

## Video Call Update 21st June, 2023

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

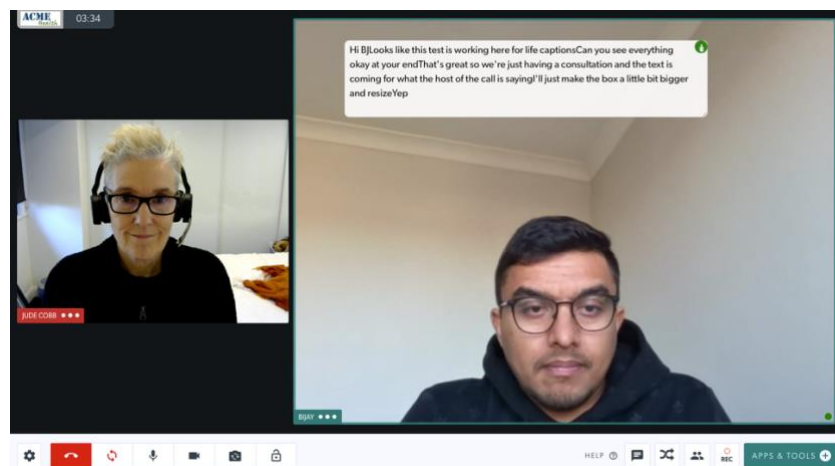
### Coming Soon

#### Live captions

There will soon be the ability to generate live captions in a Video Call. Live captions will be generated when the host of the call (health service provider) activates the application and is speaking. This will improve accessibility for deaf and hearing impaired patients and clients using the Video Call service.

Click [here](#) to see more in our Coming Soon page in the Resource Centre.

This example shows live captions being generated during a Video Call.

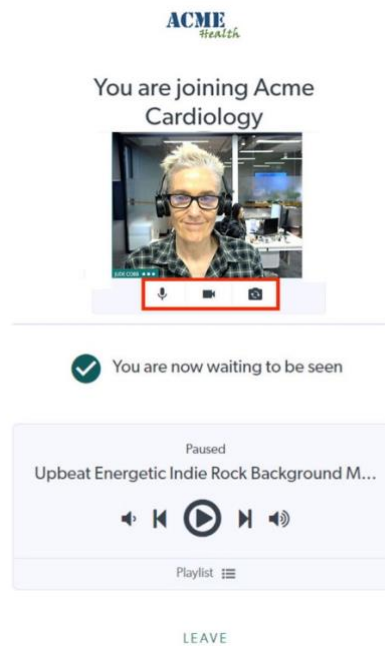


#### Ability for waiting callers to mute their microphone and camera

Callers in a clinic waiting area will soon have the option to mute their camera and/or microphone while waiting. This may be useful for callers who are experiencing long wait times in a clinic and they can turn their camera and microphone back on when they are ready.

This feature will be configurable at the clinic level and if configured in a clinic, it will be available for all waiting callers. Click [here](#) to see more in our Coming Soon page in the Resource Centre.

This image shows the microphone, camera and switch camera icons coming soon for waiting callers.

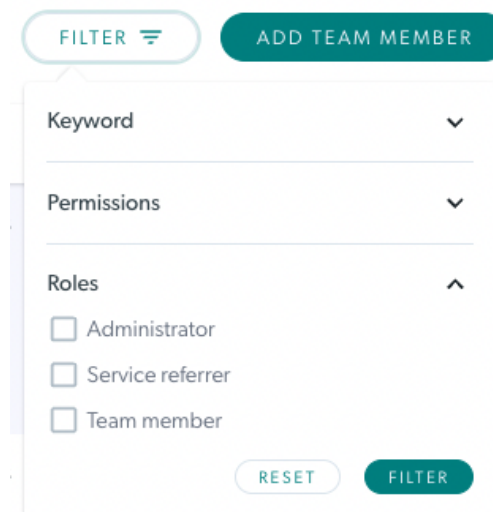


## Reminders

### Filtering in Team Members configuration tab

A reminder that clinic administrators can filter by keywords, roles and permissions when in the **Team Members** configuration tab, as well as searching for members by name. This helps to easily find team members and administrators in your clinic. Click [here](#) for more information about adding and managing Team Members.

Clinic admins go to **Configure > Team Members** and click on the **Filter** button to see the available filtering options.



### Video Call account Display name

Video Call account holders 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. This gives the opportunity to add information about your role or qualifications, if desired, without changing your account name.

If no display name is entered, the First and Last name will be displayed. Click [here](#) for more information about editing your user profile, including adding a Display name.

This image 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.

### 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 RACGP accredited training for GPs that attracts CPD points.

- 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.

Regards,

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