Teladoc Health™

Solo™

Provider App

User Guide

Model/HVIN:

P/N: MA-20193.002

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Patent(s):

https://teladochealth.com/patents/

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Last updated: August 2023

Virtual Care System

Health systems view virtual care as an extension of their services, relying on a combination of software, hardware, networks, systems and people to work together to deliver improved access and care to their patients.

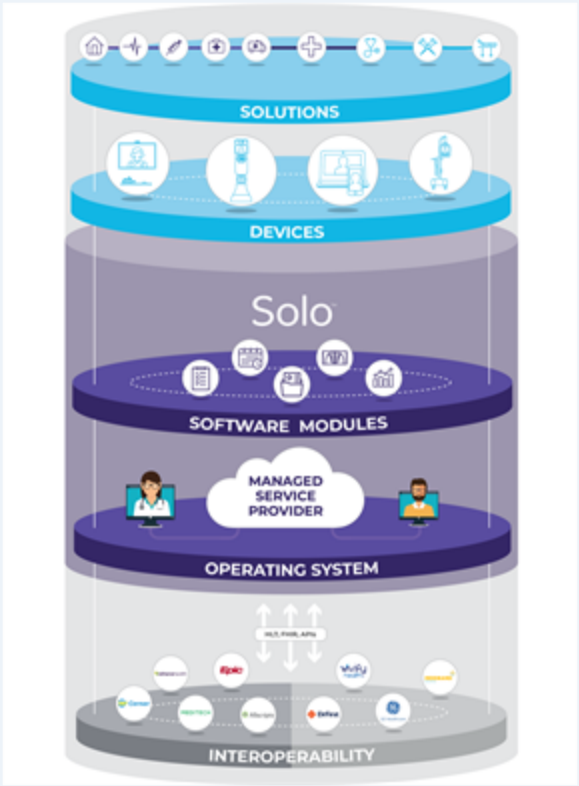
Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere at any time. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

Designed for healthcare, security and reliability

Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.

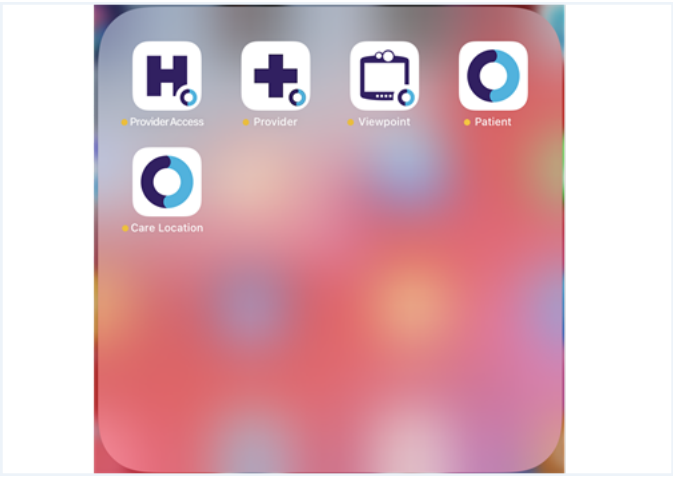
Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing health information technology system investments, or use it as the foundation to close your workflow gaps with our software modules; creating a solution unique to you.

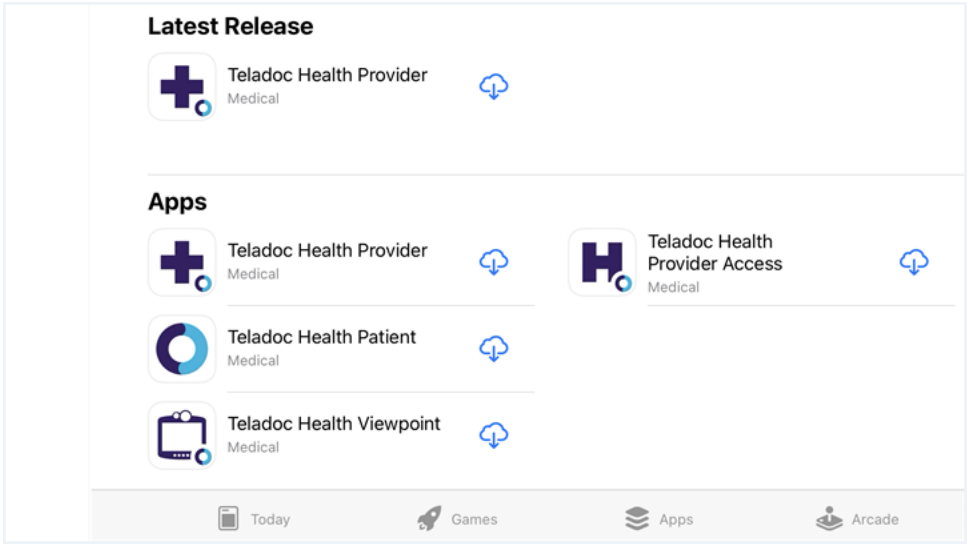
With Solo, you can connect people, systems, information technology systems, devices, and third-party applications to enable telehealth solutions across patient journeys. Whether launching a scheduled visit, providing care for patients, Solo provides a core set of tools to deliver virtual care to users with an immersive, patient-centric view of their clinical work flows.



Mobile Applications

Teladoc Health provides several mobile applications for our users, as indicated below:




Latest Release
Teladoc Health Provider
Medical
Apps
Teladoc Health Provider
Medical
Teladoc Health
Provider Access
Medical
Teladoc Health Patient
Medical
Teladoc Health Viewpoint
Medical
Today
Games
Apps
Arcade

Overview

The iOS Provider App is used by Providers to connect to a known patient through an encounter or to an unknown patient through a Care Location. It is used by both legacy and Solo customers.This guide is for Practitioners, Schedulers, Nurses, and other medical professionals who use the Solo™ platform by Teladoc Health™. The iOS Provider App provides the same functionality as the browser-based platform.

NOTE: Any and all names used in this document are only used as examples. They do not represent true persons.

Are you looking for a sales representative? **For the U.S. Contact Sales @ 1-877-484-9119**.

Features

Supported features per Browser and iOS for the Provider Access software, used to by users to connect to a session includes:

[redacted]	Browser				Apps			
	Windows	MAC	IOS	Android	iOS Apps		Desktop App (DAS)	
	Chrome	Chrome	Safari (Tablet & iPhone)	Chrome (Tablet & Mobile)	Tablet (iPad) (Provider App)	Mobile (iPhone) (Provider App)	MAC	Windows
Ability to connect	Y	Y	Y	Y	Y	Y	Y	Y
Local Audio mute	Y	Y	Y	Y	Y	Y	Y	Y
Local Video mute	Y	Y	Y	Y	Y	Y	Y	Y
Chat with participants	Y	Y	Not iPhone but Yes iPad	Not Mobile but Yes Tablet	N/A	N/A	N/A	N/A
Invite / Multiparty	Y	Y	Not iPhone but Yes iPad	Not Mobile but Yes Tablet	N/A	N/A	N/A	N/A
Share screen	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A
Select / change local camera	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Select / change input device (mic)	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Select / change local speaker	Y	* not safari	N/A	Y	N/A	N/A	N/A	N/A
View Patient profile	Y	Y	Not iPhone but Yes iPad	Not iPhone but Yes iPad	N/A	N/A	N/A	N/A

[redacted]	Browser				Apps			
	Windows	MAC	IOS	Android	iOS Apps		Desktop App (DAS)	
	Chrome	Chrome	Safari	Chrome	Tablet	Mobile	MAC	Windows
View Clinical documentation	Y	Y	Not iPhone but Yes iPad	Not Mobile but Yes Tablet	N/A	N/A	N/A	N/A
Conferring Mode (Put Patients on Hold)	Y	Y	Y	Y	N/A	N/A	N/A	N/A
VAD (Voice Activation Detection) Priortization (of thumbnails)	Y	Y	Y	Y	N/A	N/A	N/A	N/A
ID Speaker	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Hide Participants / Self (PIP)	Y	Y	Not iPhone but Yes iPad	Not iPhone but Yes iPad	N/A	N/A	N/A	N/A
Manage Participatns (Transfer to	Y	Y	Y	Y	N/A	N/A	N/A	N/A
ID Who is Muted	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Select / change remote camera	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Box Zoom	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Point to See	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Select / change remote microphone	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Select / change remote speaker	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Stethoscope	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
iNIHSS images	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Thermal Camera support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Hide Remote PIP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Interpretive Services (from Grant)	Y	Y	N/A	N/A	Y	Y	Y	Y
Friends and Family (from Grant)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Periperhals (from Grant)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Blur Background	Y	Y * not safari	N/A	N/A	Y	Y	Y	Y
Persistent Blur	Y	Y * not safari	N/A	N/A	N/A	N/A	Y	Y
Insession Volume Control	N/A	N/A	N/A	N/A	N/A	N/A	Y	Y
Notify Users they are Muted when	Y	Y	N/A	Y	Y	Y	Y	Y

Intended Use

The Solo™ software platform is intended to provide high quality, HIPAA compliant audio and video sessions between a provider and a patient over the Teladoc Health Telehealth Network.

Requirements

The following are the basic requirements for the iOS Provider Access software.

Broadband Speed

The bandwidth upload and download speeds should be above 300 kbps during busy times. If either is below 300 kbps, upgrade to a higher bandwidth. Data requirements can only be achieved over 4G networks. The maximum roaming time must be less than 150 milliseconds. The cloud based Video-as-a-Service remote presence network provides seamless connections to enable adaptive, bandwidth, frame rate video resolution optimization, and latency and jitter handling. environments.

NOTE: Websites like https://www.pcmatic.com/company/speed.asp or https://www.speak-easy.net/speedtest/ can be used to run upload and download broadband tests.

Regulatory Compliance

- HIPAA Compliant
- GDPR Compliant

Security Measures

Provider Access software complies with the following security measures:

- Strong password requirements
- Certified HITRUST
- Auto Logout
- Encryption in the form of AES 256 Bit, TLS, SRTP, HTTPS
- Privacy Mode supporting integrated privacy handsets
- NAT/Firewall Traversal using a cloud based Remote Presence network for secure connections from most any Internet connection.

Supported iOS Devices

iPad

The following iPads are supported:

IPad Device	Model Identifier	iOS 11	iOS 12	iOS 13	iOS 14
iPad Air	iPad 4,1; 4,2; and 4,3	X	X		
iPad Mini 2	iPad 4,4; 4,5; and 4,6	X	X		

IPad Device	Model Identifier	iOS 11	iOS 12	iOS 13	iOS 14
iPad Mini 3	iPad 4,7; 4,8; and 4,9	X	X		
iPad Air 2	iPad 5,3; and 5,4	X	X	X	X
iPad Mini 4	iPad 5,1 and 5,2	X	X	X	X
iPad Pro (1st generation) (12.9")	iPad 6,7 and 6,8	X	X	X	X
iPad Pro (9.7")	iPad 6,3 and 6,4	X	X	X	X
iPad (5th generation)	iPad 6,11 and 6,12	X	X	X	X
iPad Pro (12.9") (2nd generation)	iPad 7,1 and 7,2	X	X	X	X
iPad Pro (10.5")	iPad 7,3 and 7,4	X	X	X	X
iPad (6th generation)	iPad 7,5 and 7,6	X	X	X	X
iPad (7th generation)	iPad 7,11 and 7,12			X	X
iPad Pro (11")	iPad 8,1; 8,2; 8,3; and 8,4	X	X	X	X
iPad Pro (12.9") (3rd generation)	iPad 8,5; 8,6; 8,7; and 8,8	X	X	X	X
iPad Air (3rd generation)	iPad 11,1 and 11,2		X	X	X
iPad Mini (5th generation)	iPad 11,1 and 11,2		X	X	X
iPad Pro (11") (2nd generation)	iPad 8,9 and 8,10			X	X
iPad Pro (12.9") (4th generation)	iPad 8,11 and 8,12			X	X
iPad Air (4th generation)	iPad 13,1 and 13,2				X
iPad (8th generation)	iPad 11,6 and 11,7				X

iPhone

The following iPhones are supported:

i	Model Identifier	iOS 11	iOS 12	iOS 13	iOS 14
iPhone 5s	iPhone 6,1 and 6,2	X	X		
iPhone 6	iPhone 7,2	X	X		
iPhone 6 Plus	iPhone 7,1	X	X		
iPhone 6s	iPhone 8,1	X	X	X	X
iPhone 6s Plus	iPhone 8,2	X	X	X	X
iPhone SE	iPhone 8,4	X	X	X	X

i	Model Identifier	iOS 11	iOS 12	iOS 13	iOS 14
iPhone 7	iPhone 9,1 and 9,3	X	X	X	X
iPhone 7 Plus	iPhone 9,2 and 9,4	X	X	X	X
iPhone 8	iPhone 10,1 and 10,4	X	X	X	X
iPhone 8 Plus	iPhone 10,2 and 10,5	X	X	X	X
iPhone X	iPhone 10,3 and 10,6	X	X	X	X
iPhone XR	iPhone 11,8	X	X	X	X
iPhone XS	iPhone 11,2	X	X	X	X
iPhone XS Max	iPhone 11,6 and 11,4	X	X	X	X
iPhone 11	iPhone 12,1			X	X
iPhone 11 Pro	iPhone 12,3			X	X
iPhone 11 Pro Max	iPhone 12,5			X	X
iPhone SE (2nd generation)	iPhone 12, 8			X	X
iPhone 12 Mini	iPhone 13,1				X
iPhone 12	iPhone 13,2				X
iPhone Pro	iPhone 13,3				X
iPhone Pro Max	iPhone 13,4				X

Roles

The various Provider roles are:

Primary Roles	
Practitioner	Can interact with patients and document on patient record (can access PHI); cannot do admin tasks.
Practitioner Admin	Can do both Practice Admin + Practitioner tasks (without manually switching between roles).
Practice Admin	Ability to configure waiting rooms create users; cannot interact with patients; limited access to PHI (i.e., can see basic demographic information).
Practice Admin + Practitioner	Can do both Practice Admin + Practitioner tasks (must manually switch between roles).
Practice Admin + Scheduler	Can do both Practice Admin + Scheduler tasks (must manually switch between roles).
Organization Admin	Practice Admin for all practices in the organization.
Organization Practitioner	A Practitioner with some admin capabilities.
Secondary Roles	
Scheduler	Can interact with patients and access (i.e., read) PHI, but cannot document on patient record or admin tasks.
Nurse	Role can enter or edit all or select data fields based on JSON configuration. If field(s) are configured responses are display only and do not allow Nurse to enter, edit or omit data or edit. Nurse cannot sign consult notes.
Back Office	Can work with existing patient's data, can apply addendum to consult notes.
Front Desk	The role used exclusively by Evergreen Health.
Patient	The role associated with patients; only allowed access to Patient App (i.e., patient journey).
Guest	The role associated with guest users invited to a video call from within the session; only information collected about guests is name
Interpreter	A user who is invited much like a guest but is marked with an 'interpreter' identifier that allows us to treat that user as a special kind of guest.

Primary Roles

The function for each primary role is described in the table below.

