



Congratulations on the successful implementation of your Telehealth Program!

The following Operational Support Guide contains all information required to ensure the ongoing success of your program. As always, our Technical Assistance Center (TAC) is available 24/7. Thank you for choosing Teladoc Health.

Technical and Client Support

For all technical issues and requests, please contact our 24/7 Tier 1 Technical Assistance Team.

Email: TAC@teladochealth.com

Global Direct Number: 805 270 7198

Toll Free Numbers:

United States:	877 484 9119
Australia:	+611800574879
Brazil:	+558008913344
Germany:	+498001818500
Greece:	+308003252745
Puerto Rico:	+18552026108
Spain:	+34900958004

United Kingdom: +448000318276

Chat: [CHAT](#)

System Health Dashboard*: <https://teladoc.status.io/>

* This site shows the overall health and functionality of monitored devices and systems. Site is color-coded green-yellow-red to reflect health status of Teladoc Health systems.

Outbound Communication & Proactive Support

Type	Description	Cadence
Outages	A service interruption that is not resolved after remote troubleshooting. Term inclusive to describe device-specific outages to larger-scale service interruptions.	See next table.
Ongoing Notifications	Email notifications are sent regarding outages, updates, and releases. Contacts are gathered by TPM during Implementation and confirmed with Account Manager upon Operational handoff.	Cadence varies on situation and priority. Update and release notifications are sent quarterly.

Service Level Agreement

PRIORITY	SEVERITY	SERVICE LEVEL TARGET
P1: Critical	- Systemic loss of core functionality of a critical system, product, or major component which causes multiple Users or Customers to be unable to start, continue or complete a consult - Inability to transmit and receive data caused by a failure of software or network equipment managed and owned by Teladoc Health HHS excluding maintenance and force majeure, but including Teladoc Health HHS managed switches, routers, and cabling - Infrastructure failure that impacts multiple Customers - MDR (FDA Reportable) Event - Security Incident (breach or data loss) - Customer Network outage (many Devices (Managed Care Locations) of a single customer go off-line in a short amount of time) - Complete loss of service to all users of a software module	Initial Update: 30-60 Mins - If there is a catastrophic disaster that cannot be handled by Teladoc Health HHS fallback data centers, Customers will be notified as soon as possible, but not more than 2 hours Subsequent Update: Every 2 Hours or at a time frame agreed upon with Customer Target Resolution: Twenty-four (24) hours of issue validation or Planned Release of Software Root Cause Analysis (RCA) / SBAR: Required 72 Hours from Resolution
P2: High	- Customer experiences material degradation of service that interferes with the ability to perform a consult. - The system (Managed Care Location) may be usable but is materially limited due to specific and essential functionality no longer working - Localized device(s) (Managed Care Location) are down and are unavailable for use at Customer site with no viable fallback methodology, but there is a viable workaround - Service is severely impaired causing significant impact to majority of users - Product defect with workaround critical to job function	Initial Update: 60-90 Mins Subsequent Update: Every 4 Hours or at a time frame agreed upon with Customer Target Resolution: Five (5) Business days of issue validation or Planned Release of Software
P3: Medium	- Any request from Customer that does not cause an issue with using the system - Customer-specific or location-specific issue that does not affect user ability to access system or use device - Application failure, not critical to job function, affecting a small number of users - Work around provided - Customer Inquiries – Legal, Contact, Security - Business impacting product enhancement	Initial Update: 4 Hours Subsequent Update: A time frame agreed upon with Customer Target Resolution: Thirty (30) Business days of issue validation or Planned Release of Software
P4: Low	- Any request from Customer that has nothing to do with limited use of system - Feature requests, cosmetic, a documentation error - Inquiries for info only (i.e. how to use the product or recommended practices) - Incidents that have no impact to the business	Initial Update: 1 Business Day Subsequent Update: A time frame agreed upon with Customer Target Resolution: Product Roadmap Planned Release

Proactive Device Support

Type	Description	SLA
24/7 Proactive Monitoring	24/7 Proactive Monitoring ensures that active devices in the field are always readily available.	Alerts are received after 15 consecutive minutes of service unavailability. Proactive calls to the corresponding site initiated immediately to troubleshooting remotely.
12/7 Proactive Monitoring	12/7 Proactive Monitoring is an option chosen by most functional clinics to provide TAC Monitoring on a limited scale - during specific working hours.	Monitoring hours are decided by customer. Any Alerts received outside of working hours will be logged and addressed during working hours when Device-side personnel are available to assist.
Not Monitored	No proactive monitoring will be provided.	Proactive Monitoring not enabled. Contacts are rarely available for these sites.

Updates and Maintenance

Updates and Maintenance	Cadence	Notes and Reminders
Device Updates	Quarterly	Updates are pushed to Customer devices and Provider Access Software.
Practice Enhancements and Updates	Quarterly Release	- All new features and supporting Feature Toggles will be identified and included in the Quarterly Solo Release Notes. 30 days after the Quarterly Release Notes are published, the Release toggles will be enabled in all production environments. - Clients can opt-out for 90 days at which point the features will be enabled in the production environment.
	Bi-Weekly Release	- Release notes will be published every two weeks outlining new features being deployed in that release, including those that are behind a Release toggle. - Features will be enabled in all Test Environments as part of our standard two-week release cycle to enable clients to perform Acceptance Testing as features are released. - Features are disabled in all Production Environment through the Release toggle as part of our normal two-week deployment schedule. Clients can then request the feature be enabled on their Production Environment at any time by contacting our Technical Assistance Center TAC@teladochealth.com.
	Critical Toggles	These are not feature toggles, instead they are critical functionality enhancements that will benefit all customers and become part of the code. These are released automatically during the Quarterly release.

Program & User Management

Type	Description	Person of Contact
Program Maintenance & User Management	Updates to User Access may be requested at any time.	All requests, changes, updates should be submitted to TAC@teladochealth.com who will follow up with Program Admins and Account Managers accordingly.
Device Management	Updates to Devices and Location Names may be requested at any time.	
Updates to Practice Settings	Customers can enable feature toggles that have been enabled in Test environments to their Production environments.	

Support Best Practice

Possible Escalation Support Cause	Description	Person of Contact
Imaging Context Aware Linking Solo Integration Product Support (HL7, API, Payment Gateway, Enterprise Authentication)	For all support needs, it is important that you contact TAC@teladochealth.com and be prepared to communicate as much information as possible. This could include (but is not limited to): • Organization Name • Provider Name • Patient Name • Error seen • Visit ID • Clinic URL • EPIC version details	Contact TAC@teladochealth.com for assistance.

Additional Product Support

Type	Description	Person of Contact
Tier 1 Patient Support	As an optional service, Teladoc Customers can opt-in for our team to answer calls from their patients requesting support.	Contact Account Manager for details.
Tier 1 Patient Support Not Purchased	If Tier 1 Patient Support is not purchased, Customers are responsible for their patients requesting support.	Contact Account Manager for details.

LEARN MORE: TeladocHealth.com | engage@teladochealth.com

About Teladoc Health: Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

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