Teladoc Health®
Q2 2024 Quarterly Release Notes

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Release Notes for Quarter 2, 2024

The following is a list of features included in software releases during the second 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.

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.

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Solo Platform

Feature enhancement:

Configurable Patient Intake Medical Questionnaire Data in Report Generator:
Previously, patient intake data was always displayed in the Report Generator if a medical questionnaire 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 medical questionnaire data field depending on what your team has configured.

This change can be seen when the Release Toggle "UnifiedSoloReporting2024Q1" is enabled.

Key	Component	Version	Operating System
HHSINT-706	Solo Platform	2024.1.6	Mac, Windows, iOS, Android

Release Feature Toggle: UnifiedSoloReporting2024Q1

Feature enhancement:

Enhanced encounter audit logs by adding encounter creation data submitted:
We have added comprehensive encounter details to the encounter audit log, including:

- Location
- Service
- Assigned Care Location
- Assigned Provider
- Reason for Visit
- Account Number
- MRN (additional event)

Audit log entries now only display records with values. Fields not completed during encounter creation will not be displayed in the encounter audit log view.

Key	Component	Version	Operating System
HHSYS-775	Solo Platform	2024.1.6	Mac, Windows, iOS, Android

Release Feature Toggle: NO

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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.

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

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5. History

- The existing history page was moved to the user page

User creation changed into a 2-step process:

Old user creation process:

New user creation process:

1. Create the user

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

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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

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Feature Enhancement:

Improvements to Device Management:

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	Provider App	2024.2.2	Mac, Windows, iOS, Android

Release Feature Toggle: NO

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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.

NOTE: Release Scheduled for 05/29 (Client Acceptance Testing) 06/03 (Production)

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

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Provider Experience

Important Update for Teladoc Health iOS Provider App (April 9, 2024):
This update brings important improvements and enhancements to the Teladoc Health suite of iOS apps, including the Provider App, Patient App, and Carelocation App.

What's New?

Improved Stability and Performance:

- This update resolves connectivity issues experienced by some users on iOS 17 or higher. (Note: We recommend updating your device to the latest iOS version for optimal performance).
- We've also made improvements to address screen blurring issues that could occur when using the app.

Enhanced Telehealth Experience:

- We've fixed an issue that previously interrupted telehealth sessions when receiving a phone call. This ensures a smoother and more reliable experience for your virtual consultations.

Focus on Future Innovation:

- To ensure we continue to provide the best possible experience, we are no longer supporting iOS 13. We encourage users to update their devices to a newer iOS version to take advantage of the latest features and security updates.

Key	Component	Version	Operating System
IOS-2306	Provider App, Patient App, Carelocation App	2024.1.6	iOS
Release Feature Toggle: NO			

Feature Enhancement:

Removed Clicks for Audio-Video Patient Video Check: Patient check in workflow now automatically proceeds after audio/video checks. The patient checking in to a visit is now automatically moved into the waiting room after the audio/video checks. Additional clicks are a deterrent to patient adoption and this improvement seamlessly moves patients to the next step while not sacrificing quality.

Key	Component	Version	Operating System
WPAS-3486	Provider App	2024.2.2	Mac, Windows, iOS, Android
Release Feature Toggle: Release			

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Feature Enhancement:

Fax Label Added for New Fax Numbers: New fax label for unknown numbers is now displayed in the unknown fax number report. This allows an administrator to easily see who sent the fax, where the fax was sent, and determine if a new fax number should be added.

Fax Label:

Unknown Numbers Report:

Key	Component	Version	Operating System
HHSPRX-131	Provider App	2024.2.2	Mac, Windows, iOS, Android

Release Feature Toggle: FaxRecipient

Feature Enhancement:

Solo with TEAMS Tab Management Override Option at the Practice Level: Solo with Teams customers now have the option to set a default tab at the practice level for all providers. This simplifies tab management and ensures a consistent experience for all providers.

Key	Component	Version	Operating System
HHSPRX-164	Provider App	2024.2.2	Mac, Windows, iOS, Android

Release Feature Toggle: NO

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Feature Enhancement:

EEG Durations are Automatically Calculated: Smart Notes now automatically calculates EEG read duration in minutes and seconds using the existing start & stop time fields. This automatic calculation reduces human error to improve documentation quality.

Key	Component	Version	Operating System
HHSPRX-84	Provider App	2024.2.2	Mac, Windows, iOS, Android

Release Feature Toggle: NO

New Feature: Virtual Scroll

We're pleased to release our new Virtual Scroll feature, an advanced rendering optimization specifically designed for environments with extensive member lists. This feature dynamically loads and unloads elements from the DOM as users scroll, significantly improving performance in rooms with over 100 members. This update reduces memory footprint and increases the responsiveness of the interface, facilitating smoother user interactions in large-scale environments. Experience the enhanced efficiency with our latest Virtual Scroll implementation.

Key	Component	Version	Operating System
PWT-100	Provider App	2024.2.2	Mac, Windows, iOS, Android

Release Feature Toggle: RoomParticipantsVirtualScroll

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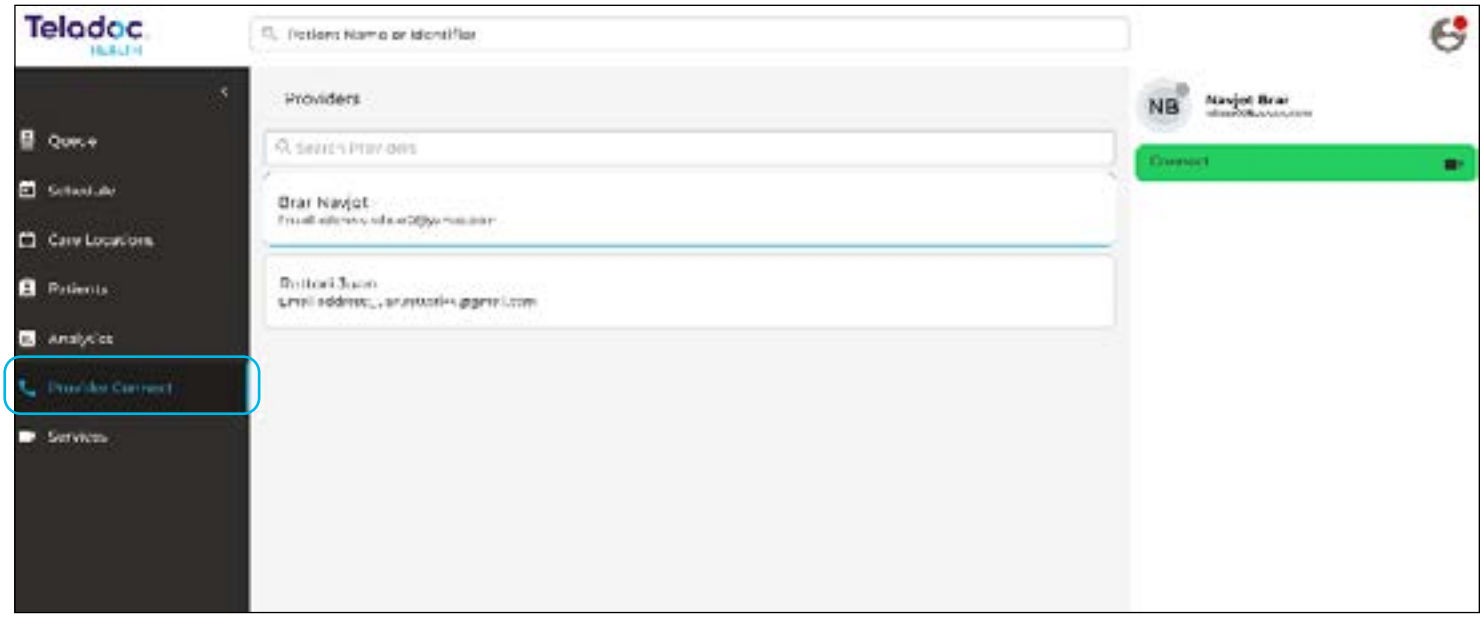
Response to Feedback:

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			

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Feature Enhancement: Solo notifications have been enhanced to include Smart Notes data fields such as the "Last Known Well Datetime" and "Physician Callback Number". This update ensures that critical information is conveyed in notifications, improving the efficiency and effectiveness of communication.