Function	Organization Admin	Practitioner Admin	Practice Admin	Practitioner	Organization Practitioner
Create users, reset the password for users	X	X	X		
Log in to any practice in the organization, switch practice	X				X
Edit practice settings: enable provider survey enable Two-factor Authentication enable "Select a service" page create/edit care locations Fax Contacts (manual or auto)	X	X	X		

Function	Organization Admin	Practitioner Admin	Practice Admin	Practitioner	Organization Practitioner
Create or edit Service settings	X	X	X		
Work with the patient:		X		X	X
Search for patient		X		X	X
Create patient		X		X	X
Edit patient demographics		X		X	X
View patient documents		X		X	X
View device readings		X		X	X
Dashboard		X		X	X
Create new appointment		X		X	X
Emergent consult request column		X		X	X
Emergent consult requestt - Accept or Decline ECR		X		X	X
Attend Video-call (session)		X		X	X
Provider to provider call		X		X	X
Invite participants to the active video-call		X		X	X
Screen-sharing during video-call		X		X	X
Add a document to the patient during video-call		X		X	X
Call to care location		X		X	X
Manually change appointment status		X		X	X
Receive notifications about appointment status		X		X	X
Switch between Fit and Fill mode for the Web and Desktop platforms	X	X	X	X	X
Smart Notes Encounter Creation		X		X	X
Smart Notes (formerly visit notes):		X		X	X
Smart Notes Create		X		X	X
Smart Notes Edit		X		X	X
Smart Notes Comment		X		X	X
Smart Notes Sign		X		X	X

Function	Organization Admin	Practitioner Admin	Practice Admin	Practitioner	Organization Practitioner
Smart Notes Add addendum text		X		X	X
Smart Notes View		X		X	X
Consultation Note - Create		X		X	X
Consultation Note - Edit		X		X	X
Consultation Note - Sign		X		X	X
Consultation Note - View		X		X	X
Addendum - Create		X		X	X
Addendum - Edit		X		X	X
Addendum - Sign Own		X		X	X
Addendum - View		X		X	X
Fax (manual)		X		X	X
Visit Summary		X		X	X
Audit Log		X			X
Provider survey		X		X	X
Patient merge		X	X		
Patient survey					
Users with a large number of Care Locations can display them quickly.				X	X
My Apps / Third Party Apps - View		X	X	X	
View Audit Log		X			
Report Generator (CSV)		X			
Data Download (CSV)		X			
Data Download (XML)		X			

Secondary Roles

The function for each primary role is described in the table below.

Function	Scheduler	Back Office	Front Desk	Nurse	Patient
Work with the patient:	X	X		X	
Search for patient	X	X		X	
Create patient	X			X	

Function	Scheduler	Back Office	Front Desk	Nurse	Patient
Edit patient demographics	X	X		X	
View patient documents	X	X		X	
View device readings	X			X	
Dashboard	X	X		X	
Create new appointment	X			X	X
Emergent consult requestright column	X			X	
Fill medical forms					X
Fill consent forms					X
Attend Video-call (session)	X				X
Provider to provider call	X			X	
Invite participants to the active video-call	X				
Screen-sharing during video-call	X				
Add a document to the patient during video-call	X				
Call to care location	X			X	
Manually change appointment status	X			X	
Receive notifications about appointment status	X	X		X	X
Smart Notes Encounter Creation				X	
Smart Notes (formerly visit notes):		X		X	
Smart Notes Create			X	X	
Smart Notes Edit			X	X	
Smart Notes Comment					
Smart Notes Add addendum text		X		X	
Smart Notes View	X	X		X	
Consultation Note - View	X	X		X	
Addendum - View	X	X			
Fax (manual)		X		X	
Visit Summary	X	X		X	
Audit Log		X			

Function	Scheduler	Back Office	Front Desk	Nurse	Patient
Provider survey	X			X	
Patient survey					X
My Apps / Third Party Apps - View	X	X		X	
View Audit Log		X			
Data Export					
Report Generator (CSV)		X			

Multiple Roles

Practice Admin can create the following multiple-user roles:

- Practitioner and Practice Admin
- Scheduler and Practice Admin
- Organization Admin and Organization Practitioner

Getting Started

Install and verify the iOS Provider App.

1. Obtain an Apple ID to download.https://appleid.apple.com
2. Acquire the Teladoc Health Provider App from the Apple Store.
3. Use https://apps.apple.com/us/app/intouch-provider/id1416079653 or search.
4. Select the Teladoc Health Provider App.
5. Select **GET** to download it.



6. Select the Teladoc Health Provider App.

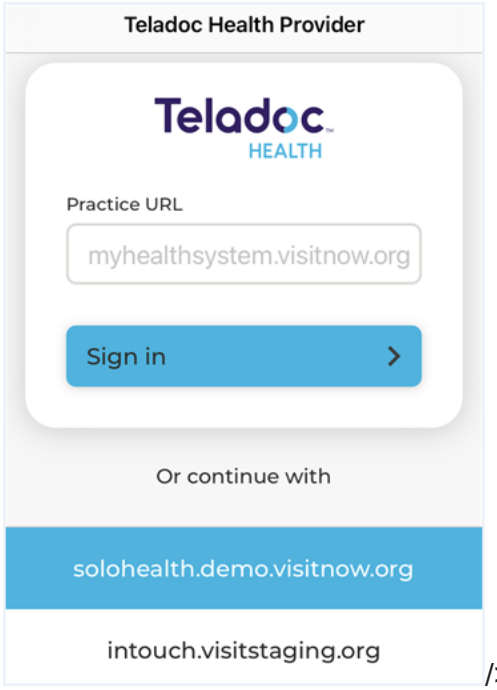


The number in the top right corner of the screen represents how many updates are available. Visit the Apple App Store to download updates.

Logging In (iOS)

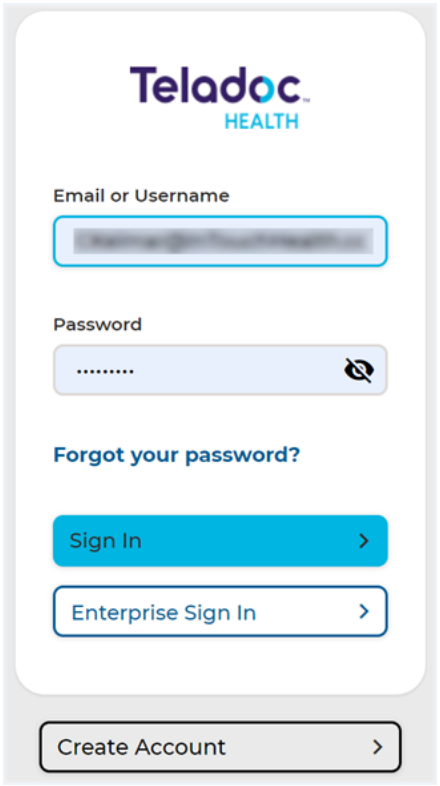
1. Select the practice.
2. Log in by entering the **Practice URL** or select to **continue with** an available URL from the bottom of the screen, which is provided to you by your Practice Admin.

> **NOTE:** If a user is locked, an error message will inform them that their account will be temporarily locked. Wait 30 minutes and initiate a Password reset flow.



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3. Enter your user name and password that were provided to you by Teladoc Health.



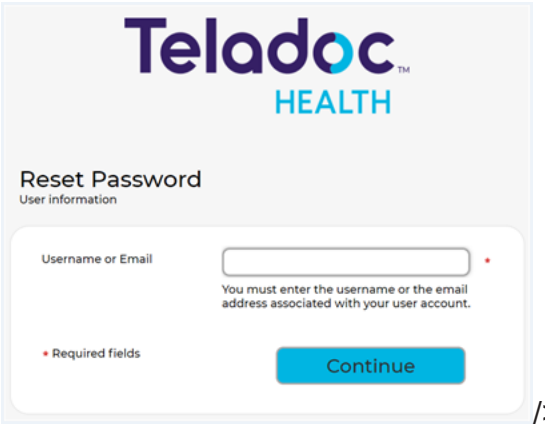
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4. When done, select **Sign In**.

Reset Password

To reset your password, follow the instructions. For a new password, contact your Practice Admin for your company.

1. If you forgot your **password**, click **Forgot Reset it.**
2. To recover your **Username**, call Technical Support or open chat by clicking the **Chat with a Live Agent** link.



/>

3. Enter your **Username** and email address.
4. Select **Log In** when done. You should receive an email to reset your password.
5. Select the link from your email.
6. **Enter your email**.
7. Select **Continue** when done.

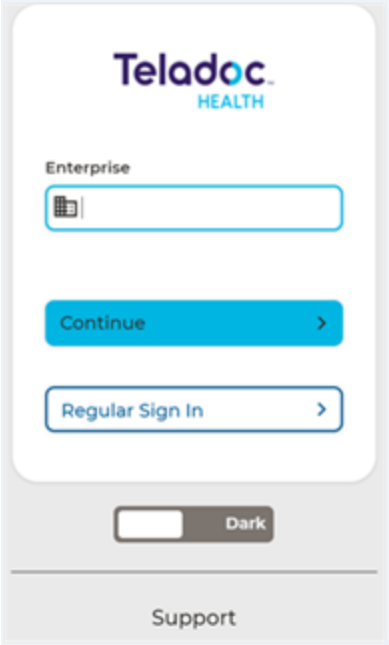
Enterprise Login

Enterprise login is for hospitals provisioned by Teladoc Health to use hospital credentials.

> **NOTE**: Customers who distribute SSM enterprise systems can install a Mac version of the Teladoc Health Desktop App that will not auto-update.

1. On the login page, click **Enterprise Sign in** near the bottom of the page.
2. Enter the domain name provided to you by Teladoc Health.
3. Select **Continue.**

4. Sign in using your hospital credentials.

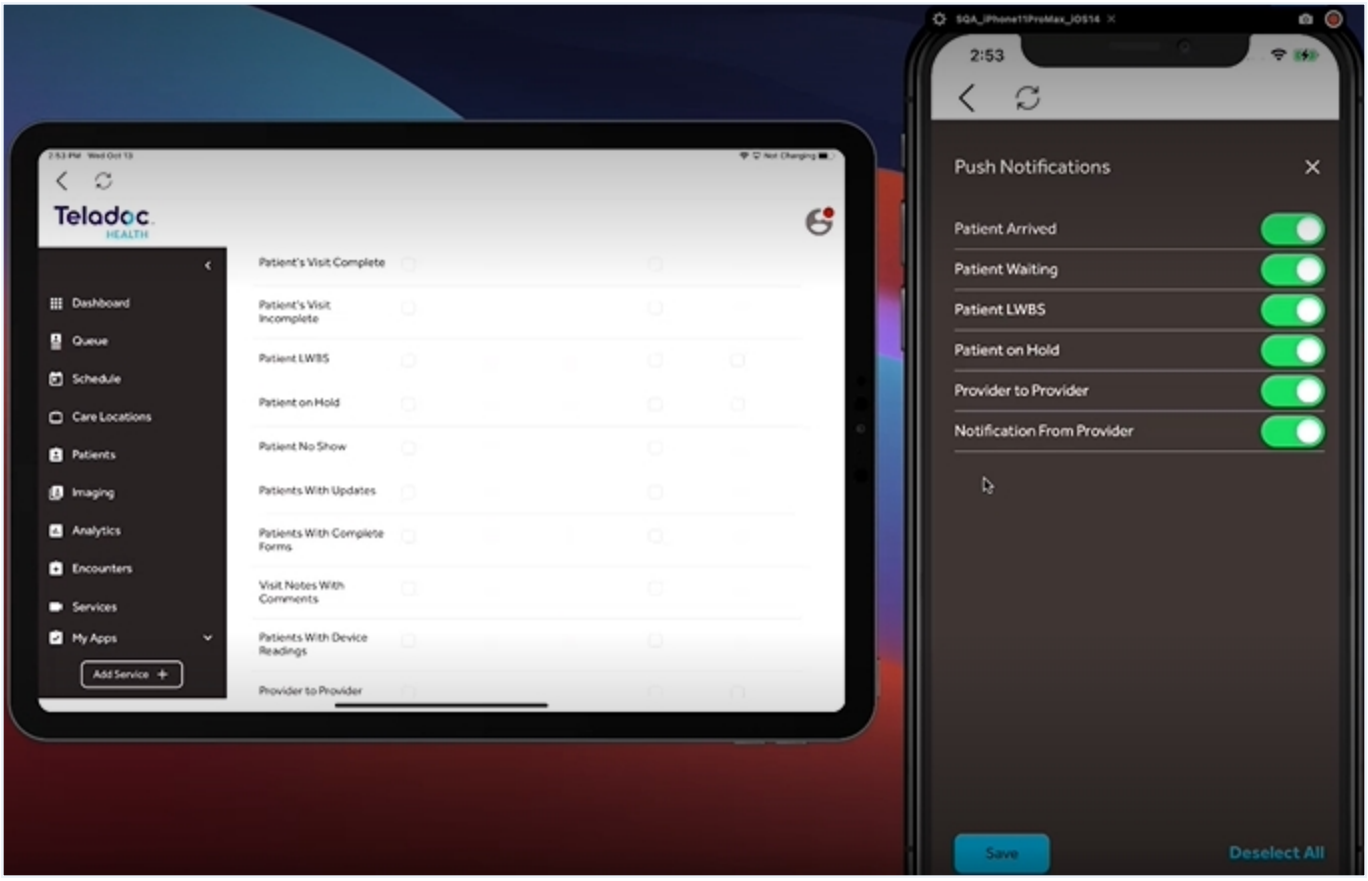


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Push Notifications

Practitioners can receive push notifications for the notifications listed below. Users can set push notifications themselves from their user settings or their administrator can set notification as default.

> **NOTE:** Push notifications for providers are only available for idP users.



1. Patient waiting
2. Patient on hold
3. Provider to Provider
4. Notification from Provider
5. Patient Arrived
6. Patient Left waiting room before being seen

Notification Errors

The following are operational notifications the user receives for errors and during other workflows when required.

The following errors and/or messages may apply:

- **Microphone or camera are being blocked** for microphone or camera issues.
- **Stream error** when the Teladoc Health Provider App is trying to detect the reason for failure or when the reason is unknown.
- **Participant cannot connect due to network issues** when connection with the Teladoc Health Network fails.
- **You are muted** when a user attempts to speak when their audio is muted. The notification will dismiss itself after a certain time or if the user unmutes themselves.

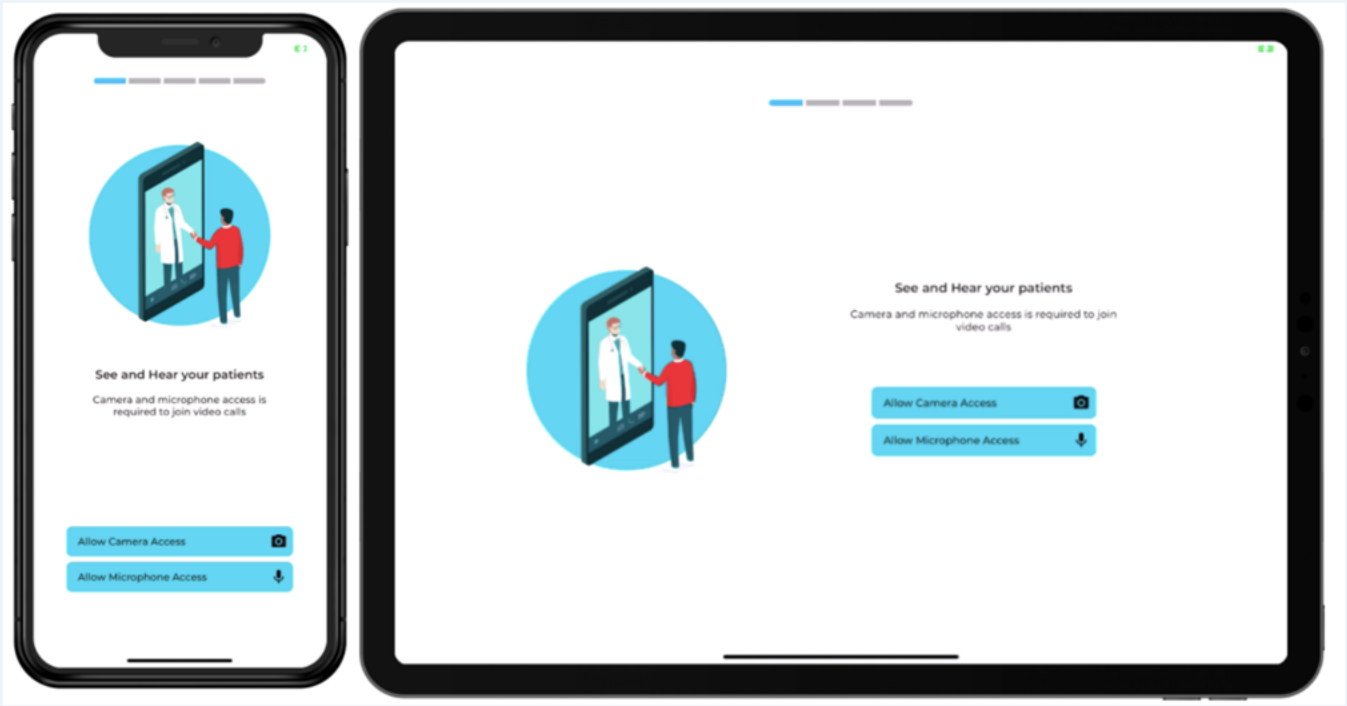
Permission Access Screens

When you install a Teladoc Health iOS App, you are requested to grant different permissions for the microphone, camera, notifications, and local network.

