

Video Call Update 19th July, 2023

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

Ability for waiting callers to mute their microphone and camera

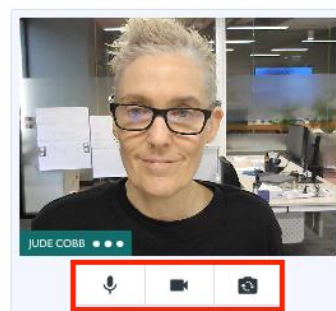
Waiting callers now have the option to mute their camera and/or microphone. This may be useful for callers who are experiencing long wait times in a clinic and they can turn their camera and microphone back on when they are ready.

This feature is enabled at the clinic level and, if enabled, is available for all waiting callers in the clinic. Click [here](#) to see the clinic configuration option.

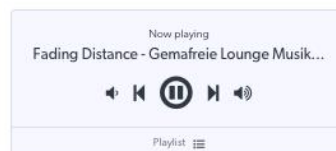
This screenshot shows the microphone, camera and switch camera icons available for waiting callers when the clinic configuration option is enabled.

The caller's name also shows in the waiting screen, just as it does in the Call Screen once they are joined.

You have joined Acme Health Training



✓ You are now waiting to be seen

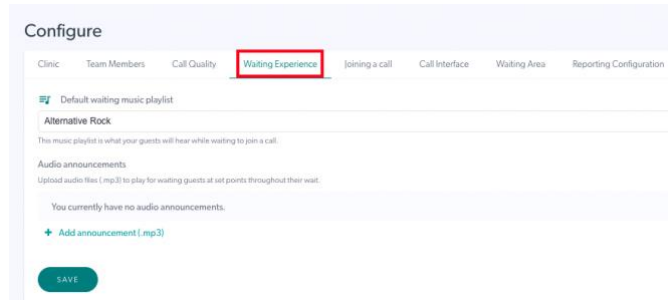


LEAVE THE WAITING AREA

Waiting Experience configuration tab

Clinic administrators, please note that the name of the tab to configure waiting music and audio announcements has changed from Waiting Music to **Waiting Experience**. This change is in preparation for future caller waiting experience improvements.

This screenshot shows the **Waiting Experience** tab in the clinic configuration section.



Coming soon:

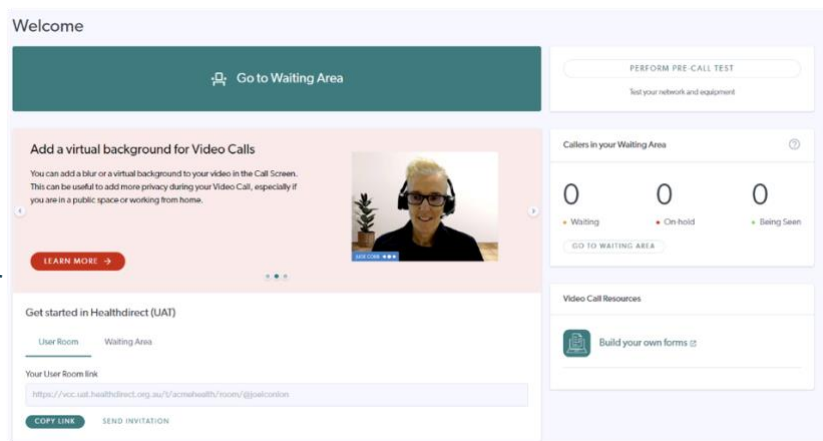
Clinic Dashboard

We will soon be introducing a new **Clinic Dashboard** that will include a link to the waiting area, an overview of caller activity in the clinic and a carousel of announcements. This will make it easy to communicate Video Call service updates with all team members in your clinic.

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

This image shows the design of the new **Clinic Dashboard**, coming soon to Video Call.

Clinic Administrators can choose their desired landing page option, either the Clinic Dashboard or the Clinic Waiting Area.

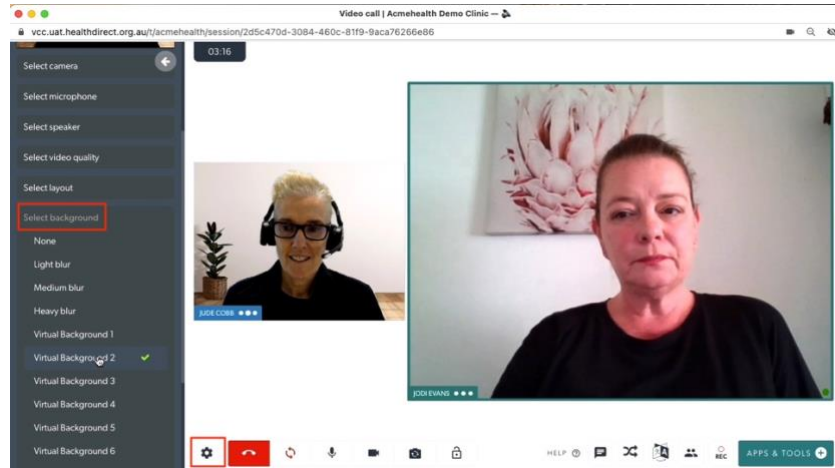


Reminder: Virtual backgrounds available in healthdirect Video Call

A reminder that health service providers have the capability to apply blurred and virtual backgrounds in the Video Call Screen. The background can be changed by selecting the desired option in the Call Screen **Settings** drawer. This can be useful for health service providers joining a call from a public space or working from home.

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

Click on the Settings icon in the Video Call Screen and then click on **Select background** to access the options for selecting a virtual background, as shown in this example.



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

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