

## Video Call Update 24<sup>th</sup> April, 2024

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

### Media control buttons in participant video feeds

In the Video Call consultation screen, you can hover over a participant's video feed (including yours) and access various media control buttons to enhance the call. You can access the following functions:

- **Pin a participant** in a multi-party call so they are the main video feed for your view.
- **Take a high resolution snapshot** of a participant feed. This could be used to download and save a clinical image of a live video feed, as required by the clinician.
- **Flip local video feed** can assist when demonstrating a movement to a patient, as your video feed is designed to be mirrored by default. This could also be used with a medical imaging device.
- **Minimise local video feed** to focus on the other participants in the call. You can also collapse your local self view entirely, if desired.
- **Make a participant full-screen** to focus on them. Their video feed will take up your entire screen. This could be used with a medical imaging device such as ultrasound.

Click [here](#) and open the highlighted accordion for more information.

This image shows an example of a participant video feed with the snapshot button highlighted. The pin, mute and full-screen hover buttons are also available.



### Reminder: Services on Demand application

The **Services on Demand** application facilitates health service providers to request an on-demand service during a consultation. One example use case is an on-demand interpreter service. Once configured by the clinic administrator, the application sends a request to the service's nominated email address with a link to the current Video Call session for direct access.

When enabled in the clinic, Services on Demand is displayed in the Apps & Tools drawer during a Video Call consultation.

Click [here](#) for more information.

This image shows an example Services on Demand request form being used by a host during a Video Call.



The image shows a web form for requesting a service. It consists of several sections, each with a title and a corresponding input field:

- Select a language.** A dropdown menu with "Hindi" selected.
- Select a service.** A dropdown menu with "Interpreter Service" selected.
- Select a gender preference.** A dropdown menu with "No Preference" selected.
- Enter Patient Identifier Number.** A text input field containing "12345".
- Enter contact details and comments if any.** A text input field containing "Sue Smith, 0431123123".
- Enter cut off time for your request.** A text input field containing "5 mins".

At the bottom of the form is a green button labeled "Submit Request".

## 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. 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.

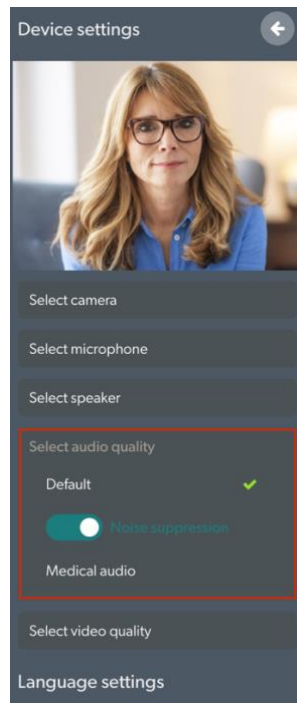
### Custom Waiting Experience

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.

### 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.

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