Key Features

- Solo Notifications, Encounter Created, and Consult Notes Was Signed have been updated to include Smart Notes data fields:
  - Last Known Well Datetime
  - Physician Callback Number
- Solo notifications are configured on the /practice/user-settings and default User Settings pages.

Benefits

- Improved Communication: Including critical Smart Notes data in notifications ensures providers have timely access to essential information.
- Efficiency: Streamlines the notification process by embedding relevant data directly within the notifications.
- Compliance: Adheres to PHI handling requirements, maintaining patient privacy and security.

Key	Component	Version	Operating System
HHSYS-978	Provider Experience	2024.2.4	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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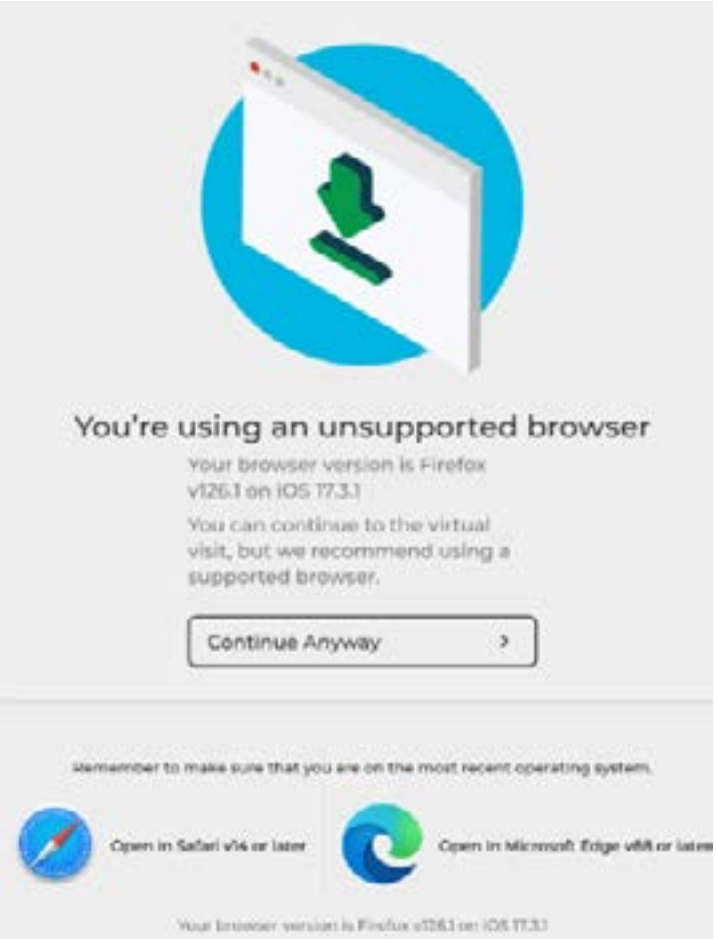
Feature Update: Updated Supported Browsers for Solo with MS Teams.

Firefox was removed as a supported browser for Solo w/ TEAMs customers. This change was made because Firefox is not supported by Microsoft on Teams.

Error Message:



Key	Component	Version	Operating System
HHSPRX-166	Provider Experience	2024.2.4	Mac, Windows, iOS, Android

Release Feature Toggle: NO

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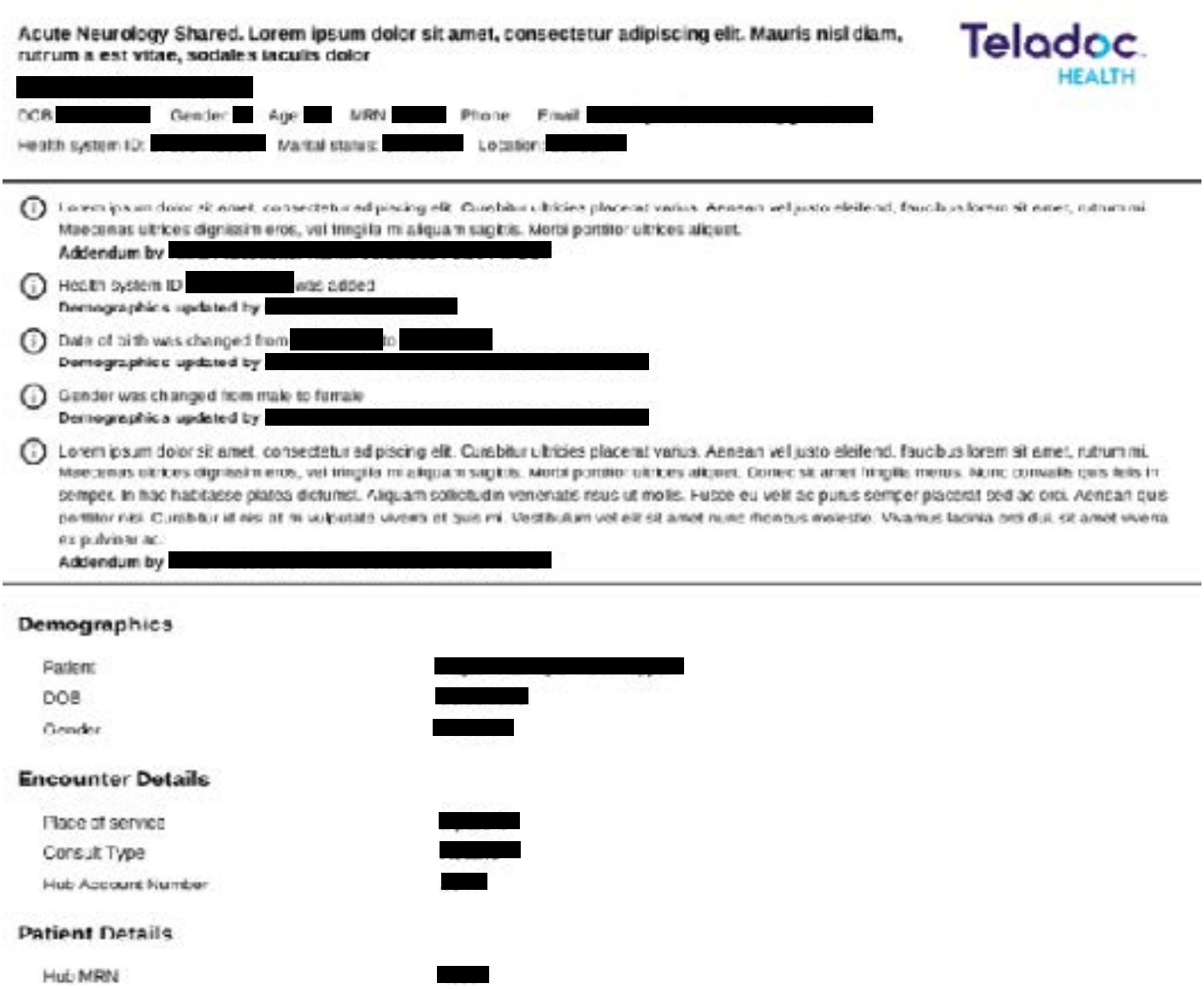
Feature Update: Add Free Text Addendum to Smart Notes Original Note. Multiple free text addendums are able to be added to signed original notes. The system displays who added the addendum and at what time.

Add Addendum:

Multiple Addendums:



Key	Component	Version	Operating System
HHSPRX-140	Provider Experience	2024.2.4	Mac, Windows, iOS, Android

Release Feature Toggle: FreeTextAddendumtoSmartNotes

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Feature Enhancement: With the heightened utilization of the watcher functionality, there has been a growing demand for the implementation of a notification system to alert providers when an appointment is canceled.

In response, we have implemented provider notifications via SMS, Email, and Push notifications for canceled appointments.

To activate this feature, kindly contact your designated support representative.