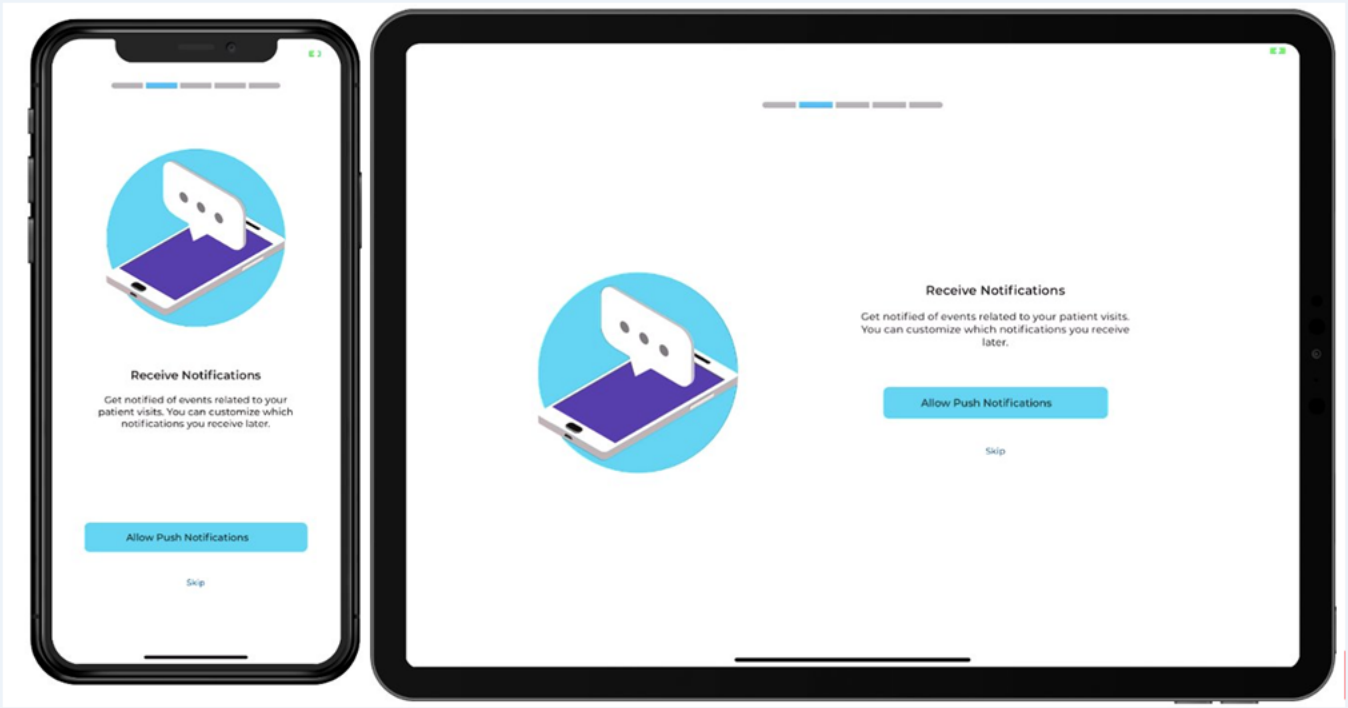
Get started page:



Camera and microphone:



Notification:



Local network access:

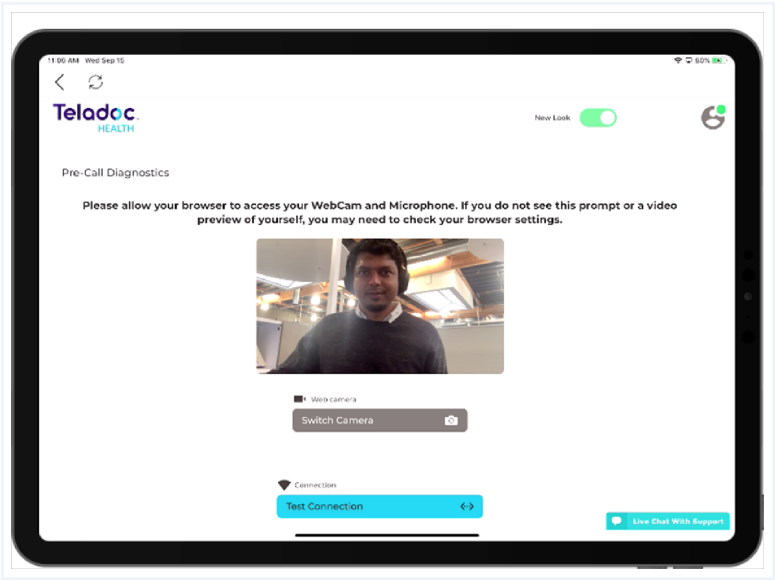


Pre-Call Diagnostics

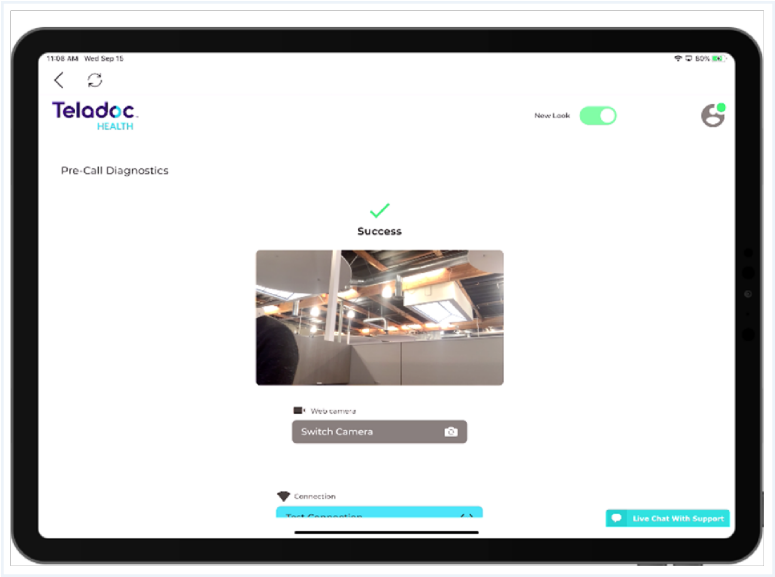
Pre-Call Diagnostics provides a method to test your video connection. It is available from the iPad, but not Phone.

> **NOTE:** In the event that a firewall or other security appliance prevents adequate access to the Teladoc Health Network, you will be notified with troubleshooting steps.

1. Make sure permissions to use your camera and microphone are enabled.
2. Select the **Test Connection** button.



3. A green bar will display as your test progresses.
4. When done, a green SUCCESS checkmark will appear.



Error Messages

Users will receive the following error message next to each user who fails to publish their videos' as described below:

1. When another user fails to publish due to a microphone or camera issues. Message: **Microphone or camera re being blocked.**

2. When another user fails to reach the Teladoc Health Network. Message: **Participant cannot connect due to network issues**.
3. When a users App is trying to detect the reason for a failure or when the reason is unknown. Message: **stream error**.

IMAGES TO COME

Manage Patients

The Practitioner, Scheduler, and other medical personnel are responsible for managing the patient's information, data, scheduling, episodes of care, and status as they progress thru their patient journey. Go to the Manage section of the MA-20171 Practitioner-Scheduler User Guide.

User Icon

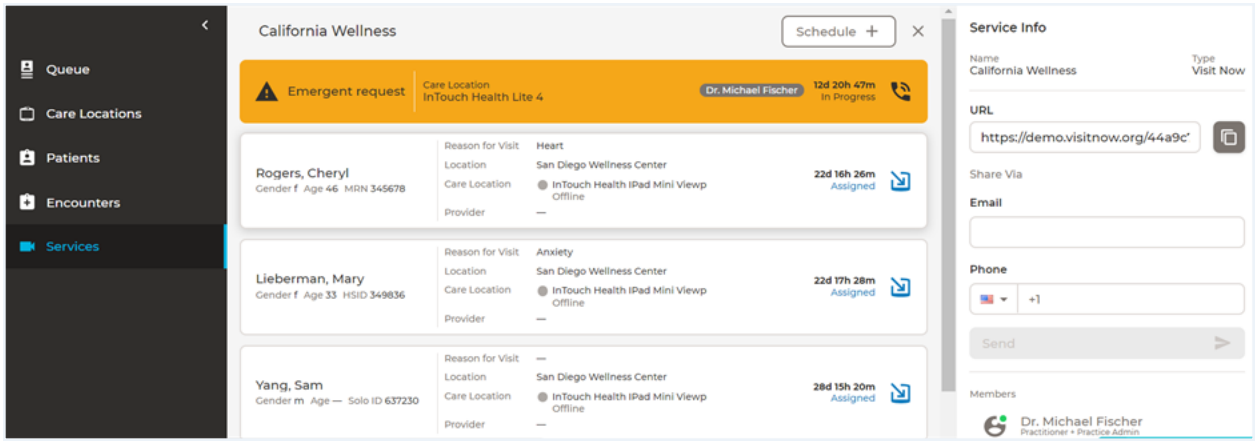
Select the User Icon, located in the upper, right corner, to set your profile and notifications. Go to the User Icon section of the MA-20171 Practitioner-Scheduler User Guide.

Schedule

You can schedule an individual or group session by using **Schedule** from the left navigation panel or by inviting a patient, or participants, using the Teladoc Health Solo platform on your iPad.

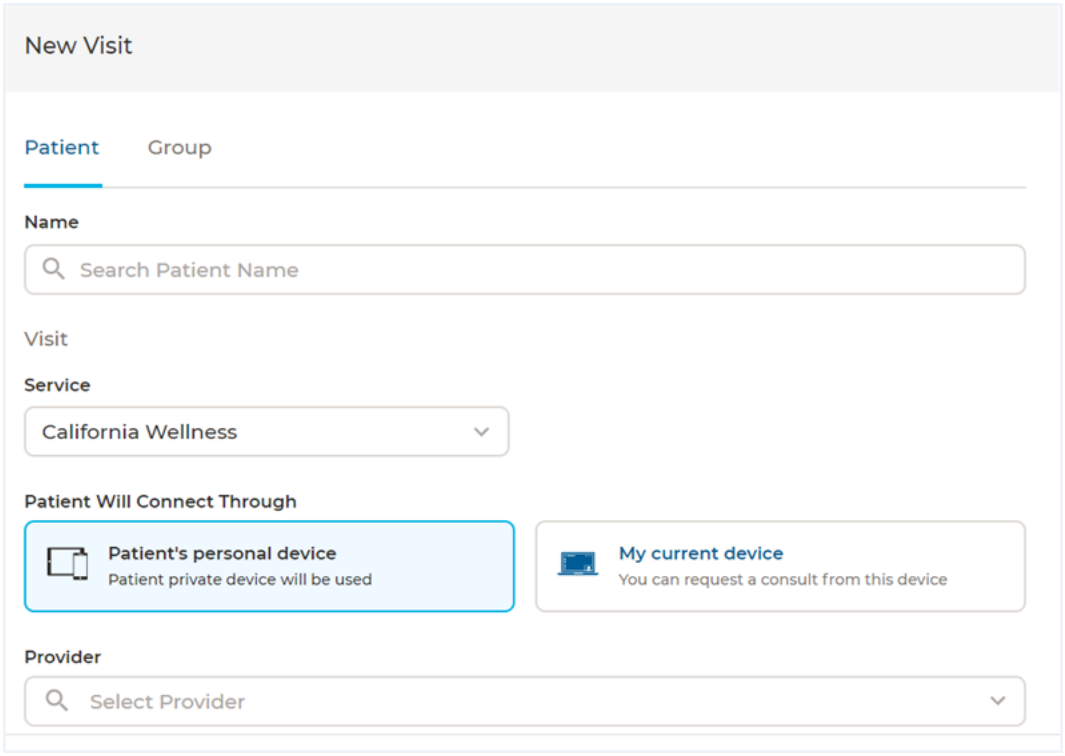
> **NOTE:** Refer to the Schedule section of the MA-20171 Practitioner-Scheduler User Guide.

1. Select **Services** from the left navigation panel.
2. Select a service bar from the **Services** screen in the middle panel.
3. Select the **Schedule +** button from the right, top corner.

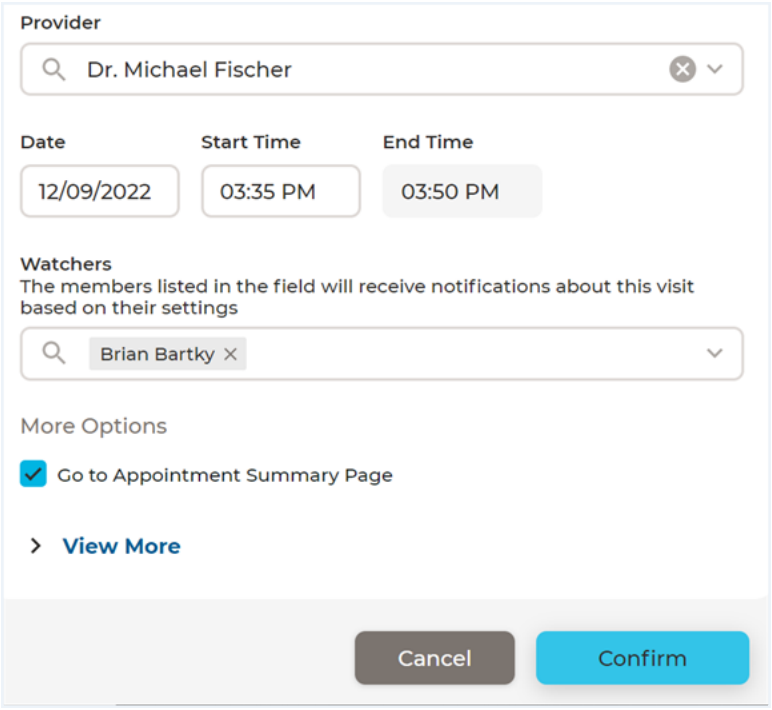


4. To schedule an appointment for an individual patient, click on the **Patient** tab on the **New Visit** screen.

> **NOTE**: For a group visit, create a **Group Name**.

