

---

# Solo™ Platform Release Notes

October 30, 2024

# Contents

<b>General Information .....</b>	<b>3</b>
<b>Virtual Sitter .....</b>	<b>4</b>
Virtual sitter can deactivate and reactivate visual cues .....	4
Virtual Sitter can view and edit a Detection Area .....	4
Visual cue based on motion or risk detected on patient video .....	4
Identify when a video stream is frozen or experiencing deteriorated quality .....	5
Virtual sitter can dismiss a visual cue.....	5
Virtual Sitter can handle a TURN server crash .....	5
<b>Solo Platform .....</b>	<b>6</b>
Ability to Create a Custom Default Service Invitation Message .....	6
Icons & Time Stamp - Follow Up Note Free Text Enhancements .....	6
Transition appointment from 'Scheduled' to 'No Show' after 24 hours past it's scheduled time.....	7
<b>Solo with Teams .....</b>	<b>9</b>
Microsoft Teams App Submission to Accept Tab Navigation.....	9
Add Breakout Rooms to Solo/MS Teams - Solo/ACS.....	11

# General Information

## Overview

The following is a list of features included in this software release. For any questions or issues, please contact 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.

# Virtual Sitter

## Virtual sitter can deactivate and reactivate visual cues

Virtual sitter users can pause the AI Observation Assistant for a specific patient when they do not want to receive visual notifications about the patient.

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

Key	Component	Version	Region	Operating System
VS-1406	Solo Platform	VS 2.0, IWA 2024Q4.1	US	Mac, Windows

## Virtual Sitter can view and edit a Detection Area

Virtual sitter users can now draw detection areas around their patients' beds. These digital guardrails allow the AI Observation Assistant to visually alert the virtual sitter when a patient crosses the boundary.

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

Key	Component	Version	Region	Operating System
VS-1363	Solo Platform	VS 2.0, IWA 2024Q4.1	US	Mac, Windows

## Visual cue based on motion or risk detected on patient video

The Virtual Sitter application can now use AI to monitor patients for fall risk. It visually informs the virtual sitter when a patient may be at risk of leaving their bed or falling.

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

Key	Component	Version	Region	Operating System
VS-1388	Solo Platform	VS 2.0, IWA 2024Q4.1	US	Mac, Windows

## Identify when a video stream is frozen or experiencing deteriorated quality

If the video stream of a patient is disrupted, a “Connecting” icon will appear overlaid on the video. This informs the user that the device is experiencing network issues and is attempting to re-establish connectivity.

Key	Component	Version	Region	Operating System
VS-2234	Solo Platform	VS 2.0, IWA 2024Q4.1	US	Mac, Windows

## Virtual sitter can dismiss a visual cue

Virtual sitter users can now dismiss notifications from the AI Observation Assistant if they determine the patient is not at risk of falling or leaving their bed.

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

Key	Component	Version	Region	Operating System
VS-1397	Solo Platform	VS 2.0, IWA 2024Q4.1	US	Mac, Windows

## Virtual Sitter can handle a TURN server crash

In the rare event of a media server crash, ongoing connections to patients will automatically failover to another media server, ensuring minimal disruption to patient monitoring.

Key	Component	Version	Region	Operating System
VS-2048	Solo Platform	VS 2.0, IWA 2024Q4.1	US	Mac, Windows

# Solo Platform

## Ability to Create a Custom Default Service Invitation Message

When sending an ad-hoc visit invitation to a patient, providers could add a custom default message specific to a service. Previously, custom messages were inconsistent between users. To fix this, we've added a new service setting called 'Custom Default Message Invitation,' allowing you to set and enable a default message for each service.

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

Key	Component	Version	Region	Operating System
HHSINT-909	Solo Platform	IWA 2024Q4.1	Global	iOS, Android, Mac, Windows

The screenshot shows a settings panel with several toggle switches. The 'Custom Default Invitation Message' toggle is turned on and highlighted with a blue border. To its right, a configuration window is open, showing a 'Default Invitation Message' field with a pre-filled text: 'You have been sent the following link from Navjot New Consumer Test for a virtual visit. Please click the link to start your consultation.' Below this is a 'Custom Invitation Message' field with the text: 'Hello! This a custom message.' A note at the bottom states: 'This message will be used as the default for all visit links.'

