



Teladoc Health®
Bi-Monthly Release Notes

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Release Notes for July 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.

Virtual Sitter

Feature Enhancement: Virtual Sitter can search for a patient to view their historic activity logs.

From the Virtual Sitter Rooms and Patient report, a user can now search for any patient to view the Activity Logs, even if the patient is no longer being actively monitored in a Virtual Sitter session.

| Key | Component | Version | Region | Operating System |
|----------------------------|----------------|----------|--------|------------------|
| VS-1795 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

Feature Enhancement: Activity log can be viewed in the patient detail page

A patient's Virtual Sitter Activity Log can now be opened from the Virtual Sitter Rooms and Patient report so that actions performed and events documented by a Virtual Sitter can be viewed within a user needing to be part of a Virtual Sitter session the patient is actively in.

| Key | Component | Version | Region | Operating System |
|----------------------------|----------------|----------|--------|------------------|
| VS-1689 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

Feature Enhancement: Additional info displayed on thumbnail

The video thumbnails within the Virtual Sitter application will now include additional information. They will display the patient's name, assigned room, bedside contact, and reason(s) for monitoring.

| Key | Component | Version | Region | Operating System |
|----------------------------|----------------|----------|--------|------------------|
| VS-1988 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

Feature Enhancement: The Virtual Sitter Rooms and Patients report will display whether a device is a fixed or mobile cart device. Fixed devices include the wall mounted TV Pro 300 and TV Pro One, while a mobile cart is a TV Pro 300 Cart.

| Key | Component | Version | Region | Operating System |
|----------------------------|----------------|----------|--------|------------------|
| VS-1355 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

Feature Enhancement: No more limits for search results.

Search bars within the Virtual Sitter application will no longer be limited to displaying only four results at a time. Now, the search results will display all results, that match the text entered into the search bar, as a scroll-able list.

| Key | Component | Version | Region | Operating System |
|----------------------------|----------------|----------|--------|------------------|
| VS-1347 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

Feature Enhancement: Virtual Sitter can distinguish between fixed and cart devices in their list of rooms
When adding a room to a session a Virtual Sitter user can now see whether the room has a fixed device or is served by a TV Pro 300 Cart.

| Key | Component | Version | Region | Operating System |
|--|----------------|----------|--------|------------------|
| VS-1385 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: DistinguishBetweenCartAndFixedDevices | | | | |

Feature Enhancement: Live updates for Patient, Activity, Duration, and Current Sitter columns.

In the Virtual Sitter Rooms and Patient report, the Activity, Duration, and Current sitter columns will be live updated in real time if the data for a given room or patient changes.

| Key | Component | Version | Region | Operating System |
|--|----------------|----------|--------|------------------|
| VS-1345 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: DistinguishBetweenCartAndFixedDevices | | | | |

Feature Enhancement: Virtual Sitters can associate a cart with a room when adding a TV Pro 300 Cart to their session.

A TV Pro 300 Cart can be associated with a list of rooms that it serves within a hospital. When adding a TV Pro 300 Cart to a virtual sitter session, the cart can be associated with one of the rooms so the observer can see where the patient is.

| Key | Component | Version | Region | Operating System |
|--|----------------|----------|--------|------------------|
| VS-1384 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: DistinguishBetweenCartAndFixedDevices | | | | |

Feature Enhancement: Virtual Sitters can change the room associated with a TV Pro 300 Cart V1.

If a Virtual Sitter user is monitoring a patient through a TV Pro 300 cart they can change the room associated with the cart in case the patient is transferred to a different room.

| Key | Component | Version | Region | Operating System |
|--|----------------|----------|--------|------------------|
| VS-1360 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: DistinguishBetweenCartAndFixedDevices | | | | |

Feature Enhancement: Dual role for Virtual Sitter and Virtual Nurse.

The Virtual Nurse and Virtual Sitter user role can now be applied to a user's account, giving them access to both the Virtual Nursing and Virtual Sitter apps within Solo.

| Key | Component | Version | Region | Operating System |
|-----------------------------------|----------------|----------|--------|------------------|
| VS-1348 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

Feature Enhancement: Activity log in Patient Detail page can be viewed for a specified period of time.

When a user is viewing the patient's Activity Logs from the Virtual Sitter Rooms and Patients Report, they are now able to enter a date range for which they want to view the virtual sitter's performed actions and documented events.

| Key | Component | Version | Region | Operating System |
|----------------------------|----------------|----------|--------|------------------|
| VS-1762 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

Feature Enhancement: New field for Bedside contact when adding Reason for Monitoring.

When registering a patient for Virtual Sitting, there is now a dedicated field to display the contact info of the bedside staff.

| Key | Component | Version | Region | Operating System |
|----------------------------|----------------|----------|--------|------------------|
| VS-1987 | Virtual Sitter | 2024.2.6 | US | Windows |
| Release Feature Toggle: NO | | | | |

iOS Provider Access App

Release Version 47

Please reach out to the Teladoc support team to enable the new Unified Provider / Solo Experience. Learn more about enabling the Solo experience here: [Enable Solo Experience](#).

Feature Enhancement for Push Notification:

Providers can now receive push notifications when the Solo experience is enabled in the iOS Provider Access App.

Tapping the notification will launch the app and direct you to the relevant screen after logging in.



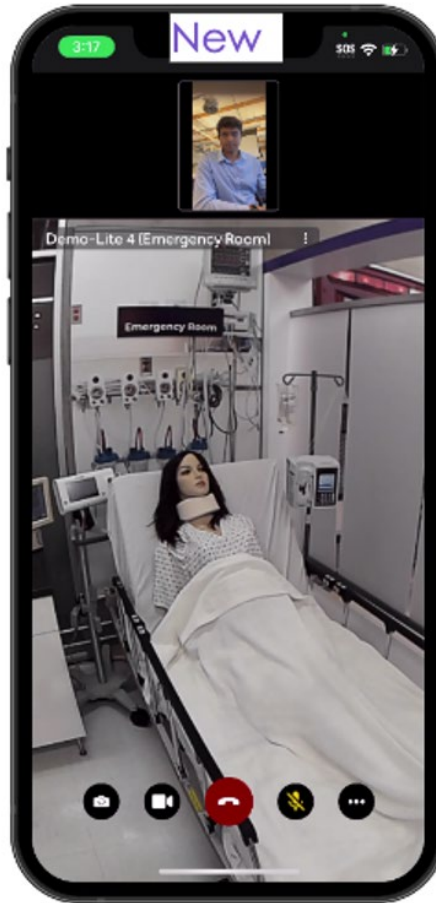
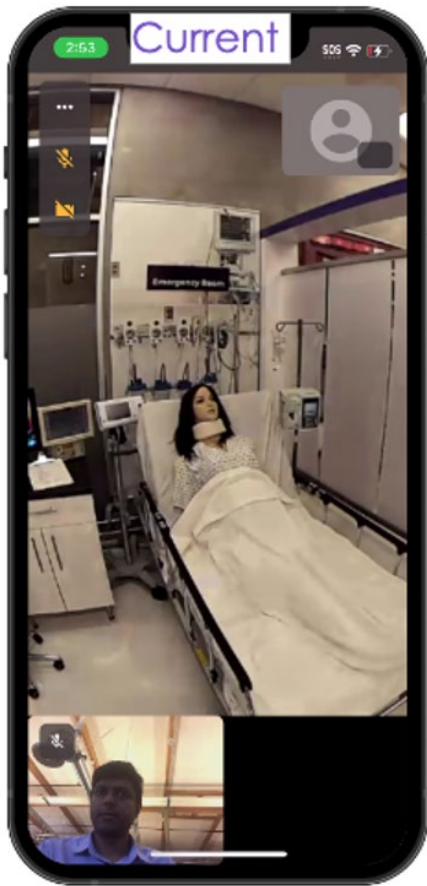
| Key | Component | Version | Region | Operating System |
|----------------------------|--------------|---------|--------|------------------|
| IOS-2226 | Provider App | 47 | US | iOS |
| Release Feature Toggle: NO | | | | |

Feature Enhancement for Enterprise login: Clients with Enterprise login can now enable the new Solo Experience for their users using the iOS Provider Access App.

