



Teladoc Health®
Bi-Monthly Release Notes

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Release Notes for September 11, 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.

Provider Experience

Virtual Sitter

Listen/speak actions available on VS thumbnail

Controls for virtual sitter users to speak or listen to a patient are now available directly within each video tile in the grid view.

Key	Component	Version	Region	Operating System
VS-2182	Virtual Sitter	2024Q3.4	US	Mac, Windows
Release Feature Toggle: NO				

Pre-recorded commands available on thumbnails

A virtual sitter user can now start a pre-recorded command from the tile view.

Key	Component	Version	Region	Operating System
VS-2183	Virtual Sitter	2024Q3.4	US	Mac, Windows
Release Feature Toggle: NO				

Turn fixed camera on/off from thumbnail:

A virtual sitter user can now turn the camera on or off directly from the tile with a single click.

Key	Component	Version	Region	Operating System
VS-2184	Virtual Sitter	2024Q3.4	US	Mac, Windows
Release Feature Toggle: NO				

Move alarm control on video tile from More actions to icon on tile:

A virtual sitter user can now turn on or off the alarm directly from the tile view with a single click.

Key	Component	Version	Region	Operating System
VS-2241	Virtual Sitter	2024Q3.4	US	Mac, Windows
Release Feature Toggle: NO				

Remove device that failed to connect right away

Previously if a device failed to connect, a user was required to attempt two re-connections before being able to remove the tile from their session. Now, if a device fails to connect, a user may remove the tile without attempting to re-connect again.

Key	Component	Version	Region	Operating System
VS-2242	Virtual Sitter	2024Q3.4	US	Windows
Release Feature Toggle: NO				

Move Patient Banner outside of video tile

The info banner displaying patient name, room, reason for monitoring, and bedside contact are now located below the video tiles, instead of overlaid on the tiles.

Key	Component	Version	Region	Operating System
VS-2275	Virtual Sitter	2024Q3.4	US	Windows
Release Feature Toggle: NO				

Solo Platform

Feature enhancement:

Display Middle Name on Add Encounter, Add New Patient Search Results:

Some users were selecting an incorrect existing patient during the Add Encounter/Add New Patient flow, so the middle name was added to the search results to assist with selecting the correct patient.

Key	Component	Version	Region	Operating System
HHSPRX-464	Solo Platform	2024Q3.4	Global	iOS, Android, Mac, Windows

Release Feature Toggle: NO

Add Encounter ×

* Patient Identity

Add New Patient

* First Name

* Last Name

i Patient with the same name already exists, would you like to use existing profile?

Test unknown unknown U, Solo ID: 6284210 [Use Profile](#)

* Gender

* Date of Birth

Feature enhancement:

Reporting for Provider Direct-to-Device Sessions:

Reporting is now available for the provider-to-device sessions on Solo. The following information is included in the report, and screenshots show the new report when enabled.

- Practice
- Videocall Type
- Videocall Id
- Practitioner
- Videocall Start Time
- Videocall End Time
- Care Location

Provider Direct Calls

Select a date range. Then generate reports on provider direct calls at your practice.

From *

Clear 08/28/2024 10:40 AM PDT

To *

Clear 08/28/2024 11:20 AM PDT

Generate

Reporting

Data Download
View your practice-level data by date range.

Report Generator
View your practice's data through custom reports you can save for later.

Provider Direct Calls
View data on your practice's provider direct calls.

Save Your result: 74f513d4-a070-4f1... .csv or .xlsx [Download CSV](#) EOL: Include Header

	A	B	C	D	E	F	G	H
1	Practice	Videocall Type	Videocall Id	Practitioner	Videocall Start Time	Videocall End Time	Care Location	
2	robbottest	careLocation	61720d77-8da5-4f3e-a5b3-7894ad0fed77	robbottest@teladoc.com	2024-08-28 10:49:44	2024-08-28 10:52:34	SQA: IWA Viewpoint Cart (123456)	
3	robbottest	careLocation	a7505e23-6238-45da-b55c-c6956d0ec10d	robbottest@teladoc.com	2024-08-28 11:16:27	2024-08-28 11:16:51	SQA: IWA Viewpoint Cart (123456)	
4								

Key	Component	Version	Region	Operating System
HHSPRX-418	Solo Platform	2024Q3.4	Global	iOS, Android, Mac, Windows

Release Feature Toggle: ProviderDirectSessions

Feature enhancement:

Ability to download provider service data:

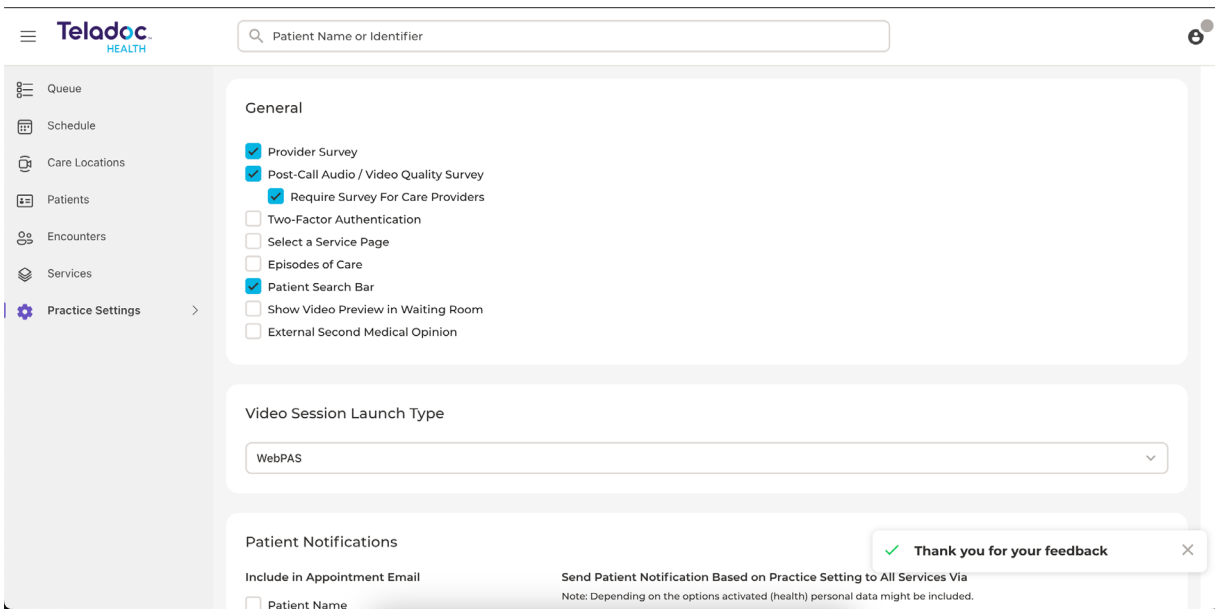
Users can now download provider service data from the reports page.

Key	Component	Version	Region	Operating System
HHSPRX-420	Solo Platform	2024Q3.4	Global	iOS, Android, Mac, Windows
Release Feature Toggle: NO				

Feature enhancement:

Configuration so provider survey can be mandatory:

Selecting "Require Provider Survey" directs the provider into the survey after a call. See screen shot below.



Key	Component	Version	Region	Operating System
HHSPRX-446	Solo Platform	2024Q3.4	Global	iOS, 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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