

## Video Call Update 28<sup>th</sup> September, 2023

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

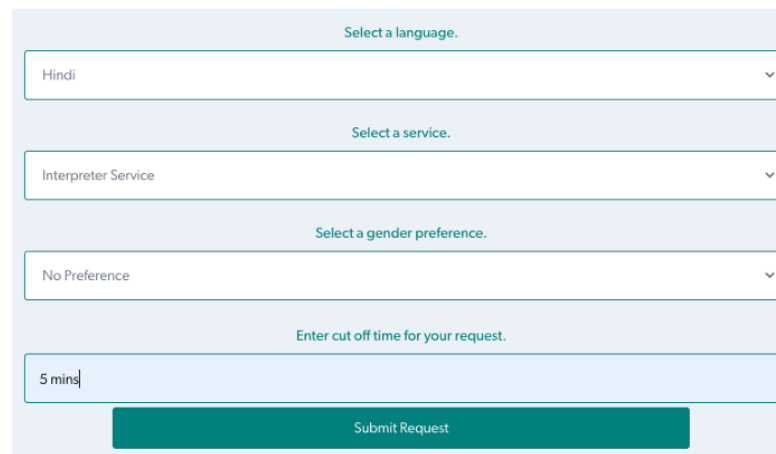
### Services on Demand application

Services on Demand is a new application in the Video Call service. This application facilitates health service providers to request an on-demand service during a consultation. An example use case is an on-demand interpreter service. The application sends a request to a nominated email address with a link to the current Video Call for direct access.

Click [here](#) for more information.

When enabled in the clinic, **Services on Demand** is displayed in the **Apps & Tools** drawer during a Video Call consultation.

This image shows the design of the on-demand service request form.



The screenshot shows a form with the following fields and labels:

- Select a language.** (Dropdown menu): Hindi
- Select a service.** (Dropdown menu): Interpreter Service
- Select a gender preference.** (Dropdown menu): No Preference
- Enter cut off time for your request.** (Text input): 5 mins
- Submit Request** (Button)

### Coming Soon:

#### Custom Virtual Backgrounds

Video Call users will soon be able to upload their own custom virtual backgrounds to their in-call video feed. Currently users can choose from a selection of pre-set blur and virtual background options during their video calls, as outlined [here](#).

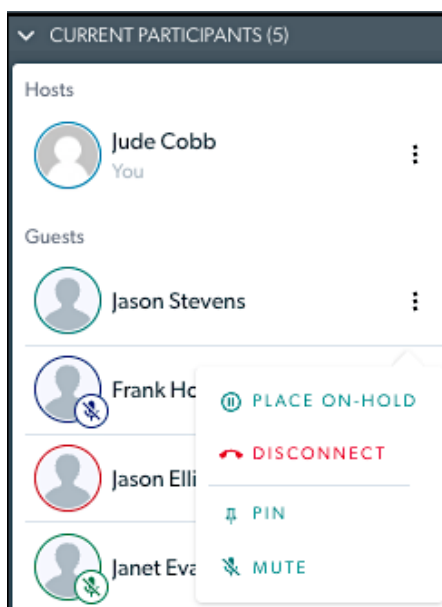
#### Call Manager design improvements

The **Call Manager** in the call screen will soon have an improved design, making it easier to view and navigate. Functions that can be performed for call participants will be grouped together and accessed by clicking three dots to the right of the required participant.

Click [here](#) for more information.

This image shows the upcoming design of the Call Manager.

In this example clicking the three dots for a participant displays the available functions.



### Daylight Saving reminder

Daylight Saving will commence at 2am on Sunday, 1st October in New South Wales, Victoria, South Australia, Tasmania, the Australian Capital Territory and Norfolk Island.

This is a good time for organisation and clinic administrators to ensure their clinics are set to the correct time zone in the Video Call service.

Click [here](#) for more information.

### 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,

healthdirect Video Call team  
**Healthdirect Australia**  
[VideoCall@healthdirect.org.au](mailto:VideoCall@healthdirect.org.au)