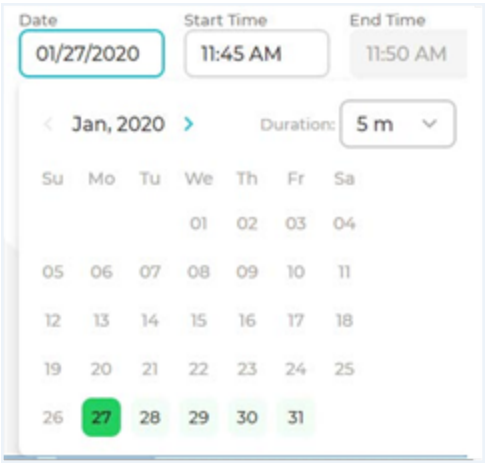


5. When done, click on the **Confirm** button.

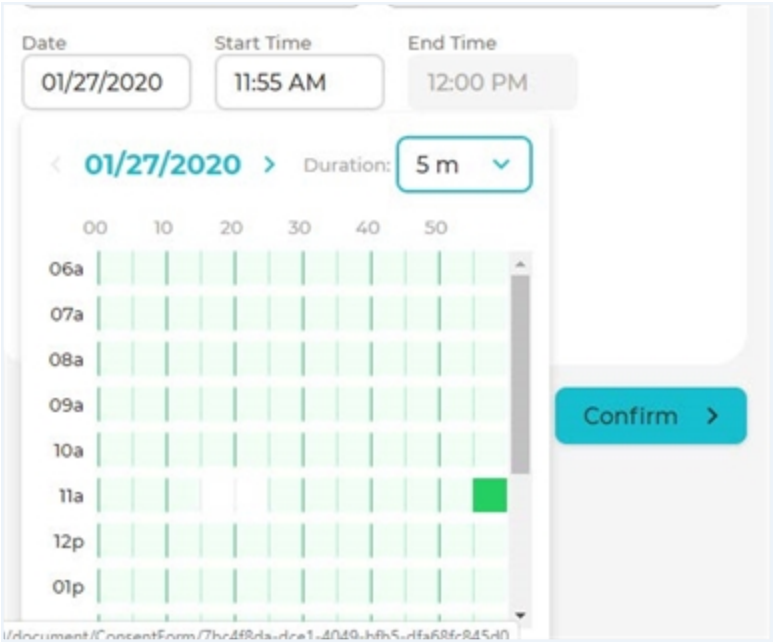


Patient Visit

1. Enter the information requested for your patient.
2. Select a **date** using a date picker.



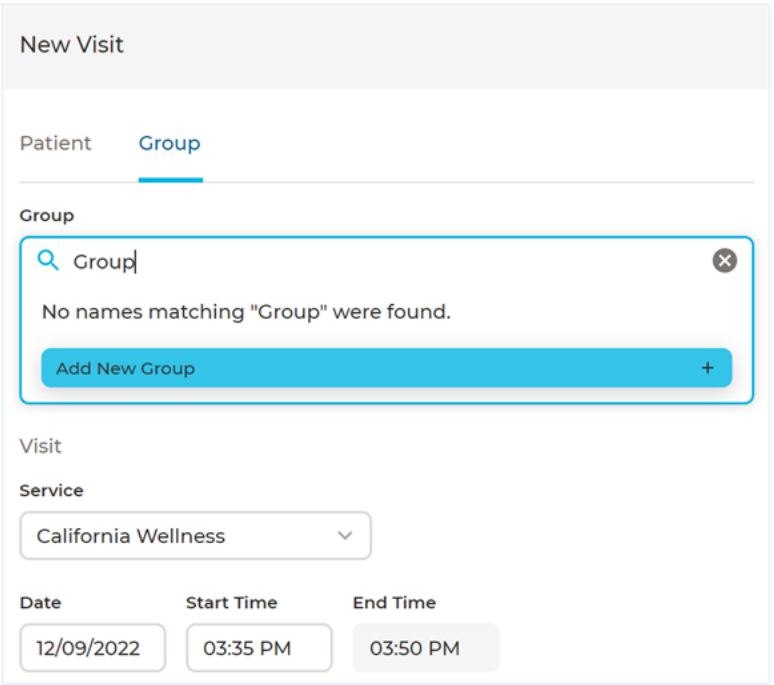
3. Select the **Start Time** field from the selection menu.



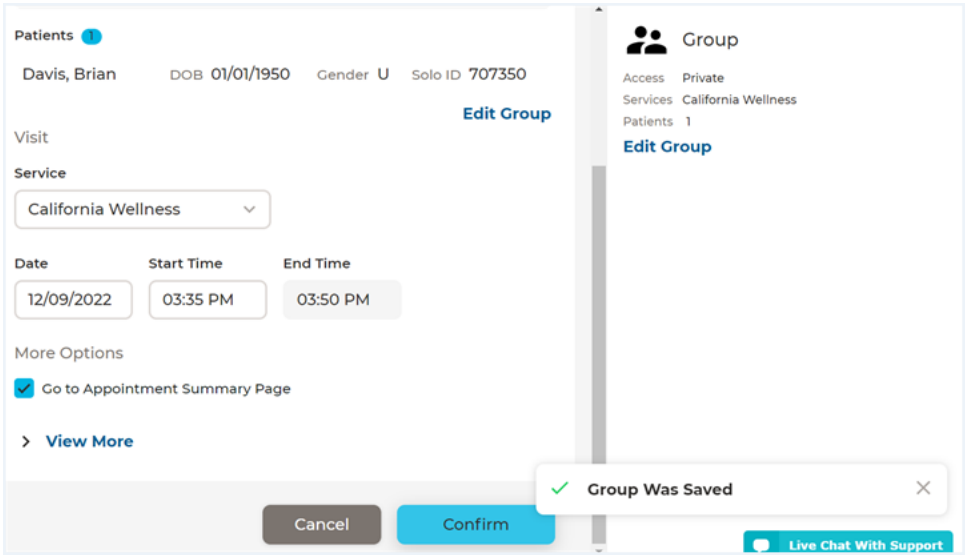
4. When done, select **Confirm**.

Group Visit

1. Click on the **Group** tab to schedule a group session.



2. When done, click on the **Confirm** button.



Appointments

Manage your patient's schedule by resending patient invitations during a virtual encounter, modify your patient's appointment status, and cancel Go to the Appointments section of the MA-20171 Practitioner-Scheduler User Guide.

Modify

The Practitioner or other medical personnel can modify patient sessions.

> **NOTE:** Review the MA-20171 Practitioner-Scheduler User Guide to learn how to add, search and view patients, status, edit patient profile, and episodes of care. You can't change the time and date for an existing session.

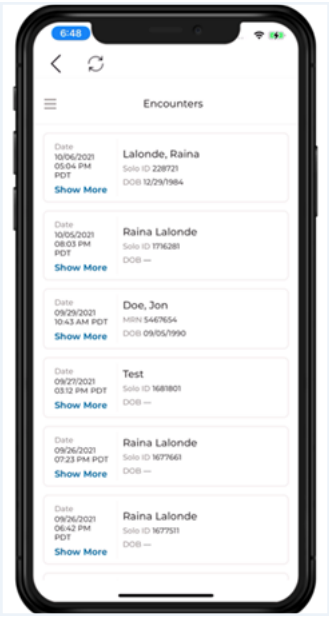
The session

A session is a virtual visit between a patient and their physician or medical professional. Practitioners can connect to their sessions immediately after they have been created, prior to the patient checking in. This is useful in high-acuity and emergent situations when a practitioner needs to quickly connect. A reconnection changes your call status.

Preparation

Prepare by reviewing your patient's history, queues, and appointment details, and by selecting and inviting an interpreter if one is requested. Review the Encounter Preparation section in the MA-20171 Practitioner-Scheduler User Guide.

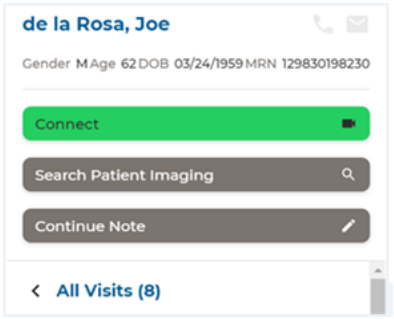
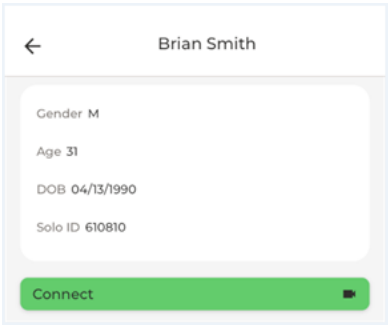
Use Encounter from the left navigation panel to select and Encounter to connect from



Connect

Once your patient checks in, a **Connect** button will appear automatically. Select it to begin.

> **NOTE:** The patient will be notified with a push notification when their practitioner joins a virtual encounter.

iPad	iPhone
	

Your session will begin. Similar to other Teladoc Health applications, the controls for the virtual encounter are at the bottom of the screen. Users can view hidden controls by selecting more options.

Features

Supported features per Browser and iOS for the Provider Access software, used to by users to connect to a session includes:

[redacted]	Browser				Apps			
	Windows Chrome	MAC Chrome	IOS Safari (Tablet & iPhone)	Android Chrome (Tablet & Mobile)	iOS Apps Tablet (iPad) (Provider App)	iOS Apps Mobile (iPhone) (Provider App)	Desktop App (DAS) MAC	Desktop App (DAS) Windows
Ability to connect	Y	Y	Y	Y	Y	Y	Y	Y
Local Audio mute	Y	Y	Y	Y	Y	Y	Y	Y
Local Video mute	Y	Y	Y	Y	Y	Y	Y	Y
Chat with participants	Y	Y	Not iPhone but Yes iPad	Not Mobile but Yes Tablet	N/A	N/A	N/A	N/A
Invite / Multiparty	Y	Y	Not iPhone but Yes iPad	Not Mobile but Yes Tablet	N/A	N/A	N/A	N/A
Share screen	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A
Select / change local camera	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Select / change input device (mic)	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Select / change local speaker	Y	* not safari	N/A	Y	N/A	N/A	N/A	N/A
View Patient pro-	Y	Y	Not iPhone	Not iPhone	N/A	N/A	N/A	N/A

[redacted] file	Browser				Apps			
	Windows Chrome	MAC Chrome	IOS Safari but Yes iPad	Android Chrome but Yes iPad	iOS Apps Tablet	iOS Apps Mobile	Desktop App (DAS) MAC	Desktop App (DAS) Windows
View Clinical documentation	Y	Y	Not iPhone but Yes iPad	Not Mobile but Yes Tablet	N/A	N/A	N/A	N/A
Conferring Mode (Put Patients on Hold)	Y	Y	Y	Y	N/A	N/A	N/A	N/A
VAD (Voice Activation Detection) Priortization (of thumbnails)	Y	Y	Y	Y	N/A	N/A	N/A	N/A
ID Speaker	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Hide Participants / Self (PIP)	Y	Y	Not iPhone but Yes iPad	Not iPhone but Yes iPad	N/A	N/A	N/A	N/A
Manage Participatns (Transfer to	Y	Y	Y	Y	N/A	N/A	N/A	N/A
ID Who is Muted	Y	Y	Y	Y	N/A	N/A	N/A	N/A
Select / change remote camera	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Box Zoom	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Point to See	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Select / change remote microphone	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Select / change remote speaker	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Stethoscope	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
iNIHSS images	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Thermal Camera support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Hide Remote PIP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Interpretive Services (from Grant)	Y	Y	N/A	N/A	Y	Y	Y	Y
Friends and Family (from Grant)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Periperhals (from Grant)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Blur Background	Y	Y * not safari	N/A	N/A	Y	Y	Y	Y
Persistent Blur	Y	Y * not safari	N/A	N/A	N/A	N/A	Y	Y
Insession Volume Control	N/A	N/A	N/A	N/A	N/A	N/A	Y	Y
Notify Users they are Muted when	Y	Y	N/A	Y	Y	Y	Y	Y

iOS Provider Dashboard

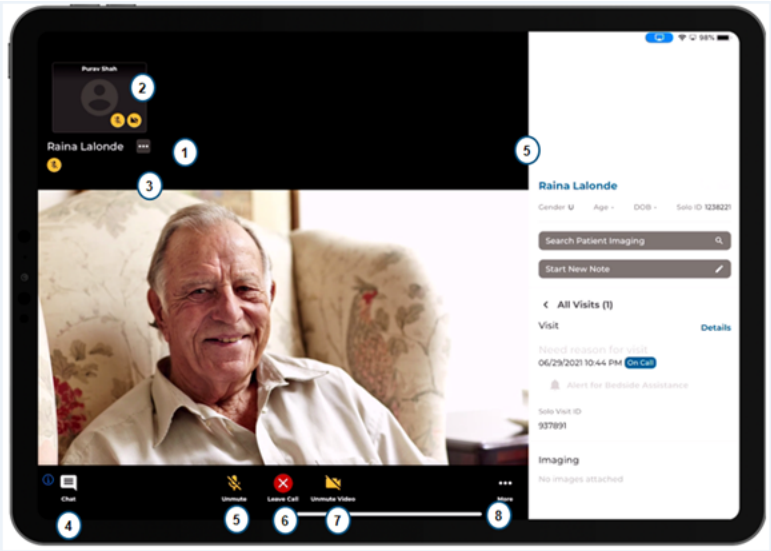
The Provider iOS App dashboard has the same functionality as the web version. Similar to other Teladoc Health applications, the controls are at the bottom of the screen. Users can view hidden controls by clicking on More.

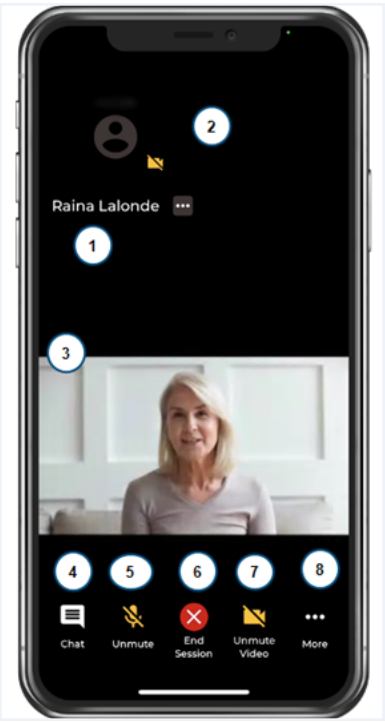
> **NOTE:** See the MA-20193 iOS Provider App User Guide.

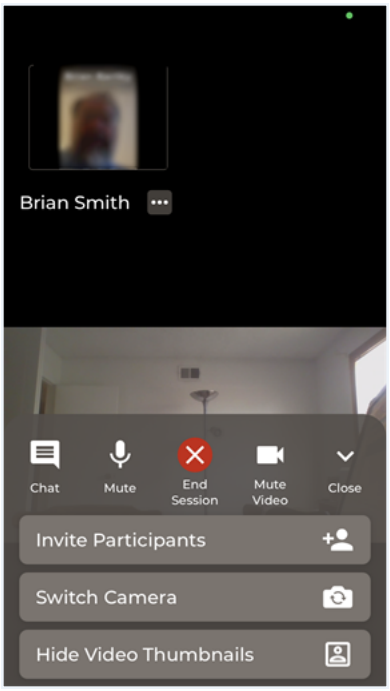
Use the buttons at the top of the screen to navigate and view pages.

- **Back** (<). Click this button to view the previous page.
- **Refresh** (↻): Click this button to reload the current page.

> **NOTE:** Similar to other Teladoc Health applications, the session controls are at the bottom of the screen. Users can view hidden session controls by clicking on more option.





