Teladoc Health™ Care Location App Module FAQs

What is the Care Location App Module?

The Care location App allows patients to access Services from a device and connect for virtual encounters using the Teladoc Health Provider Access software. We recommend the Teladoc Health Windows Provider Access software.

How do I access the Care Location App?

The Care Location App is designed to run on a Teladoc Health device with a touch screen. It runs in conjunction with the Teladoc Health Viewpoint software.

What Setup is required?

Log into the Teladoc Health Solo platform as a Practice Admin. Then, select Practice Settings from the User icon dropdown menu. From here, you can Edit categories, Add Titles, and Choose Layout for the Care Location App.

How do I activate the Care Location App on my device?

Within Solo, after selecting Care Location from the left navigation bar, copy the Activation code next to your Care Location. Now,, enter the activation code into the Care Location Activation Code field within the Care Location App running on your device or iPad.

How do I reach customer support?

Call (877) 484-9119 for the Technical Assistance Center or chat.

What are the communication options?

Email, SMS (text), or Browser notification.

How do you check-in a patient?

Select your service by tapping on the screen of the Care Location App. For new patients, the Attendant should enter a new patient's name, phone number, gender, and their reasons for their visit. For existing patients, review the patient information that will be displayed after entering your patient's email address.

Are there medical peripherals that can be used with the Care Location App?

Yes, Teladoc Health has a list of approved medical peripheral devices that are used for taking the patient vitals and more.

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What types of devices?

A height scale (stadiometer), weight scale, pulse oximeter, blood pressure, thermometer, dermatoscope, stethoscope, and otoscope. See MA-20220-001 Care Location App for more information.

Can I conduct a virtual encounter?

Yes. Teladoc Health recommends their Provider Access software; Windows version for the virtual encounter. See MA-MA-20013-021 Teladoc Health Provider Access Software for Windows User Guide

What are the Team roles?

The Practitioner (TeleConsultant) and Admin use the Solo platform; Patient-side care team member, usese the Care Location App on the Lite 4 device; and Transfer Center Agent uses a pager system.

What is the role of the Admin?

The **Practice Admin** Admin Role is responsible for setting up the Care Location App. See MA-20220-001 Care Location App

What is the role of the care team member?

The patient-side care team member is responsible for patient intake, scheduling, and monitoring virtual encounters.

Does the care team member join a virtual encounter?

No, the patient-side care team member monitors it to ensure all participants join.

Contact Teladoc Health 24/7 Live Technical Support +1 (877) 484-9119