



Teladoc Health®
Bi-Monthly Release Notes

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Release Notes for August 28, 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 fixes, performance enhancements, and maintenance updates that improve the stability and performance of the application. We have addressed several issues reported by our users and have included various 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:

Add Solo EP configuration to the INCOMING providers during the overlapping of shift changes:

Introducing a new Solo Escalation Policy feature that lets you configure overlapping periods during provider shift changes, ensuring a smooth handoff even when shifts don't naturally overlap. Admins can now configure a time period during which incoming providers start receiving notifications from the clients' external messenger system before their shift begins, enhancing continuity of care. This feature requires an opt-in and mandates the completion of the "Overlap Time" field to define the overlap duration. If you wish to enable this feature, please review the new configuration options in the system settings and set your preferred overlap time. For any assistance, our support team is ready to help.

Key	Component	Version	Region	Operating System
SCCT-88	Solo Platform	2024Q3.3	US and Canada	iOS, Android, Mac, Windows

Release Feature Toggle: NO

Feature enhancement:

Notify the INCOMING providers during the overlapping of shift changes:

Introducing a new Solo Escalation Policy feature that allows incoming provider users to receive a notification in the clients external messenger during an overlap time period shift change based on a client admin configuration in general settings. This ensures that incoming providers start receiving notifications before their shift begins, even if the shifts don't naturally overlap. For example, if Esther's shift ends at 9 PM and Chris's shift starts at the same time, Chris would begin receiving notifications 5 minutes before his shift starts. If an overlap time is specified in the Escalation Policy, notifications will be sent during that period, enhancing shift transitions.

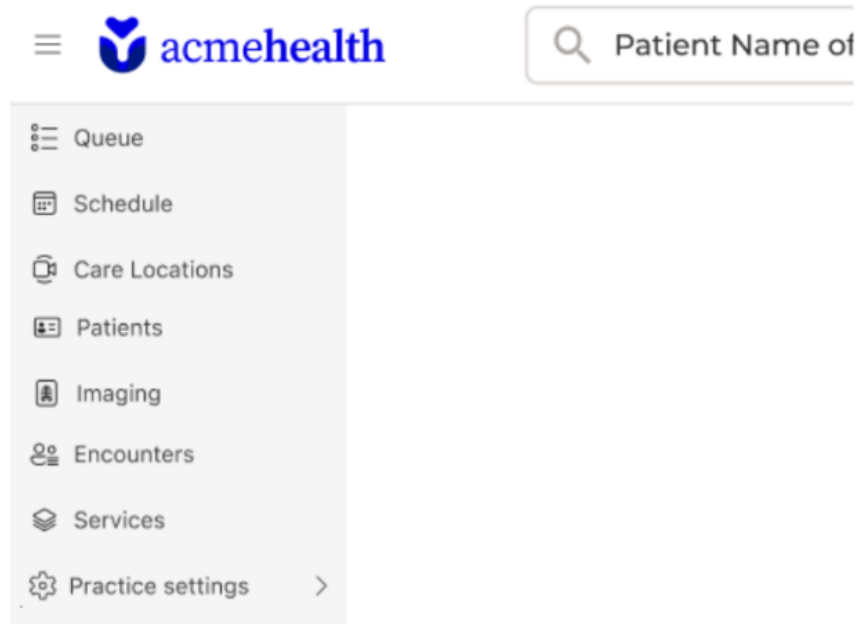
Note: For the notification to the incoming provider user, Solo is integrated with TigerConnect Messenger. TigerConnect is used in the United States and Canada.

Key	Component	Version	Region	Operating System
SCCT-135	Solo Platform	2024Q3.3	US and Canada	iOS, Android, Mac, Windows
Release Feature Toggle: NO				

Feature enhancement:

Left Navigation Bar Has Updated Look & Collapses:

As part of the standardization of the new Solo look, the left hand navigation bar has been refreshed. Additionally, selecting the 'hamburger' menu completely collapses the left hand navigation bar which results in a larger screen space and complies with the MSFT design restrictions for Solo with and without MS Teams.



Key	Component	Version	Region	Operating System
HHSPRX-284	Solo Platform	2024Q3.3	Global	iOS, Android, Mac, Windows
Release Feature Toggle: RedesignToCADSWithFluentUI				

Feature enhancement:

Improved Background Noise Suppression:

Instead of relying on the browser for noise suppression that would stop the audio when white noise was present, we will use custom noise suppression mute transformer from a TokBox library so that when a user uses audio, the publisher filters out noise from the user’s mic. This feature is on by default and may be turned off by a user.

- Solves the issue where participant audio is lost when there is white noise in the background
- Reduces background noise during calls

Key	Component	Version	Region	Operating System
HHSYS-1168	Solo Platform	2024Q3.3	Global	Android, Mac, 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.

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