Key	Component	Version	Operating System
HHSINT-785	Provider Experience	2024.2.5	Mac, Windows, iOS, Android
Release Feature Toggle: ProviderCancelledNotification			

Feature Enhancement: Persistent Patient Header Information on Patient Information Tab

A patient header was added to allow for critical patient information to be displayed across the top of the page in the refreshed design style.

Example:

Key	Component	Version	Operating System
HHSPRX-277	Provider Experience	2024.2.5	Mac, Windows, iOS, Android
Release Feature Toggle: NO			

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Feature Enhancement: Updates to 2024 NIHSS Stroke Images.

Updated images are now available for WPAS and also available in Spanish.

Below is the new information.

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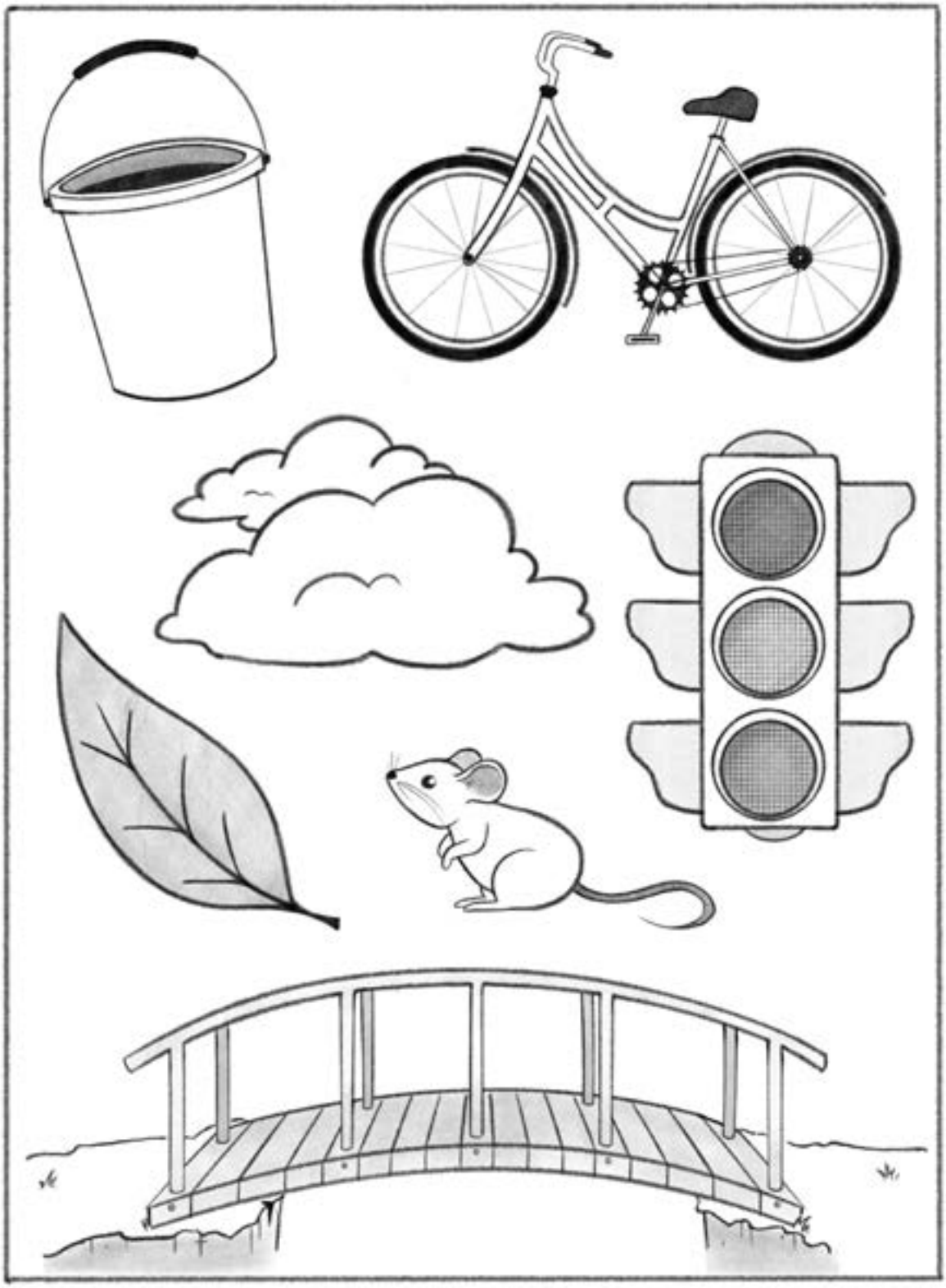

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You know how.
Down to earth.
I got home from work.
Near the table in the dining room.
They heard him speak on the radio last night.
MAMA
TIP – TOP
FIFTY – FIFTY
THANKS
HUCKLEBERRY
BASEBALL PLAYER
CATERPILLAR

Key	Component	Version	Operating System
WPAS-3432	Provider Experience	2024.2.5	Mac, Windows, iOS, Android
Release Feature Toggle: Feb2024NlHSSImages			

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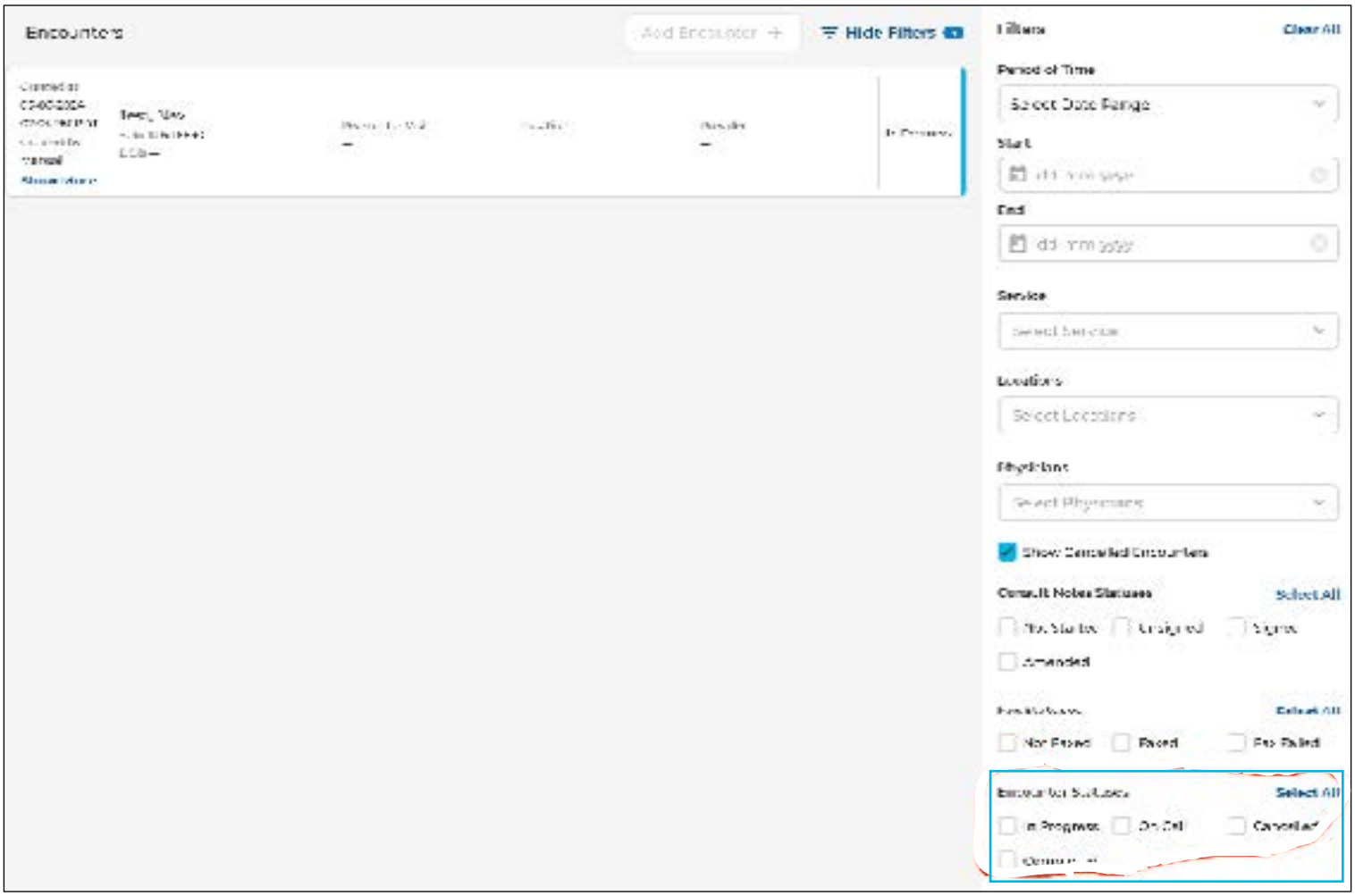
Feature Enhancement: Filter Encounters screen to provide a working list of in progress cases

For clients who rely on video consult statuses rather than Encounter statuses based on Smart Notes, we've introduced additional filters by status to streamline your workflow.