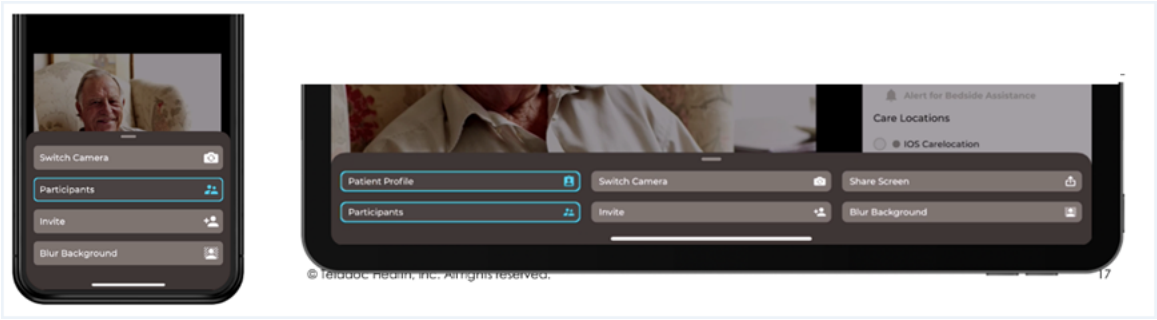


Key	Icon	Description
1		**Name:** Name of User.
2		**Thumbnail**: Picture in Picture: The video taken by the selected camera of your iPhone or iPad will be displayed in a Picture In Picture (PIP) box at the upper right corner.
3		**Main Screen** The main screen of practitioner
4		**Chat:** Select to chat with Teladoc Health Technical Assistance Center. Under More on the iPad.
5		**Mute Audio: Microphone:** Tap the Microphone icon to mute the microphone. When muted you will not be heard on the device. iPhone displays 

Key	Icon	Description
6		**End Session:** Tap the End button to disconnect from a sessionr. You will be prompted to confirm that you wish to disconnect. Tap, Yes to disconnect.
7		**Mute Video**: Tap the Mute Video icon to stop displaying your image on the Patient Access Device.
8		**More**: For the iPad and iPhone, the More includes other options, such as camera options.

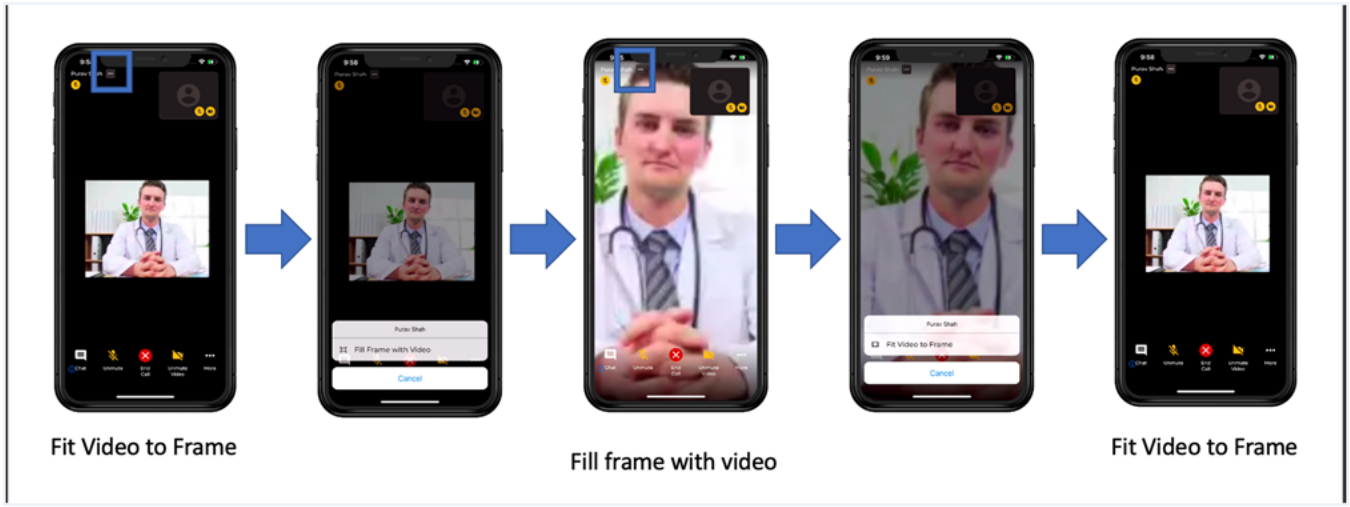
View Features

User canasily identify which features are enabled in the drawer



Fit to Frame

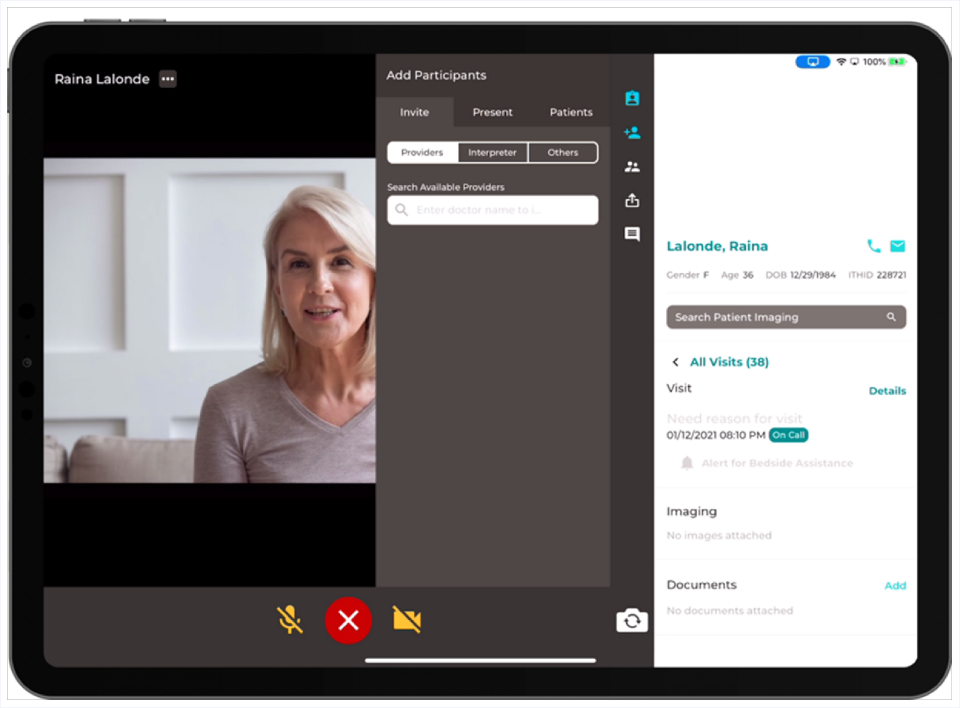
Users can change the video of other participant to Fit to Frame or Fill frame. Fill frame will crop the other participant's video and fill it within the view frame. Fit to frame will let the user see other participants complete video frame within the view frame.



Invite Participants

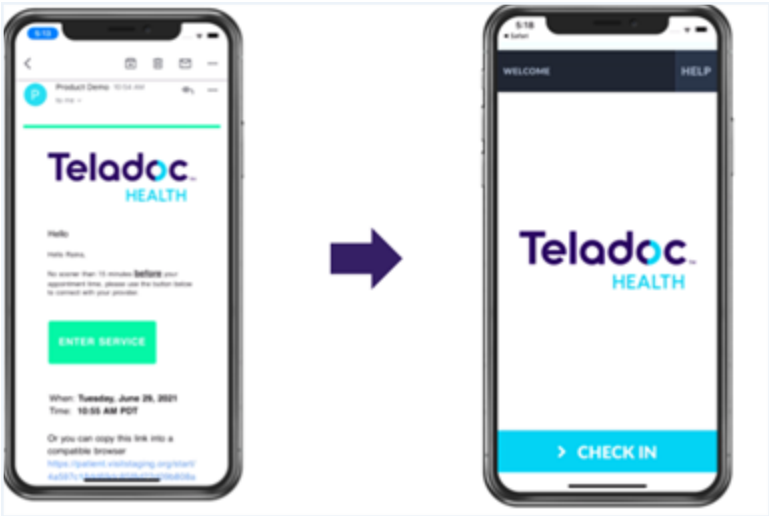
Invite your patient, an interpreter, other practitioner or expert.

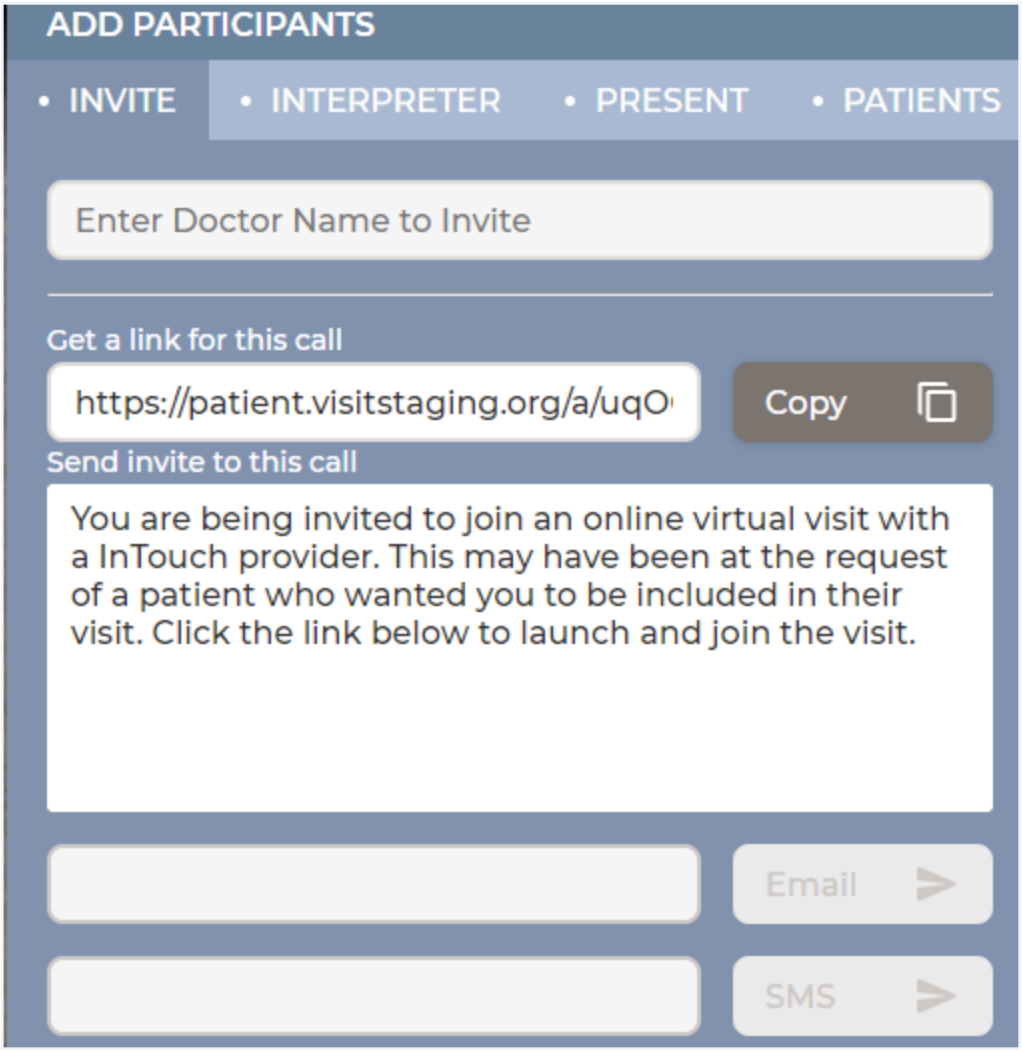
1. Select Invite Participants.
2. Select to Add a participant from the top of the screen.



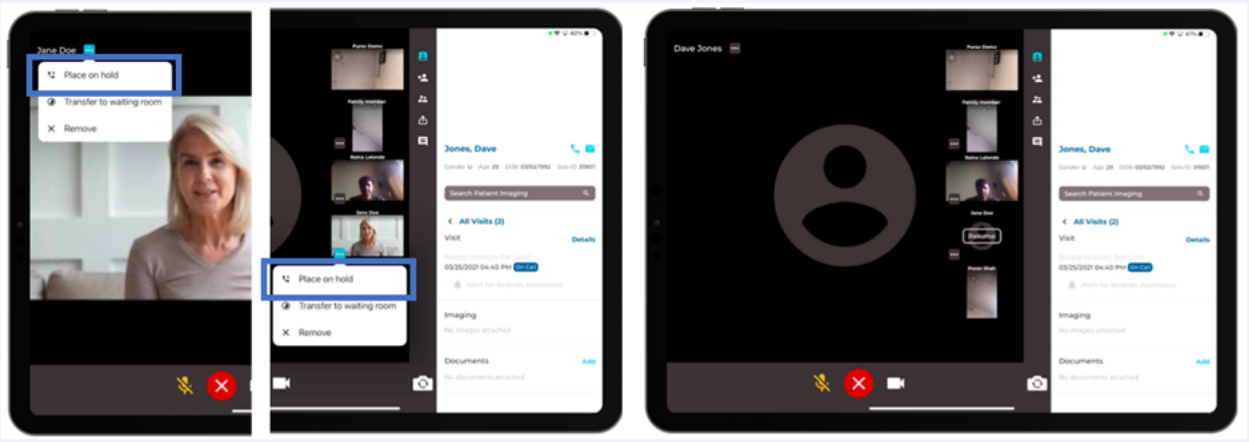
3. Select the Copy invitation link to send an email to your patient automatically. If your patient has the iOS App installed on their device, it will launch when they select the appointment link.

NOTE: Nudge users to native app: If the user has the appropriate iOS App installed on their device and when a user clicks on the appointment link, then it will launch the iOS App and take the user to the appropriate screen in the app.





4. Enter your phone number in the **Invite by Text Message** to receive a SMS message.
5. Practitioners can put individual patients **On Hold** within a session so they can have a private conversation with other users. Practitioners can then resume the on going call with their patient by clicking on the **Resume** button.



Invite Interpreter

Invite your interpreter. See Invite Participants

When the Interpreter accepts the call and will be joining soon, notifications are dismissed automatically

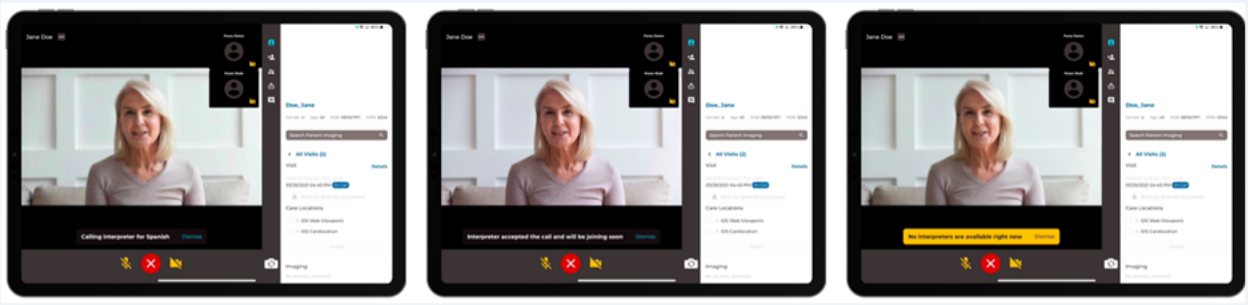
1. Select **Invite Interpreter** from **Add Participants**.



2. Select available language from the list. You can see an estimated time for the interpreter to join the session
3. Press the **Invite Interpreter** button.

4. Provide Notifications to users based on the status of their interpreter request.

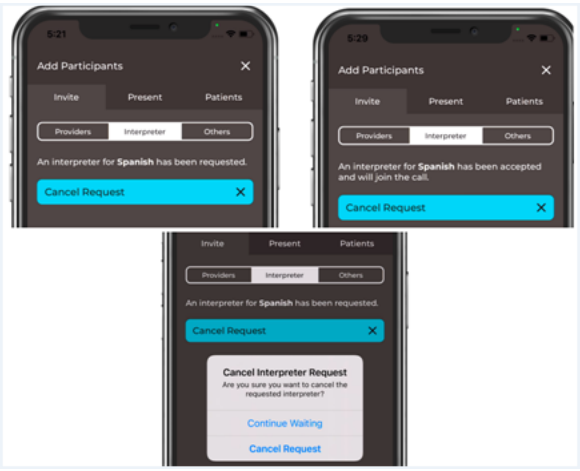
> **NOTE:** When the Interpreter accepts the virtual encounter invitation, the notification is dismissed automatically when they join.



