

## Video Call Update 28<sup>th</sup> February, 2024

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

### Notice of upcoming Video Call planned maintenance

The Video Call service has upcoming maintenance planned for **Tuesday 12th March between 5AM and 5.30AM AEDT for up to 30 mins.**

### More maintenance details

An update is required for the Video Call service infrastructure. During this update, there will be a **short period of up to 30 minutes** where users may experience some disruption to the service. If users experience any connection issues during the maintenance period, refreshing the call should resolve the issue. If you have any questions, please contact the Video Call team:

- [videocallsupport@healthdirect.org.au](mailto:videocallsupport@healthdirect.org.au)
- 1800 580 771 (8am - 6pm local time, Monday to Friday)

### Selecting on-hold participants for Waiting Area group calls

When you click on the group call icon to start a group call in the waiting area, a selection box appears for **all waiting and on-hold callers**. You can then select the required callers to add them to the group call. This allows callers who have been put on hold in the clinic waiting area to be selected to add to the group call.

Click [here](#) for more information about Group Calls in the clinic waiting area.

In this example two waiting callers and two on-hold callers have been selected to join a group call in the waiting area.

<input checked="" type="checkbox"/>	WAITING 27:13	Jane Smith	1		+61 0432 234 234
<input checked="" type="checkbox"/>	WAITING 26:02	John Clarke	1		+61 0434 456 456
<input checked="" type="checkbox"/>	ON HOLD 23:53	June Jones	1		+61 0432 456 456
<input checked="" type="checkbox"/>	ON HOLD 23:36	Sam Jacobs	1		+61 0431 678 678

### Enhanced user administration functionality

There have been several improvements to administrative functions in the Video Call service that enhance the experience for admin users:

- Organisation Admins can now search **All Users** in their organisation by first and last name.
- Organisation administrators can now view and administer all user access and permissions from the **All Users** section. See below for an example screenshot.
- Organisation and clinic admins can use the new **Resend Pending Invitations** button in **Configure > Team members** to resend all pending invitations.

This example shows a user's access and permissions which can be administered from the **All Users** section by the Organisation Administrator.

Clinics			
Name	Organisation	Role	Permissions
Acmehealth Demo Clinic	Acme Health	Member	<ul style="list-style-type: none"><li>✓ Waiting areas</li><li>✓ Meeting rooms</li><li>✓ User room</li><li>✗ Data collections</li></ul> <span>EDIT</span> <span>DELETE</span>
Acme Cardiology	Acme Health	Member	<ul style="list-style-type: none"><li>✓ Waiting areas</li><li>✓ Meeting rooms</li><li>✓ User room</li><li>✓ Data collections</li></ul> <span>EDIT</span> <span>DELETE</span>

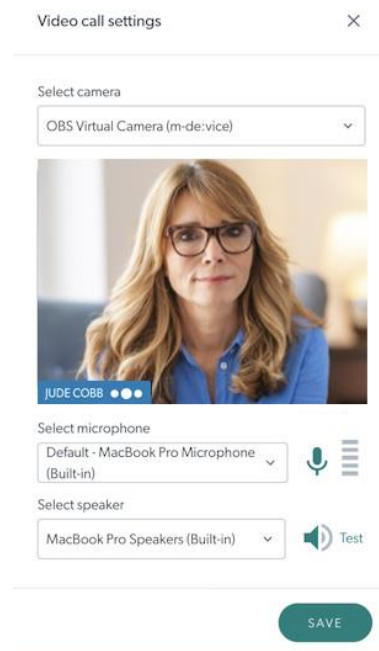
Total clinic roles: 2

## Coming Soon:

### Device selection in patient join flow

Patients will soon have the option to review and select their device settings prior to being joined in a Video Call. When a caller sees their video preview, a new Settings cog will be available. Clicking on the settings cog brings up the device selection screen, allowing callers to test and change the selection for their camera, microphone and speakers before they are joined in the call.

This example image shows the Video Call Settings screen for callers using a mobile device.



### Far end camera control application

We will soon be introducing a **Far end camera control application** for the Video Call service, allowing hosts in a call to control a remote camera that has **Pan Tilt Zoom (PTZ)** capability. Hosts select the participant in the call whose camera they would like to control and, if compatible, they can control the selected remote camera. If you are interested in testing this application with your camera equipment, please reach out to [videocallsupport@healthdirect.org.au](mailto:videocallsupport@healthdirect.org.au) to arrange a testing session.

### 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

**Healthdirect Australia**

[VideoCall@healthdirect.org.au](mailto:VideoCall@healthdirect.org.au)