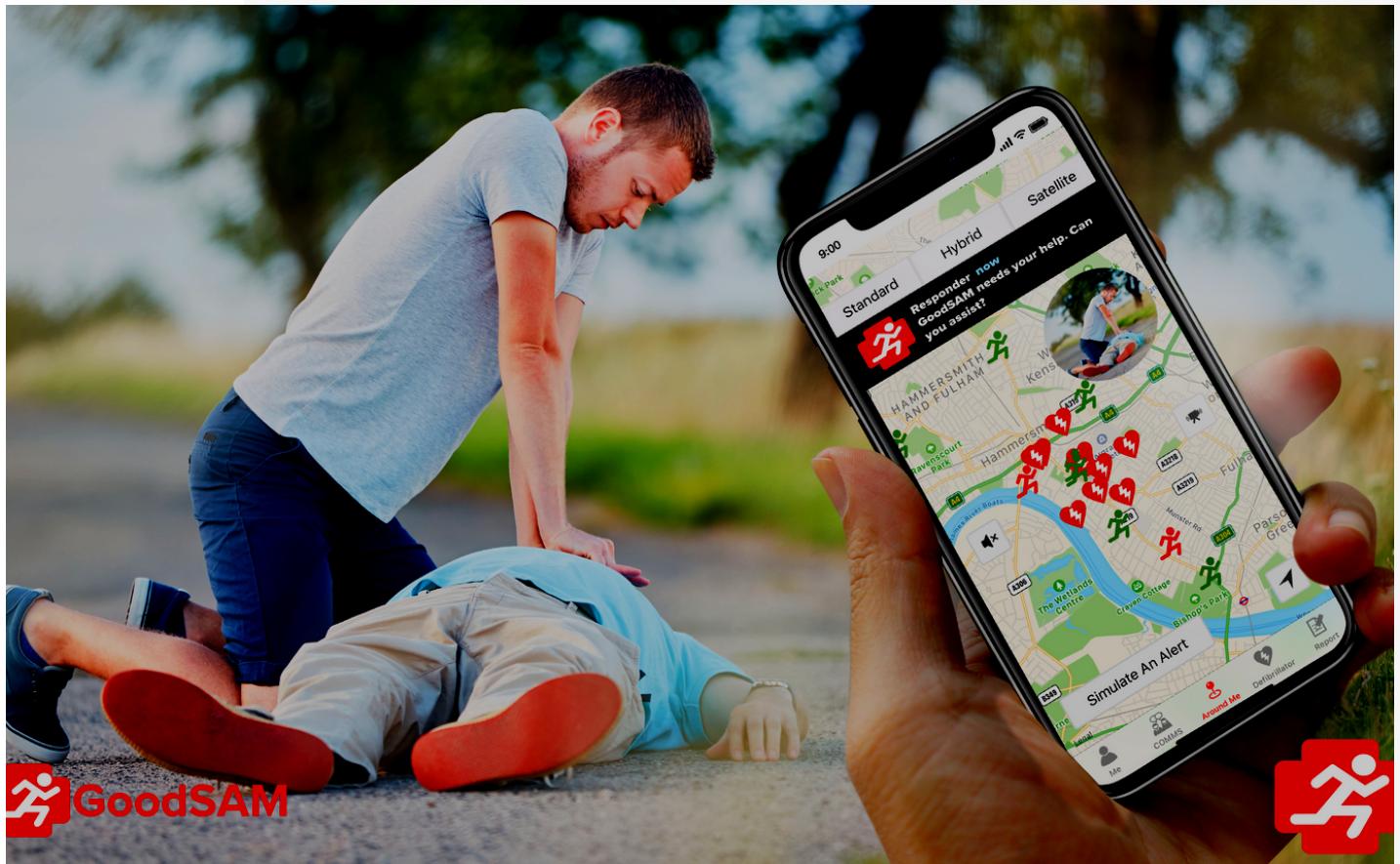


OCTOBER 2022

# GoodSAM

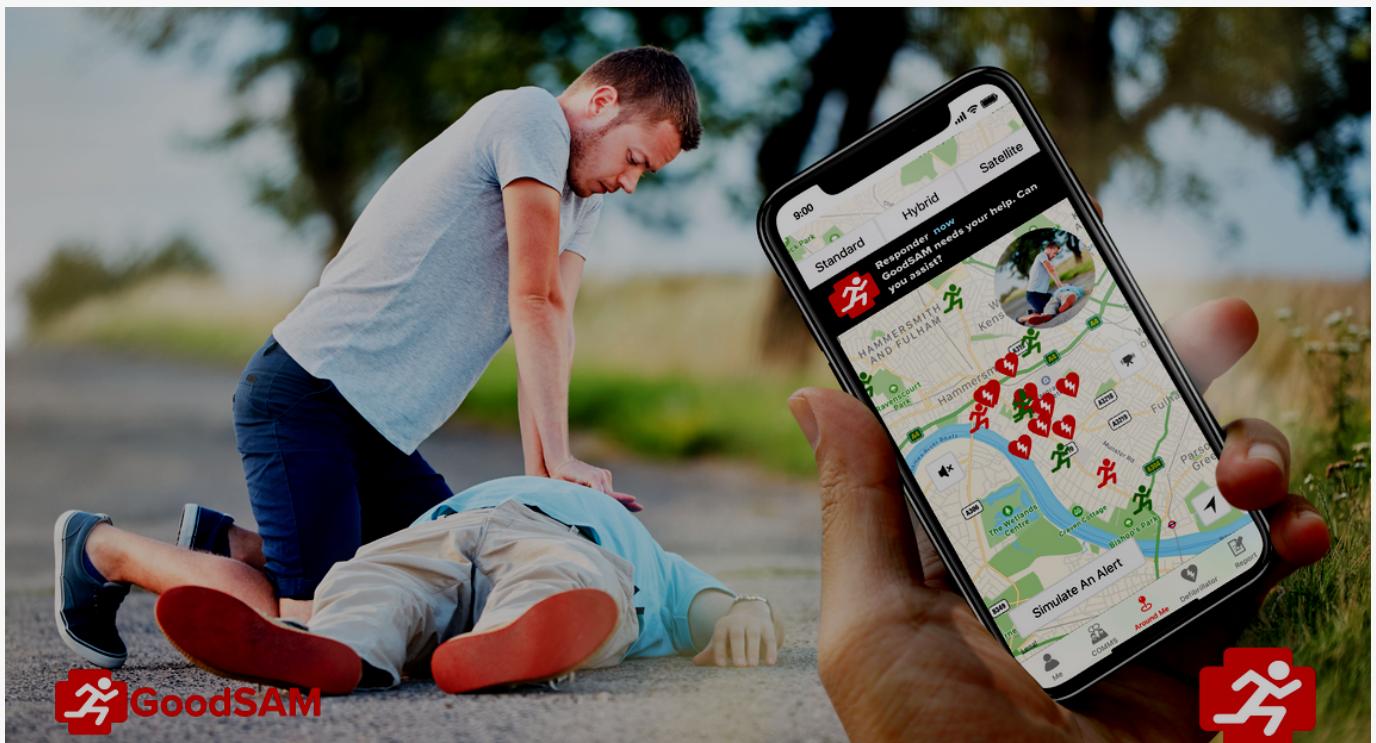
## Welcome pack and further information



OHCA CLINICAL TEAM - THE SCOTTISH AMBULANCE SERVICE  
VERSION 1.0

## FREQUENTLY ASKED QUESTIONS

As with all things new, we realise you may have lots of questions about GoodSAM... here's some answers to frequently asked questions, to help.



### WHAT IS THE GOODSAM APP?

GoodSAM is a free global smartphone app that alerts members of the public who know how to perform Cardiopulmonary Resuscitation (CPR) to let them know when someone nearby is in cardiac arrest. This allows them to go to the aid of that person and provide lifesaving assistance prior to emergency services arriving.

When a person is in cardiac arrest, the chance of survival drops 10% every minute that passes without CPR and defibrillation. GoodSAM aims to provide rapid assistance to patients in those first critical minutes, while ambulance crews are on the way.

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## **HOW IS THE APP BEING USED IN SCOTLAND?**

The Scottish Ambulance Service (SAS) is expanding its use of the GoodSAM app to members of the general public who know how to perform CPR.

First introduced in 2017, GoodSAM was used to alert off-duty paramedics, who had voluntarily signed up to the app, to go to the scene of a cardiac arrest and perform bystander CPR prior to their colleague's arrival. The app is integrated with the 999 call dispatch system, which allows SAS to alert registered responders via their smartphone and give them the opportunity to respond.

Now anyone who knows how to perform CPR can sign up to the app.

When a cardiac arrest 999 call is made, the GoodSAM app alerts nearby volunteers, known as "responders" to the incident, providing the location of the patient so that the volunteer can attend the location and perform lifesaving CPR while the ambulance is on its way.