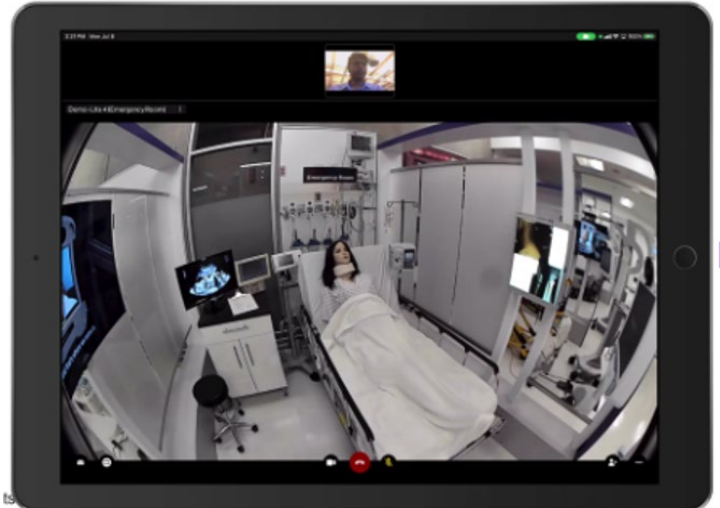
| Key | Component | Version | Region | Operating System |
|----------------------------|--------------|---------|--------|------------------|
| IOS-2192 | Provider App | 47 | US | iOS |
| Release Feature Toggle: NO | | | | |

New Videocall Experience

Providers can now connect Teladoc telehealth devices with the new video call experience.



Current

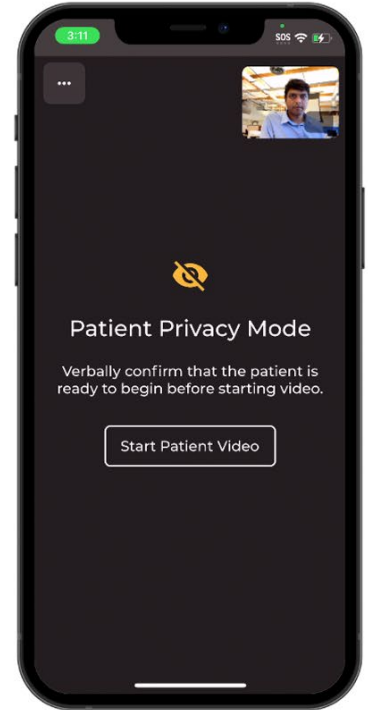
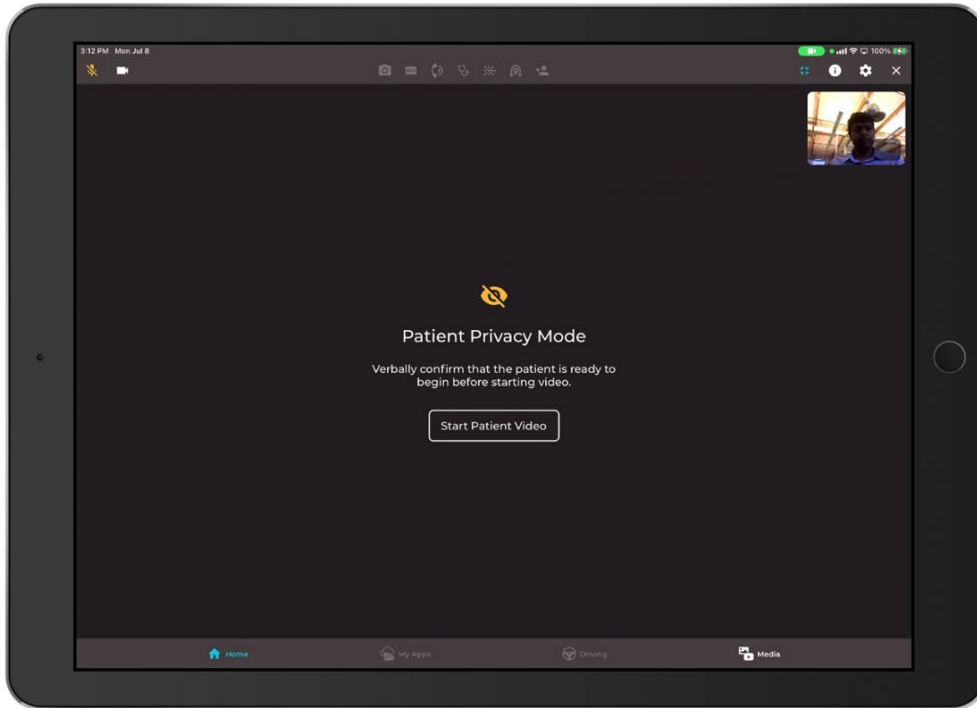


New

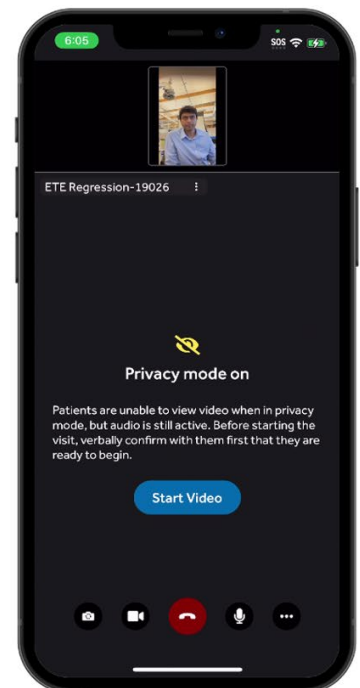
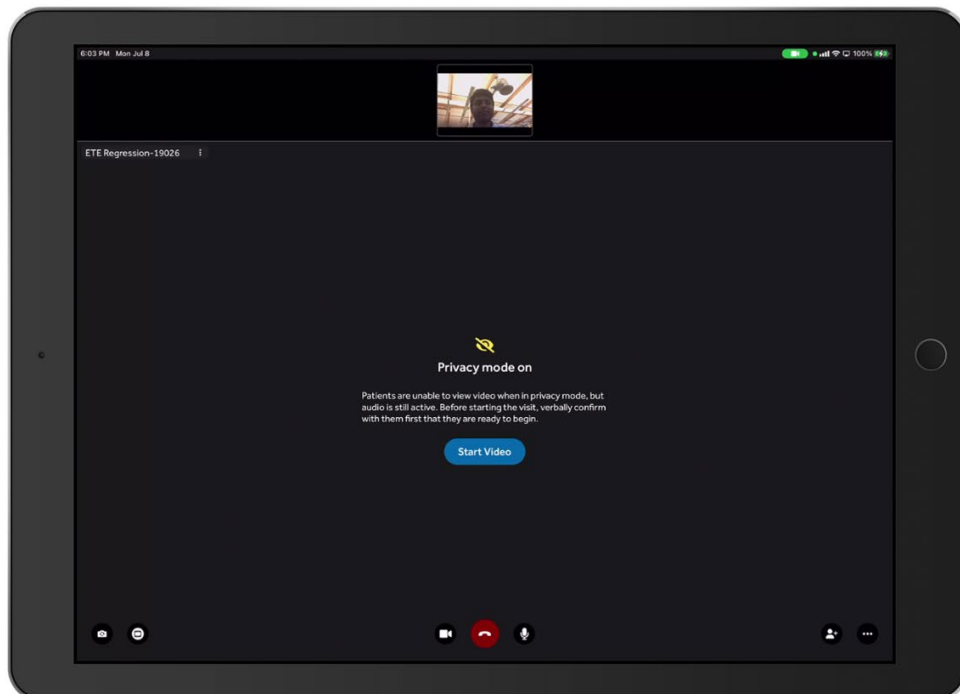
| Key | Component | Version | Region | Operating System |
|----------------------------|--------------|---------|--------|------------------|
| IOS-2106 | Provider App | 47 | US | iOS |
| Release Feature Toggle: NO | | | | |

