

Video Call Update

10th May, 2024

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

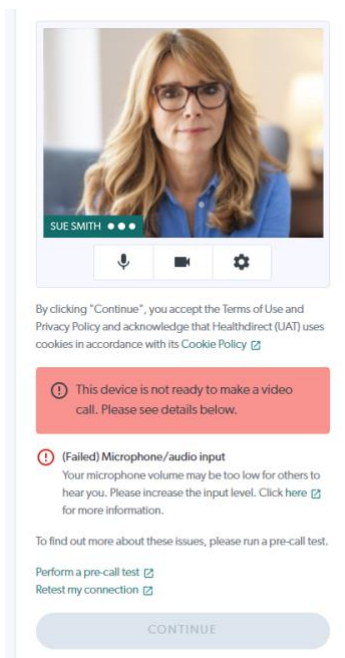
New features and improvements coming soon to Video Call:

Connection check behaviour improvements

We will soon release improvements to the **connection check** for callers when they start a call to arrive in the required clinic waiting area. Once the improvements are made, **clinic administrators** can choose the required connection check behaviour to suit their clinic. Options include informational warning messages through to the ability to restrict access to the waiting area. For more information on connection check, click [here](#).

Visit our [Coming Soon](#) page for more information.

This image shows a caller with a device that has not passed a connection check for the clinic. Once the caller has fixed the issue, using the provided help link, they can access the clinic waiting area.



Improvements to in-call invitations

While in a Video Call you can invite other participants directly into the call. Click on **Call Manager > Call Actions > Invite Participant** and the invitation screen will open. We will soon have an updated design for in-call invitations, allowing you the option to send an email and SMS invitation at the same time, as well as changing the **From** field. If only **Send email** is selected, you also have the option to edit the invitation message.

This image shows an example of the design update for in-call invitations, with the Send Email and Send SMS toggle switches.

Invite a new participant

From
Dr Sue Smith

Guest name
Jane Doe

Send email
Sue@email.com

Send SMS
0431123123

Message
Developer Account from Trial has invited you to their call.

COPY INVITATION

CANCEL SEND

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 to arrange a testing session.

Click [here](#) for more information.

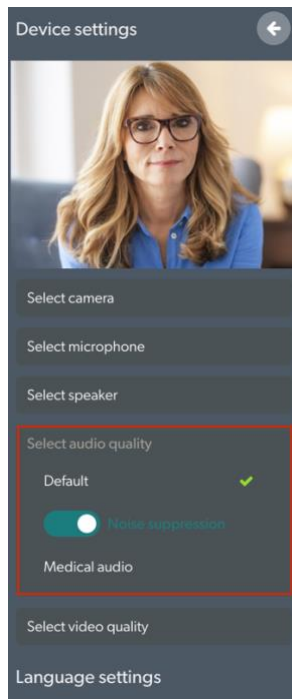
This image shows a remotely controlled participant camera zooming in on a simulated snake bite during a video call. The dropdown icons at top right include snapshot, controller type and settings options.



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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