

## Video Call Update 1<sup>st</sup> September, 2023

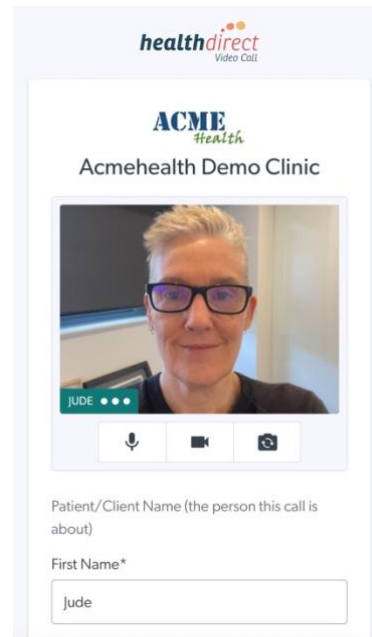
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

### Improvement to caller entry field screen

We have made further design updates to the caller entry field screen, improving the experience for patients and clients using a mobile device. The design updates enhance the user experience with a clear call to action to complete the required fields configured for the clinic.

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

This image shows the improved design of the caller entry field screen, when viewed on a mobile.



### Video Call Essential Eight (E8) cyber security compliance

The healthdirect Video Call service has maintained a Maturity Level Two Essential 8 result for the second consecutive assessment. With over 4.3 million consultations by Virtual EDs, hospitals, government helplines, primary health services and their patients on Video Call, all can be confident in the security and privacy of this built-for-health platform.

Click [here](#) for more information.

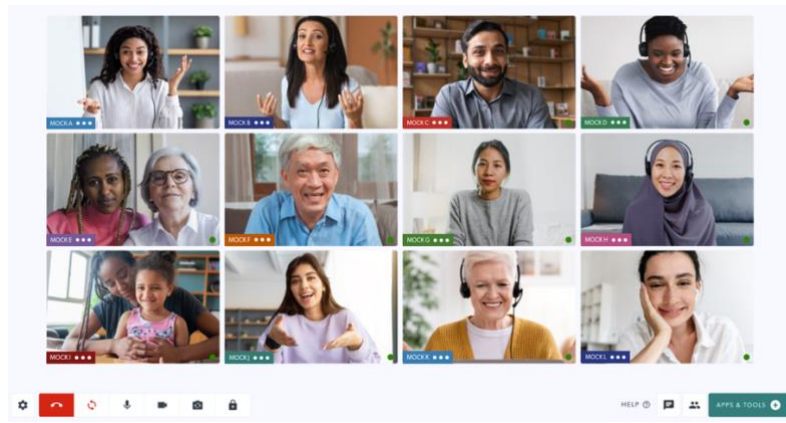
### Coming soon:

#### 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.

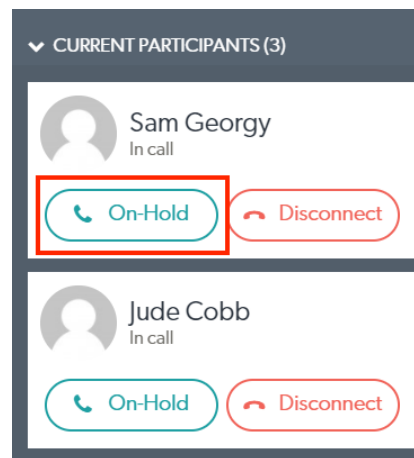
This example shows the group call layout arrangement with multiple participants, coming soon.



### Reminder: Putting a participant on hold in a Video Call consultation

When in a consultation with multiple participants, you can put one or more participants on hold temporarily in the call. For example, you may be in a call with two other participants and would like to speak with one of them privately. This is simple process using the [Call Manager](#) and you can accept them back into the call when ready. For more information, click [here](#).

This image shows the option to temporarily put a participant on hold in a Video Call consultation.



### 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 and ACCRM accredited training for GPs** that attracts CPD points and ACCRM hours.

- 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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