

HEALTHDIRECT VIDEO CALLS

Accessing digital support during emergencies

While telephone remains the dominant telehealth medium, video consultations are becoming more commonplace in general practice. As more patients and doctors become comfortable with using technology and realise that it can help to facilitate comprehensive and high-quality GP appointments, particularly in times of emergencies, usage will increase.

healthdirect Video Call

While there are a number of platforms available, healthdirect Video Call offers a range of practical advantages to patients, doctors and clinics by:

- mimicking the in-person appointment process via a virtual waiting room and consulting room.
- assisting patients who are unable to attend in-person appointments due to the practice, patient or both being affected by an emergency or natural disaster situation e.g. flooding, fire.
- supporting patients who struggle to attend in-person appointments due to having difficulties with mobility or transport, or who live in rural or remote areas.
- enabling indirect examination by remote observation and with the patient's assistance.
- offering a practical solution to conducting reviews and consultations when there are multi-disciplinary teams are involved.

Accessing Video Calls

Video Calls can be accessed using a smart phone, tablet or computer with an internet connection (preferably 4 or 5G). The patient, clinician and other supports, such as carers and interpreters, do not need to be in the same location and may choose to join a video call from at home, at work or outside.

How to get started

Visit healthdirect's Video Call [Resource Centre](#) to access a range of how-to information.

Resources

- [healthdirect video call in general practice - Case study: Dr Andrew Baird, GP](#)
- [Murray PHN digital health web page](#)
- [Murray PHN primary care preparedness webpage](#)

Contact us

If you have any questions or would like further information regarding healthdirect's Video Call, you can contact Murray PHN's Digital Health Team e: digitalhealth@murrayphn.org.au