

Release Calendar Details

Web App – Teladoc Health Web App

The Solo™ Platform web browser-based app is used by:

- Practitioners primarily to conduct scheduled and on demand low and medium acuity care.
- Patients to attend scheduled and on demand low and medium acuity care appointments.

Available on Chrome, Safari, and Firefox.

Product updates to Smart Notes, Friends and Family and Interpretive Services are included with Web App Releases

Distribution: New versions are posted to Client test and production environments bi-weekly. Enhancements to the user experience are managed through Release toggles (please refer to the *Teladoc Health Standard Release Toggle Policy process* below) and enabled Quarterly. Client branding is managed through the Web App White Labeler.

Mobile App – Teladoc Health Provider and Patient Apps

Android App

The **Android Patient App** provides all the same functionality as the browser-based Web App, but with greater reliability. Available on Android phones through the public Play Store.

Distribution: New Releases are posted to the Play Store where users are prompted to upload the latest release. New versions are released quarterly. Client-branded versions require Client Management of Private Label IPA files and upload to the Play Store.

iOS App

The **iOS Provider and Patient App** provides all the same functionality as the browser-based Web App, but with greater reliability. Suitable for any care acuity level. Available on iPad and iPhone through the public App Store.

Distribution: New Releases are posted to the App Store where users are prompted to upload the latest release. New versions are released quarterly. Client-branded versions requires client coordination to upload and release the app on the App Store.

Desktop App - Teladoc Health Provider and Patient Apps

New electron-based Provider and Patient Apps that provide all the same functionality of the browser-based Web App, but within a light-weight installer that increases reliability. Best for medium to high care acuity levels. Available for Mac and Windows OS.

Auto Distribution: New Releases are automatically made available from an auto update server where users are prompted to install the latest release. New versions are released quarterly. Clients can request early access to the .msi versions to manage early testing and evaluation.

Corporate Distribution: Support installer distribution processes by corporate IT department using the .msi installer.

Connected Devices - Teladoc Health Connected Devices and Provider Access for Connected Devices

Patient-Side Devices and Software:

- Innovative telehealth devices providing best-in-class audio and video communications for patients in healthcare environments to receive high-quality healthcare through virtual consults when and where it is needed.
- Standalone Windows/iOS Viewpoint software are available for hospital system IT staff to download and standup telehealth endpoints on owned devices.

Distribution: New Releases are pushed to client devices each quarter over a controlled three-week schedule.

Provider Access for Connected Devices: Windows and iOS-based software used to reliably connect practitioners to Teladoc Health devices for patient care anywhere, anytime. Suitable for all care acuity levels.

Distribution: New Releases are pushed to client's devices each quarter over a controlled three-week period.

Corporate Distribution: Support installer distribution processes by corporate IT department using the .msi installer.

Note on Distribution: Release for iOS platform may be offset from release for Windows platform.

Software Modules

The Analytics and Imaging software module updates and release note content are aligned and deployed to their respective server environments with each quarterly release.

Teladoc Health Standard Release Toggle Policy

Two-week release cycle:

- Release notes will be published every two weeks outlining new features and enhancements being deployed in that release, including those enhancements that are behind a Release toggle.
- Enhancements will be **enabled** in all Customer Acceptance Test environments on Tuesday evenings as part of our standard two-week release cycle to enable clients to perform Acceptance Testing as features are released.

- Enhancements are **disabled** in all Production Environments through the Release toggle as part of our normal two-week deployment schedule. Clients can request the feature be enabled in their Production Environment at any time by contacting our TAC@TeladocHealth.com.

Quarterly release cycle:

- All enhancements behind a Release toggle will be identified and included in the Quarterly Solo™ Platform Release Notes.
- 30 days after the Quarterly Release, the Release toggles will be enabled in all production environments.
 - Clients can opt-out for 90 days after a Quarterly Release at which point the enhancements will be enabled in all production environment and the Release toggle deprecated from software.