

## Video Call Update 16<sup>th</sup> August, 2023

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

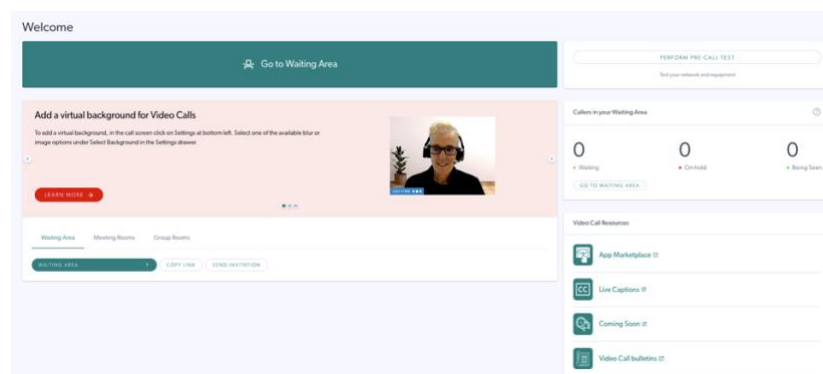
### Clinic Dashboard

We have introduced a new **Clinic Dashboard** that makes it easy to communicate with all Video Call account holders in clinics by providing announcements in a rotating carousel and links to Video Call resources. There are also quick links to the waiting area and clinic rooms, as well as an overview of caller activity in the waiting area.

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

This image shows the new **Clinic Dashboard**.

**Clinic Administrators** can choose between the new Clinic Dashboard or the Clinic Waiting Area as the desired landing page for clinic members when they sign in.

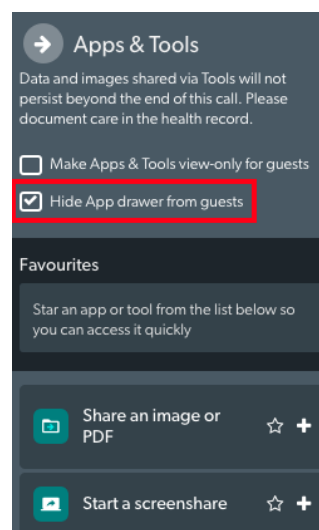


### New checkbox in Apps & Tools drawer

There is an additional checkbox available in the Apps & Tools drawer, **Hide App drawer from guests**, which hides the Apps & Tools drawer completely for guests in the call. Patients and clients are still able to interact with resources shared by the health service provider (host) during the consultation.

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

This image shows the new **Hide App drawer from guests** checkbox, giving health service providers more control over the patient/client's experience.



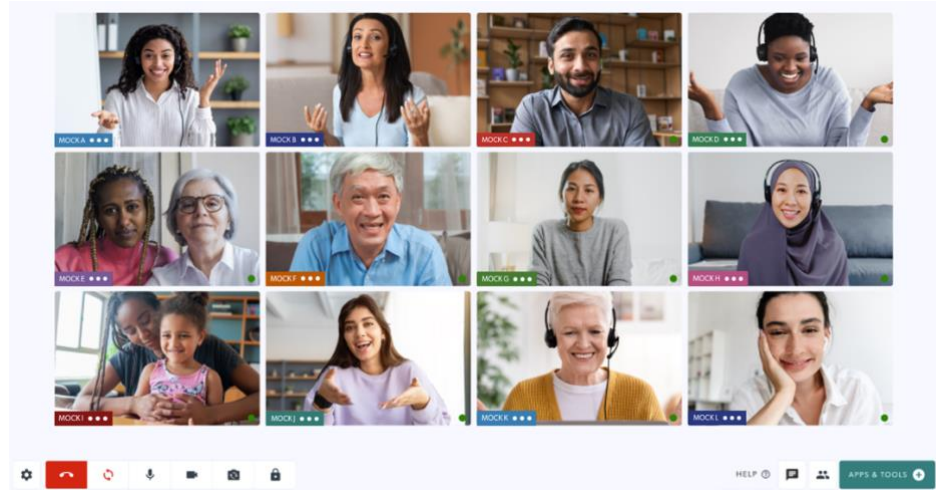
## Coming soon:

### 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.

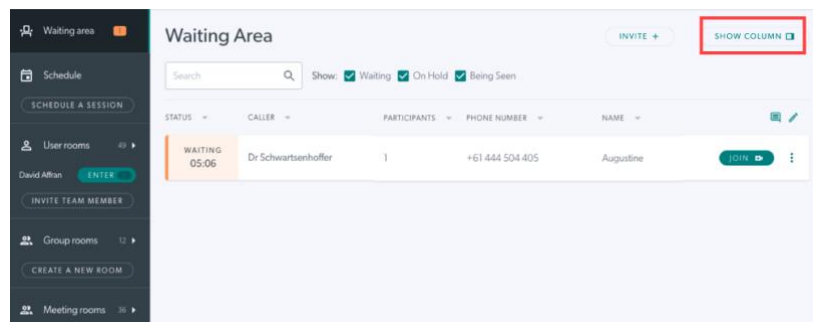


### Reminder: Show and Hide Right Hand Side (RHS) column in the Waiting Area

A reminder that Video Call users have the option to show or hide the RHS column in the waiting area. If hidden, there is more space to view the caller information in the middle column of the waiting area, which is useful on smaller screens.

Click [here](#) for more information.

In this example the RHS column has been hidden and clicking on **Show Column** will bring it back into view.



### 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**

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