



Teladoc Health® Bi-Monthly Release Notes

September 25, 2024

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Release Notes for September 25, 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

FEATURE ENHANCEMENT

Improved consult filtering: Reason for visit

We've enhanced clinical navigation on the Encounters tab of our Provider app by adding a filter option for consults based on reasons for visit.

To enable this feature, please contact your Teladoc Health support representative and request to activate the EncountersFilterbyReasons release toggle.

Key	Component	Version	Region	Operating System
HHSINT-929	Solo Platform	IWA 2024Q3.5	All	iOS, Android, Mac, Windows

Release feature toggle: EncountersFilterbyReasons

The screenshot displays the 'Encounters' interface. At the top, there are buttons for 'Add Encounter +', 'Hide Filters', and 'Clear All'. The main area shows a list of encounters with columns for 'Created at', 'Nav', 'Reason for Visit', 'Location', and 'Provider'. The 'Reasons for Visit' filter in the sidebar is expanded, showing a list of reasons with checkboxes: Dermabacter, Dermatochalasis, Dermatophilaceae, Diabetic diet, Diaphoresis, and Diastole.

Created at	Nav	Reason for Visit	Location	Provider
Created at 09/10/2024 12:12 PM PDT Created by Manual Show More	Nav Solo ID 6568690 DOB —	Dermabacter	—	—
Created at 09/10/2024 12:11 PM PDT Created by Manual Show More	Nav Solo ID 6568670 DOB —	Dermabacter	—	—
Created at 09/04/2024 11:30 AM PDT Created by Manual Show More	Test, Nav Solo ID 6116630 DOB —	—	—	—
Created at 09/04/2024 09:03 AM PDT Created by Manual Show More	Test, Nav Solo ID 6116630 DOB —	—	—	—
Created at 08/27/2024 08:58 AM PDT Created by Manual Show More	Test, Nav Solo ID 6116630 DOB —	—	—	Navjot Brar

Solo Platform

FEATURE ENHANCEMENT

Expanded private labeling email capabilities

You can now configure private labeling for rescheduling email notifications, similar to invitation, reminder, and cancellation emails.

To set up private labeling for rescheduling notifications, please contact your Teladoc Health support representative.

Key	Component	Version	Region	Operating System
HHSINT-918	Solo Platform	IWA 2024Q3.5	All	iOS, Android, Mac, Windows

Release feature toggle: **No**

FEATURE ENHANCEMENT

Reduce short-notice patient-scheduled consults

To address feedback regarding patient-scheduled consults being booked with minimal notice, we've introduced a new configuration setting within the Scheduling toggle of service settings.

This setting allows admins to define a buffer time, specifying how far in advance a patient must schedule a consult. The buffer can be set between 1 minute and 48 hours (2880 minutes).

To enable this feature, please contact your Teladoc Health support representative and request to activate the **SchedulingBuffer** release toggle.

Key	Component	Version	Region	Operating System
HHSINT-910	Solo Platform	IWA 2024Q3.5	All	iOS, Android, Mac, Windows

Release feature toggle: **SchedulingBuffer**

The screenshot displays a feature toggle management interface. On the left, a vertical list of feature toggles is shown, each with a toggle switch and a label: Welcome Page (on), Instructions (off), Patient Authorization (off), Demographics (off), Demographics Extra (off), Reasons for a Visit (on), Smart Vitals (off), and Scheduling (on). The 'Scheduling' toggle is highlighted with a blue border and a right-pointing arrow. The central area is a large greyed-out rectangle. On the right, the 'Schedule Lead Time' configuration panel is visible, including a description: 'Set a buffer period before a patient can schedule an appointment.' and an 'Enter Duration' input field containing '60 min'.

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.