This improvement enhances the usability of encounter management, as illustrated in the accompanying image.

To learn more and enable this feature, please contact your dedicated support representative.



Key	Component	Version	Operating System
HHSINT-806	Provider Experience	2024.2.5	Mac, Windows, iOS, Android

Release Feature Toggle: ShowEncounterStatusFilters

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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				

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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

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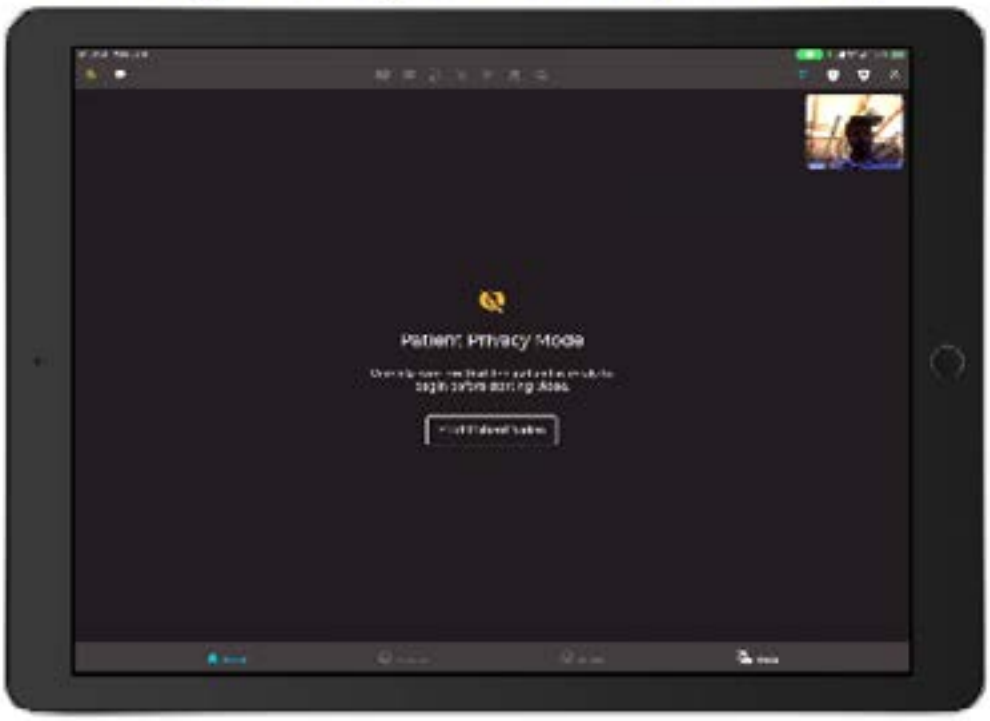
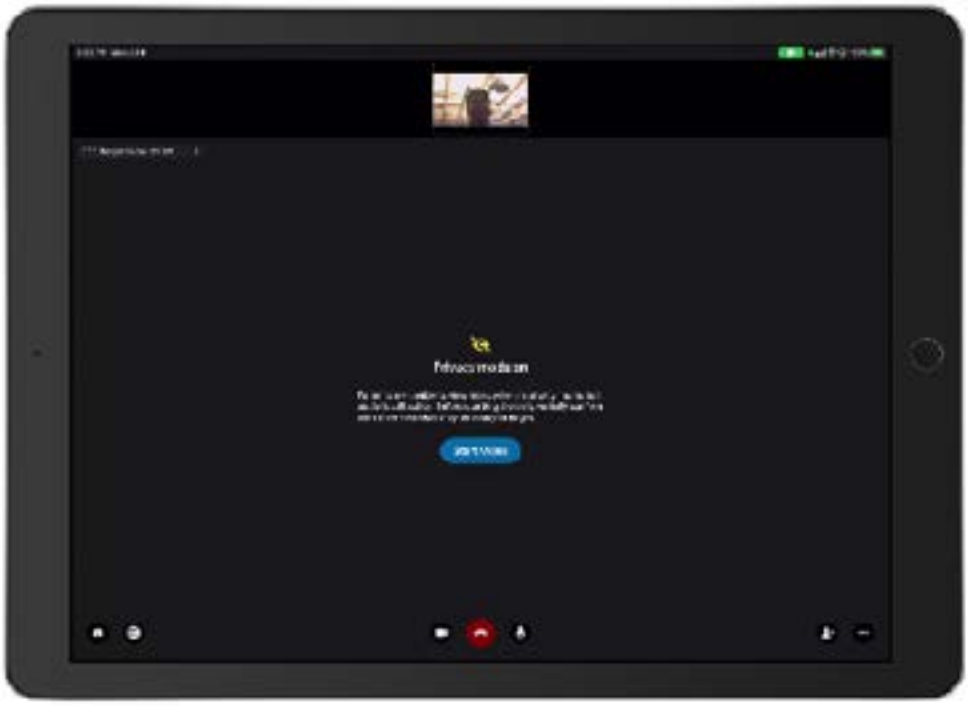
Providers can now connect to devices in privacy mode within the new video call experience.

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				

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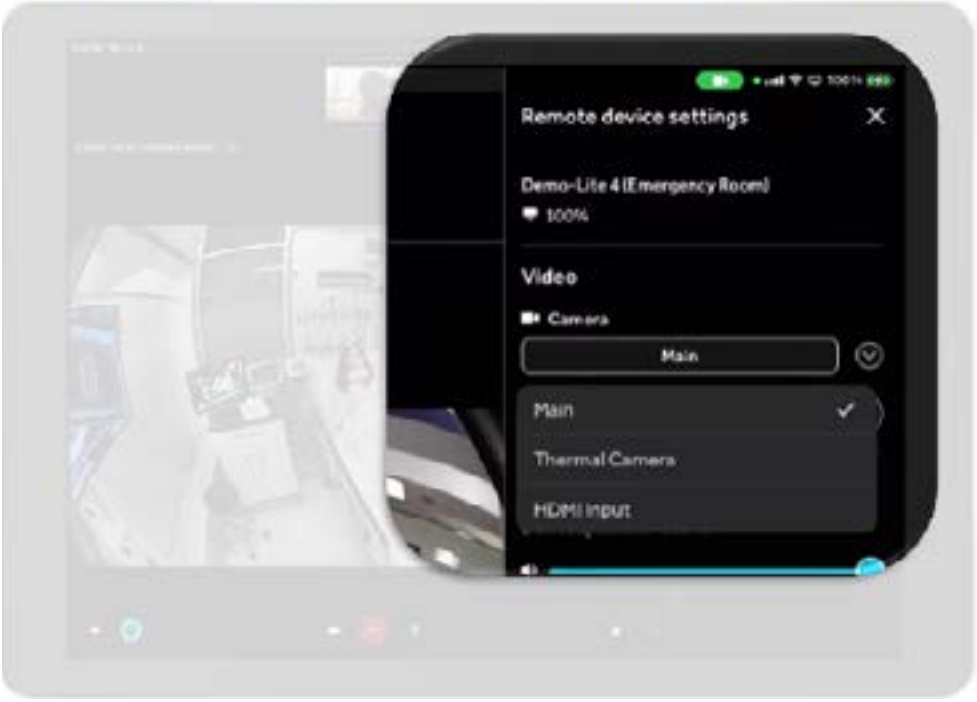
Providers can remotely change the device camera and control camera tilt, pan and zoom, similar to the previous experience.