The screenshot shows the 'Nav Test' service configuration interface. At the top, it says 'Nav Test (1 visit)' with a 'Schedule +' button and 'Show Filters' link. Below this is a summary card for 'Test, Nav' with details: Gender U, Age —, Solo ID 6116630, Reason for Visit —, Provider —, and time 09:25 AM - 09:40 AM on 10/17/2024. On the right, the 'Nav Test Service' configuration panel is visible, including a 'Send link to patient' section with a URL field containing 'https://master.visitstaging.org/d6cc0220-' and a copy icon. Below that is an 'Add a Message' field with the text 'Hello! This a custom message.' and a 'Share Via' section with fields for Email and Phone.

## Icons & Time Stamp - Follow Up Note Free Text Enhancements

Smart Notes have been enhanced as follows:

- **Amended Notes Filter:** You can now easily filter Follow-Up Notes based on whether they have been amended.
- **Additional QA Process Audit fields:** We've added fields to display who amended a note, as well as the date and time of the amendment in QA process.
- **Expanded Reporting Options:** New reporting fields allow you to include "Amended By" and "Amendment Date & Time" in your custom reports for more detailed insights.

To enable this feature, contact your Teladoc Health support representative and request the activation of the **SN4Amendment Addendum & FreeTextAddendumtoSmartNotes** release toggles.

Key	Component	Version	Region	Operating System
HHSPRX-392	Solo Platform	IWA 2024Q4.1	Global	iOS, Android, Mac, Windows

Consult Notes Statuses Select All

Unsigned  Signed  Amended

Follow Up Note

[View Signed Follow Up Note >](#)

Signed by: Anna Practitioner on 10/09/2024 at 09:42am PDT  
Amended by: Anna Practitioner Admin on 10/09/2024 at 10:37am PDT

- Statement 1
- Statement 2
- Clinical Impression question
- Alteplase Recommendation date/time
- Name
- Who Signed Addendum
- When Addendum Signed
- NPI
- Who amended
- When amended

## Transition appointment from 'Scheduled' to 'No Show' after 24 hours past it's scheduled time

Currently, a patient may not show up for a scheduled visit and the visit will display as 'Scheduled' in reporting data if there is no pre-configured visit window. This results in both errors for reporting, and a potential misuse of the scheduling link. This feature is to automatically transition appointments to 'No Show' status 24 hours after the scheduled time if the patient does not show up for the visit. This allows:

- Accurate reflection of appointment status in the system.

- More accurate reporting of 'No Show' appointments.

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

Key	Component	Version	Region	Operating System
HHSPRX-497	Solo Platform	IWA 2024Q4.1	Global	iOS, Android, Mac, Windows