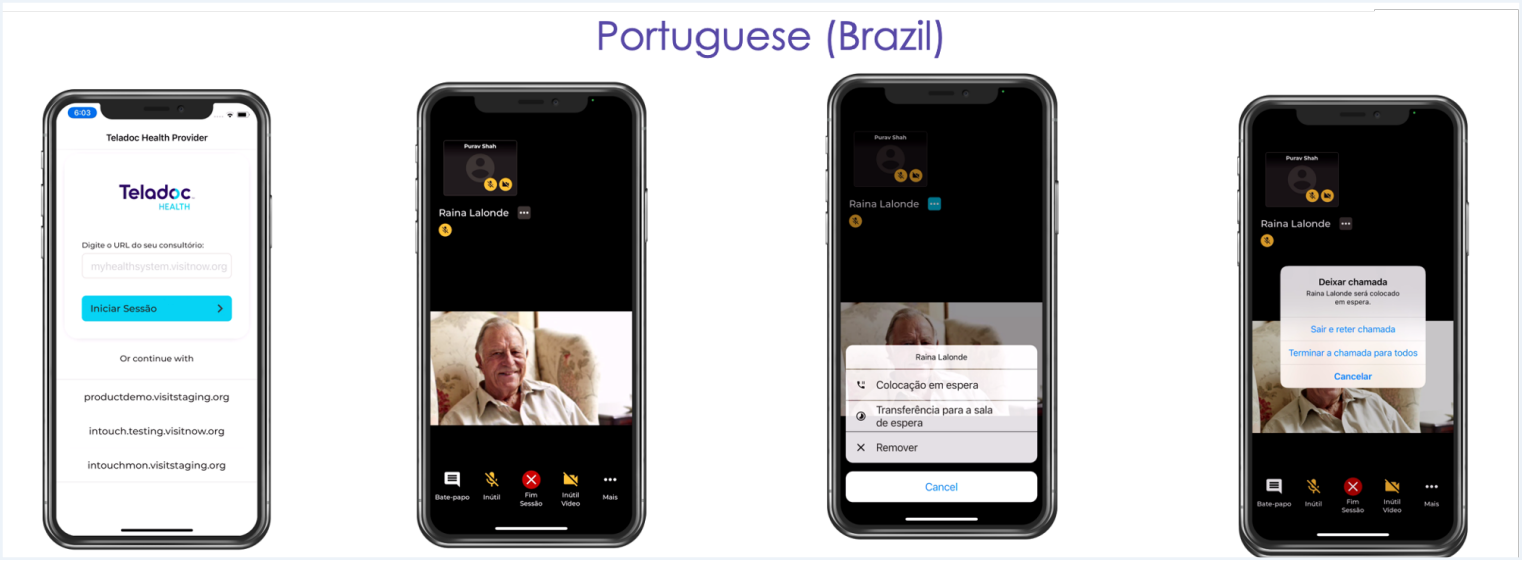
> **NOTE:** A practitioner or other medical professional can see interpreter service-specific notifications in the session when they request an interpreter in the session.

5. Practitioner can cancel an interpreter request and make another request.

> **NOTE:** In the **Invite** panel, the **Interpreter Service** tab is hidden if the service is not enabled.



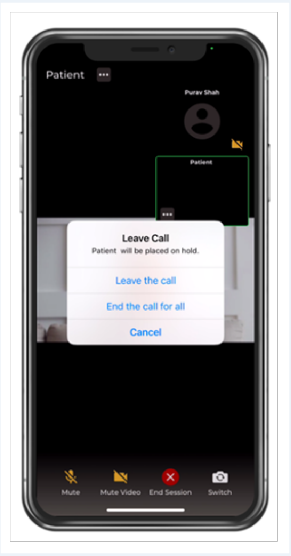
NOTE: The languages of Spanish (Spain), Chinese (Hong Kong), English (Canada) English (United Kingdom), German (Germany) Greek (Greece), Portuguese (Brazil) Portuguese (Portugal), and French (France) Italian (Italy) are available.



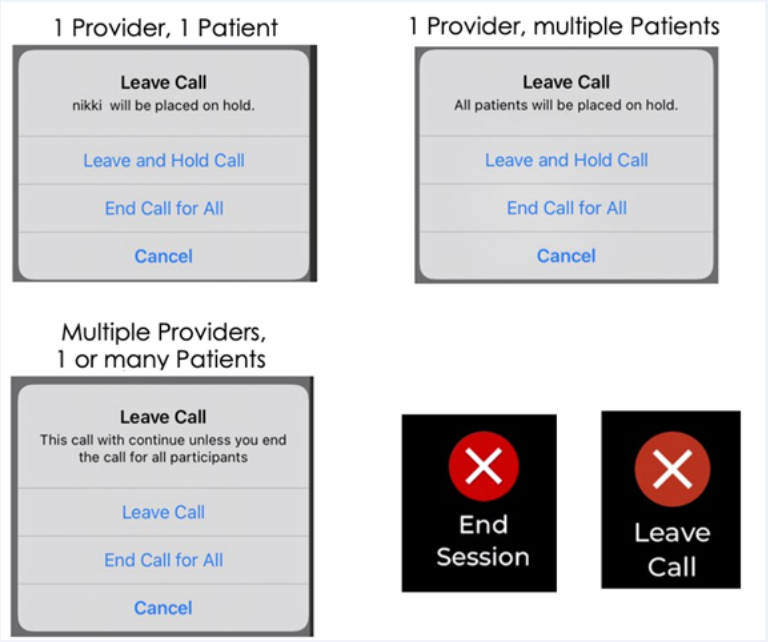
End Session

Once you complete your session, **End the Session.**

1. Select the **X** from the bottom of the screen.
2. Select **Leave the Call, End the call for All**, or **Cancel** from the dialog that opens.
3. **End the call for All** will remove your patient from Services.



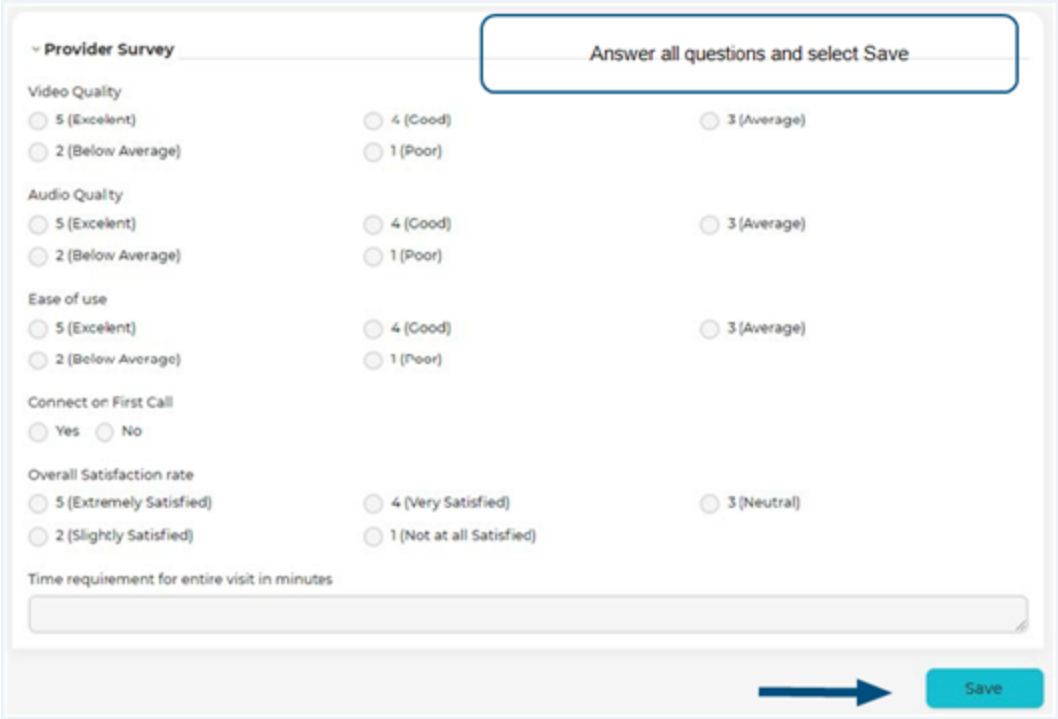
NOTE: The dialog provides more context when ending or leaving a session for a more intuitive experience.



4. Prompts will inquire about your virtual encounter.



5. If your Practice Admin enabled provider surveys, a provider survey will be provided automatically.
6. Fill out all the fields in the survey.



7. When complete, select **Save**.
8. Once your session ends, your patient's status will change to **Complete** and their name removed from Services.

Notification Errors

The following are operational notifications the user receives for errors and during other workflows when required.

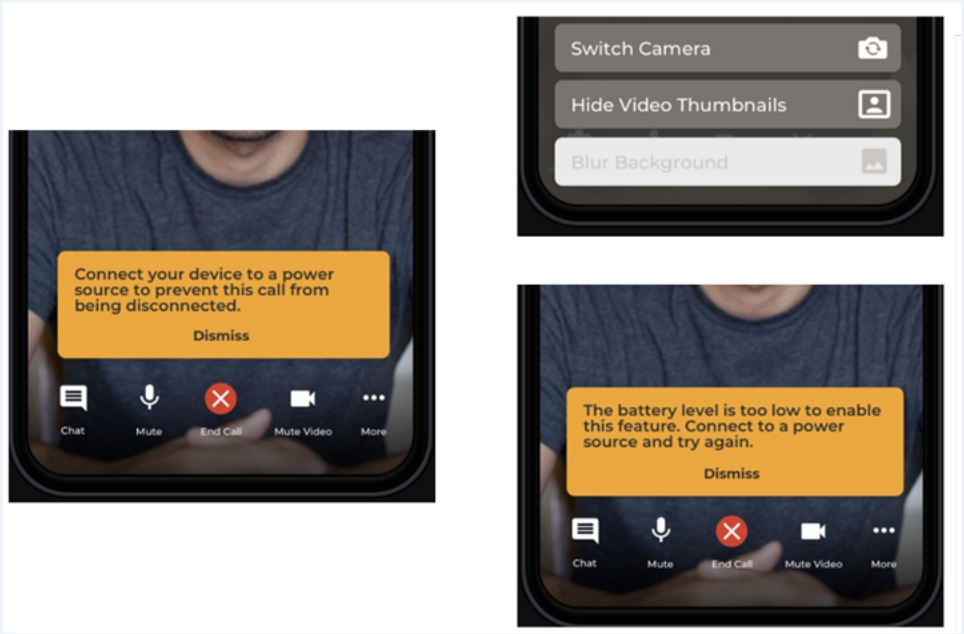
The following errors and/or messages may apply:

- **Microphone or camera are being blocked** for microphone or camera issues.
- **Stream error** when the Teladoc Health Provider App is trying to detect the reason for failure or when the reason is unknown.
- **Participant cannot connect due to network issues** when connection with the Teladoc Health Network fails.
- **You are muted** when a user attempts to speak when their audio is muted. The notification will dismiss itself after a certain time or if the user unmutes themselves.

iOS Low Battery

When a user joins a call from a device that has a low battery, then they will be presented with an alert with instructions to plug in their device.

> **NOTE:** Users will not be able to use battery consuming features like 'Blur background' when their battery is low.



Options

A variety of options are available from the video viewing screen.

The options are:

- Chat
- Thumbnails
- Blur Background

Chat

Chat with any participant during your virtual encounter. The chat icon will flash between blue and white when you receive a chat message. Any participant can initiate chat.

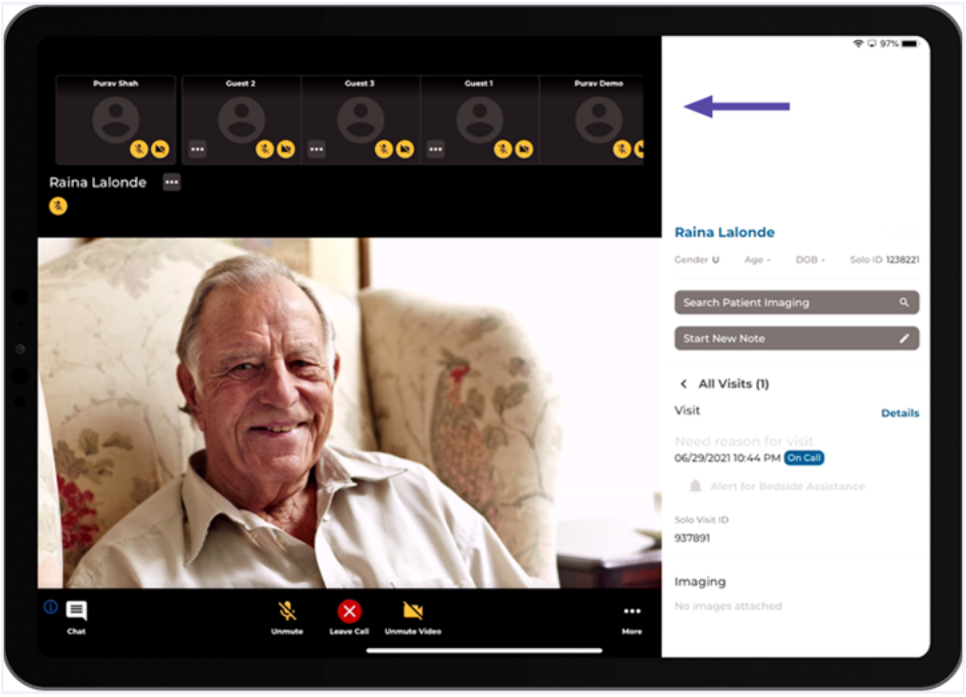
1. Select the **Chat** icon.



2. Enter your message in the text area of the dialog.
3. When done, select **Send**.

Thumbnails

Thumbnails are re-arranged at the top of the screen. Users can scroll through all thumbnails.



Enable and Disable

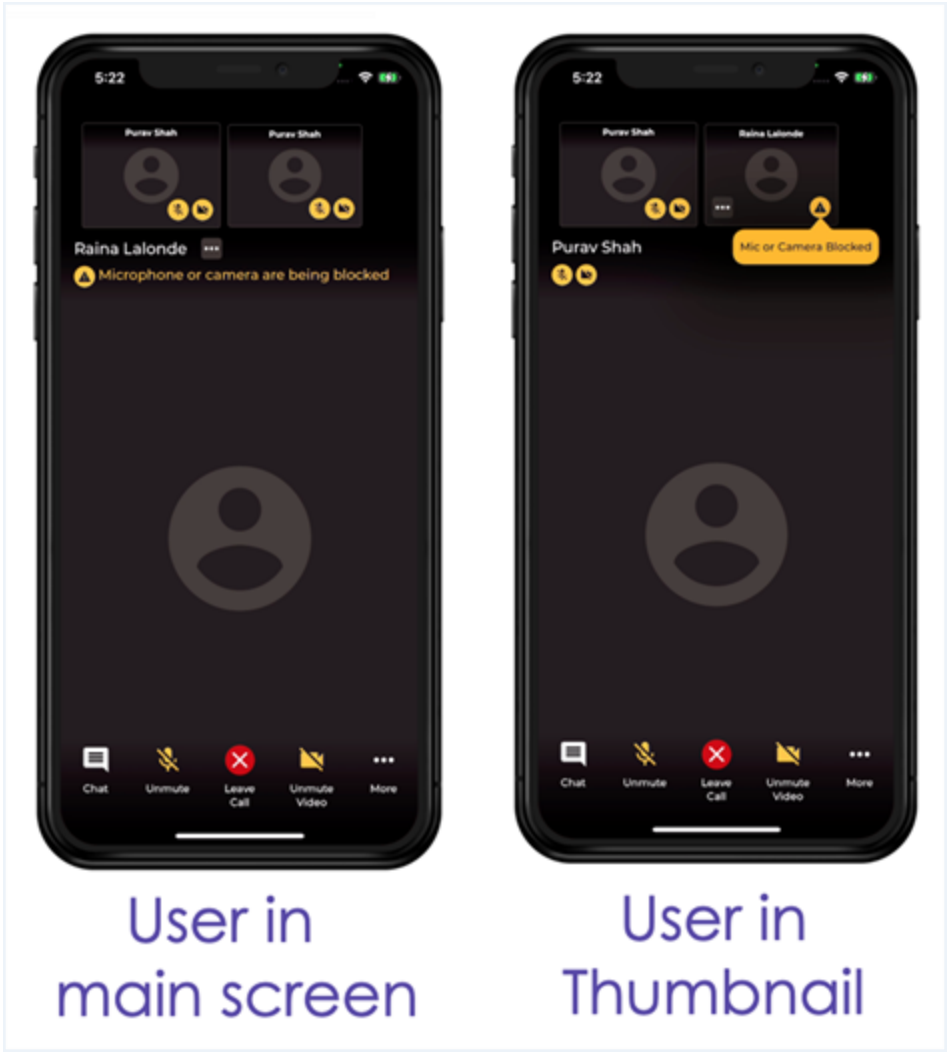
Users can enable and disable (hide) the thumbnails that display on the view screen by clicking on them.