Remotely change device camera (Current experience)

Remotely change device camera (New experience)



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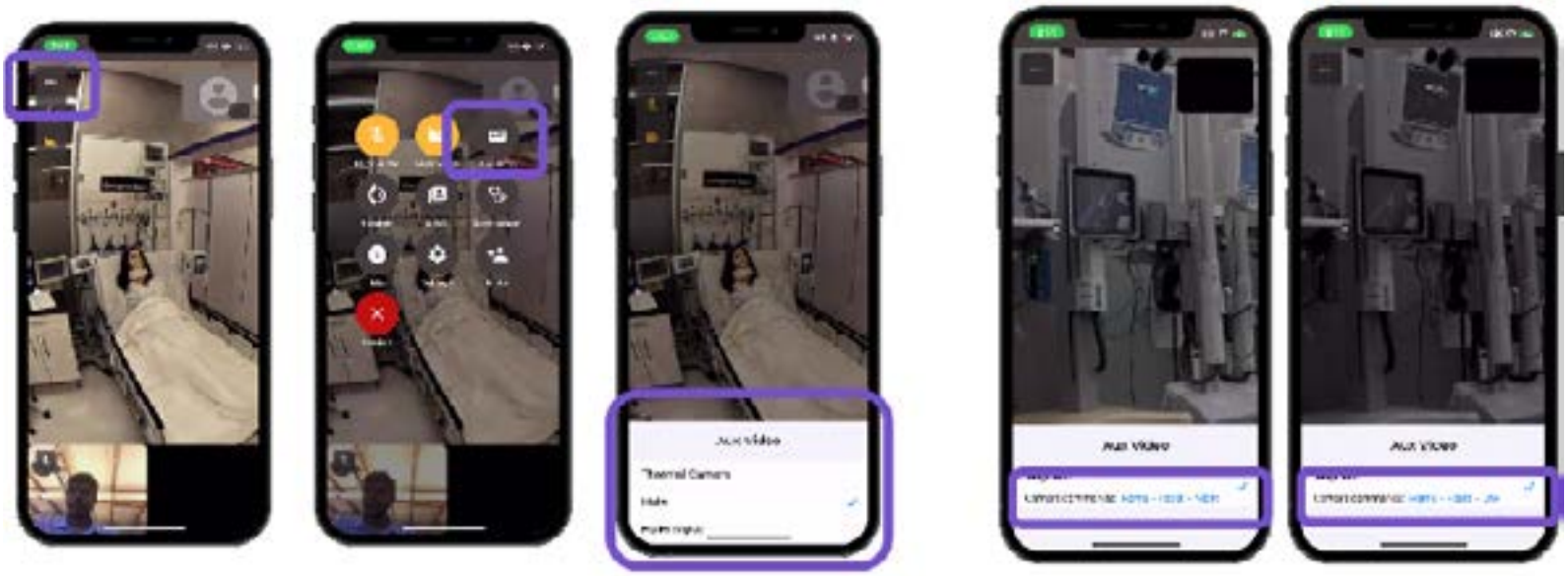
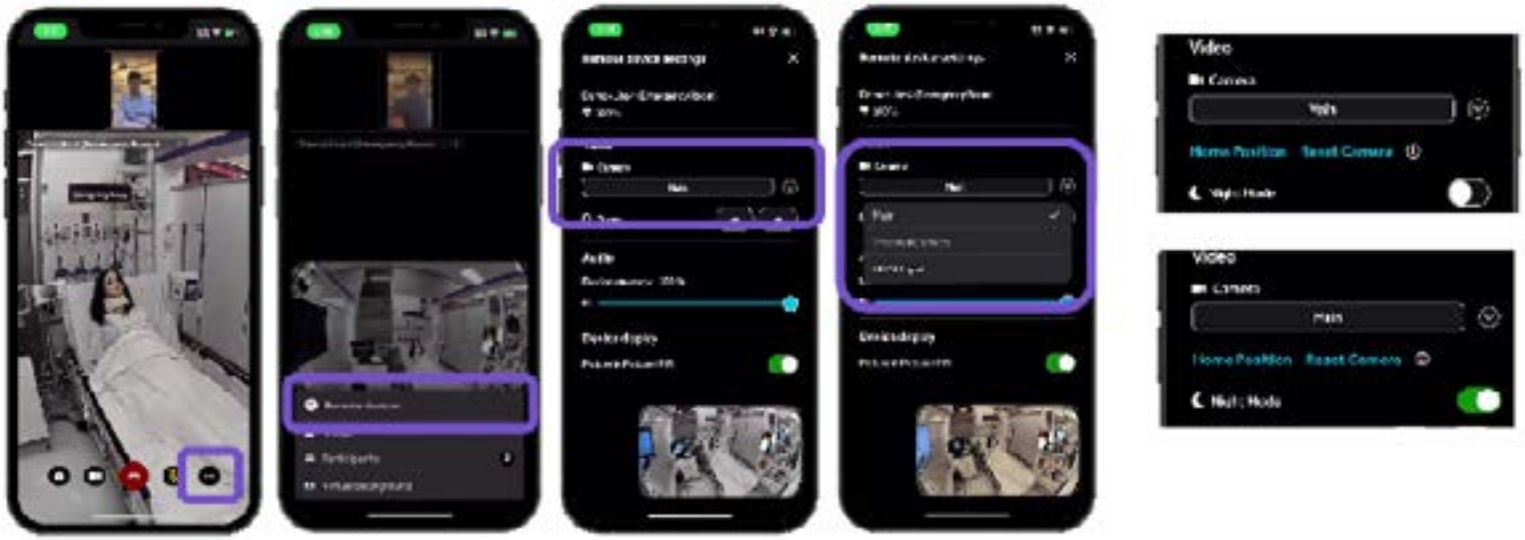
Remotely change device camera (Current experience)



Remotely change device camera (New experience)



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

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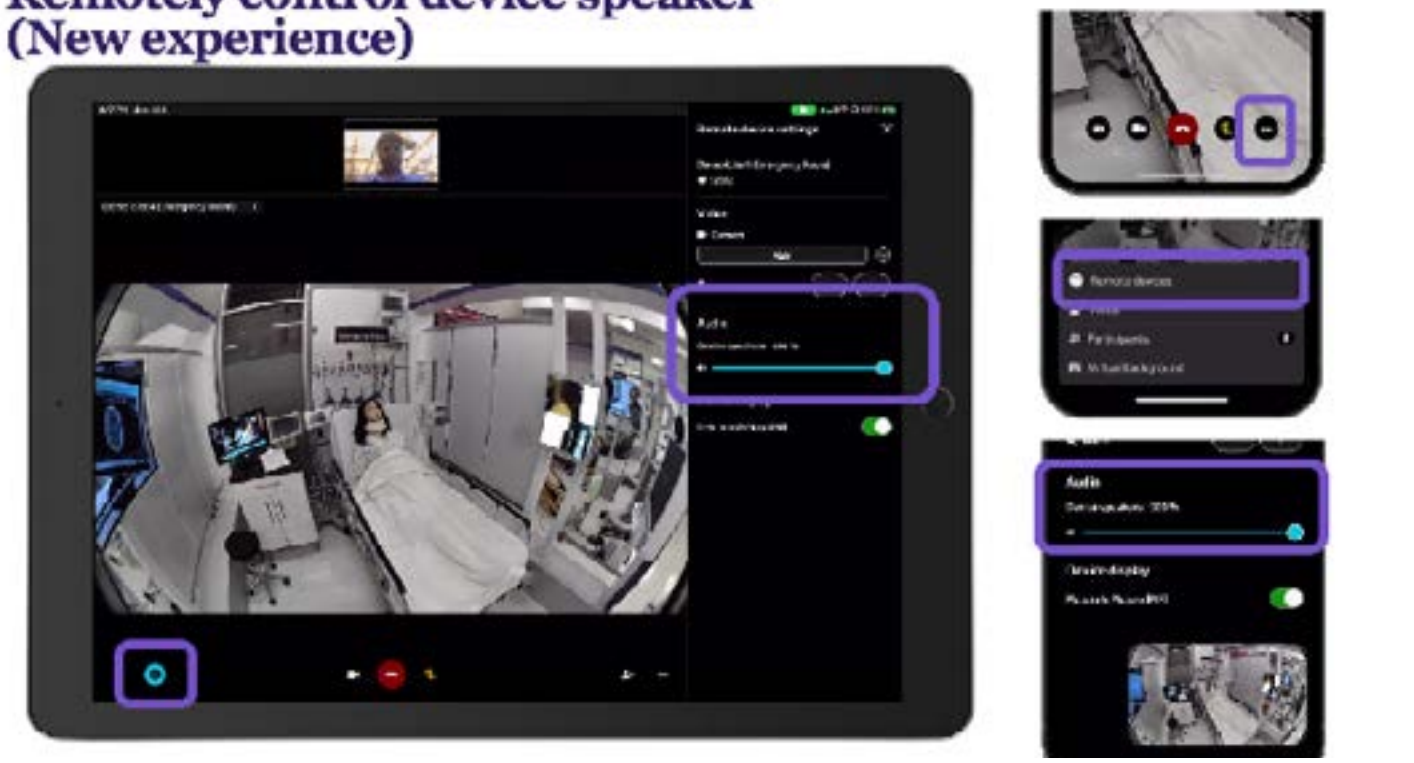
Providers can now remotely control the device's speaker volume in the new videocall experience.