Providers can now connect to devices in privacy mode within the new video call experience.

Privacy mode (Current experience)



Privacy mode (New experience)

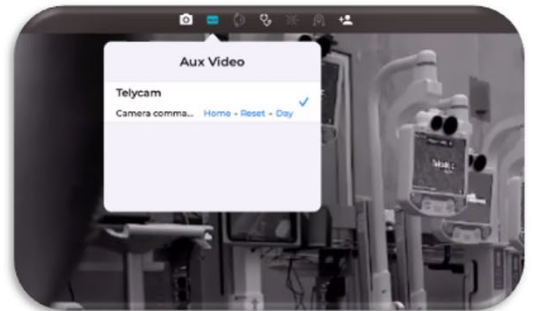
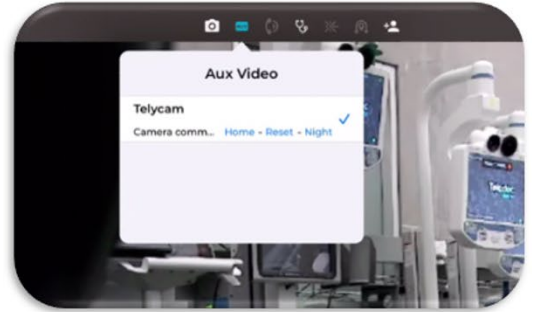
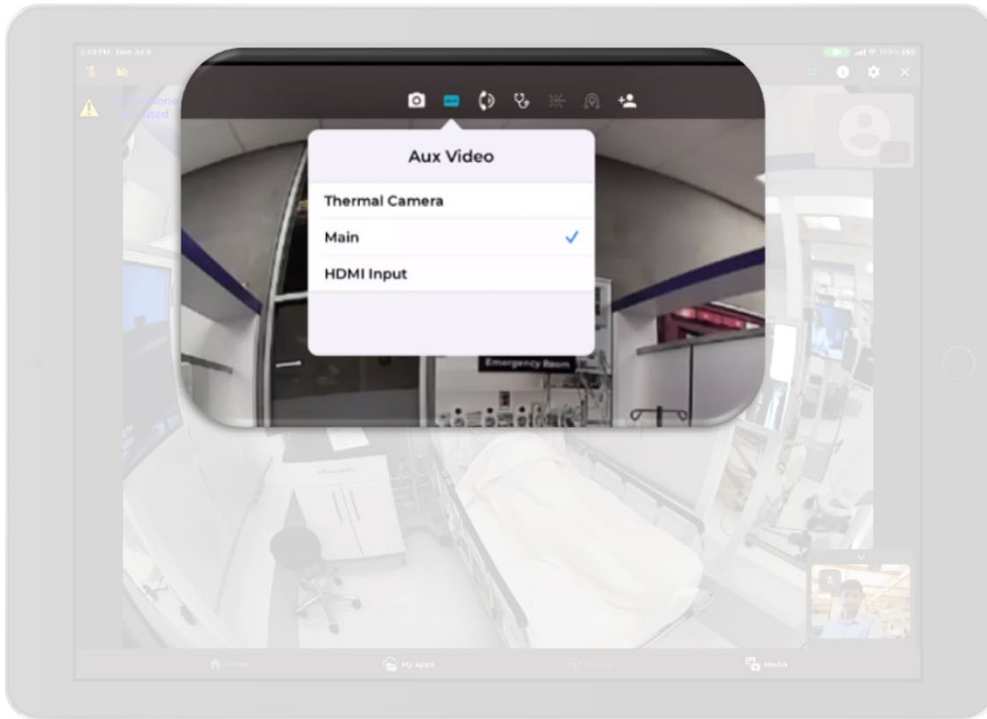


| Key | Component | Version | Region | Operating System |
|----------|--------------|---------|--------|------------------|
| IOS-2189 | Provider App | 47 | US | iOS |

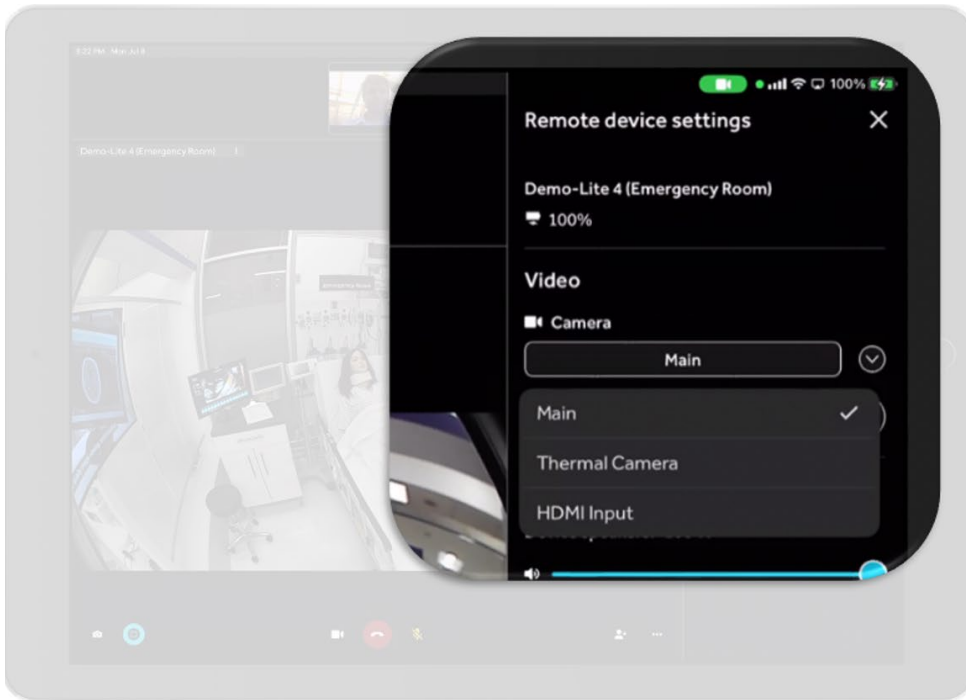
Release Feature Toggle: NO

Providers can remotely change the device camera and control camera tilt, pan and zoom, similar to the previous experience.

