

## Video Call Update 3<sup>rd</sup> May, 2023

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

### Video Call account Display name

Video Call account holders now have the option to add a **Display name** to their profile. If a display name is added, it will display in the call screen and in the invitations the user sends to callers. If no display name is entered, the First and Last name will be displayed.

To edit your profile, click on the dropdown arrow next to your name at the top right of the Waiting Area and select **Edit your profile**. Click [here](#) for more information about editing your profile.

This example shows a **Display name** added to a Video Call user's profile.

Clinic Display Name, Role and Specialty

Display name

This name will display in your call screen and in the invitations sent to your callers. Please ensure it is correct at all times. If no display name is entered, your first and last name will be used.

### New video feed not available indicator

When a participant's camera is unavailable during a Video Call, this is indicated via a message and icon in their video feed. This makes it clear to all participants in the call what is happening for that participant. There are several messages and icons in the call screen that can be displayed, depending on the reason for the video becoming unavailable, for example when they are interrupted by a call or other application.

For more information, click [here](#).

When a participant turns off their camera, this image shows the display in their video feed in the Video Call Screen.

The text under the initials reads: **Participant has turned off their camera.**

The outer circle highlights when the participant is speaking, as shown here.



## Resource Centre:

### Starlink satellite connections

Video Call users have the option to use Starlink to access the internet via satellite in areas where high quality internet connectivity is unreliable or unavailable. Starlink is available all over Australia and aims to provide high bandwidth, low latency connections that are suitable for real-time video, including Video Calls.

Click [here](#) for more information, including a short Video Call case study.

### Healthdirect Video Call Training

The healthdirect Video Call team delivers free training sessions for clinicians 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)