Key	Component	Version	Region	Operating System
IOS-1994	Provider App	47	US	iOS
Release Feature Toggle: NO				

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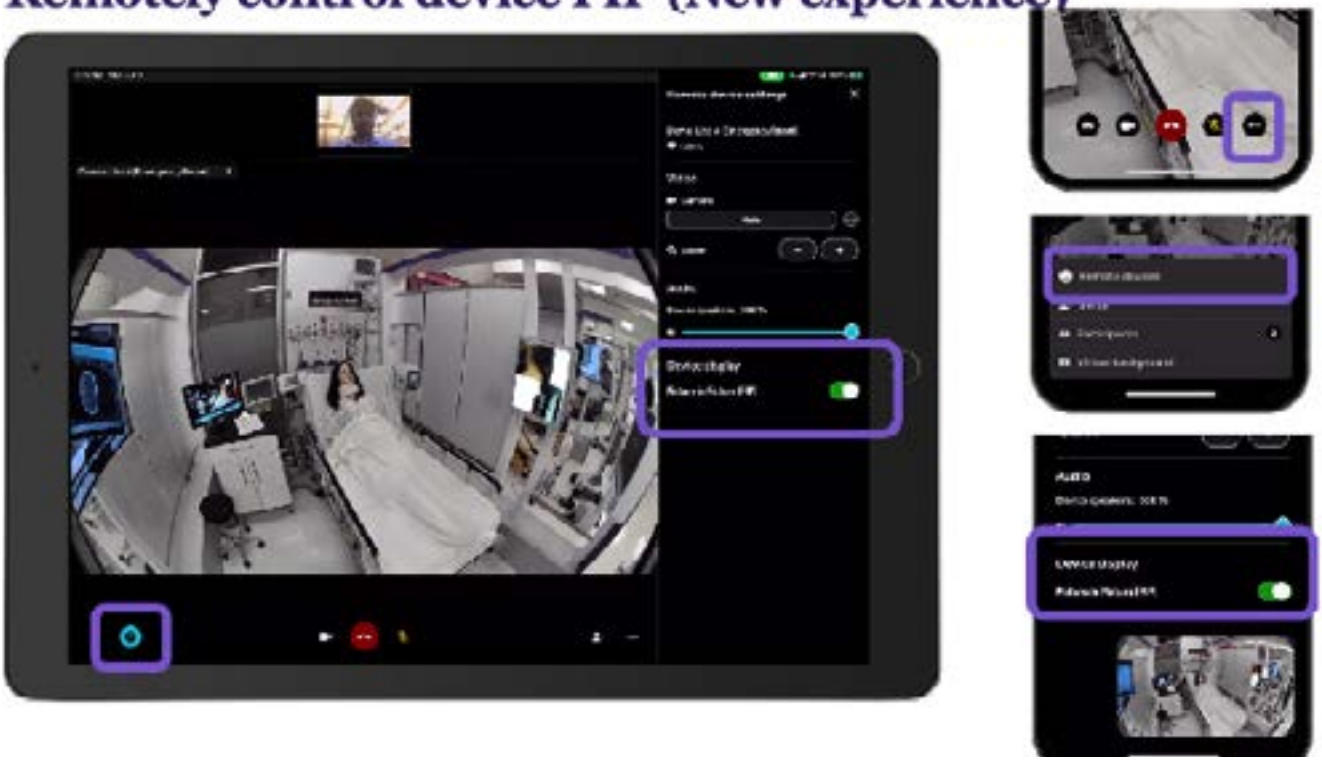
Providers can now remotely control the device's picture-in-picture (PIP) mode in the new videocall experience.

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				

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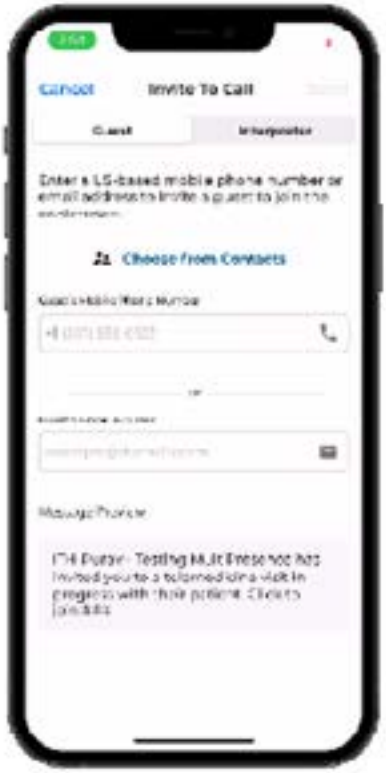
Providers can invite other providers, guests (such as a patient's family member), and interpreters (if the client has enabled interpreter services) in the new videocall experience.

Guest invite (Current experience)



Guest invite (New experience)

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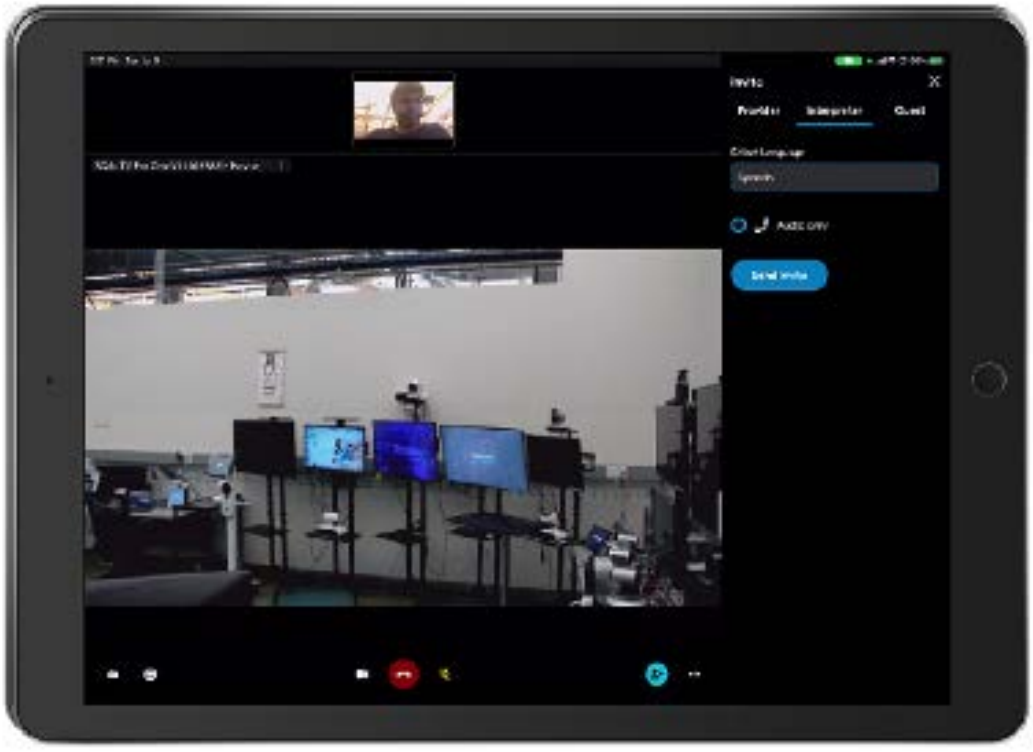
Interpreter invite (Current experience)