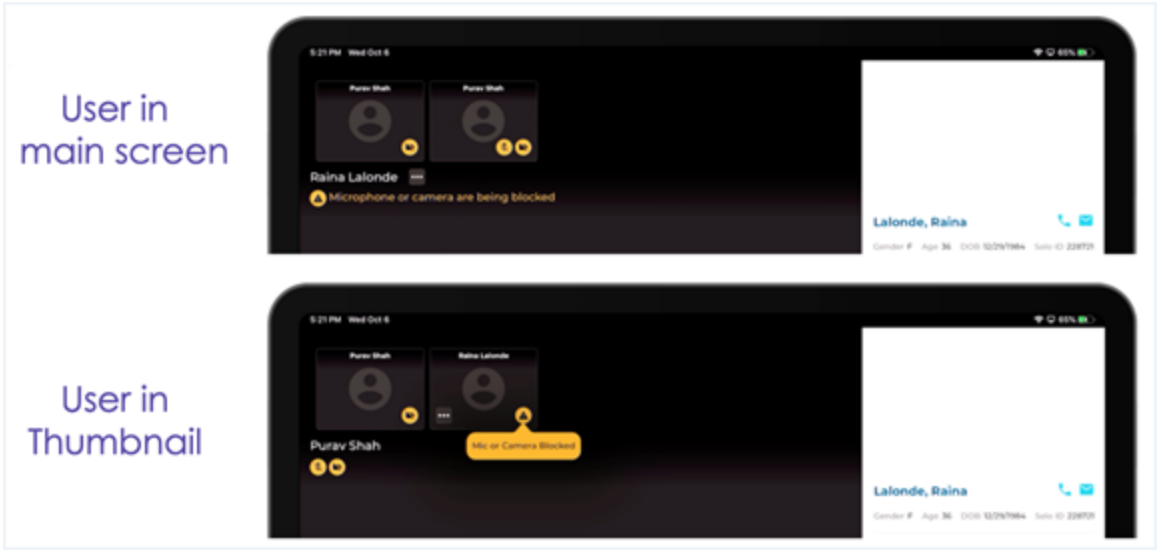


Prioritize Thumbnails

Users can view the thumbnail for a participant who is speaking or has spoken recently because the thumbnails are prioritized. A notification of the active speaker is provided along with a new icon.

> **NOTE:** This feature can be enabled and disabled. On iPhone this feature is enabled and disabled automatically.


5:22
Raina Lalonde
Microphone or camera are being blocked
Chat
Unmute
Leave Call
Unmute Video
More
User in main screen
5:22
Purav Shah
Mic or Camera Blocked
Chat
Unmute
Leave Call
Unmute Video
More
User in Thumbnail


User in main screen
Raina Lalonde
Microphone or camera are being blocked
Lalonde, Raina
User in Thumbnail
Purav Shah
Mic or Camera Blocked
Lalonde, Raina

Blur Background

A user can now blur their background by going to the drawer and selecting Blur Background in a session. Blurring background might not prevent sensitive information from being visible to other people in the call.

NOTE: Providers using Chrome can blur their background to conceal their environment to ensure increased privacy during a session.

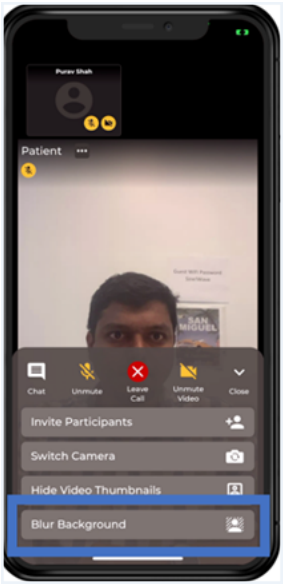


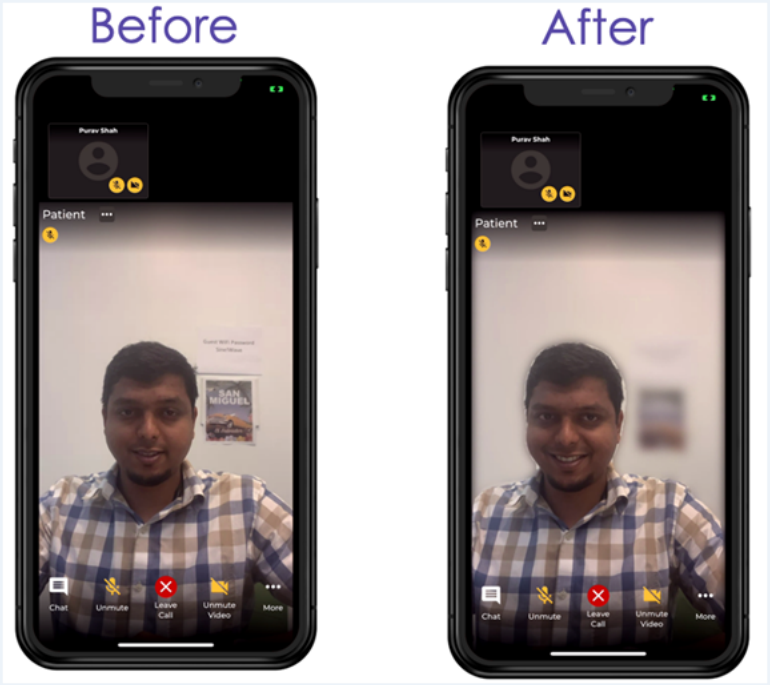
The blur background feature works with the following devices:

NOTE: This feature will not appear as an option on other devices.

- iPhone - iXS and XS Max,
- XR, 11, iPro and 11 Pro Max
- SE (2nd generation)
- 12 and 12 Mini
- 12 Pro and 12 Pro Max

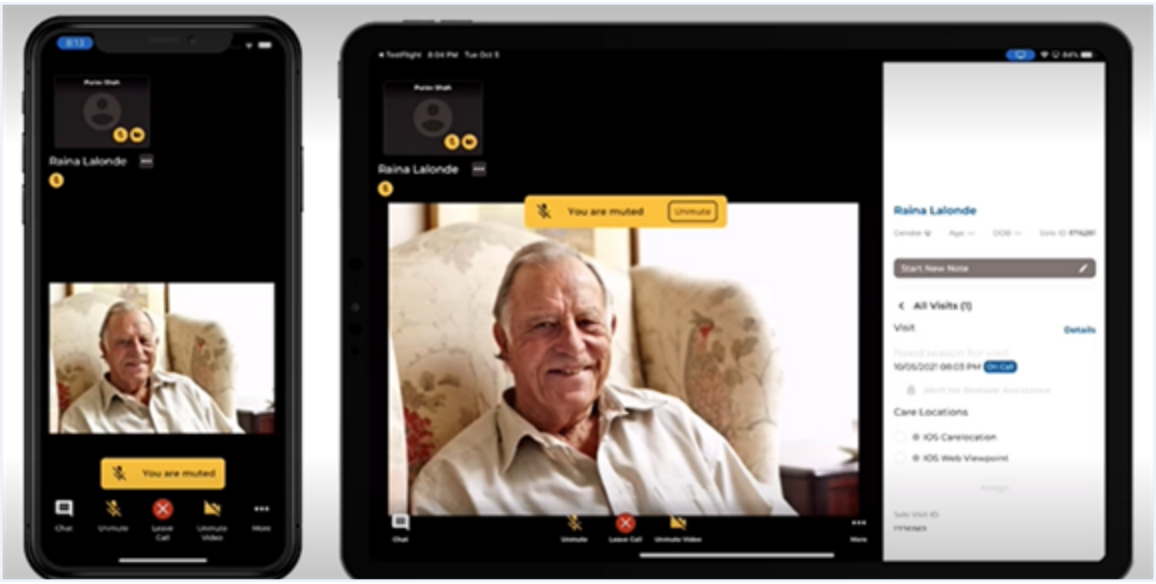
- 13 and 13 Mini
- 13 Pro and 13 Pro Max
- iPad - 8th and 9th generation
- Mini 5th and 6th generation
- Air 3rd generation, Air 4th generation
- Pro 11-inch 3rd, 4th, and 5th generation
- Pro 12.9-inch 3rd, 4th, and 5th generation



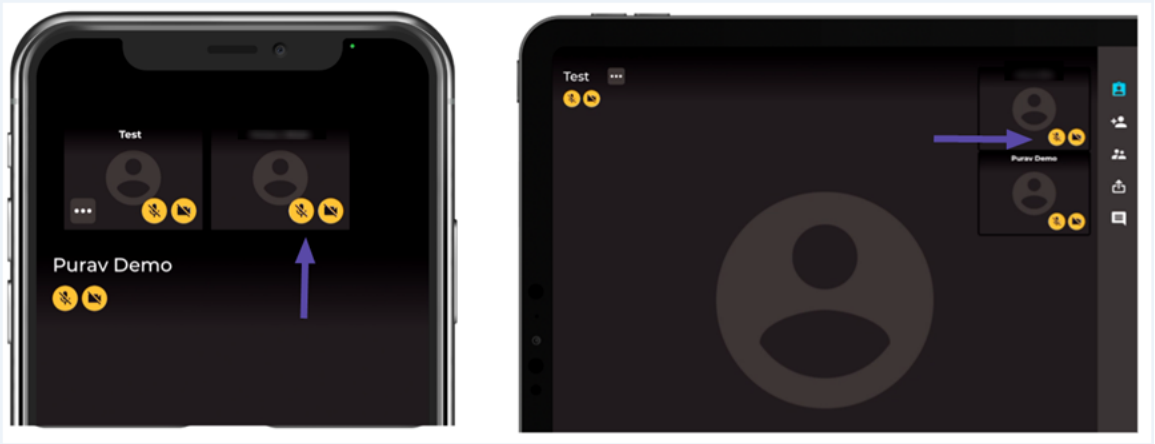


Mute Audio

Users are presented with the message **You are muted** when they talk if their audio is muted. This notification will dismiss automatically after a certain amount of time or if the user unmutes themselves.



Users can see which users have their microphone and camera muted using a muted microphone and camera icon next to each participant's name.

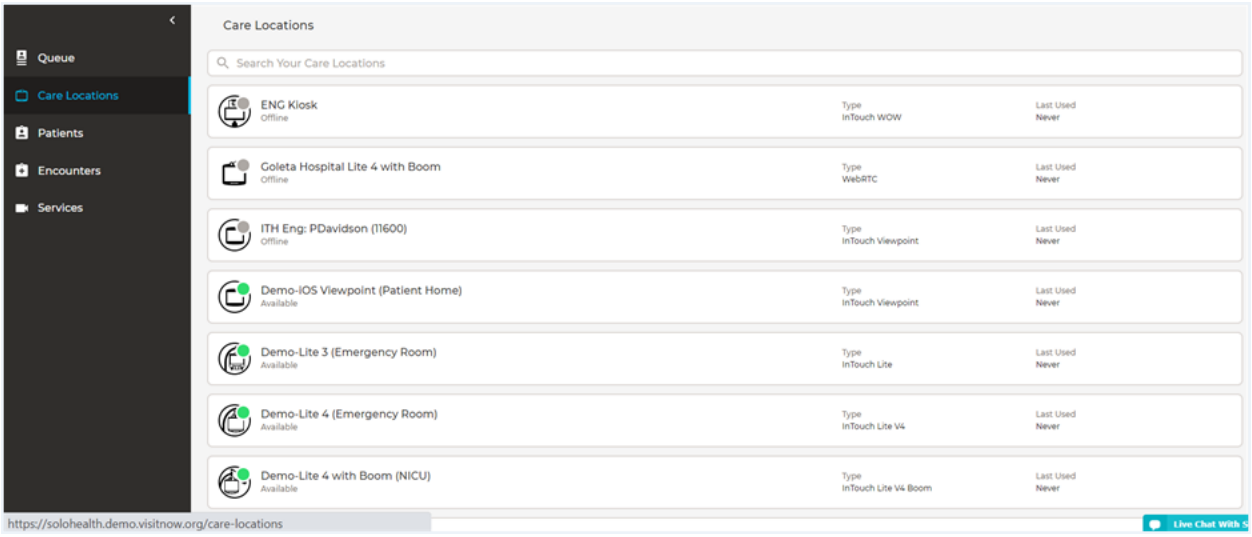

Test
Purav Demo
Test
Purav Demo

Emergent Care Request

Emergent Care patients are not required to have an appointment. Go to the Emergency Care Request section of the MA-20171 Practitioner-Scheduler User Guide. You can only connect to a Care Location using your iPad; not your iPhone.

NOTE: A practitioner can accept or decline an Emergent Consult Request.

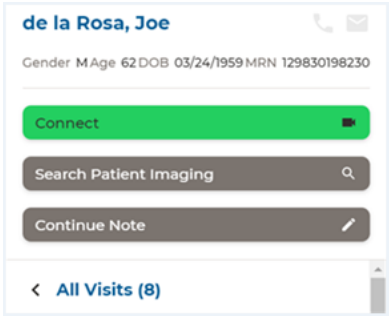
1. Use your iPad and select **Care Location** from the left navigation panel



2. Select a device or Care Location with a status of ready by clicking on its name. The status is displayed on the right of the device name.

Device Status Icon	Description
	Device is ready
	Device is busy
	Device is off-line

3. The right panel will populate with device information and a **Connect** button.



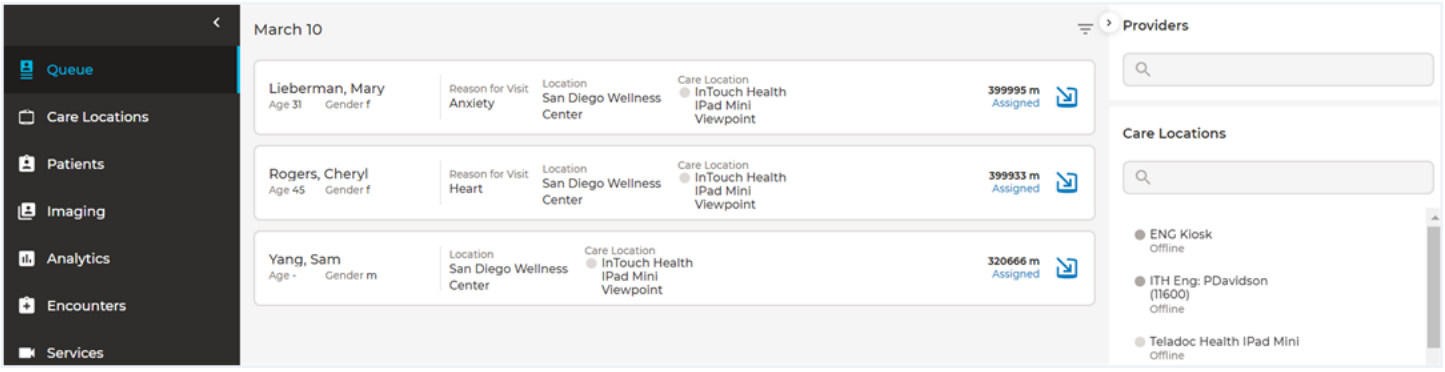
4. Your session view opens.

