

## Video Call Update

28<sup>th</sup> August, 2024

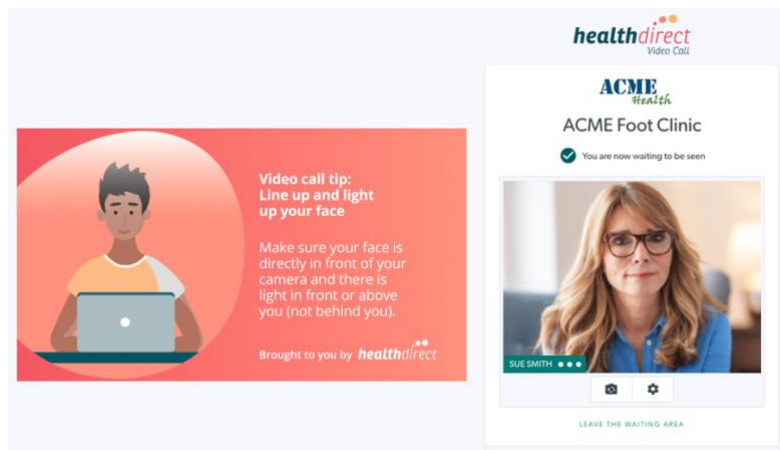
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

### Custom Waiting Experience

Administrators now have the ability to configure a playlist of content for waiting callers in the clinic to view, watch and listen to. This enables clinic administrators to provide custom content that suits the clinic's needs and assists patients while they wait. Playlist options include video links, images and audio. There is also a Healthdirect Content video available for all clinics which is set as the default, however it can be replaced by the clinic or organisation administrator, as required.

Click [here](#) for more information.

This example shows a caller watching the Healthdirect Content video while waiting to be joined.



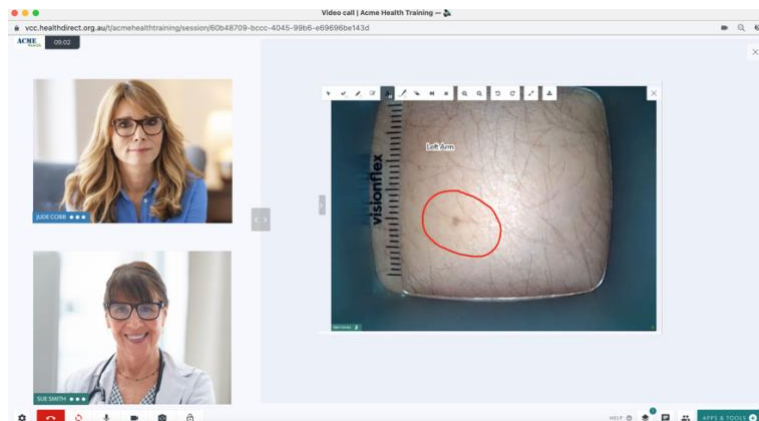
### Reminders:

#### Request a camera

Participants in a Video Call can go to [Apps & Tools](#) to **request a camera** from another participant, which is then shared into the call as an additional camera. Any available camera can be selected once the request is made, using the dropdown selection modal. An example use case for requesting a camera in a call is adding a medical camera or scope for a remote specialist to have a clear view of a wound or other medical issue.

Click [here](#) for more information.

This example shows a general examination camera added into a call, with annotations.



## Email and SMS invitation templates

A reminder that clinic administrators can create templates for patient/client invitations to the waiting area. Once created, health service providers and other team members can choose from up to five saved templates when sharing the clinic link via SMS or Email. This simplifies the process of creating and using invitation templates tailored to suit clinic workflows and processes.

Click [here](#) for more information regarding configuring and using invitation templates.

This example shows two SMS invitation templates configured by the clinic administrator for use in a clinic.

Invitation templates  
Set up templates to speed up the process of sending SMS or email invitations in the Waiting Area

Waiting Area		
Type	Name	Message
SMS	Dr Sam Smith	Please tap the link below 5 minutes prior to your appointment with Dr Smith. Fill in your details and click continue to access the online waiting area.
SMS	Dr John Jones	Please tap the link below 5 minutes prior to your appointment with Dr Jones. Fill in your details and click continue to access the online waiting area.

## Coming Soon: Consultation Notes application

We will soon be releasing a consultation notes application for Video Call, allowing health service providers in a call to take notes directly in the Call Screen. See our [Coming Soon](#) page for more information.

## 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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