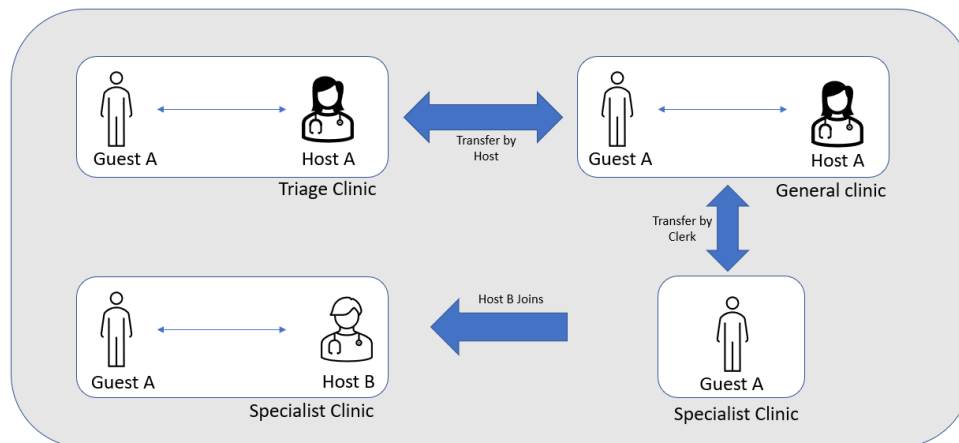


Call Transfers in Consultation Reports:

The Waiting Area Consultations reports now have additional columns which help track the transfer of a Video Call between clinics.

Consider the following scenario where a doctor/nurse joins a patient in a Triage clinic and transfers the call to a General clinic after collecting some information. A consultation takes place in the General clinic with one or more doctors and subsequently the patient is transferred to a Specialist clinic for further diagnosis.



In the healthdirect Video Call service, each transfer of a call is represented by a segment. These segments have their own unique IDs, and together they form a single call with a unique Session ID. In the scenario above, there are three segments, one for each clinic.

Below are the definitions of important columns in Waiting Area Consultation reports that will help to track and understand the data for transferred calls:

1. **Session ID:** This is a unique ID for each call. Each transfer segment of a call will have the same Session ID.
2. **Call Segment ID:** This is a unique ID for each call segment. Each transfer segment of the same Session ID will have unique segment ID.
3. **Call Segment Started:** This is the time the call segment started in a particular clinic.
4. **Call Segment Finished At:** This is the time the call segment ended in the clinic.
5. **Call Segment Duration:** This is the duration of call segment in the clinic.
6. **Time Participant Joined:** This is the time the participant joined the call (segment). It may be different to 'Call Segment Started'.
7. **Time Participant Left:** This is the time the participant left the call (segment). It may be different to 'Call Segment Finished At'.
8. **Participant Duration:** This is the duration the participant spent on the call (segment). It may be different to 'Call Segment Duration'.
9. **Transferred to Call Segment:** This is the unique ID of the call segment that the call was transferred to. If you are viewing a clinic level report, the transferred-to call segment details will be in another clinic report.
10. **Transferred to Clinic:** This is the name of the clinic the call was transferred to. If you are viewing a clinic level report, the transferred to Clinic name may not be in the report.
11. **No of participants in call segment:** This is the number of participants in the call segment.