

## Video Call Update 24th May, 2023

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

### Flip your video in the Call Screen

Video Call participants can flip their local video feed horizontally during a Video Call, if desired. The self-view screen in a Video Call is designed to mirror the image by default. Flipping the local feed can be useful for things such as completing physiotherapy exercises, or having a non-mirrored view of a specialised scope device.

Click [here](#) for more information regarding the Video Call Screen.

This image shows a side-by-side view of a default and a flipped local video feed, after pressing the highlighted **flip video** button.



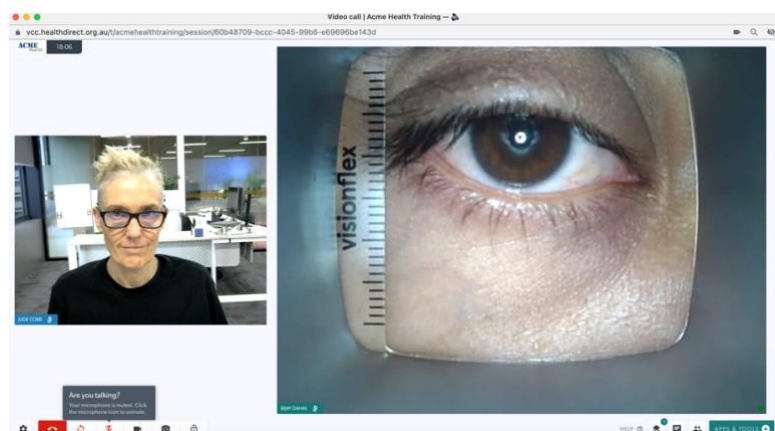
### Resource Centre:

#### Compatible medical devices

We have added information to our Resource Centre regarding the use of **Visionflex** specialised telehealth devices, including cameras, scopes and video glasses, with healthdirect Video Call. The Visionflex devices can enrich telehealth consultations by enabling remote examinations. Example use of the devices may include examination of the patient's skin, eyes, mouth and throat.

Interoperable devices and use case examples are detailed [here](#).

This example shows the **Visionflex General Examination Camera** being used in a telehealth eye examination.



### **Share screen using the Mozilla Firefox browser**

Video Call users now have the ability to share their screen and applications when using the Firefox web browser. This functionality was previously unavailable when using Firefox. Click [here](#) to find out more about sharing your screen using **Apps & Tools** in the Video Call Screen.

### **New short videos**

We have added two short videos to our [Video Call Training](#) page (in the Training Videos dropdown), to assist users in becoming familiar with healthdirect Video Call.

Below are direct links to the latest short videos:

[Searching, filtering and sorting in the Waiting Area](#)  
[Adding and managing Team Members](#) (for clinic administrators)

### **Healthdirect Video Call Training**

The healthdirect Video Call team delivers free training sessions for health service providers and clinic administrators.

To register for one of our regular training sessions please visit our [Training](#) page.  
To book a free training session for your organisation or team please [contact us](#) to arrange a suitable time.  
Or [speak to us](#) today about how we can work with you to support Video Call training and access.

### **Free RACGP accredited training - Continuing Professional Development (CPD)**

For GPs who would like more targeted training, we run short RACGP accredited training courses that attract CPD points. Links to register for these sessions can be found on the RACGP website and on our Resource Centre [Training](#) page.

### **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.

Regards,

healthdirect Video Call team  
Healthdirect Australia  
[VideoCallSupport@healthdirect.org.au](mailto:VideoCallSupport@healthdirect.org.au)