Interpreter invite (New experience)



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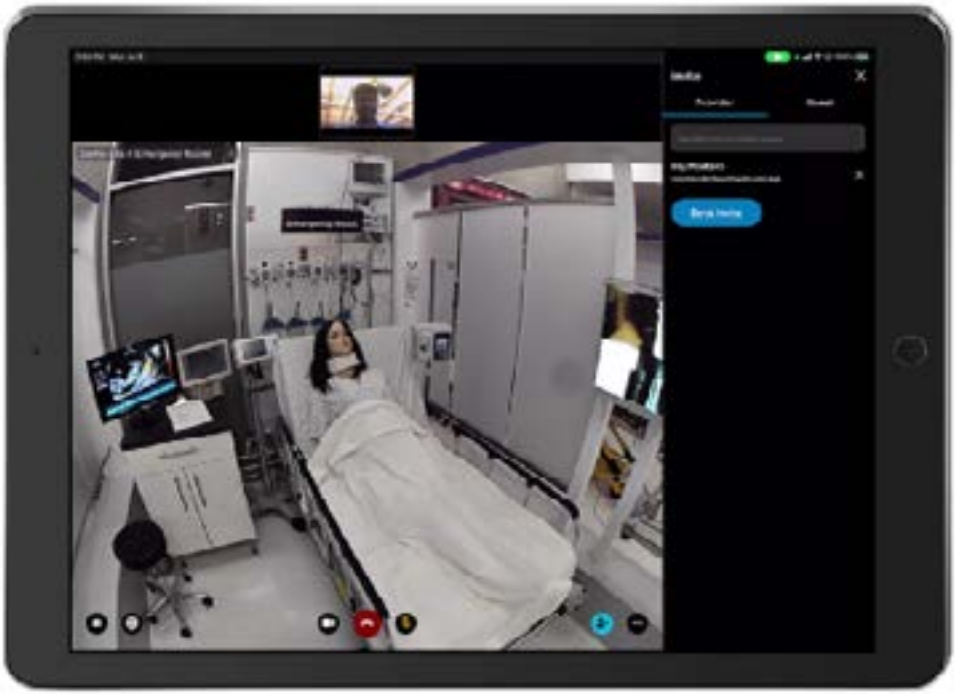
Provider invite (New experience)



Key	Component	Version	Region	Operating System
IOS-2044	Provider App	47	US	iOS
Release Feature Toggle: NO				

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Smart Notes

Capture whether Faxes were Successfully Received in 'Audit Log':

Our users often need to send their clinical documentation through Smart Notes via fax.

In the Encounter Audit Log, you can now see when all pages of your fax have been successfully received by the receiving fax machine. This way, you'll know not just when a fax is sent, but also when it's successfully delivered.

Key	Component	Version	Operating System
HHSINT-675	Smart Notes	2024.1.6	Mac, Windows, iOS, Android

Release Feature Toggle: NO

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Patient Experience

Important Update for Teladoc Health iOS Patient App (April 9, 2024):

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What's New?

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Enhanced Telehealth Experience:

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Focus on Future Innovation:

- To ensure we continue to provide the best possible experience, we are no longer supporting iOS 13. We encourage users to update their devices to a newer iOS version to take advantage of the latest features and security updates.

Key	Component	Version	Operating System
IOS-2306	Provider App, Patient App, Carelocation App	2024.1.6	iOS
Release Feature Toggle: NO			

Important Update for Teladoc Health Android Apps (April 11, 2024):

This update brings important improvements and enhancements to the Teladoc Health Android Patient App.

What's New?

Enhanced Data Encryption:

- We've implemented robust encryption for your telehealth session data stored within the App.

Improved Session Management:

- Cookies are now automatically cleared at the end of your session, minimizing any potential security risks.

Increased Privacy Controls:

- Screenshots of the app are no longer retained in the app switcher, further safeguarding your information.

Restricted Screen Capture:

- Other apps are now prevented from taking screenshots or screen recordings within our app.

Rooted Device Compatibility:

- To maintain the highest level of security, the app will no longer be compatible with rooted devices.

Updated App logo:

- Updated the Teladoc Patient App logo as attached. Users will automatically see this new logo once they update the app from Play Store.

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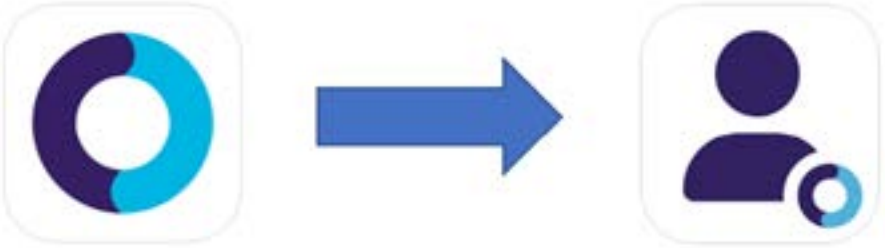

Key	Component	Version	Operating System
SOG-757	Patient App	2024.1.6	Android

Release Feature Toggle: NO

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Virtual Sitter

"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

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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				

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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				

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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				

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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			

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Feature Enhancement:

