

Video Call Update

24th July, 2024

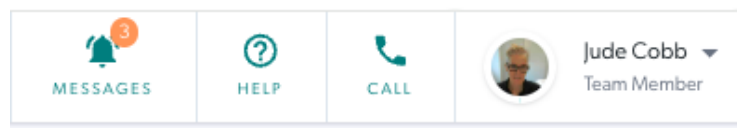
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

Video Call Message Hub

Organisation and clinic administrators, including clinic clerks and organisation coordinators, can now send messages to specific Users, selected Organisations or selected Clinics via the Video Call platform. These messages appear under a notification bell for organisation and clinic members. Users can click the notification bell to view and manage messages.

Click [here](#) for more detailed information.

This image shows a signed in team member's messages icon, with 3 unread messages.

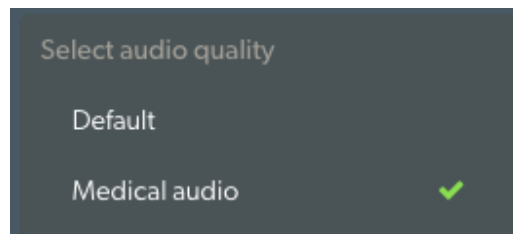


Medical Audio setting

This new audio quality setting allows a Video Call participant to send clear audio from medical devices, such as digital stethoscopes and other clinical use cases requiring higher quality audio, for an improved call experience. Click on [Settings](#) in the call screen, go to **Select audio quality** and select **Medical audio**. When using the medical audio setting, ensure the correct microphone is selected under **Select microphone**.

Click [here](#) for more information regarding the audio quality settings in the Video Call screen.

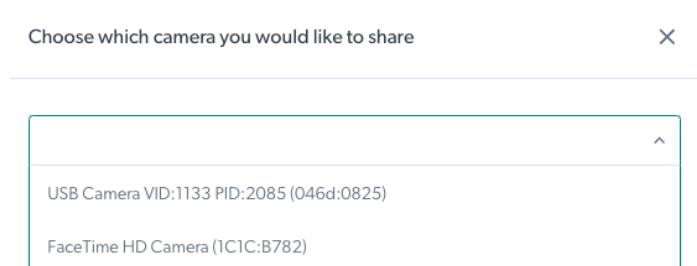
This image shows the new **Medical audio** setting selected in the call screen.



New design for Request camera and Document camera

There is a new design for the user interface in Apps & Tools when choosing an additional camera to add into a Video Call. When using [Share a document camera](#) or [Request a camera](#), a drop down list of all available cameras for the Video Call participant's device will display. Selecting the required camera shares it into the call.

This example shows the camera selection dropdown list for a participant who has received a request to share a camera.

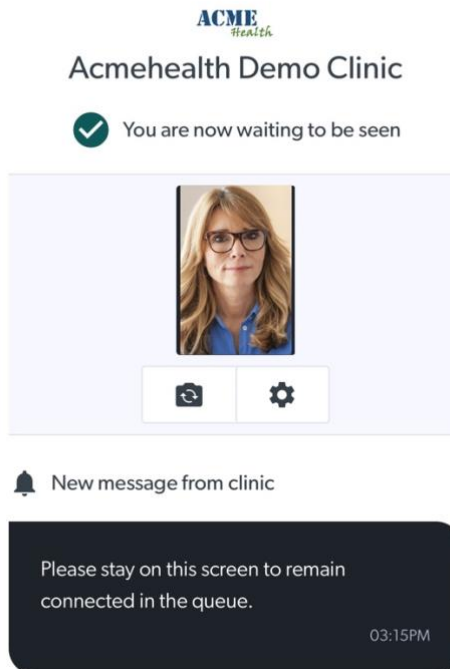


Improvements to the waiting screen for callers

The waiting screen for callers to the clinic has been updated for a better experience on mobile devices. The 'You are now waiting to be seen' message has been moved up under the clinic name. In preparation for the upcoming **Custom Waiting Experience**, the self-view section is further optimised on mobile devices for a better waiting experience.

Click [here](#) for more information.

This image shows the improved, optimised design of the waiting screen for callers to Video Call clinics. This leaves more space to view any messages and content from the clinic when using a mobile device.



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.

Click [here](#) for more information.

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](#).



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.

healthdirect Video Call team

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