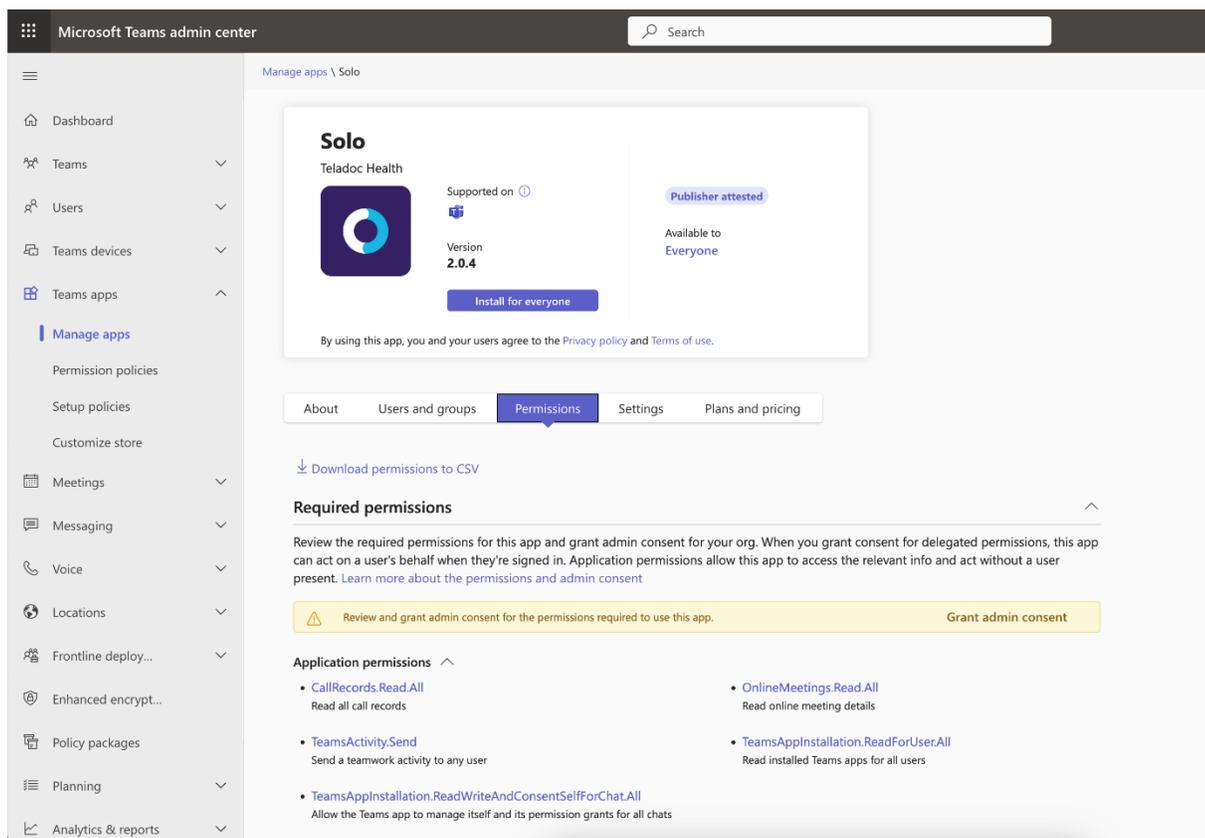
# Solo with Teams

## Microsoft Teams App Submission to Accept Tab Navigation

Based on guidance from Microsoft, we are shifting the tab navigation of Solo with Teams from the top of the screen to the side. To support the change to remove top tabs and only have left navigation, both tabs will need to exist for a brief period of time. Below is an outline of the milestone timelines:

1. Before Wednesday, Oct 30<sup>th</sup>, please have your Teams Admin reaccept the Solo with Teams permissions to avoid any downtime (TeamsAppInstallation.ReadWriteAndConsentSelfForChat.All)

To reaccept the permissions: Microsoft Teams Admin Center -> Teams Apps -> Manage Apps -> Solo -> Required permissions



The following screenshot shows the successful reacceptance of permissions

## Required permissions ^

Review the required permissions for this app and grant admin consent for your org. When you grant consent for delegated permissions, this app can act on a user's behalf when they're signed in. Application permissions allow this app to access the relevant info and act without a user present. [Learn more about the permissions and admin consent](#)

