

## Video Call Update

14<sup>th</sup> March, 2024

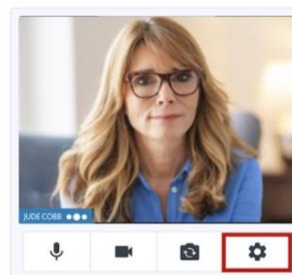
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

### Device selection in the patient join flow

Patients and other callers now have the ability 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 is 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 the Video Call consultation begins.

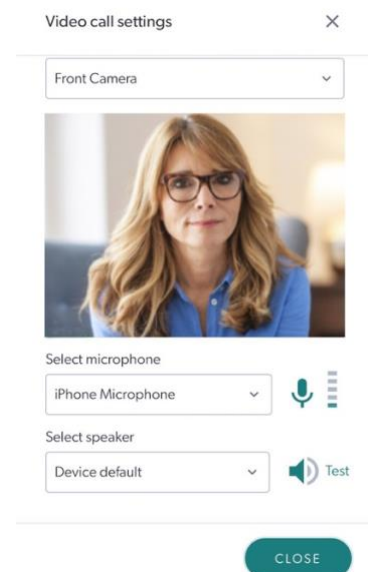
Click [here](#) for more information.

These screenshots show the device settings cog in the Start a Video Call screen for callers (left image) and the device settings screen that appears once the cog is clicked (right image).



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### Improvement to the snapshot function in Video Call

We have made improvements to the resolution of the **snapshot** function for participant feeds during a Video Call. Hosts in the consultation can hover over a participant's video and use the snapshot button to take a **high resolution** snapshot for their records (patients and other guests in the call do not have access to this function).

Click [here](#) for more information regarding Video Call participant hover buttons.

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

The snapshot is captured in high resolution.



## Coming Soon:

### 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.

Click [here](#) for more information.

This image shows a remotely controlled participant camera zooming in on a simulated snake bite during a video call. The dropdown icons at top right include snapshot, controller type and settings options.



### Video Call Message Hub

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.

### Configurable content for waiting callers

Administrators will soon have the ability to configure a playlist of content for waiting callers in the clinic to view, watch and listen to. This will enable clinic administrators to provide content options that suit the clinic and assist patients while they wait. Playlist options will include YouTube and Vimeo links, images and audio. The current waiting music and audio announcement options will remain available when this feature is introduced.

Visit our [Coming Soon](#) page for more information about these and other 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)