

Video Call Update 22nd May, 2024

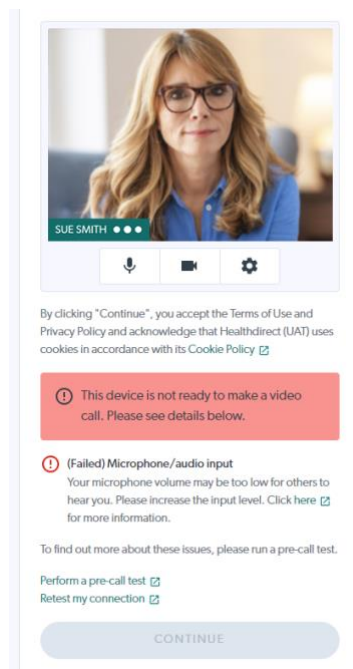
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

Connection check behaviour improvements

The connection check for callers has now been improved as part of the patient's journey to arrive in the Clinic Waiting Area. **Clinic administrators** can choose the required connection check behaviour to suit their clinic, with options including informational warning messages through to the ability to restrict access to the waiting area.

For more information regarding connection check, click [here](#).

This image shows a caller with a device that has not passed a connection check for the clinic.



Improvements to in-call invitations

While in a Video Call you can invite other participants directly into the call. Click on **Call Manager > Invite Participant** and the invitation screen will open. There is now an updated design for **in-call invitations**, allowing the option to send an email and SMS invitation simultaneously, as well as changing the **From** field. If **Send email** is the only selection, there is the option to edit the invitation message.

Click [here](#) for more information.

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

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

Select Audio Quality in Call Screen settings

There are new **audio quality settings** for Video Call, accessible via the Call Screen settings drawer. The default audio option has all the advanced settings (noise suppression, echo cancellation and auto gain control) enabled. Users can select their desired audio behaviour using the toggle switches. The 'Medical Audio' setting will soon be enabled, which will assist with clear audio from medical devices such as digital stethoscopes and other clinical use cases requiring higher quality audio.

Click [here](#) for more information.

This example shows the new options for the **Select audio quality** settings in the call screen.

Please note, the options for the default setting are all enabled by default.

Select audio quality

Default

Noise suppression

Echo cancellation

Auto gain control

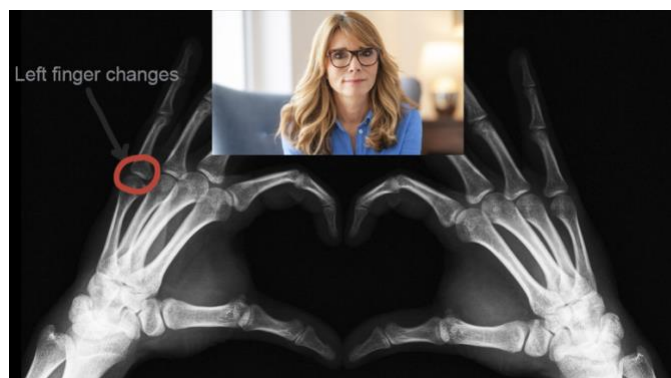
Medical audio

Picture in Picture call screen option

There is a new **Picture in Picture (PiP)** option for the Video Call screen, allowing participants in a call to select a participant they would like to pop out from the main call screen. The selected video feed can then be moved and placed over another open application on the device.

Click [here](#) for more information.

This example shows a participant video feed over another application showing an x-ray image.



Animated dice and spinner widgets for shared resources

You can now add interactive **dice and spinner** widgets over shared resources in the **Apps & Tools** drawer during a Video Call. Hosts in a call can easily integrate these tools into activities like screen sharing or using a virtual whiteboard, to enhance their telehealth sessions.

An example use case is teletherapy with younger patients and their use extends to educational purposes, cognitive assessments and making routine check-ups more engaging for children.

Click [here](#) for more information.

New features and improvements 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 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.



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.

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.

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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