2. Program Management
3. Reliability
4. Appointment Overview
5. AV Quality Surveys

Key	Component	Version	Operating System
DT-5104	Analytics Portal	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

## Appointment Overview Enhancement:

**Updated Appointment Overview Workbook:** Date filters have been added to the following tabs:

1. Users
2. Waiting Rooms
3. Care Locations

The new date filters affect both the summary bar and chart for a given tab.

Key	Component	Version	Operating System
DT-5110	Analytics Portal	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

## Program Management Enhancement:

**Added User Specialty & Program Tabs to Program Management Workbook:** A new User Specialty tab has been added. A new Program tab has been added. The "Select User or User Specialty" dropdown from the "Users" tab has been removed. The "Select Program or Program Type" dropdown from the "Program Type" tab has been removed.

Key	Component	Version	Operating System
DT-5075	Analytics Portal	2023.3.9	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

### Program Management Enhancement:

**Issue Resolved: Inconsistency between tabs for value “all” for Care location filter:** The following bug has been resolved:

When selecting a user, the value in the Care Location filter shows “All” but in the Users and Program Type tabs, the value in the Care Location changes to \*

The Care Location filter now consistently shows “All”.

Key	Component	Version	Operating System
DT-4967	Analytics Portal	2023.3.9	Mac, Windows, iOS, Android

Release Feature Toggle: NO

**Cases Enhancement:** In an effort to provide more valuable data to our clients, “Care Location” and “Reported By” are being added to the Cases data set.

Impact:

1. Emailed Reports
2. Automated Delivery Service

Key	Component	Version	Operating System
DT-4855	Analytics Portal	2023.3.9	Mac, Windows, iOS, Android

Release Feature Toggle: NO

# Windows Provider Access Software Client

**Show AV controls in guest screen share mode, show self PIP / thumbnail:** Guest A/V Controls: Windows PAS guests in a multiparty call can now control their microphone and camera when in full screen mode.

Key	Component	Version	Operating System
PAS-5801	Windows PAS	47.0	Windows
Release Feature Toggle: NO			

**Feature request fulfilled:** Multipresence guests can now see High Definition Video in Full-Screen mode on Windows PAS.

Key	Component	Version	Operating System
ROBOT-1703	Windows PAS	47.0	Windows
Release Feature Toggle: NO			

**Improved the behavior of our Reboot notifications:** Provider Access Software will prompt users to restart their computers after seven days and continue to send reminders every two days until the reboot is completed. Users must Restart the computer to clear the prompt as 'Shutting down' may not help.

Key	Component	Version	Operating System
PAS-5904	Windows PAS	47.0	Windows
Release Feature Toggle: NO			

**New ability to ignore the satisfaction survey:** The satisfaction survey now has an option to turn it off. Turning it off will stop the survey from displaying after every session.

Key	Component	Version	Operating System
PAS-5879	Windows PAS	47.0	Windows
Release Feature Toggle: NO			

**Software Update System:** Windows PAS now uses the Teladoc Health's enhanced updater for applications.

Key	Component	Version	Operating System
PAS-5881	Windows PAS	47.1	Windows
Release Feature Toggle: NO			

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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.

