

Video Call: Waiting Area Clinic Administrator detailed view

Meeting rooms

- Case Conferences **ENTER**
- Specialist team meetings **ENTER**
- Team Meeting **ENTER**
- CREATE A NEW ROOM**

Group rooms

- Physio group **ENTER**
- CREATE A NEW ROOM**

Reports

Reporting period* 01/01/2024 - 12/06/2024

Timezone* Australia/Sydney

Minimum consultation duration* 1 minutes

GENERATE

Live Captions
Display live captions of host speech to guests in the call
PRIVATE **DETAILS**

Post Call Links
Post Call Links **DETAILS**

Request Camera
Request access to a participant camera **DETAILS**

Services On Demand
By Healthdirect **DETAILS**

Waiting Area

Search [] FILTERS []

Status is Being Seen x Status is On Hold x Status is Waiting x

STATUS	CALLER	PARTICIPANTS	PHONE NUMBER	TRANSFER	JOIN	THREE DOTS
WAITING 02:02	Tom Jones	1	+61 0431 234 234	TRANSFER	JOIN	⋮
ON HOLD 01:25	Sue Smith	1	+61 0431 123 123	TRANSFER	JOIN	⋮
BEING SEEN 01:16	Janet Evans	2	+61 0431 345 345	TRANSFER	JOIN	⋮

Hosts
Jude Cobb
Participants
Janet Evans

Transfer Janet Evans

Select a transfer location []

TRANSFER **CANCEL**

Hosts
Jude Cobb
Participants
Janet Evans

Filters

Status: Being Seen, All, On Hold, All, Waiting, All

NEW VIDEO CALL
NEW VIDEO CALL
NEW GROUP VIDEO CALL

PERFORM PRE-CALL TEST
Test your network and equipment

Waiting Area Settings

Share the link to your Waiting Area
Share the link below to have callers arrive in your waiting area
<https://videocall.direct/acmetraining>
COPY LINK **SMS OR EMAIL**

Waiting Area Hours
View the hours of operation for this waiting area
Closes in 9 hours
View the opening hours

Support Contacts
View the support contacts for this waiting area

Your Settings

Alerts
Customise how you are notified of new calls

Microphone and Camera
Configure how your calls are setup
 Start call with camera on
 Start call with microphone on

Invite Callers to Waiting Area

Send Email Send SMS

Email address name@email.com

Subject You have been invited to a telehealth video call with Acme Health Training

Invitation message
Please click on the link below to start a Video Call with your health service provider at the time of your appointment.

Joining link will be added to the end of your message
 Keep information on send

CANCEL **SEND**

Support Contact Information

Staff Support Contact (Organisation)
Healthdirect Video Call Team
+61 180 058 0771
videocallsupport@healthdirect.org.au

Create Waiting Area Alerts

Alerts
Customise how you are notified of new calls ^

SMS alerts
Enabled v

Email alerts
Disabled v

Desktop alerts
Disabled v

Join call

Three dots menu options

- NOTIFY** - Message a caller
- PARTICIPANTS** - View call participant information
- ACTIVITY** - View Call activity Log
- EDIT DETAILS** - Edit Caller Details
- END CALL** - End call

Hover to see participants

Click the arrow to view available meeting rooms. Click Create A New Room to create a meeting room

Click the arrow to view available group rooms. Click to create a group room

Invite callers to waiting area via Email or SMS

Support Contact Information

Create Waiting Area Alerts

Microphone & Camera Settings