

## Video Call Update

12th June, 2024

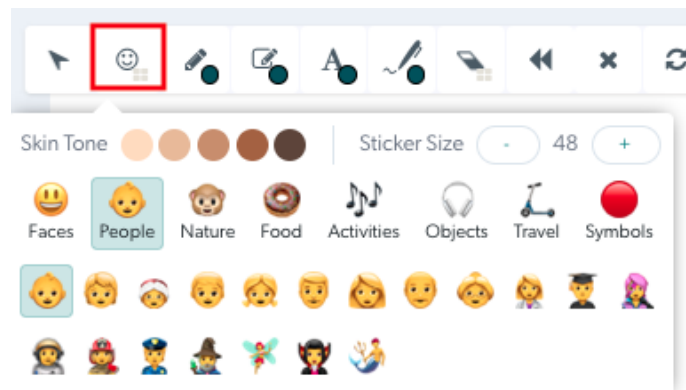
Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

### Emoji stickers for shared resources

The **stickers** option in the Resource Toolbar has been updated to provide a range of **emojis** for annotation over shared resources in a call. There are various categories of emojis to choose from and options to change the skin tone and sticker size.

Click [here](#) for more information about using the Resource Toolbar.

This image shows the options available in the updated stickers tool for annotating over shared resources (eg whiteboard or shared image).

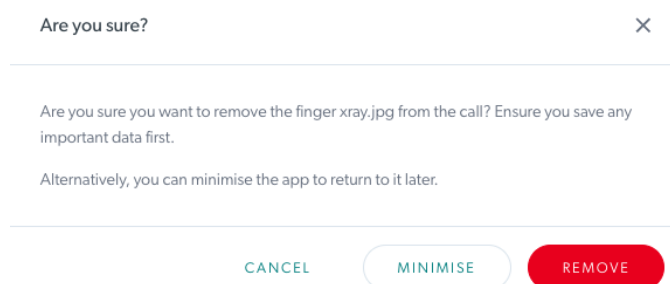


### Remove and minimise shared resources

The options for removing and minimising shared resources during a call have been updated. There is a new option to minimise a resource while keeping it available in the call, while the **X** at the top right of the shared resource gives the option to either minimise or remove it from the call.

Click [here](#) for more information.

This image shows the updated options when clicking the **X** at the top right of a shared resource. You can either minimise or remove the resource from the call.



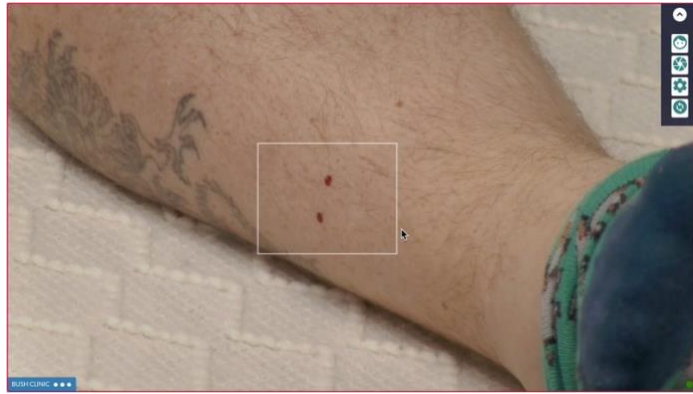
### New features and improvements coming soon to Video Call:

#### 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](mailto:videocallsupport@healthdirect.org.au) to arrange a testing session.

Click [here](#) for more information.

This example 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. There will be a suite of Healthdirect Australia content available as a default option for clinics to use and this can be edited or replaced by the clinic administrator, as required.

This image shows an example of the healthdirect Video Call content option for waiting callers.



### 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.

healthdirect Video Call team

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