

Video Call Update 27th November, 2023

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

Bulk Billing Consent application

We have released a new application in the Video Call service, enabling health service providers to obtain bulk billing consent from patients during a call. Open the **Bulk Billing Consent** application before the consultation ends, select the relevant MBS item(s) and request consent from the patient. Both the health service and the patient can receive a copy of the completed consent form via a nominated email address.

Click [here](#) to watch a short video and [here](#) for more information about configuring and using the Bulk Billing Consent app.

This image shows the health service provider view of the Bulk Billing Consent application in the Video Call screen.

Aged Care workflow - short video animation

There is a new short video animation outlining the workflow for Aged Care Homes set up with a Video Call clinic. The video shows the simple steps for offering Video Call consultations to residents with health service providers and any other required participants, including family members.

Click [here](#) to watch the video and find more information in our [Aged Care Portal](#).

Coming soon: Group calls in the Clinic Waiting Area

There will soon be the ability to initiate group calls from the Clinic Waiting Area. This will make it possible to select required callers in the waiting area and start a new group call with more than six participants.

Click [here](#) for more information.

Reminder: Creating a patient accessible link

When a patient/client starts a Video Call they are asked to fill in their details before arriving in the clinic waiting area. For patients/clients who have mobility or other issues that may make this process difficult, it is possible to create a personalised, accessible link just for them. Accessing Video Call then becomes one click on the link you provide. Click [here](#) to create a personalised patient link.

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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