

Video Call Update 24th January, 2024

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

Full-screen for local video feed

Users now 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, allowing the user to view and control the video more precisely. This enhances existing full-screen functionality during a Video Call.

Click [here](#) and scroll down to **Full-screen** for more information.

This image shows a local video feed with the full-screen hover button highlighted. You can also switch your camera to another camera, for example a medical device or back camera.



Improvements to Raise Hand feature

Improvements to the **Raise Hand** feature in the Video Call screen increase the visibility of raised hands in the call. The **Raise Hand** icon now stands out more in the participant video feed and shows next to their name, making it easier for the host and others in the call to be alerted.

Click [here](#) and scroll down to **Raise Hand** for more information.

When a participant raises their hand, the hand icon pulsates in their video feed and also appears next to their name, for improved visibility.



Creating email templates for Room invitations

Following the recent release of templates for Waiting Area invitations, clinic administrators can now create templates for patient/client email invitations to **Video Call rooms**. They can create up to five saved templates for each room type, for health service providers and reception/admin staff to choose from.

Click [here](#) for more information.

This example shows the creation of a template for Meeting Room invitations. Clinic admins now have four workflow options, to select the required workflow for new SMS and Email templates.

Create new email invitation template ×

Name*

This is the name you'll see when selecting a template for an invitation

Workflow*

Waiting Area User Room Meeting Room Group Room

Choose the call types that this invitation template applies to

Subject

Message*

Please click on the link below to attend the weekly online team meeting.

Joining link will be automatically added to the end of your message

CANCEL CREATE

Coming Soon:

Improvement to patient entry page

We will soon be making improvements to the patient/guest details page, which displays once the Start A Video Call button is pressed. The text will be updated to alert callers they need to press the Continue button to proceed, once they fill in their details. The page will be redesigned with the entry fields displaying above the view of the camera feed. This will make the process for accessing the waiting area clearer for patients and other callers.

Apps & Tools Grid view name change

There will soon be a minor name change for the **grid view** options in Apps & Tools, which allow users to simultaneously display multiple resources in a call. They will be renamed to **Grid view (2 panes)** and **Grid view (3 panes)**, dropping the 'Add a' prefix.

Visit our [Coming Soon](#) page for more information about these upcoming improvements.

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.

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