

## Video Call Update 27<sup>th</sup> March, 2024

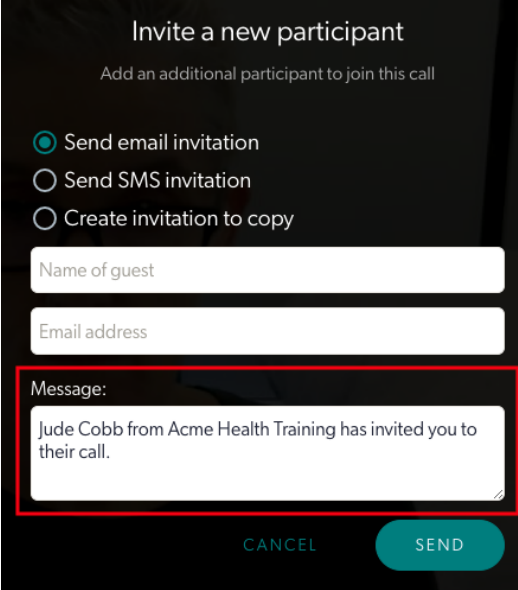
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

### New in-call SMS and Email invitation message

When a Video Call host invites a participant into their current call using the [Call Manager](#), the invitation screen has a new design and updated text. Email and SMS invitation messages now include the name of the inviting health service provider and the clinic name, to assist invited participants to confidently click on the link and join the call. There is also the option to create an invitation message that can be copied, pasted and sent using any messaging or email service.

Click [here](#) for more information.

This image shows the new invitation design and the options available for inviting a new participant from the **Call Manager**. The updated invitation text is highlighted.



### 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.

## Custom Waiting Experience

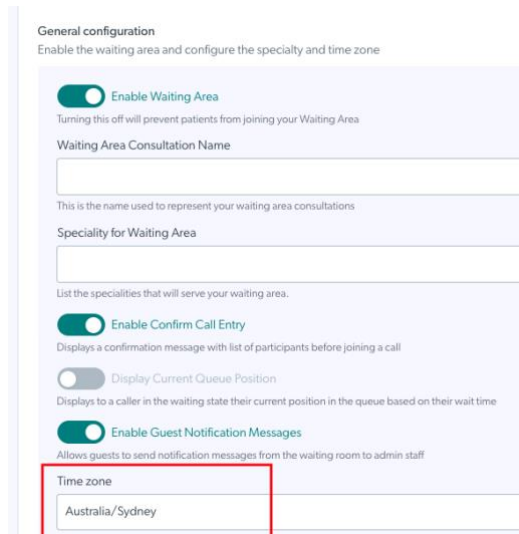
Administrators will soon have the ability to configure a playlist of content for waiting callers in the clinic to view, watch and listen to. This will enable clinic administrators to provide content options that suit the clinic and assist patients while they wait. Playlist options will include YouTube 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.

## Reminder: Daylight Saving ending soon

Daylight Saving will end at **3am AEDT on Sunday 7 April 2024**. This is a good time for clinic administrators to check the time zone is set correctly for their clinic, as this affects the clinic waiting area hours. Clinic admins can go to **Configure > Waiting Area > General Configuration** and check under **Time Zone** to ensure the correct location is set.

Click on the time zone field and use the dropdown menu to change the clinic location, if required.



General configuration  
Enable the waiting area and configure the specialty and time zone

**Enable Waiting Area**  
Turning this off will prevent patients from joining your Waiting Area

Waiting Area Consultation Name

This is the name used to represent your waiting area consultations

Speciality for Waiting Area

List the specialities that will serve your waiting area.

**Enable Confirm Call Entry**  
Displays a confirmation message with list of participants before joining a call

**Display Current Queue Position**  
Displays to a caller in the waiting state their current position in the queue based on their wait time

**Enable Guest Notification Messages**  
Allows guests to send notification messages from the waiting room to admin staff

Time zone  
Australia/Sydney

## 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 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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