

Video Call Update 10th April, 2024

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

New design for the Video Call sign in page

The **Video Call sign in page** has an engaging new design, including a new image and an update to the text for the sign in section. The sign in process has not changed and account holders continue to sign in to the Video Call service in the same way, using their email address and password.

Click [here](#) for more information about signing in to Video Call, including signing in via [Single Sign-on \(SSO\)](#) if your organisation has SSO enabled.

This image shows the new look Video Call sign in page:



Welcome

Are you a patient?
No sign-in is required, you may have arrived at this page in error. Please contact your health service for assistance with attending your appointment.

Service Providers
Please sign in to continue. For assistance, please contact your Telehealth Manager.

[Need an account?](#) [Need Help?](#)

If you require further assistance call Healthdirect on 1800 580 771

Sign in

Email address

[NEXT >](#)

[Reset your password](#)

Powered by **COVIU**

Coming Soon to Video Call:

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 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.

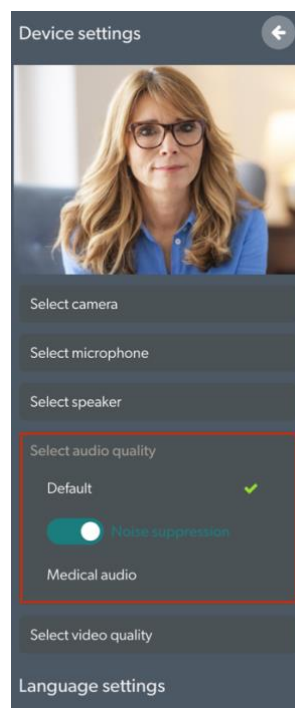
Custom Waiting Experience

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.

Select Audio Quality in Call Screen settings

There will soon be a new option in the Video Call Screen settings to select your desired audio quality. The available options will include the new 'Medical Audio' setting, which will assist with clear audio from medical devices such as digital stethoscopes and other clinical use cases requiring higher quality audio. This setting will turn noise suppression off. For the default audio option, you can use the toggle button to enable/disable noise suppression, which is enabled by default.

This image shows the new **Select audio quality** setting in the call screen. The available options will be Default, including Noise suppression (which is on by default) and Medical Audio.



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 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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