



Simple patient-centric video consulting



healthdirect Video Call is already used by many public health services to consult with patients in their home or at their local health service, supported by local clinicians or their GP.

Video Call is designed for simple, patient-centred telehealth in any healthcare setting, and is now used across thousands of clinics in Australia.

About Video Call

healthdirect Video Call is a purpose-built suite of services, tools and resources which enable telehealth video consultations between clinicians to patients, and clinicians to clinicians.

It is available to publicly funded health services at no cost, through the support of the Commonwealth Department of Health.

Video Call makes it easy for clinicians to say, "Yes, you can attend your consultation via video."

Video Call is accessed via the web so it is available for patients and clinicians to use anywhere, on everyday devices with a good internet connection.

How it works

Video Call provides a single, consistent entry point on the health service's webpage for all patients, where they enter an online waiting area for their appointment.

Staff manage their clinics as usual. Video appointments are handled through existing processes and systems and are run like any other consultation.

Patients attend appointments via the clinic's website and wait in their own private room, in the waiting area. No account, special software or dial-in details are needed.

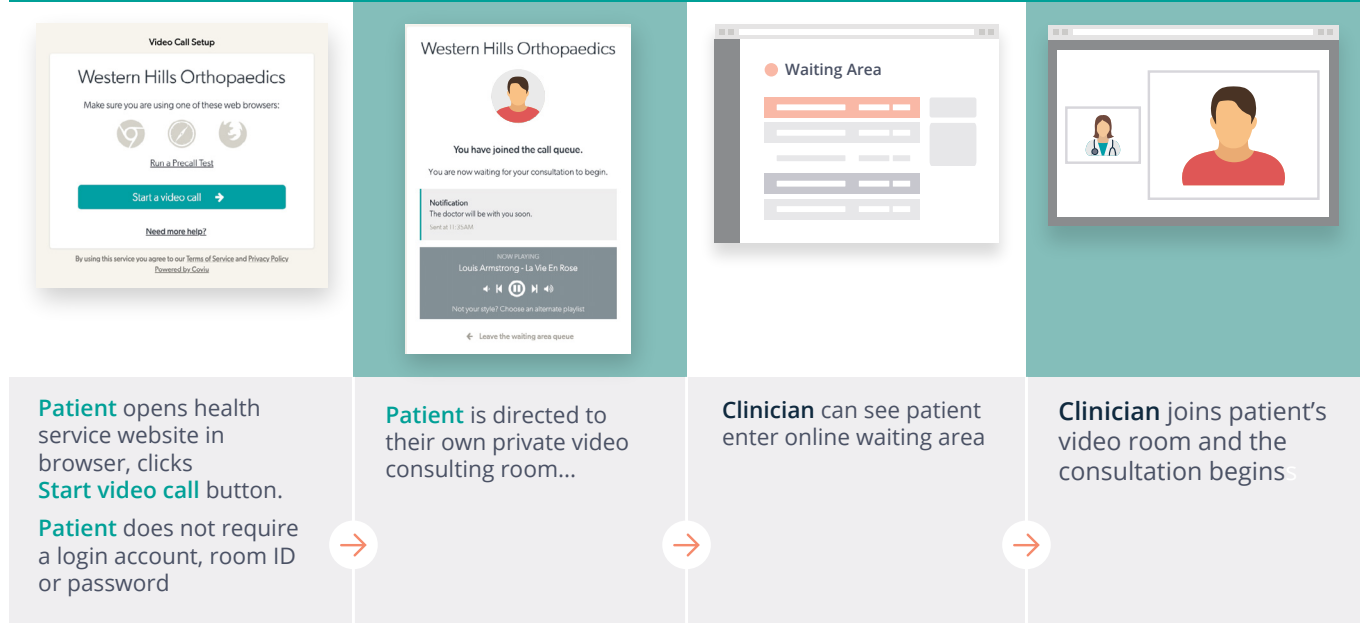
Clinicians prepare to engage with their patients as normal, except they join patients via the clinic's online waiting area instead of its physical one.

Health Services have access to all the support, advice and resources they need to help with adoption and use of Video Call.

Benefits for health services and patients

- Simple design, easy to use on any device with an internet browser
- Patients can access care closer to home, saving travel time, money and risk of infection.
- Reduces travel time for outreach clinicians and other professionals, such as interpreters
- Easy to manage and message patients, which reduces administration resources required
- Built with health-grade security, privacy and data protection
- Easily transfer patients between health services
- Powerful suite of tools to enrich consultation experience.

Familiar process for both consumers and healthcare providers



"I have been using the Healthdirect Video Call platform with WNSW PHN TRAC Program for the past three years. I experienced the continuous improvement of the platform that provides excellent response, sharp images and clear sound. I am grateful for the support it provides to my patients in Residential Aged Care Facilities (RACFs) whom I am able to consult at short notice and saves me valuable time. It has been an exceptional tool when the RACFs were in lockdown. I wholeheartedly support this welcome digital addition to my working life."

Dr. Ramu Nachiappan,
Principal Medical Practitioner, Broken Hill

"It's important to our PHN that our healthcare providers offer video appointments to consumers because it helps overcome limitations often faced with phone consultations."

Aya Alaouie, Digital Health Coordinator,
Sydney North Health Network

"I would just like to say how fantastic I thought the video consultation was, the time and money it saved me was great, didn't have to take the day off work, not paying for petrol, parking or tolls...may I add it was very user friendly."

Patient, The Royal Women's Hospital, Melbourne

"One click and I was able to link to my specialist on my tablet. I was in awe as it happened. Working 1500 kms away from Melbourne, I could keep my appointment with my doctor, who wanted to see me not just have a phone call."

Kevin Seamer, rural patient

"Video Call allows us to interact and get better engagement with the patient."

Dr Magdalen Campbell, General Practitioner, Sydney



Interested in using Healthdirect Video Call for your health service? Contact:

The healthdirect Video Call team on: **1800 580 771** or **videocallsupport@healthdirect.org.au**

For more information about healthdirect Video Call **about.healthdirect.gov.au/video-call**

All that is required for patients and clinicians to use Video Call is internet access and any modern browser on a Windows/Mac PC, smartphone or tablet.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition. That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®.