Video Call Update   10th July, 2024

Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

Far end camera control application

We have introduced a **Far end camera control application** for the Video Call service, allowing hosts in a call to control a remote camera that has **Pan Tilt Zoom (PTZ)** capability. The application will be installed by default in new clinics and will become available in all existing clinics within 24 hours. Use cases for far end camera control include the ability for a remote specialist to support the assessment of a patient in a hospital, urgent care clinic or emergency department.

If you are interested in testing this application with your camera equipment, please reach out to videocallsupport@healthdirect.org.au to arrange a session. Click here for more detailed information, including configuration options.

This image shows a remotely controlled participant camera zooming in on a simulated snake bite during a video call. The dropdown icons at top right include snapshot, controller type and settings options, as well as a tutorial.

New Resource Centre design

The **Video Call Resource Centre** has a new design and category structure, with a focus on ease of finding the information you are looking for. The Resource Centre is a comprehensive knowledge hub of articles, videos, images, infographics and downloadable guides, covering all aspects of the Video Call service. We value your feedback, so please contact us if you have any comments or content requests.

This image shows the new home page title and search bar of the redesigned Video Call Resource Centre.
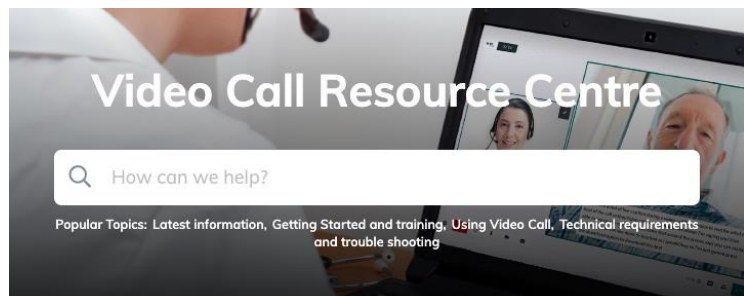
New features and improvements coming soon to Video Call:

Custom Waiting Experience
Administrators will soon have the ability to configure a playlist of content for waiting callers in the clinic to view, watch and listen to. This will enable clinic administrators to provide content options that suit the clinic and assist patients while they wait. Playlist options will include YouTube and Vimeo links, images and audio. There will be a suite of Healthdirect Australia content available as a default option for clinics to use and this can be edited or replaced by the clinic or organisation administrator, as required.

This image shows one of the images from the healthdirect Video Call content option for waiting callers.

Access a PDF of the suite of Healthdirect infographics waiting content here.

Video Call Message Hub
Organisation and clinic administrators will soon be able to to send messages to selected Organisations, Clinics and/or Users they have access to, via the Video Call platform. These messages will appear under a notification icon for organisation and clinic members. Users can click the bell icon to view and manage messages.

This image shows a signed in team member's messages icon, with 5 unread messages.

Visit our Coming Soon page for more information about these and other upcoming features and improvements.

Healthdirect Video Call Training
The healthdirect Video Call team delivers free training sessions for all Video Call users, including health service providers and clinic administrators. **We also provide free training for GPs** that attracts CPD points and ACCRM hours

- For more information and to register for a session please visit our Training page.
- Or speak to us today about how we can work with you to support Video Call training and access for your organisation.

Development priorities and upcoming features
You can visit the healthdirect Video Call priorities page to see our top ten development priorities, upcoming and completed features. Our Coming Soon page provides an overview of upcoming functionality and features. You can also check our Known issues and limitations page before making a support request, if you are experiencing any issues.

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