

Video Call Update 7th July, 2023

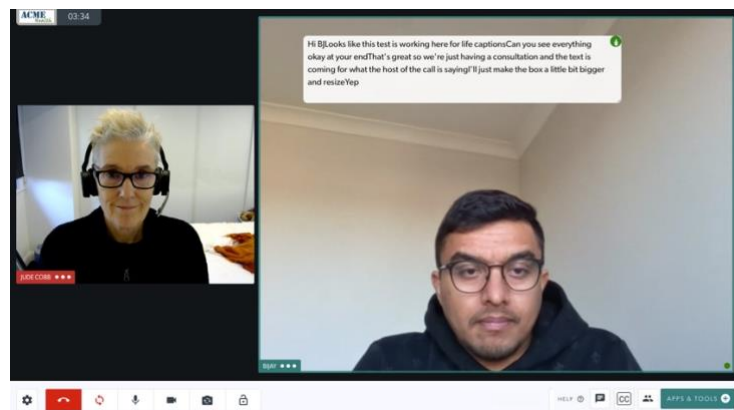
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

Live captions

We have added the ability to generate live captions in a Video Call. Live captions are generated when the host of the call (health service provider) activates the application and begins speaking. This improves accessibility for deaf and hearing impaired patients and clients using the Video Call service.

Click [here](#) for more information.

This example shows live captions being generated during a Video Call, with the host's speech being converted to text.

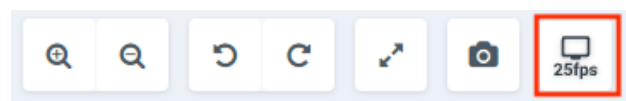


Increased frame rate for screen sharing

Video Call users now have the ability to increase the frame rate of screen sharing to 25 frames per second (fps). Previously this was set to 5fps. When sharing a resource, there is a button in the Resource Toolbar that allows users to select this higher frame rate when screen sharing, for example while playing a video.

Click [here](#) for more information.

Click the 25fps button in the Resource Toolbar to toggle the frame rate between 5fps and 25fps.



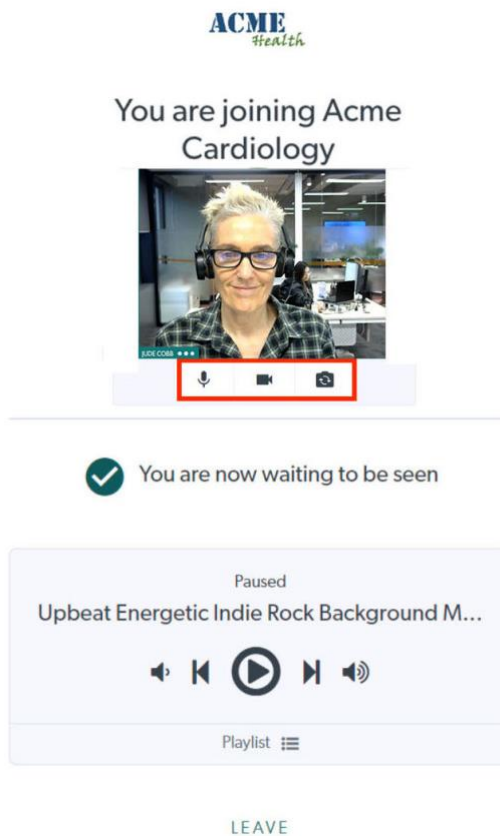
Coming Soon:

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 is configurable at the clinic level and, if configured, is available for all waiting callers in the clinic. Click [here](#) for more information

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



Resource Centre:

New page for hosting Video Call communications

We have created a page in our Video Call Resource Centre with links to PDF versions of our fortnightly bulletins. These links can be used to include the bulletins in your organisation's internal communications workflow, making it easier to share Video Call updates with your networks and teams.

Click [here](#) to access the page.

Reminder: Single Sign-on integration with Video Call

If your organisation would like to introduce Single Sign-on (SSO) for healthdirect Video Call, account holders will no longer require an additional password to sign in. This makes the sign in process more streamlined and minimises account issues for a better user experience.

Thanks to the organisations that have already implemented SSO and a reminder to interested organisations that we will support you throughout the testing and implementation process.

If your organisation is interested in implementing SSO for Video Call, please click [here](#) for more information. You will see links to documents that will help you set up SSO.

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,

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