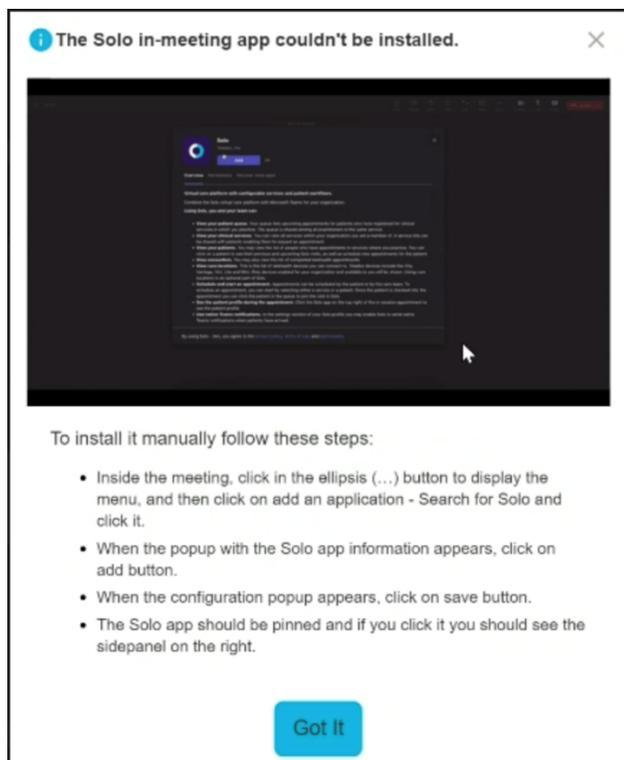
ⓘ Admin consent has been granted for some required permissions.

### Application permissions ^

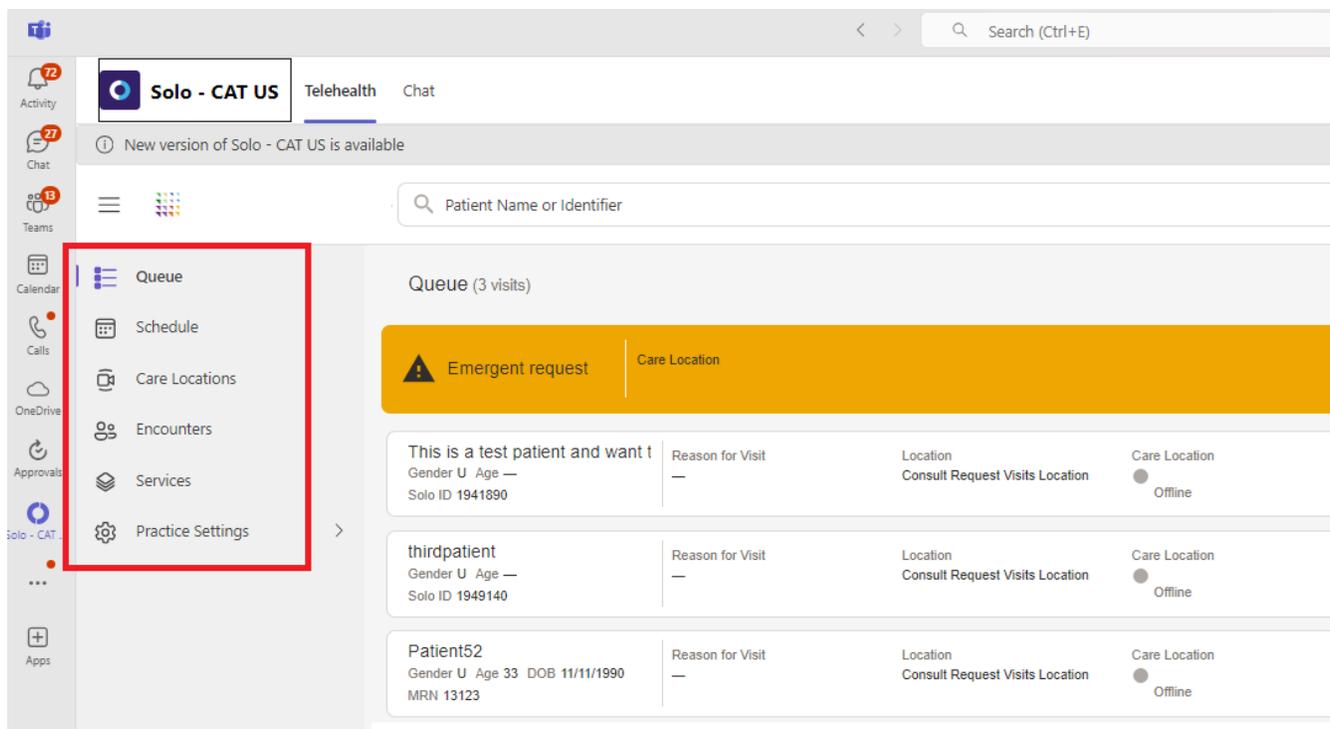
- [CallRecords.Read.All](#)  
Read all call records
- [OnlineMeetings.Read.All](#)  
Read online meeting details
- [TeamsActivity.Send](#)  
Send a teamwork activity to any user
- [TeamsAppInstallation.ReadForUser.All](#)  
Read installed Teams apps for all users
- [TeamsAppInstallation.ReadWriteAndConsentSelfForChat.All](#)  
Allow the Teams app to manage itself and its permission grants for all chats
- [TeamworkAppSettings.Read.All](#)  
Read Teams app settings
- [Calls.JoinGroupCalls.Chat](#)  
Join calls associated with this chat or meeting.