Practitioner to Practitioner

Connect to collaborate with experts during your session.

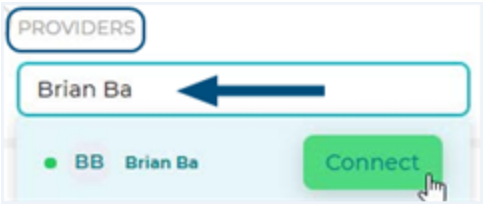
> **NOTE:** You can only connect as a Practitioner using your iPad; not your iPhone.

1. Select **Queue** from the left navigation panel.



Caller

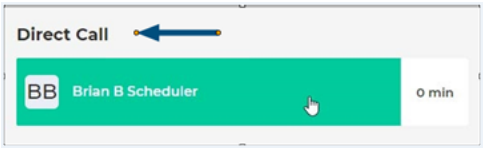
1. Enter your name in the **PROVIDERS** text box from the right panel.
2. Use the search bar to locate a practitioner.



3. When done, select **Connect**

Receiver

1. **Receiver:** Select the bar with your name from the **Direct Call** dialog.



2. Select **Connect** to begin your session.

iOS Resources

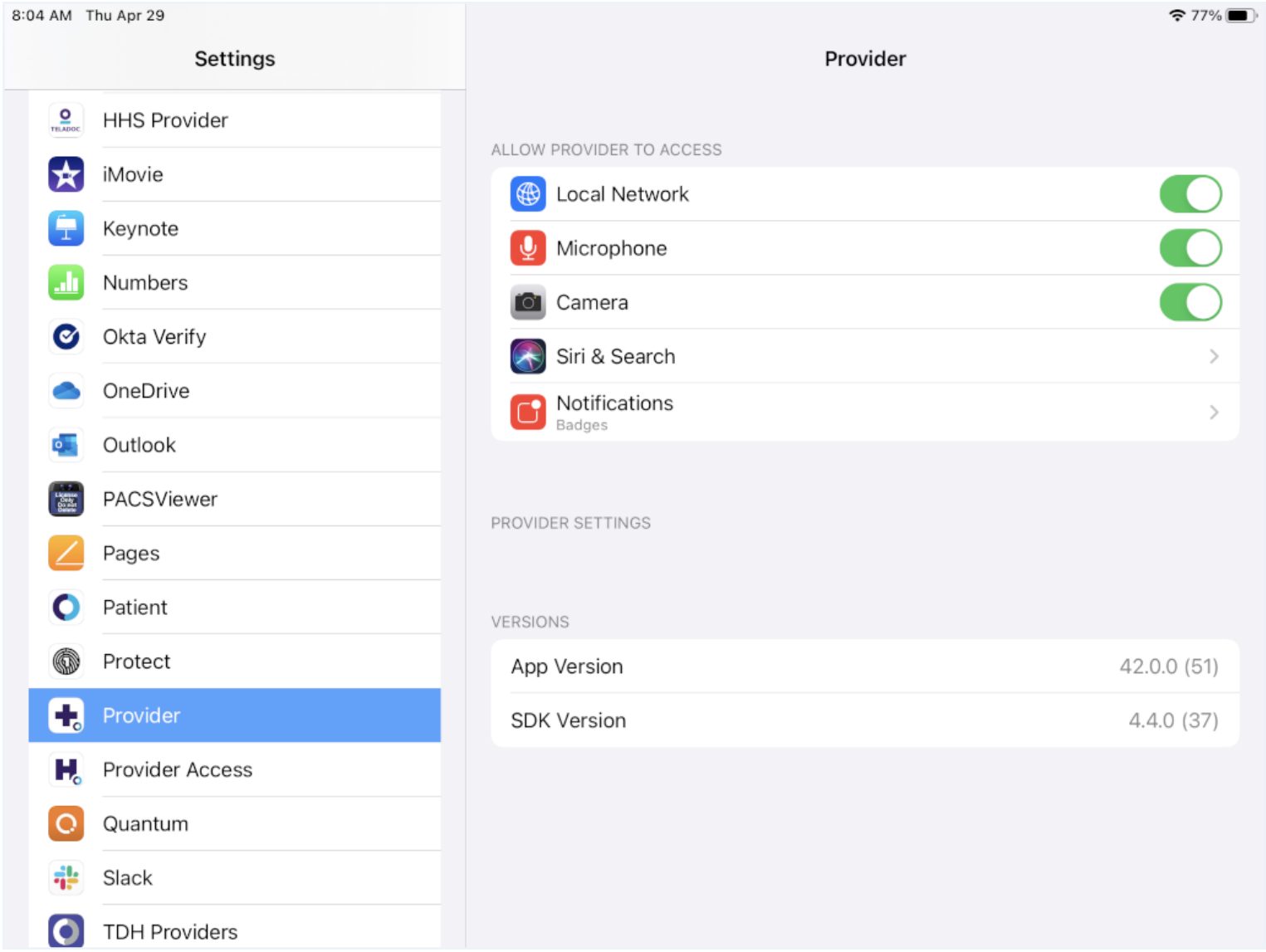
A variety of resources assist you in your use of the iOS Mobile version of the Teladoc Health Solo software.

The options are:

- iOS Update
- Troubleshoot Audio and Video
- Verify Microphone
- Verify Camera

Settings

Give permission to use your camera and microphone. Make sure your iPad or iPhone camera and microphone have been enabled.



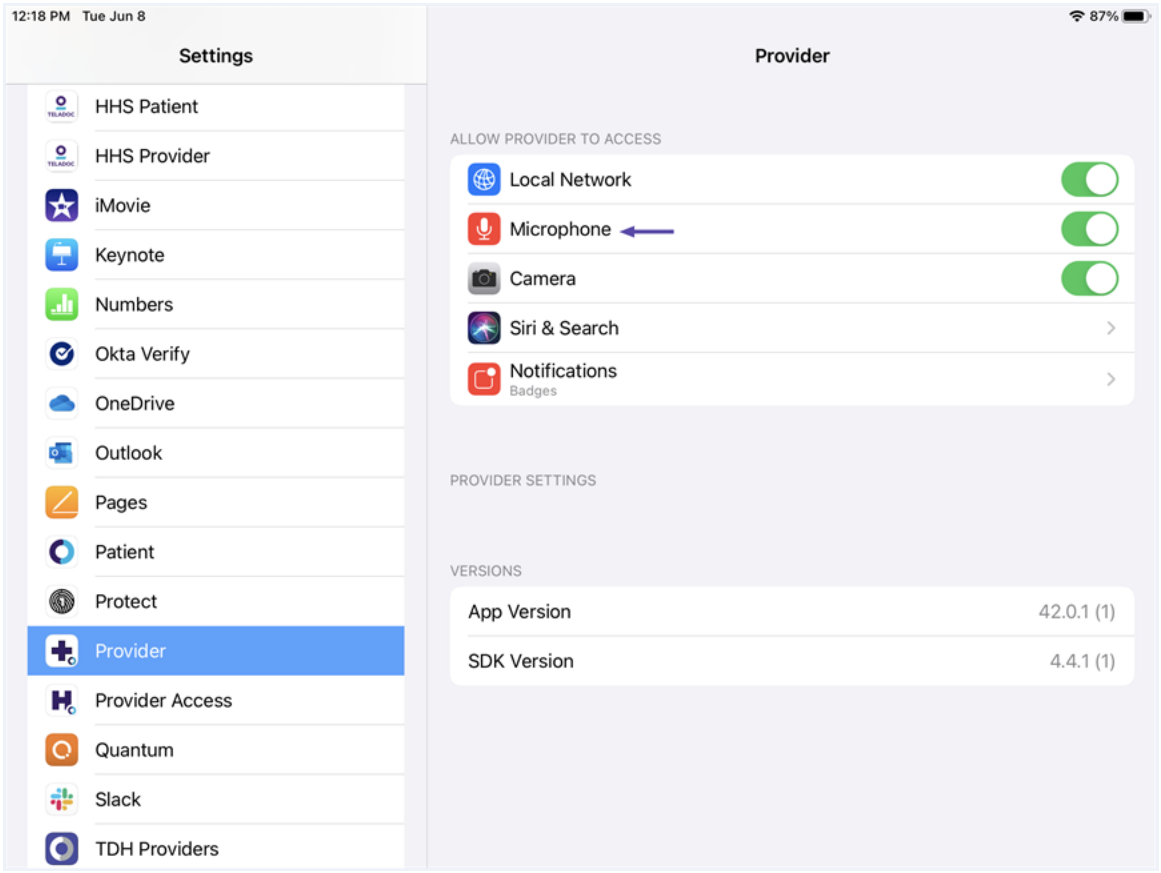
Troubleshoot audio and video

NOTES: Make sure no other apps are using your mic or camera before trying any of the links below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

Verify Microphone

Follow the steps below to test your audio.

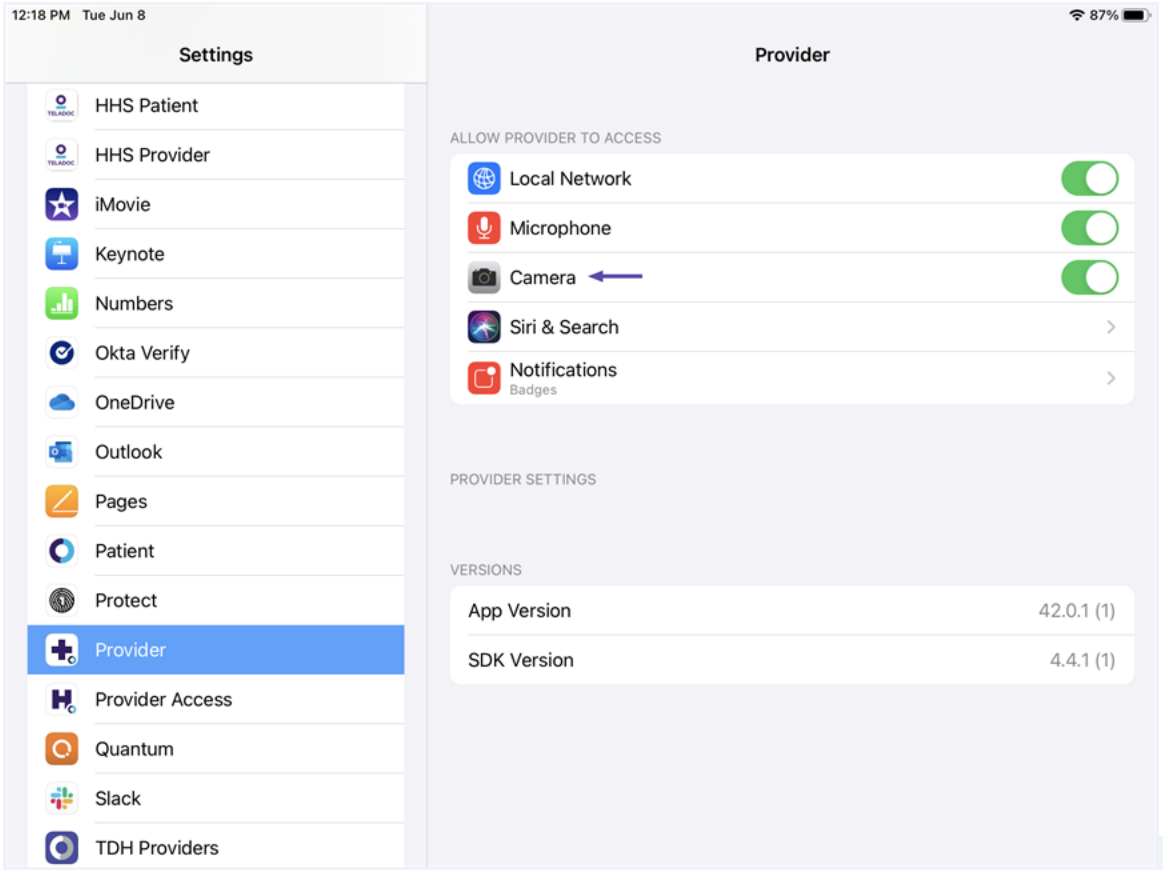
1. Tap the Settings app.
2. Tap **Provider**.



3. Tap the **Microphone** slider to enable it to green.

Verify the Camera

1. Tap the Settings app.
2. Tap on **Provider**



3. Tap on the Camera slider to enable it (green).

HIPAA

As a business associate, Teladoc Health is subject to compliance of the law under 45 CFR §164.308 (Administrative Safeguards), under 45 CFR §164.310 (Physical Safeguards), and under 45 CFR §164.312 (Technical Safeguards) to maintain and transmit protected health information in electronic form in connection with transactions performed by the customer (covered entity).

The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in violation of the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

There are a number of safeguards implemented into the telehealth system to ensure that the system complies with the latest HIPAA regulations. One of the key requirements is Teladoc Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure for the availability, security, and privacy of telehealth connections and ePHI (electronic protected health information). Teladoc Health maintains a policy to ensure workforce HIPAA compliance and training. Teladoc Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

Guidelines for Compliance

The telehealth system helps hospitals and medical professionals comply with HIPAA regulations. The tabs to the left describe some of the ways the telehealth system supports HIPAA compliance.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines to the left. However, these may not cover all situations for a specific organization. For example, from time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features added, their impact and how they may affect HIPAA policies, procedures, and safeguards.

Access to Provider Access

The computer using the Provider Access should be placed in a location that is only accessible to individuals who have authorized access to Protected Health Information (PHI). It is recommended that Provider Access be password protected via a Windows or iOS user account.

Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures. Passwords should be treated as highly confidential information. If you believe your password may have been compromised, it should be changed as soon as possible. Change your password by clicking on the "Forgot Password" link on the login screen of the Teladoc Health Provider Access.

The Auto Logout feature is set to log out of the Teladoc Health Provider Access when the system is inactive for 30 minutes. Also, all users should be trained to log out of Windows, iOS or the Virtual Private Network

(VPN), when away from the system for any period of time. This is important for security reasons, so that any person attempting access to the Provider Access will be required to enter a password for secure access.

Discussion and Display of PHI

From time to time a physician will likely engage in remote communications with patients and medical staff in which patient information (records, images and video) will be discussed or displayed. In general, the same care should be exercised as though the physician were physically present. For example:

- Use Head rotation to look around and see who else is nearby and might see or hear the sensitive information, and use appropriate discretion.
- Use the microphone mute button when conversing with someone alongside the Teladoc Health Provider Access to avoid the inadvertent conferencing of patient-related conversation.
- The Teladoc Health Provider Access screen should be positioned to point away from public areas, so as not to be visible to a passerby.

Images and Video

By default, when saved, all captured images and video files are stored encrypted files; viewable only by the Provider Access user who captured them. All files are saved in the user's Teladoc Health Media Vault to provide added protection.

For convenience, these files may be saved in common formats, e.g., JPEG for still images. These files are no longer encrypted and therefore are viewable by any user who can access them. As such, there are a few recommended techniques for safeguarding PHI contained in these images and video:

- Ensure all personnel who have access to the Provider Access Software also have full permission to access stored images and videos under the hospital's policies and procedures.
- Make sure to store captured images and videos only on removable media (e.g., recordable CD-ROMs) which can be taken with each user or on secure network drives.
- Do not save any captured images and video clips. Use these images and video segments only while logged in for a virtual encounter.

Disclosure of PHI

If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted for details.

1-800-484-9119

https://intouchhealth.com/contact-us/

Email Support

ITHSupport@intouchhealth.com

Teladoc Health User Manuals

https://manuals.intouchcustomer.com

Teladoc Health

7406 Hollister Avenue, Goleta, CA 93117

Ph: +1.805.562.8686 • Fax: +1.805.562.8663

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