

Video Call Update 17th January, 2024

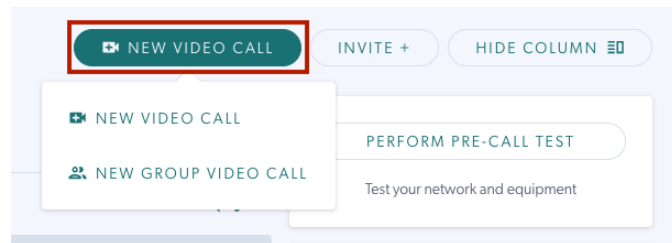
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

Start a New Video Call in the clinic waiting area

Health service providers now have the option to start a new Video Call by clicking a button in the clinic waiting area. They can prepare tools and resources in the call screen before inviting patients/clients/guests to the call using the [Call Manager](#) or adding participants to the call from the waiting area. Invited guests join the secure call by simply clicking on the link they receive (via SMS or email).

Click [here](#) for more information.

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



The option to start a **New Group Video Call** is available for calls requiring more than six participants.

SMS and Email templates for invitations to the clinic

We have introduced 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 can choose from up to five saved templates when sharing the clinic link via **SMS or Email**. This simplifies the process of creating invitation templates tailored to clinic workflows and processes.

Click [here](#) for more information regarding configuring and using invitation templates.

This example shows two SMS invitation templates configured by the **clinic administrator** for use in a clinic.

Invitation templates

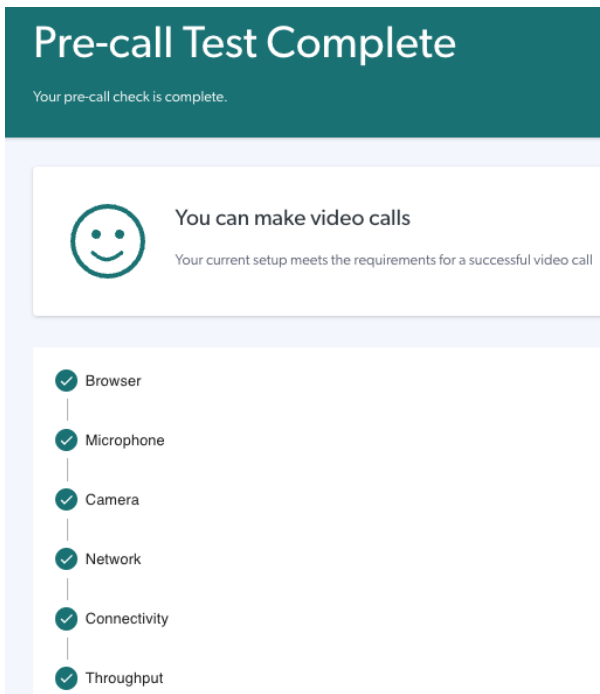
Set up templates to speed up the process of sending SMS or email invitations in the Waiting Area

Waiting Area		
Type	Name	Message
SMS	Dr Sam Smith	Please tap the link below 5 minutes prior to your appointment with Dr Smith. Fill in your details and click continue to access the online waiting area.
SMS	Dr John Jones	Please tap the link below 5 minutes prior to your appointment with Dr Jones. Fill in your details and click continue to access the online waiting area.

Pre-call test improvements


We have made improvements to the Video Call [pre-call test](#). These enhancements include improvements and simplification to both functionality and the design of the results screen. 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.

This **Pre-call Test** result shows all tests have passed and the user can have a good Video Call experience.



Pre-call Test Complete

Your pre-call check is complete.

 **You can make video calls**

Your current setup meets the requirements for a successful video call

- ✓ Browser
- ✓ Microphone
- ✓ Camera
- ✓ Network
- ✓ Connectivity
- ✓ Throughput

Coming Soon: Full-screen for local video feed

Users will soon have the ability to make their local video feed full-screen. This is useful when switching to another camera such as a back camera or medical scope so you can control the video more clearly, if required. This enhances existing functionality where participants already have the option to make remote participant video feeds full-screen.

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