Teladoc.
HEALTH

Solo Platform Release Notes

October 16, 2024

Contents

General Information

Overview

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.](mailto: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

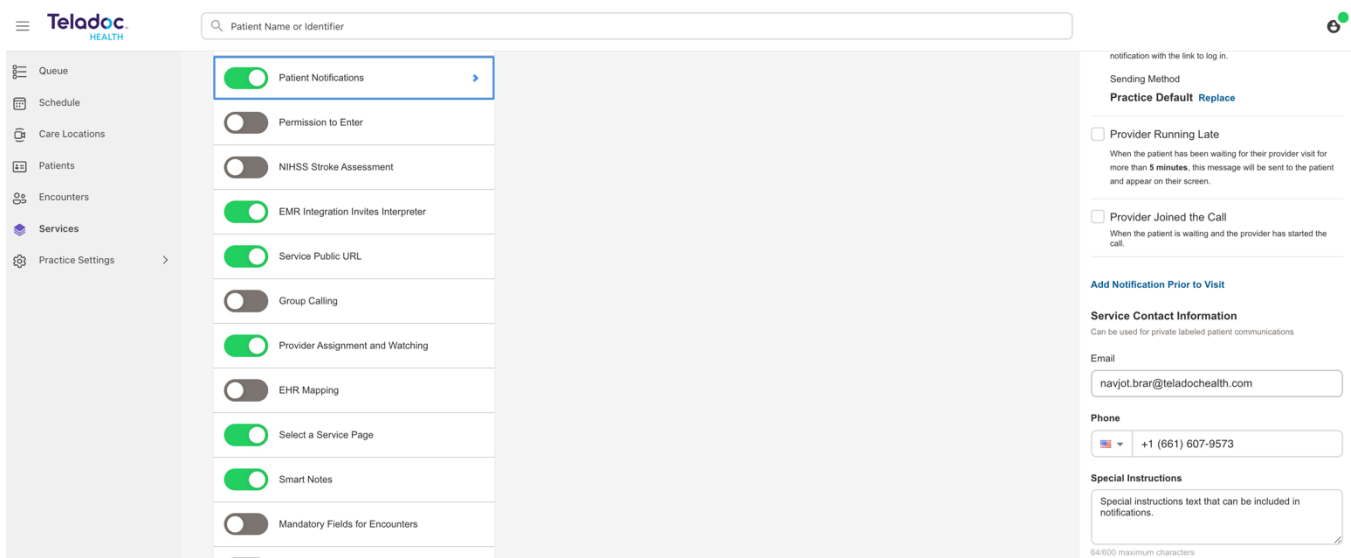Available on Edge, Chrome, Safari, and Firefox

Solo Platform

Customized patient notifications for each service

You can now customize patient notifications by adding a service-specific phone number, email, or special instructions, along with the service name. If any of these fields are completed, they can be used in your private label notifications. If a field is not filled out for a specific service, it will simply not appear.

To enable this feature, contact your Teladoc Health support representative and request the activation of the **DisplayServiceInformation** release toggle.

Key	Component	Version	Region	Operating System
HHSINT-908	Solo Platform	IWA 2024Q3.6	Global	All

Patient safety: Fax recipient is now a mandatory field

In the interest of patient safety, the Fax Recipient label is now required to remind users to enter in information about where they are sending a fax. This information continues to be captured in the 'Unknown Numbers' page for further review.

Key	Component	Version	Region	Operating System
HHSPRX-504	Solo Platform	IWA 2024Q3.6	Global	All

To enable this feature, contact your Teladoc Health support representative and request the activation of the **FaxRecipient** release toggle.

Add patients to encounters with additional precision

Within the Add Encounters, New Patient - existing patient search results, improvements have been made to better select the correct patient and reduce errors.

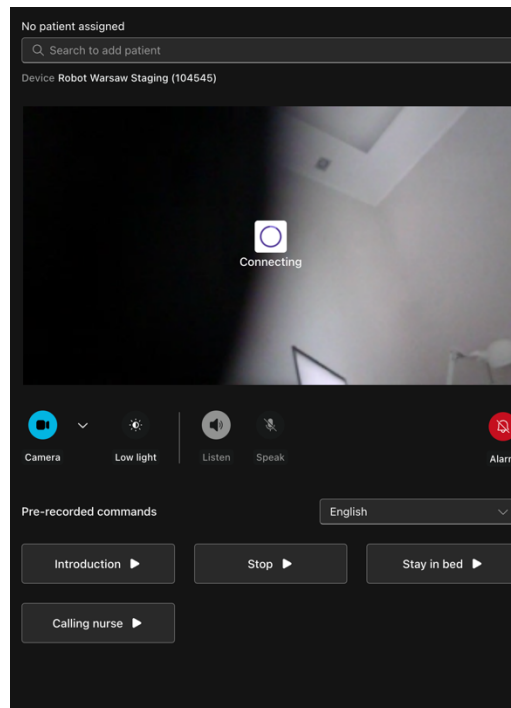| Key	Component	Version	Region	Operating System
HHSPRX-466	Solo Platform	IWA 2024Q3.6	Global	All

To enable this feature, contact your Teladoc Health support representative and request the activation of the **AddMiddleNameFieldAddEncounter** release toggle.

Video Services

Detect and address video stream quality issues

If the video from a device is disrupted, a 'Connecting' icon will appear overlaid on the video to indicate network issues and attempt to re-establish connectivity.

Key	Component	Version	Region	Operating System
VS-2234	Solo Platform	IWA 2024Q3.6	Global	All

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	Region
PAS-5928	WinPAS	Global

Configuration option for robot PTZ

As a part of the virtual sitter project, there is going to be a new configuration option where the robot's PTZ camera will be prioritized for the virtual sitter. This means that a provider in Win PAS will not have access to any camera controls (e.g., box zoom, zoom slider, home / reset, etc.) with that PTZ camera.

Win PAS will display a notification to alert the user that the PTZ camera is prioritized for the virtual sitter (to avoid confusion about why the controls are disabled / missing.

Key	Component	Region
PAS-5967	WinPAS	Global

Fixed: PAS app crashing on Windows 11 laptops

Resolved the customer reports that PAS app is crashing on Windows 11 laptops.

Key	Component	Region
PAS-5976	WinPAS	Global

Analytics

Escalation policy metrics

New email report that provides metrics on the new Escalation Policy feature

Key	Component	Region
DT-5230	Analytics	US

Virtual Sitter metrics

New workbook on analytics.intouchhealth.com that provides metrics on the Virtual Sitter solution.

Key	Component	Region
DT-5316	Analytics	US

Date range default settings

Default date ranges have been updated to 10-01-23 thru 09-30-24 for all workbooks.

- Administrative Management
- Program Management
- Reliability
- Appointment Overview
- AV Quality Surveys

Key	Component	Region
DT-5367	Analytics	US