Video Call Update   31st January, 2024
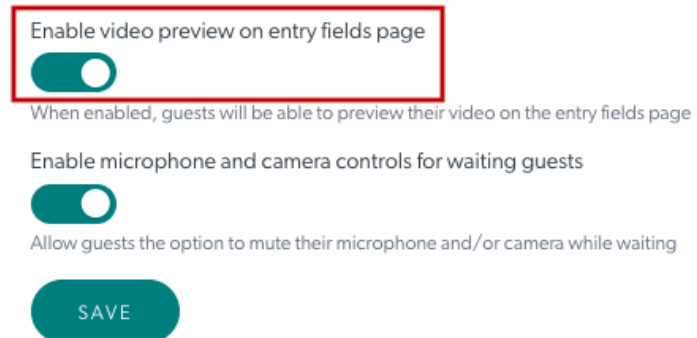
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

Improvement to patient entry fields page

Clinic administrators can now configure whether the **camera preview** displays for callers on the patient entry fields page. If the camera preview is disabled, callers add their name and details without their camera view displaying and click Continue to proceed. Once they are waiting to be seen, their camera preview displays as they wait to be joined in the call.

Click here for more information about configuring the camera preview for callers.

Clinic admins go to **Configure > Joining a call** to disable/enable the video preview on the patient details page. This setting is enabled by default.

Enable video preview on entry fields page

When enabled, guests will be able to preview their video on the entry fields page

Enable microphone and camera controls for waiting guests

Allow guests the option to mute their microphone and/or camera while waiting

SAVE

Take a snapshot of a participant video feed

There is a new **snapshot** hover button in participant(s) feeds during a Video Call. **Hosts** in the consultation can hover over a participant's video and use the snapshot button to take a snapshot for their records (patients and other guests in the call do not have access to this function). This will save to their local device and can be moved to the desired folder or location.

Click here for more information regarding Video Call participant hover buttons.

Hovering over a participant's video feed will show the hover control buttons, including the **Snapshot** button highlighted in this example.

DR SUE SMITH, MBBS, FRACGP ● ● ●

Apps & Tools Grid view name change

We have improved the naming of the **grid view** options in Apps & Tools. These tools, which allow users to simultaneously display multiple resources in a call, have been renamed to **Grid View (2 panes)** and **Grid View (3 panes)**, dropping the 'Add a' prefix. Grid view functionality remains the same.

Click here for more information.

This example shows the updated names of the **grid view** options for sharing multiple resources simultaneously in a call .
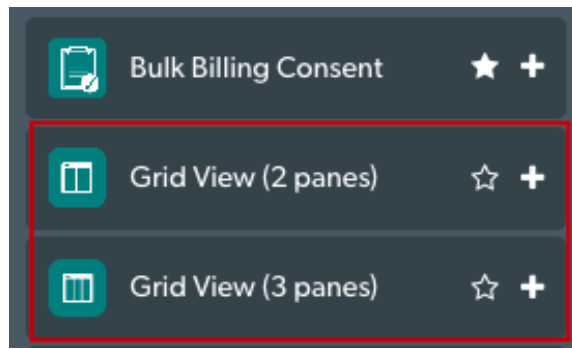
Coming Soon:

Further improvements to the patient entry page
There will soon be further improvements made to the patient entry fields page for callers. The page will be redesigned with the entry fields displaying above the camera preview and the text will update with a clear call to action to press the **Continue** button, once the patient details fields are completed. This will make the process clearer for all callers and improve accessibility to the waiting area.

Visit our **Coming Soon** page for more information about upcoming features and 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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