Video Call Update   25th October, 2023

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

Call Manager design improvement
The **Call Manager** in the Video Call screen has an improved design, making it easier to view and navigate. Functions that can be performed for call participants are grouped together and accessed by clicking three dots to the right of the required participant. There is the ability to select multiple participants for functions such as muting and pinning during a call.

Also included is a new **Permissions** section in the Call Manager**.** This allows hosts to assign individual permissions regarding the level of access to Apps & Tools during a call.

Click here for more information.

This image shows the **Current Participants** section of the updated **Call Manager.** In this example the 3 dot menu functions for participants are displayed for Janet Evans.
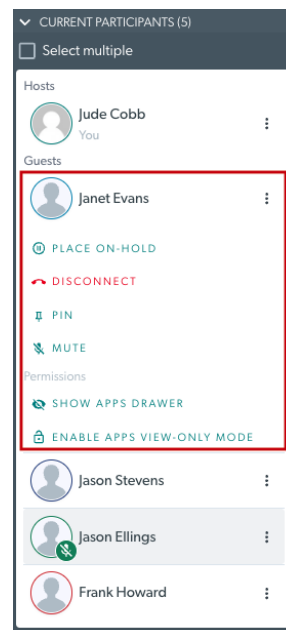

Full-screen mode for participant video feeds
We have introduced a full-screen hover button in participant video feeds during a Video Call. This allows participants to focus on a particular person in the call by making them full-screen. To exit full-screen mode press the 'Esc' key on your keyboard, or hover over the participant and click the full screen button again.

Click here for more information.

Clicking the full-screen button**,** highlighted in this example, will make the selected participant full-screen for your view.
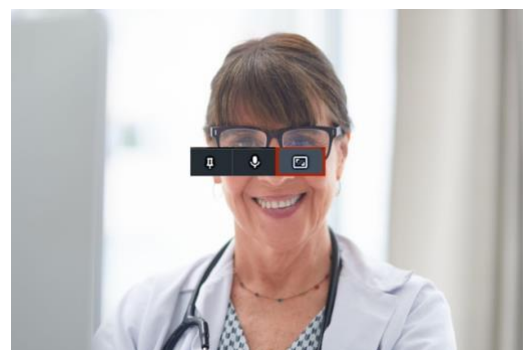
Improved mobile video layout in a multi-party call
On mobile devices, depending on the number of participants and the size of the screen, active speakers will be displayed, while others may be merged and not visible. As participants speak, the focus will switch to maintain a better user experience on mobile screens.

Click here for more information.

This example shows active participants in a Video Call on a mobile device and an indication of how many other participants are merged in the call.
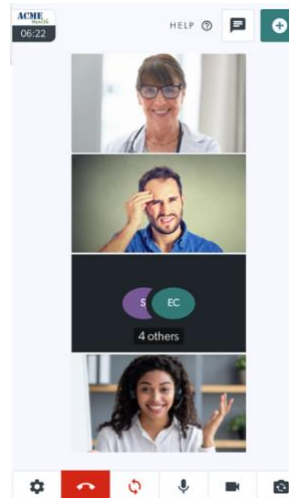
Coming Soon: Custom Virtual Backgrounds
Video Call users will soon be able to upload their own custom virtual backgrounds to their in-call video feed. Currently users can choose from a selection of pre-set blur and virtual background options during their video calls, as outlined here.

Reminder: Configure Clinic Entry Fields
A reminder that **clinic administrators** can configure the **Entry Fields** patients and clients fill in when they start a Video Call to arrive in the clinic waiting area. The flexible configuration options make it simple to set up Entry Fields to suit the clinic needs.

Click here to watch a short video explaining how to configure Entry Fields.

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