

Video Call Update 2nd August, 2023

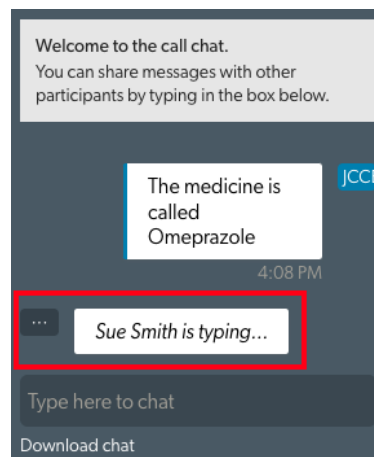
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

New in-call chat improvement

There is a new indication message that displays when a Video Call participant is typing in the chat window. This improves the chat functionality for all participants in a call, alerting them that a question or comment is being typed.

Click [here](#) for more information about the Video Call Screen, including chat functionality.

In this example a participant, Sue Smith, is typing into the chat. Other participants in the call are alerted via the three dots and accompanying message.

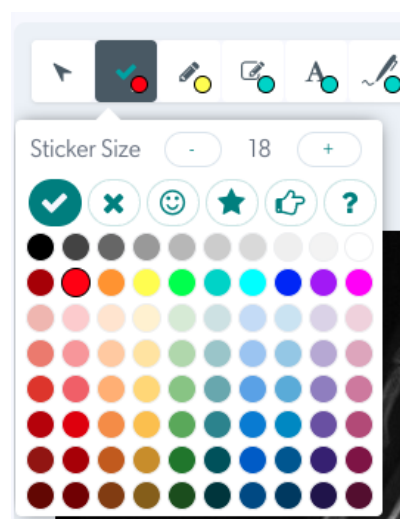


Improvement to in-call annotation tools

We have released an improvement to the annotation tools in the **Resource Toolbar**, which appears when participants are sharing a resource into a call. The current selected colour for each annotation tool displays and there is a design update for tool options.

Click [here](#) for more information regarding sharing Apps & Tools.

This image shows the current selected colour for each annotation tool and the improved design of the sticker tool options in the Resource Toolbar.



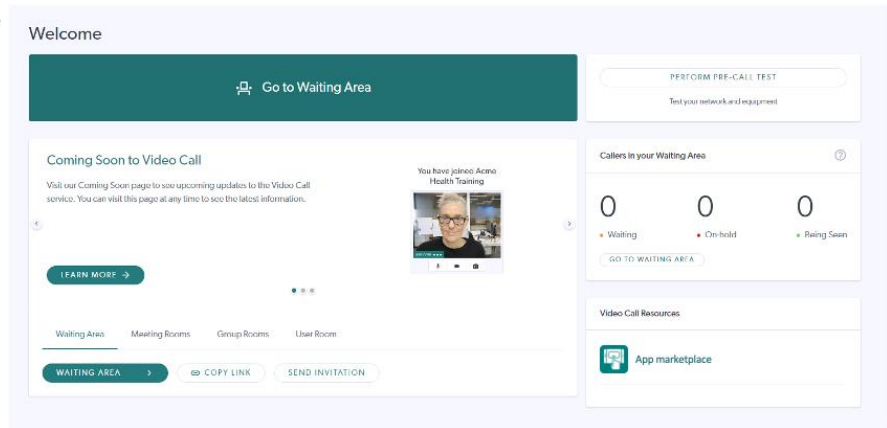
Coming soon:

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, a carousel of announcements and a list of Video Call resources. This will make it easy to communicate Video Call service updates and information 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.

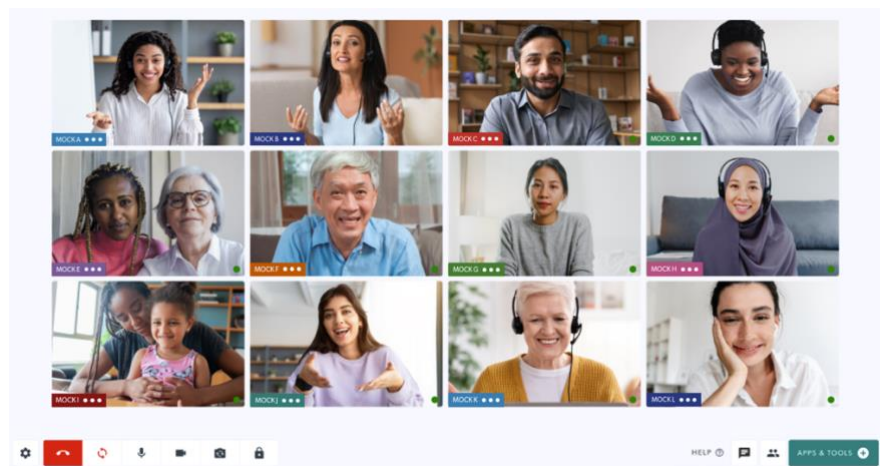


Group call layout update

We will soon be releasing an improved layout experience for video calls with multiple participants. The layout will form a neat grid as participants arrive and the Video Call Screen will be responsive to the size of the computer or device screen, to display the best available view. There will also be improved pin functionality.

Click [here](#) for more information.

This example shows a group call layout arrangement with multiple participants.



Reminder: Adding a survey or other post-call link for your clinic

Clinic administrators are reminded they have the option to add post-call links for Video Call participants, which display once a consultation ends. This can be a survey or other link, as

required, and can be configured to display for health service providers and/or patients and clients.

Please note, if no post-call links are configured in the clinic, participants will be directed to the [call quality rating](#) screen, once the consultation ends. Click [here](#) for more information about configuring post-call links for your clinic.

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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