2. Wednesday, Oct 30th Morning | Left hand navigation turned on for all clients & monitored
3. Wednesday, Oct 30th Afternoon | Teladoc to submit the final step of Microsoft app submission process in the Microsoft Partner Center
4. Pending Microsoft's final review, the manifest will be updated, and the top tabs will be removed

NOTE: If the new permissions are not accepted, a pop-up will be displayed (see screenshot below), but visits may continue. New app downloads will not be allowed until the new permissions are accepted.



Key	Component	Version	Region	Operating System
HHSPRX-348	Solo Platform	IWA 2024Q4.1	Global	iOS, Android, Mac, Windows



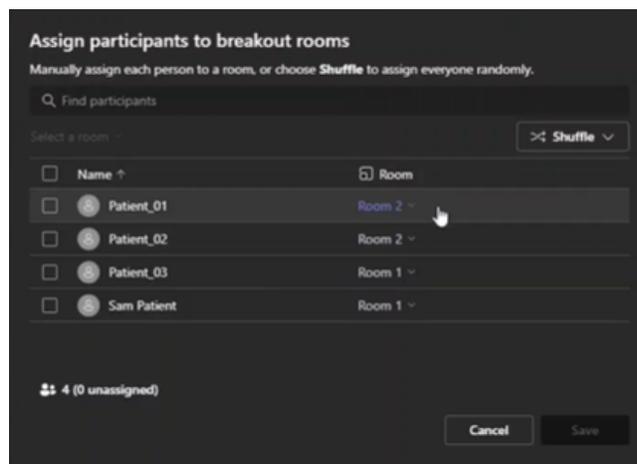
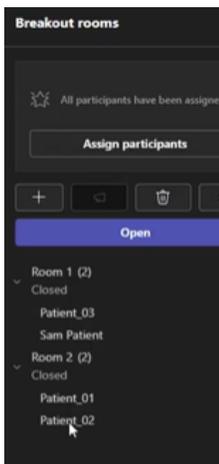
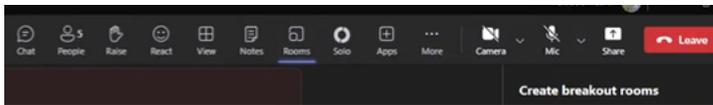
## Add Breakout Rooms to Solo/MS Teams - Solo/ACS

Microsoft's Breakout Room functionality is now available in Solo with Teams.

- 'Rooms' icon displayed at the top of the video screen (see photo)
- Ability to create a number of breakout rooms
- Provider is able to join a breakout room
- Ability to manual place participants into specific breakout rooms (see photo)

Breakout rooms functionality is on by default at the practice level in Super Admin. Select 'Disable Breakout Rooms' to disable this feature.

Key	Component	Version	Region	Operating System
HHSPRX-523	Solo Platform	IWA 2024Q4.1	Global	iOS, Android, Mac, Windows



## Integration settings