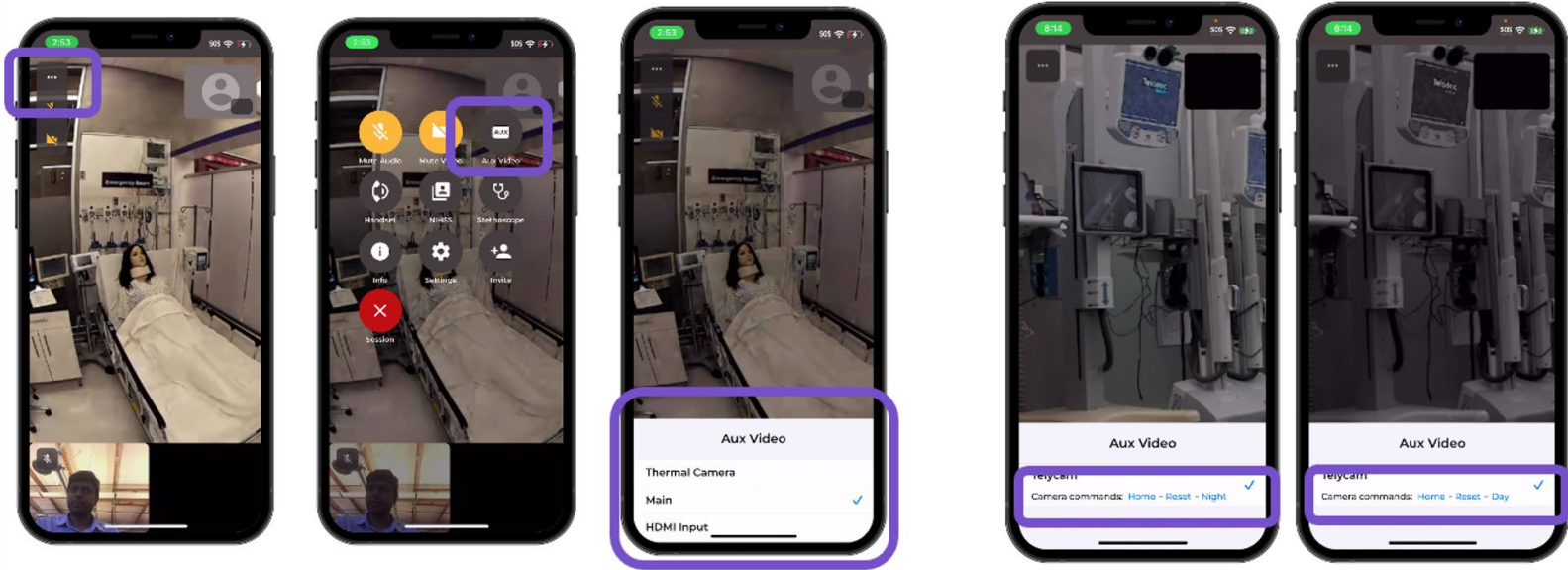
Remotely change device camera (Current experience)



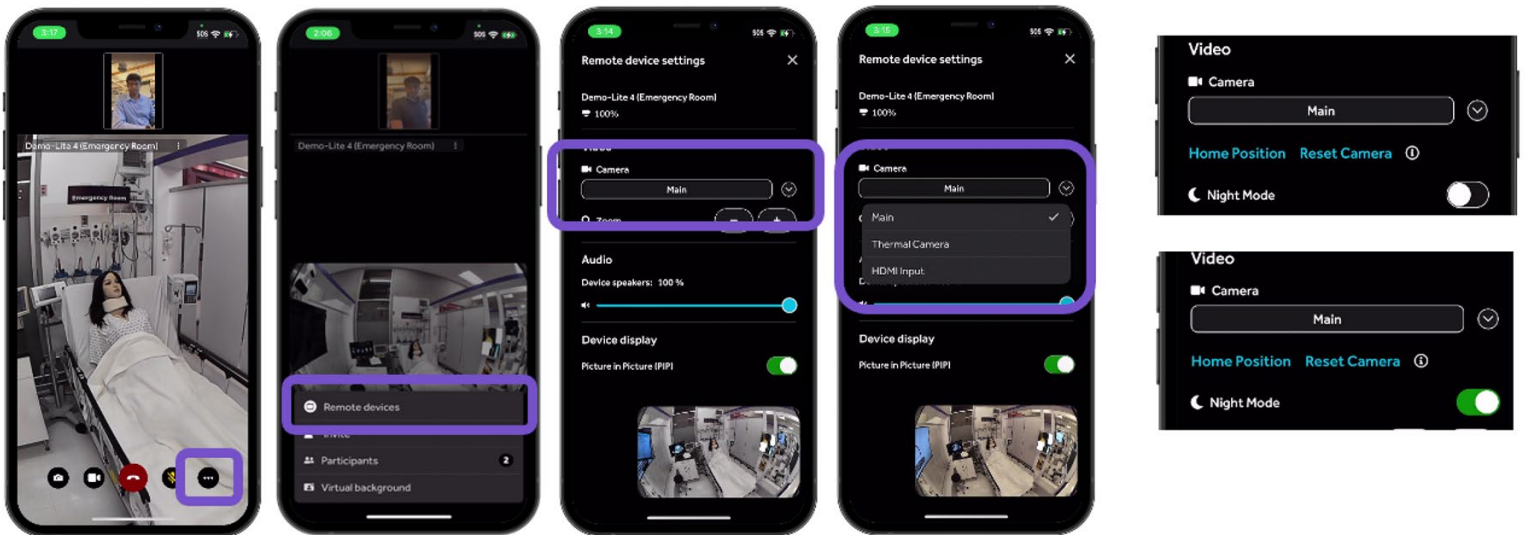
Remotely change device camera (New experience)



Remotely change device camera (Current experience)