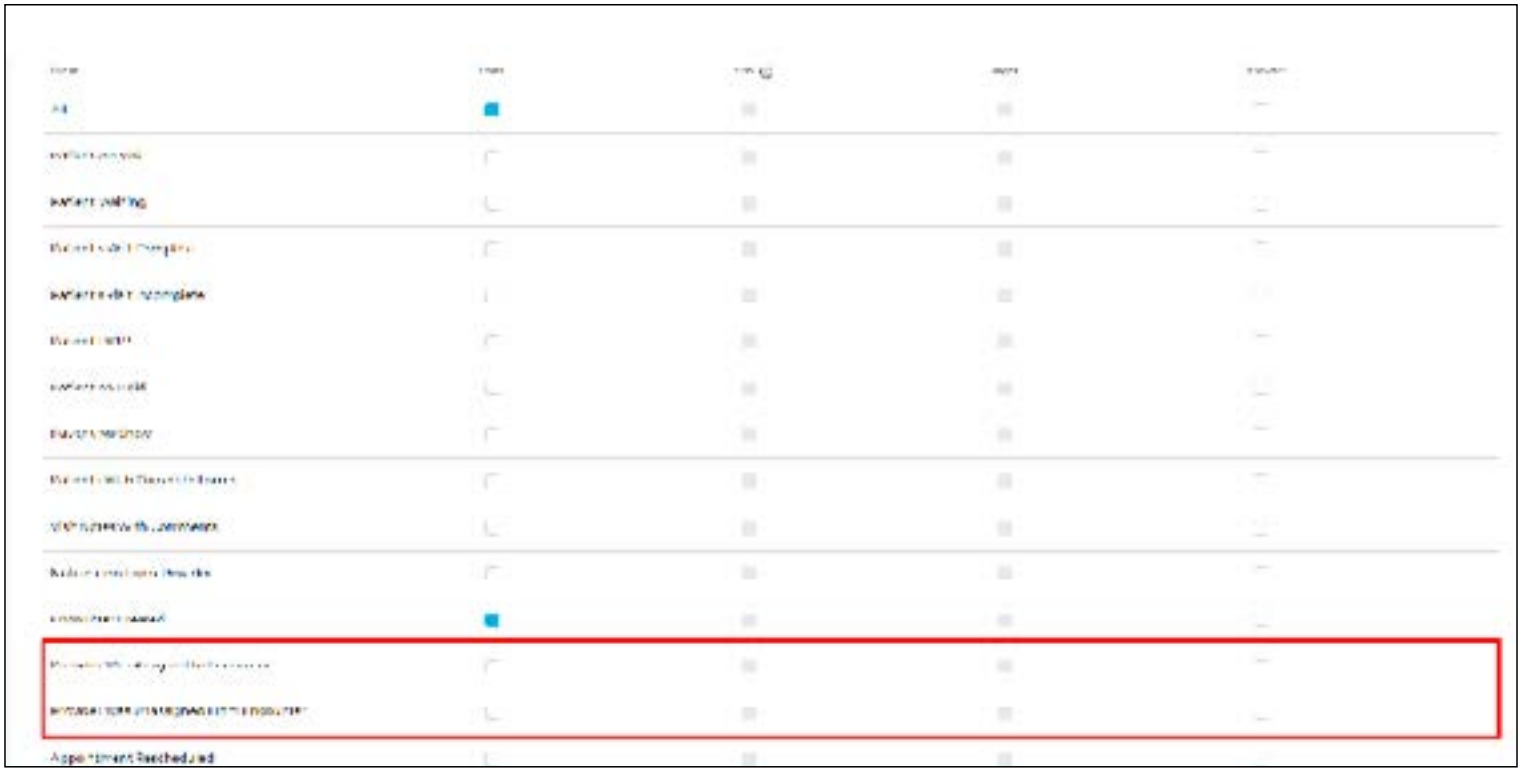
Added new Assigned Provider Solo emergent notifications: We're introducing improvements to Solo's emergent notifications, along with updates to the user settings interface for enhanced customization. These changes aim to streamline communication workflows and provide users with greater control over their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



Key	Component	Version	Operating System
HHSYS-259	Solo Platform	2024.2.3	Mac, Windows, iOS, Android

Release Feature Toggle: AssignProviderToEmergentVisit

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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			

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Feature Enhancement:

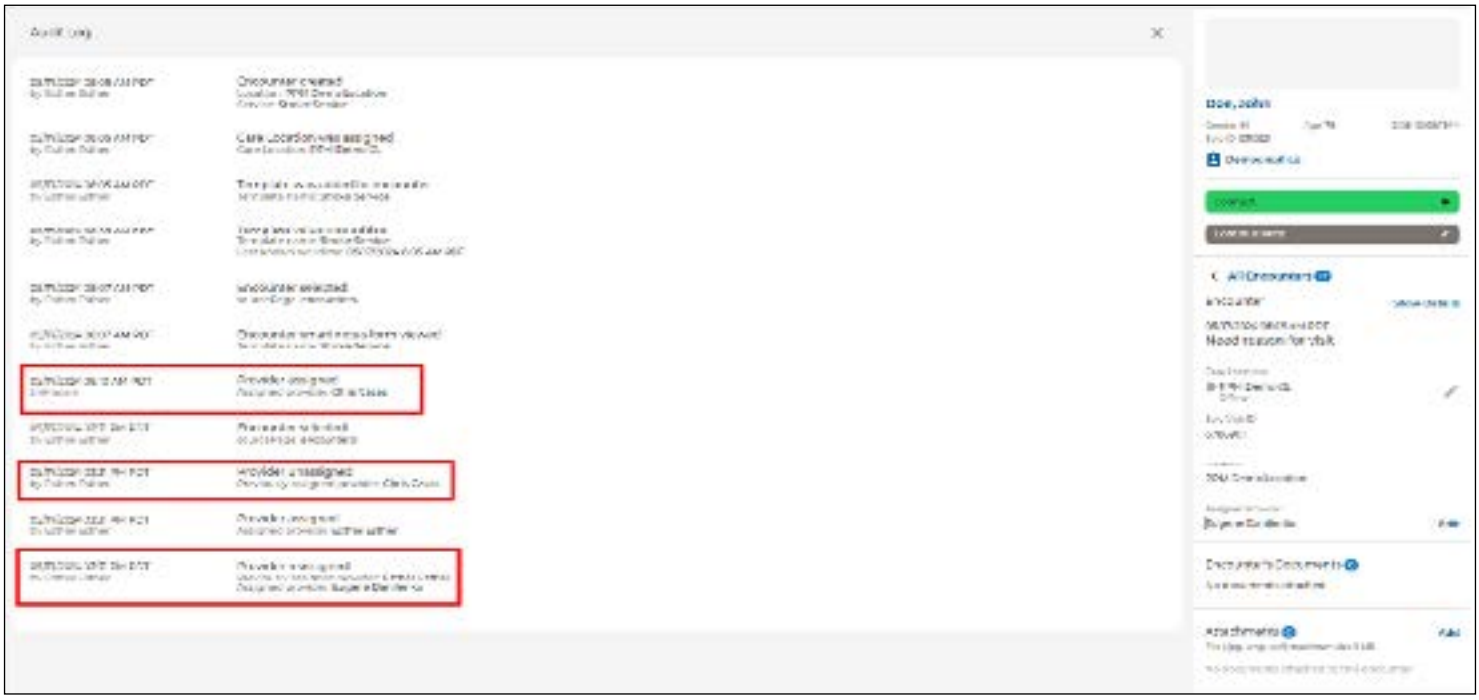
Added Assigned Provider events to the encounter audit log: We've introduced assigned provider events to the encounter audit log. This enhancement provides client admins with real-time access to critical actions, ensuring comprehensive tracking and transparency for consult management.

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

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Application Endpoints

Important Update for the iOS Care Location App (April 9, 2024):
This update brings important improvements and enhancements to the Teladoc Health suite of iOS apps, including the Provider App, Patient App, and Carelocation App.

What's New?

Improved Stability and Performance:

- This update resolves connectivity issues experienced by some users on iOS 17 or higher. (Note: We recommend updating your device to the latest iOS version for optimal performance).
- We've also made improvements to address screen blurring issues that could occur when using the app.

Enhanced Telehealth Experience:

- We've fixed an issue that previously interrupted telehealth sessions when receiving a phone call. This ensures a smoother and more reliable experience for your virtual consultations.

Focus on Future Innovation:

- To ensure we continue to provide the best possible experience, we are no longer supporting iOS 13. We encourage users to update their devices to a newer iOS version to take advantage of the latest features and security updates.

Key	Component	Version	Operating System
IOS-2306	Provider App, Patient App, Carelocation App	2024.1.6	iOS
Release Feature Toggle: NO			

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Analytics

Add "Appointment CSN" to the Appointments Data Set: "Appointment CSN" has been added to Teladoc Health's Appointments Data Set. This additional field provides a unique ID for an appointment that is in compliance with the FHIR standard.

Impact:

- Emailed Reports - Appointments
- Automated Delivery Service - Appointments
- Analytics Site - Appointment Overview (downloaded file)

Key	Component	Version	Operating System
DT-5245	Analytics Portal	2024.07.17	Mac, Windows, iOS, Android

Release Feature Toggle: NO

Update Date and Time Slider to 07-01-23 through 06-30-24: Default date ranges have been updated to 07-01-23 thru 06-30-24 for all workbooks.

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

Key	Component	Version	Operating System
DT-5226	Analytics Portal	2024.07.17	Mac, Windows, iOS, Android

Release Feature Toggle: NO

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Windows Provider Access Software Client

International Expansion of SMS for Guest Invites: International SMS Invites for Guests now include China, Germany, Italy, Poland, Spain, United Kingdom, France, Portugal, Japan, and more. If you are curious about a specific country, please reach out to customer support.

Key	Component	Version	Operating System
PAS-5928	Windows PAS	48.0	Windows

Release Feature Toggle: NO

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Learn More

TeladocHealth.com | engage@teladochealth.com

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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