

# HEALTHDIRECT VIDEO CALL

## Guides and resources

### **What is healthdirect Video Call?**

*How is video call different to other telehealth platforms?*

### **How Video Call is different from traditional video conferencing platforms**

*Find out how Video Call is designed for medical service providers.*

### **Privacy, security and scalability**

*How Video Call consultations are made secure and private at scale.*

### **Platform Terms of Use: callers and guests**

*Last revised 25 November 2021.*

### **Platform Terms of Use: signed-in users**

*healthdirect Video Call - Terms of Use (Account holder) - Last revised 22 December 2021.*

## Further questions and information

### **Starter guide introduction**

*For organisations setting up Video Call to enable telehealth for the first time.*

### **Step 1: Pre-call test**

*How to make sure your equipment is ready for Video Call.*

### **Step 2: Create your account and configure your clinic**

*Make Video Call reflect your practice.*

### **Step 3: Getting your patients started with Video Call**

*You have configured your clinic, now it's time to get some consultations organised.*

### **Step 4: Conduct a Video Call consultation**

*It's time to hold your first Video Call consultation.*

For step-by-step instructions complete with visual aids, visit:  
<https://help.vcc.healthdirect.org.au/conductvideocall/videocalltools>

## Information for health professionals

healthdirect has quick guides that you can download and print, including:

- [Video Call clinician guide \(599kb\)](#)
- [Video Call screen \(635kb\)](#)
- [Troubleshooting guide \(122kb\)](#)

GPs and other team members can [watch this video \(5:27\)](#) to see how easy it is to use healthdirect Video Call.

## Troubleshooting

If you experience any difficulties during a Video Call, healthdirect's [troubleshooting guide](#) may help. Alternatively, you can contact Murray PHN's digital health team for support.

## How we can help

Murray PHN's digital health team can assist health care providers to use healthdirect Video Call, including education and training to use the service effectively. Email [digitalhealth@murrayphn.org.au](mailto:digitalhealth@murrayphn.org.au)