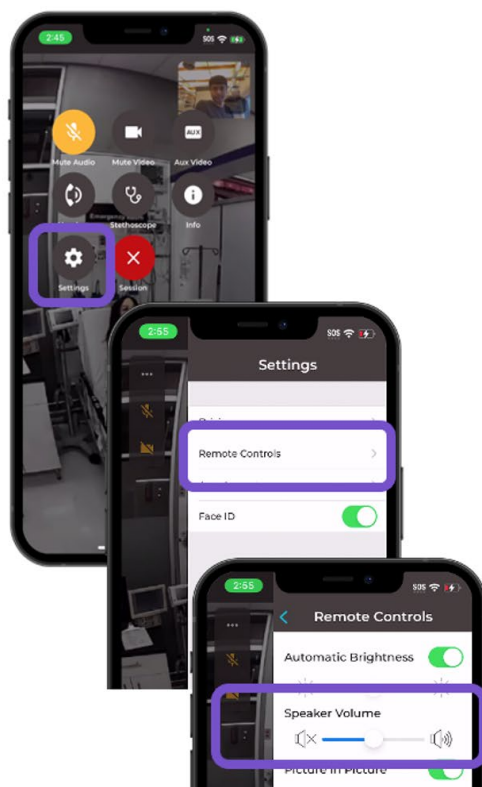
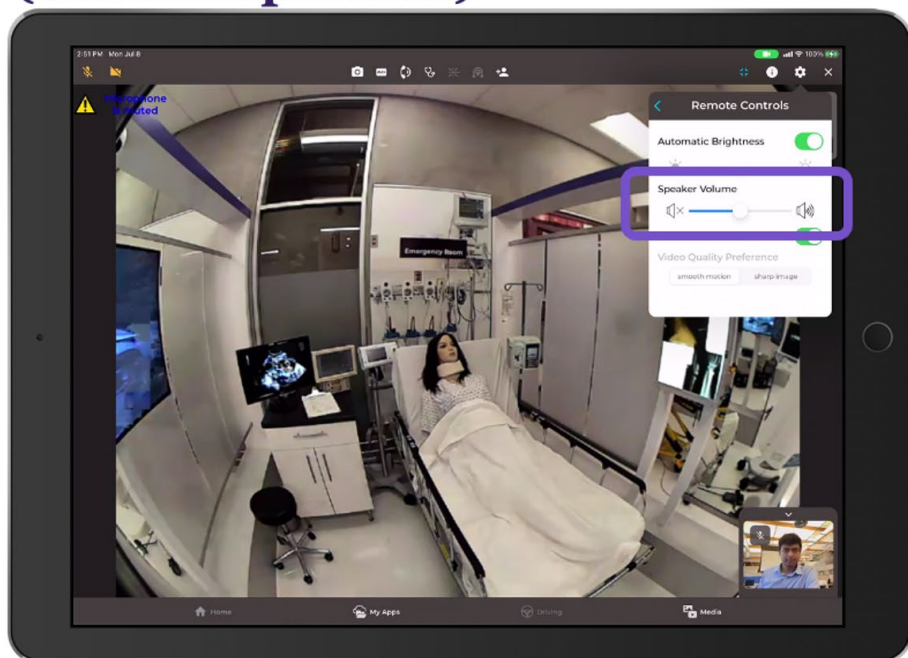
Remotely change device camera (New experience)



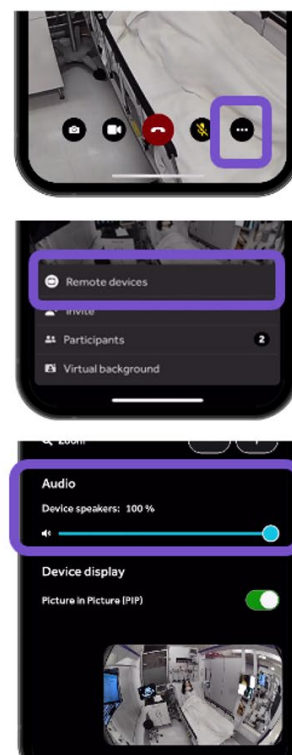
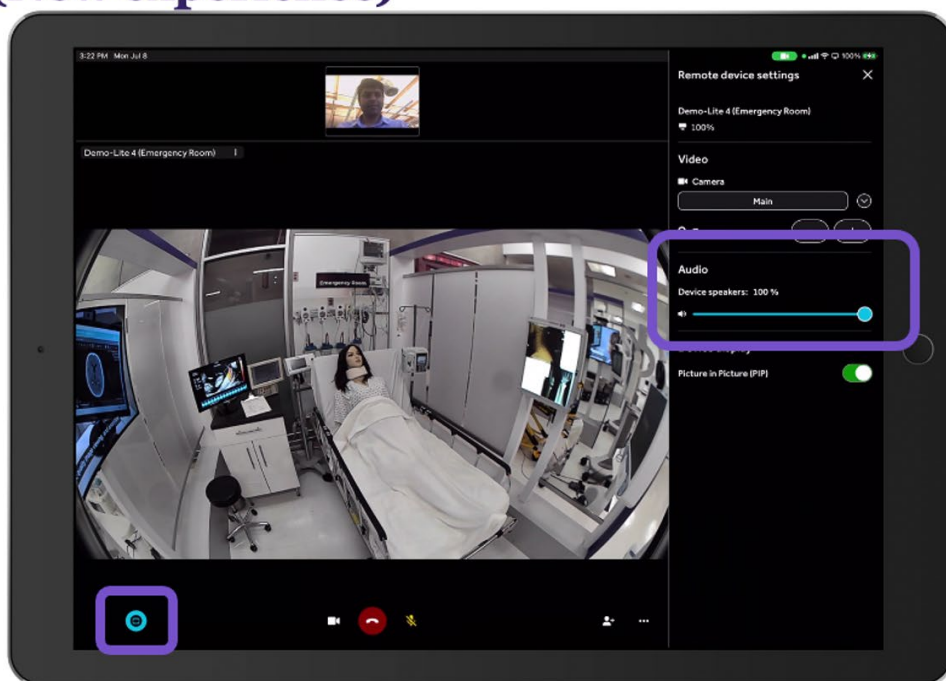
| Key | Component | Version | Region | Operating System |
|----------------------------|--------------|---------|--------|------------------|
| IOS-1987 | Provider App | 47 | US | iOS |
| Release Feature Toggle: NO | | | | |

Providers can now remotely control the device's speaker volume in the new videocall experience.

Remotely control device speaker (current experience)



Remotely control device speaker (New experience)

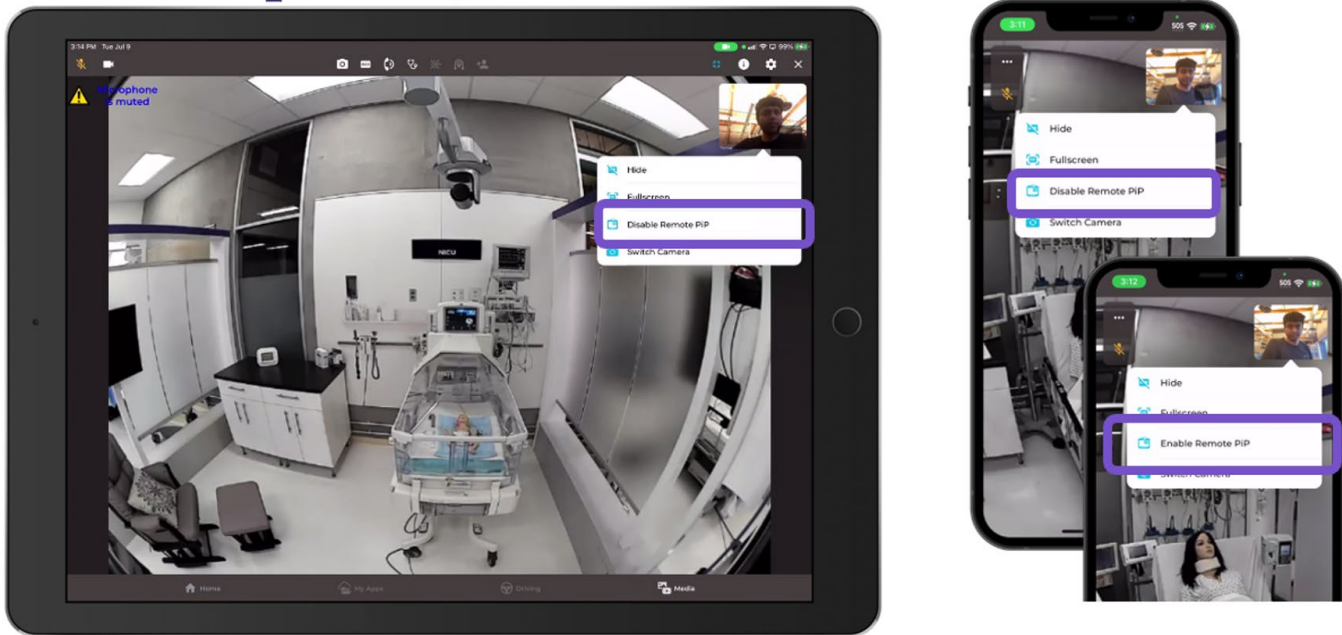


| Key | Component | Version | Region | Operating System |
|----------|--------------|---------|--------|------------------|
| IOS-1994 | Provider App | 47 | US | iOS |

