

Video Call Update

8th August, 2024

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

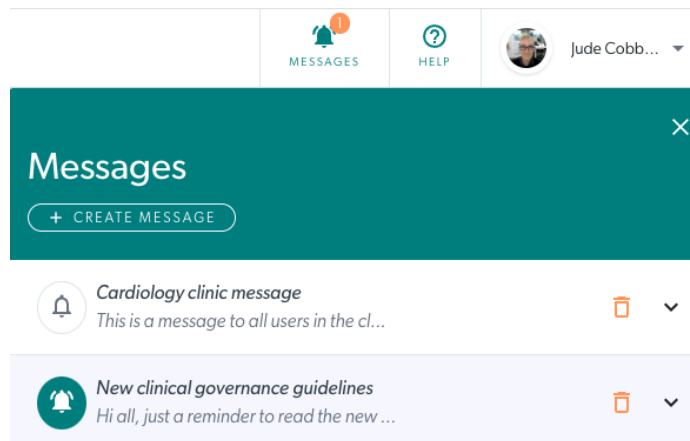
Video Call Message Hub

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

This new capability makes it easy to communicate any required information to Video Call account holders in your teams. Click [here](#) to watch a video and access more detailed information.

This example shows an administrator view of the messages notification section at the top right of the Video Call platform.

Administrators can view, manage and create messages here, while team members can view and manage received messages.



Picture in Picture call screen option

The recently released Picture in Picture (PiP) option is being widely adopted and allows users in a call to select a participant they would like to pop out from the main call screen. The selected video feed can then be moved and placed over another open application on the device. This can assist with performing other tasks, such as clinicians writing patient notes, or callers opening other applications on their device, while maintaining a clear view of the selected participant.

Click [here](#) to access detailed information.

This example shows a participant video feed placed over another application showing an x-ray image.



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 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.

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