

Video Call Update 14th February, 2024

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

Improvements to the patient flow

We have made further improvements to the patient entry fields page for callers. The page has been redesigned, with the entry fields displaying above the camera preview. The text under the clinic name has also been updated with a clear call to action to press the **Continue** button, once the details are entered. This helps make the process clearer for callers and improves accessibility to the waiting area.

Click [here](#) for more information regarding the patient flow.

This image shows the redesign of the patient entry fields page, with the camera preview displaying below the requested patient/client details.

A reminder that clinic administrators also have the option to [disable the camera](#) preview for callers on this page, if desired.

Acme Health Training

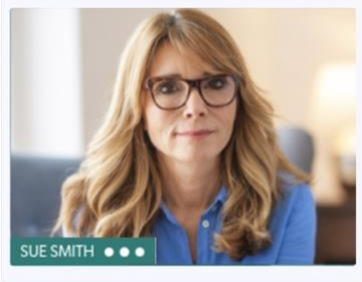
Complete the following details for the person this call is about, then press Continue

| | |
|----------------------------------|------------------------------------|
| First Name* | Last Name |
| <input type="text" value="Sue"/> | <input type="text" value="Smith"/> |

Phone Number

Medicare Number*

* required fields



By clicking "Continue", you accept the Terms of Use and Privacy Policy and acknowledge that Healthdirect (UAT) uses cookies in accordance with its Cookie Policy [🔗](#)

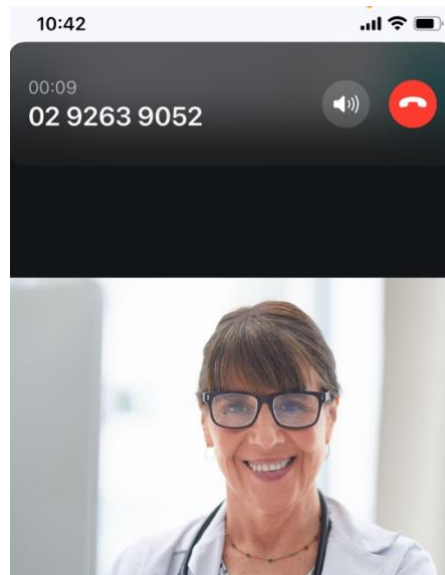
CONTINUE

Improvement for mobile phone participants

The experience and messaging when a participant using a mobile for their Video Call is interrupted by a phone call has been improved. A message, optimised for all screen sizes, appears for other participants in the call stating that the user is busy. The participant on the phone will see the Video Call screen paused for their view, with the phone call controls overlaid at the top. Once the user hangs up the phone call, the Video Call resumes.

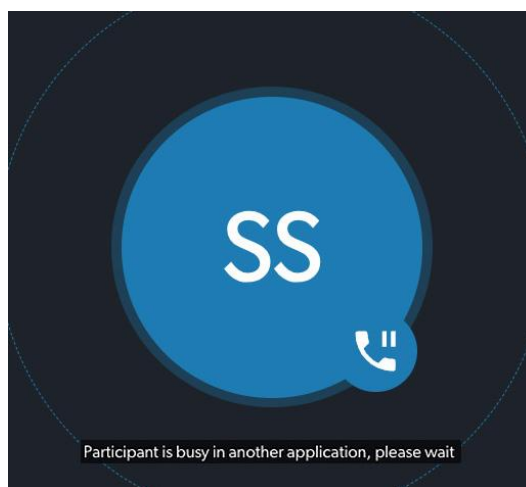
Click [here](#) for more information.

This example shows the phone call controls laid over the Video Call screen, when the participant is in a phone call.



This is an example of the message others in the Video Call will see when a participant on their mobile phone answers a phone call.

The message reads "Participant is busy in another application, please wait".



Apple reactions in a Video Call

Apple introduced **reactions** in the iOS 17 and MacOS Sonoma updates. Reactions fill the video frame with a 3D effect expressing how the person feels when they make certain gestures. These reactions include thumbs up and down, balloons, rain, fireworks and more. To show a reaction, the user holds an appropriate hand gesture in view of the camera. This is not part of the Video Call service and can be unexpected and confusing for some participants.

Click [here](#) for more information and learn how to **disable reactions** on an iOS or MacOS device.

This example shows a person in a video call using a peace gesture to create the balloons overlay in the call.



Coming Soon:

Selecting On-hold participants for Waiting Area group calls

Currently when you click on the group call icon in the waiting area, only waiting callers will have a selection box next to their details, so they can be added to the group call. This function will soon be extended to also include on hold callers, allowing them to be selected to join the call.

Ability for administrators to send messages via Video Call

Administrators will soon be able to send messages to a selected number of Organisations, Clinics and/or Users via the Video Call platform, depending on their access. These messages will appear under a notification icon.

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.

healthdirect Video Call team

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