

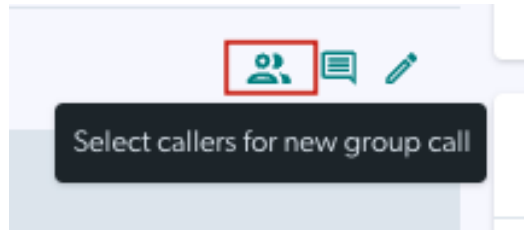
Video Call Update 6th December, 2023

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

Group calls in the Clinic Waiting Area

Group calls are now accessible in the Clinic Waiting Area for video consultations involving more than 6 participants. Health service providers simply click on the **group call** icon, select the required callers in the waiting area and seamlessly join them in a Video Call.

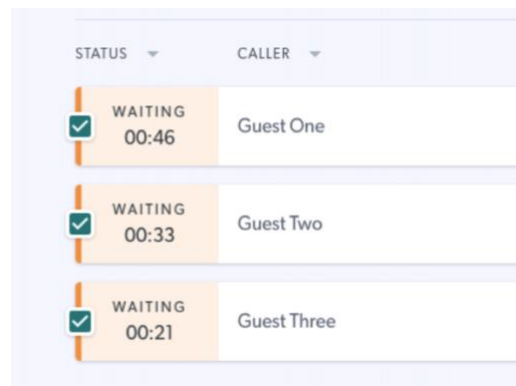
Click on the **group call** icon at the top right of the list of waiting area callers, to select the required participants.



Group calls offer the same functionality as standard video calls while using minimal bandwidth and processing power. Using the waiting area for group calls maintains a high level of security and ease of use in your clinical workflows.

Click [here](#) for more information.

This example shows 3 waiting callers selected to join a group call in the waiting area.



STATUS	CALLER
<input checked="" type="checkbox"/> WAITING 00:46	Guest One
<input checked="" type="checkbox"/> WAITING 00:33	Guest Two
<input checked="" type="checkbox"/> WAITING 00:21	Guest Three

Reminder: Obtain Bulk Billing Consent in your Video Call

The Bulk Billing Consent application enables health service providers to obtain bulk billing consent from patients during a call. Simply open the application, select the relevant MBS item(s) and request consent from the patient before the consultation ends. 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.

Coming Soon:

Email and SMS templates for invitations to the clinic

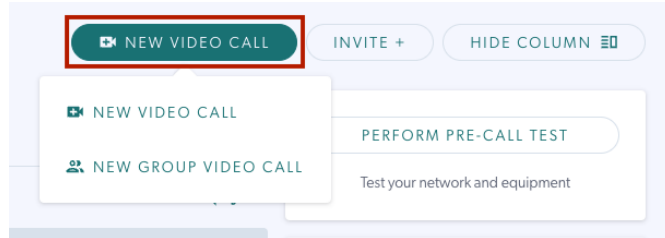
We will soon be introducing a new feature enabling **clinic administrators** to create and save templates for patient/client invitations to the waiting area. Once configured, health service providers and other team members will have the option to choose from up to five saved templates when sharing the clinic link via **SMS or Email**. This functionality will make it easy to create invitation templates that suit the clinic workflows and processes.

Start a New Video Call in the clinic waiting area

Health service providers will soon have the option to start a Video Call by clicking a button in the waiting area. They are able to prepare tools and resources before inviting participants to the call using the [Call Manager](#) and can add other participants from the waiting area, if

required. The patient/client then simply clicks on the link they receive to come directly into the current secure call.

The **New Video Call** button allows health service providers to start a Video Call from the Waiting Area.



Pre-call test updates

We will soon be introducing updates to the Video Call [pre-call test](#). These enhancements include improvements and simplification to functionality. Once the test is complete, it will present the results along with any suggestions regarding areas that may affect the quality of a healthdirect 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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