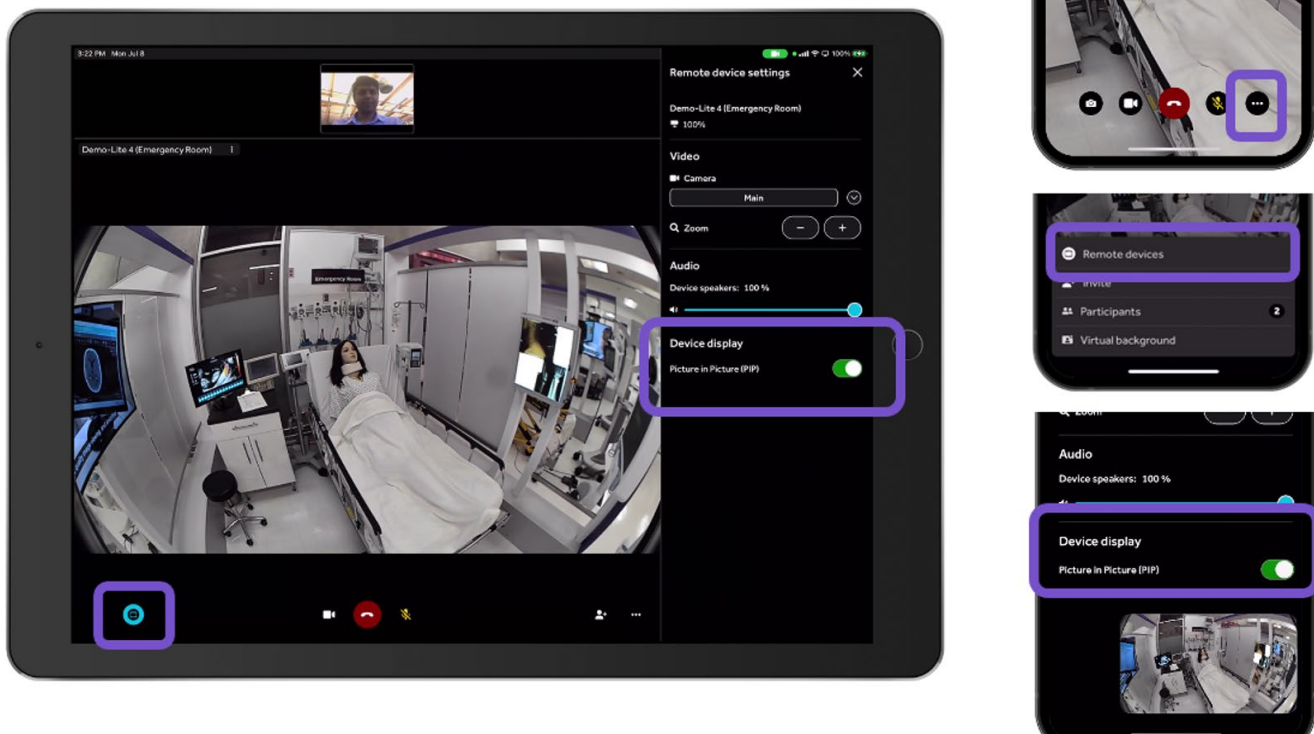
Release Feature Toggle: NO

Providers can now remotely control the device's picture-in-picture (PIP) mode in the new videocall experience.

Remotely control device PIP (Current experience)



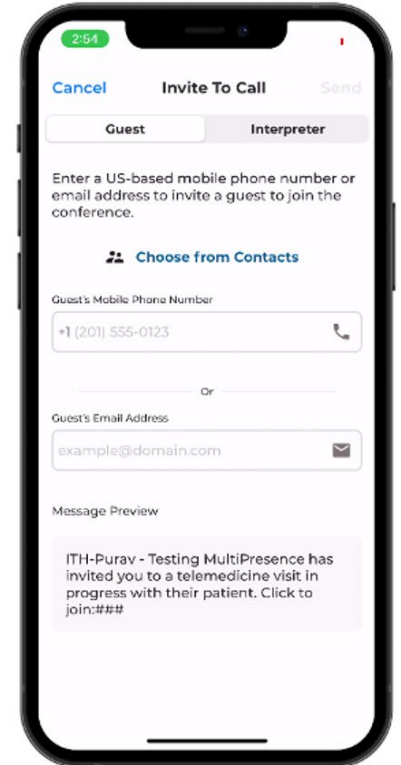
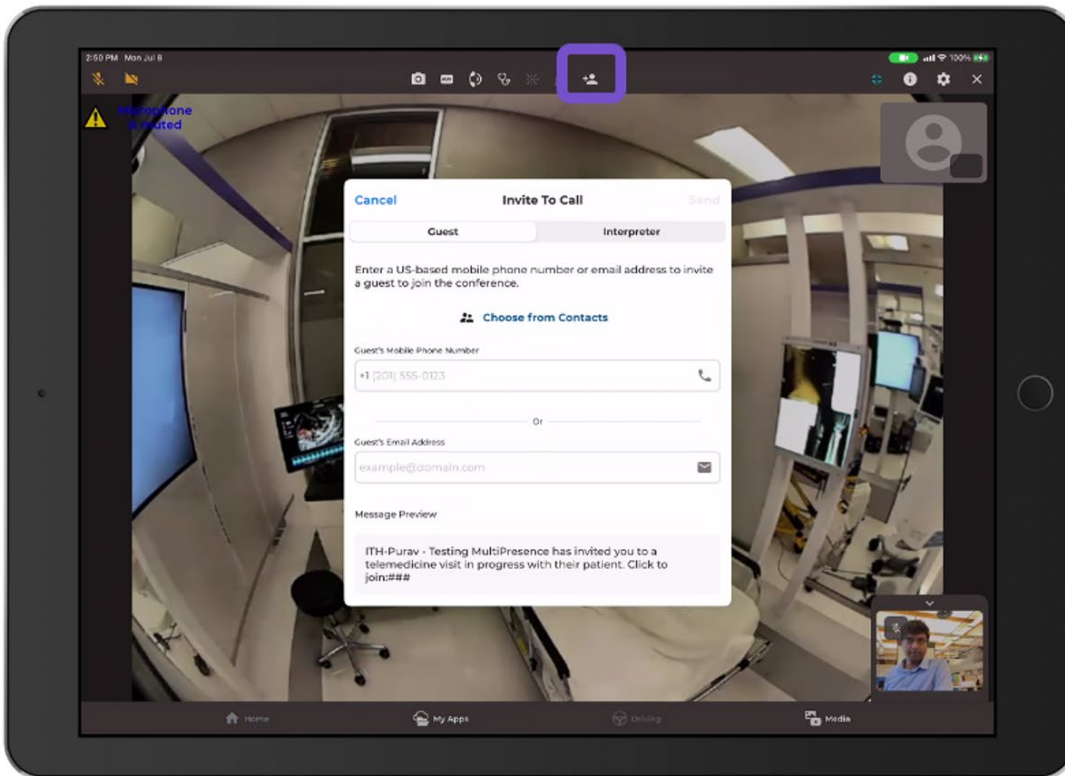
Remotely control device PIP (New experience)



