

Video Call Update 4th September, 2024

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

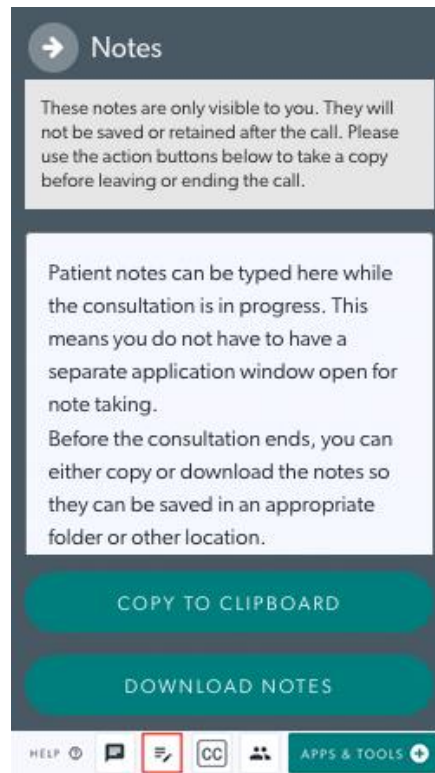
Notes application in the Video Call screen

We have released a new **notes** application for Video Call, allowing health service providers to type notes directly in the call screen. The notes can easily be copied or downloaded and saved in the patient's file or other location. These notes **will not** persist in the Video Call platform post-consultation.

Click [here](#) for more information.

This example shows the notes application open in a Video Call consultation, with typed notes.

The action buttons allow you to **Copy To Clipboard** or **Download Notes** as a text file.



Improvements to Request Camera and Share Document Camera

We have made improvements to the **Share document camera** and **Request A Camera** applications in [Apps & Tools](#). During a consultation, if you share an additional camera into the call via either of these two options, a new button in the [Resource Toolbar](#) allows you to convert the shared camera to a participant window. Once the camera displays as a participant window, you can share another resource into the call.

Click the links below for more information:

- [Share Document Camera](#)
- [Request A Camera](#)

This example highlights the new button in the Resource Toolbar, to convert a shared camera to a participant window.



Improvements to the waiting screen for callers

We have made further improvements to the waiting screen for callers, since the recent release of the [Custom Waiting Experience](#). When manual or automated messages are sent from the clinic to a waiting caller on a mobile phone, the screen will auto-scroll to show the new message. This way callers will not miss messages while waiting.

In this example a caller is watching waiting content on their phone and the screen has scrolled down to show new messages sent from the clinic.



 New message from clinic

Thank you for waiting. The doctor will join you as soon as they are ready.

02:57PM

Please stay on this screen to remain connected in the queue.

02:57PM

Coming Soon: Live caption improvements

We will soon release improvements to the Video Call [Live Captions](#) application. Live captioning displays spoken dialogue on the screen in real-time with the click of a button. There will soon be the ability to transcribe all participants as they speak and the application will identify each person in the transcript. The update includes extra configuration options and the downloaded file will be formatted as a PDF file with timestamp.

Our [Coming Soon](#) page provides an overview of upcoming functionality and features.

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
Healthdirect Australia
VideoCall@healthdirect.org.au