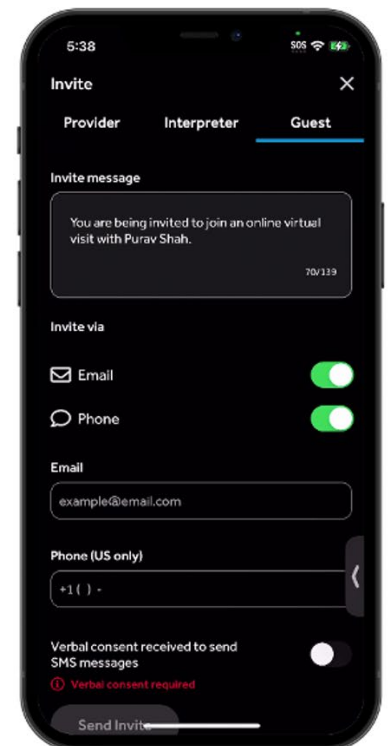
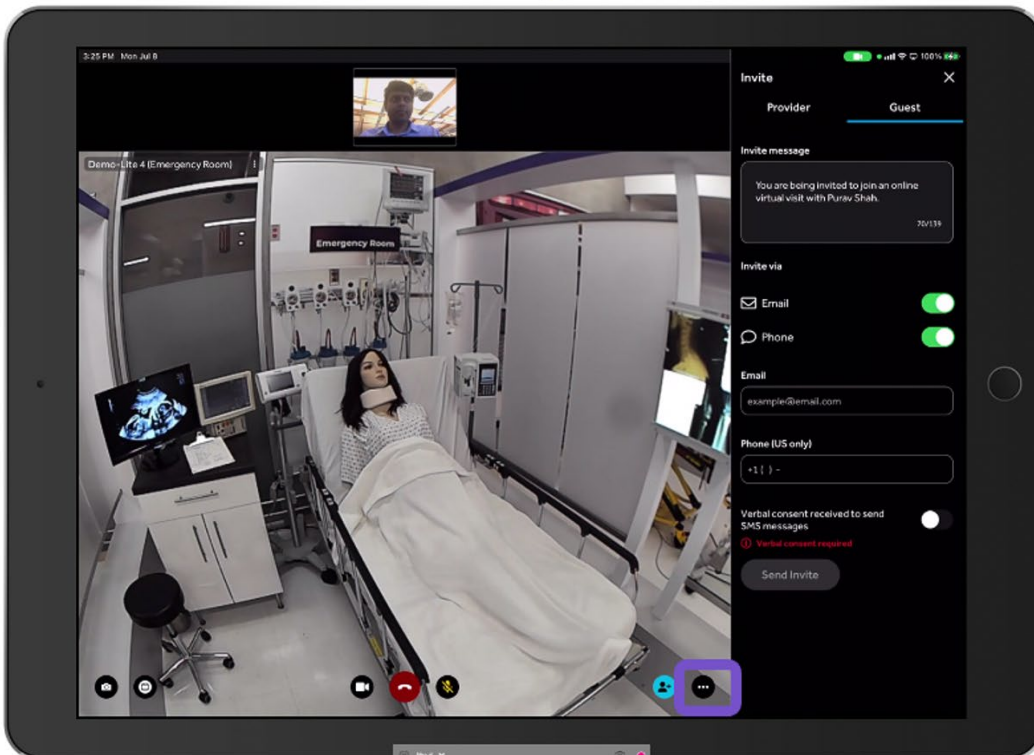
| Key | Component | Version | Region | Operating System |
|----------------------------|--------------|---------|--------|------------------|
| IOS-1993 | Provider App | 47 | US | iOS |
| Release Feature Toggle: NO | | | | |

Providers can invite other providers, guests (such as a patient's family member), and interpreters (if the client has enabled interpreter services) in the new videocall experience.

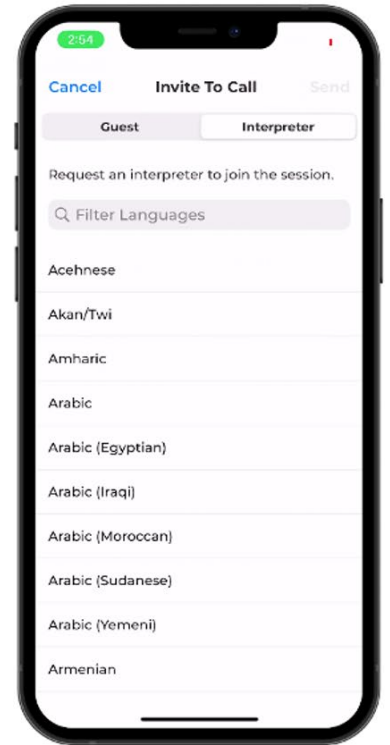
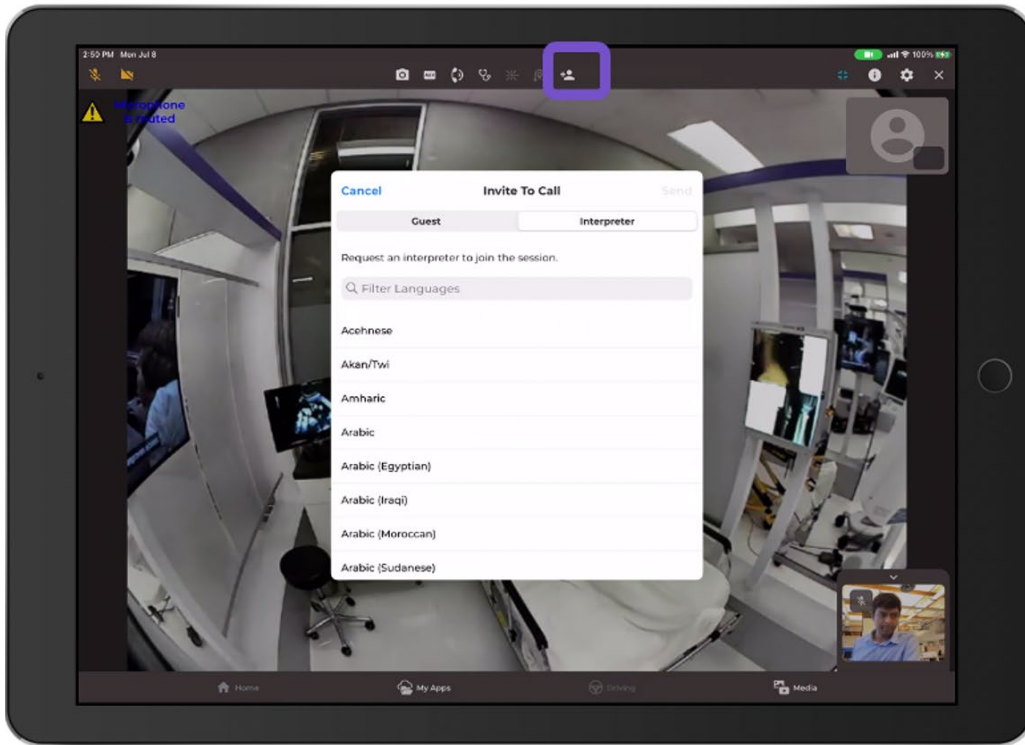
Guest invite (Current experience)



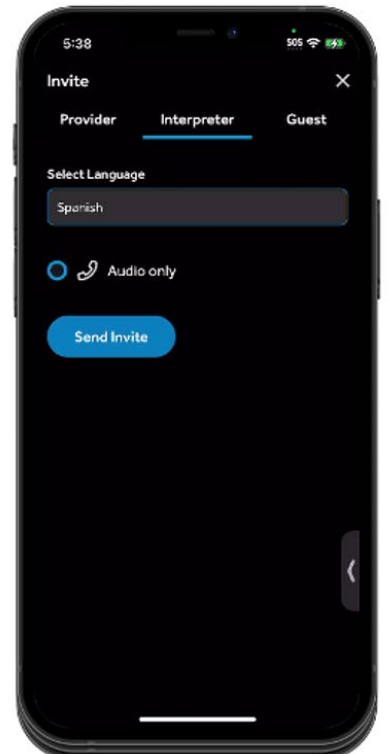
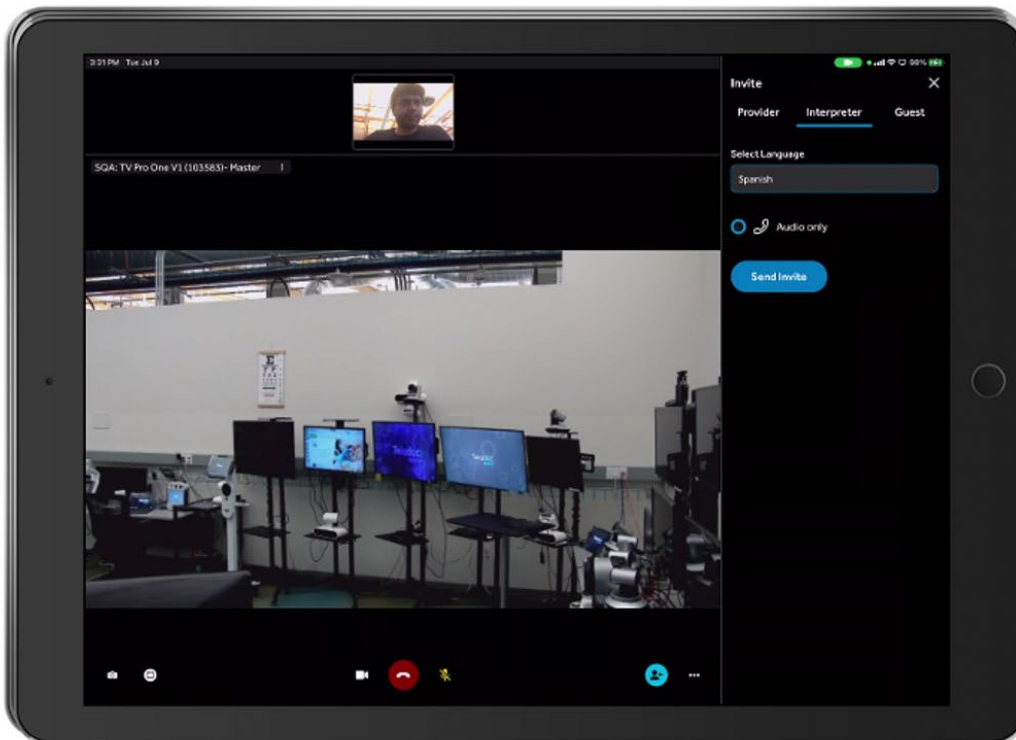
Guest invite (New experience)



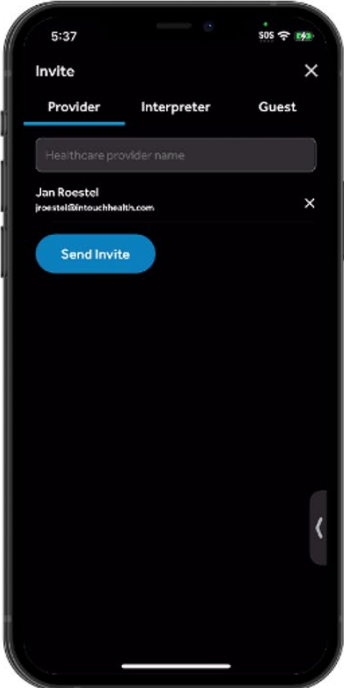
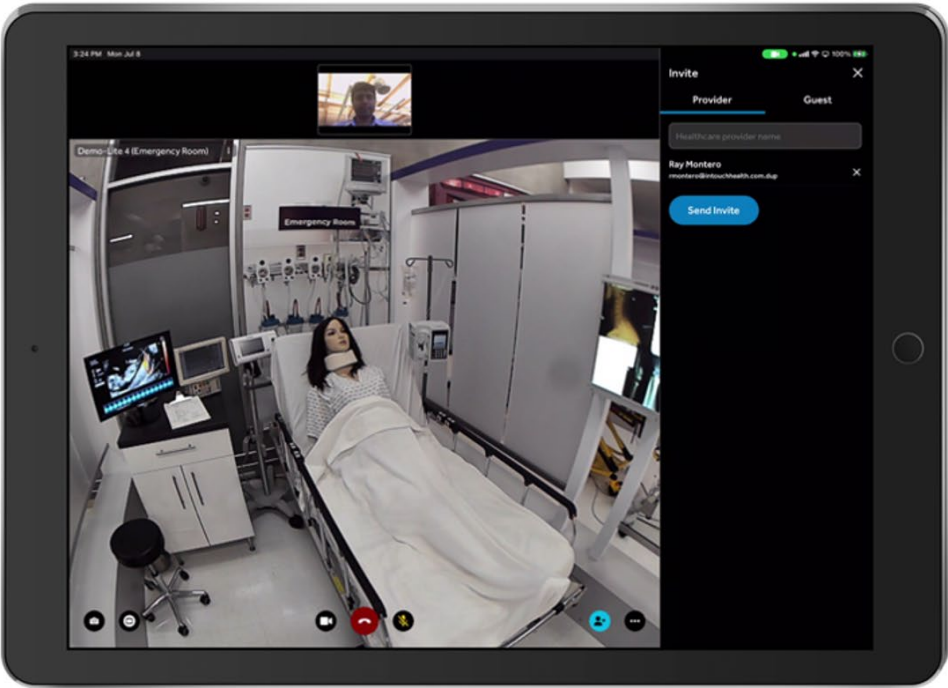
Interpreter invite (Current experience)



Interpreter invite (New experience)



Provider invite (New experience)



| Key | Component | Version | Region | Operating System |
|----------------------------|--------------|---------|--------|------------------|
| IOS-2044 | Provider App | 47 | US | iOS |
| 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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