An emergency ambulance will always be dispatched at the same time.

## **WHERE ELSE IS GOODSAM USED?**

The app was developed in the United Kingdom where it is already widely used as well as in New Zealand, Australia, India, USA, Brazil, South Africa and Australia.

More than 1.5 million volunteers are signed up to the app and over 3 million notifications have been sent to GoodSAM responders worldwide.

## **IS DOWNLOADING THE GOODSAM APP VOLUNTARY?**

Absolutely! Downloading the GoodSAM app and becoming a trusted responder is completely voluntary.



## TRUSTED RESPONDERS



### WHAT IS A TRUSTED RESPONDER?

A trusted responder is anyone who knows how to perform CPR and is over the age of 18 who has been verified by the Scottish Ambulance Service to become a GoodSAM responder.

### WHAT LEVEL OF CPR TRAINING DOES A TRUSTED RESPONDER NEED?

Anyone who has had CPR awareness training can register to use the App.

It is important to remember only to provide care to a patient within the scope of your ability which will likely only include CPR and use of a publicly accessible defibrillator.

To learn CPR, visit [www.savealife.scot](http://www.savealife.scot) to access the online resources and find out about face to face sessions the partners may be holding in your area.

Remember you are not alone.

You are responding as a CPR aware bystander, and as with any other bystander our emergency call handlers will still be on the line with whoever has made the 999 call and will assist all of you with telephone guided CPR advice and support until the ambulance arrives.

### HOW CAN I UPDATE MY PERSONAL INFORMATION?

If your personal details change, please use the app to update your information

### HOW DO I NOTIFY SAS IF I CAN NO LONGER BE A TRUSTED RESPONDER?

If you no longer wish to be registered as a trusted responder, simply delete the app from your phone.

# DOWNLOADING THE APP

## WHERE DO I DOWNLOAD THE APP?

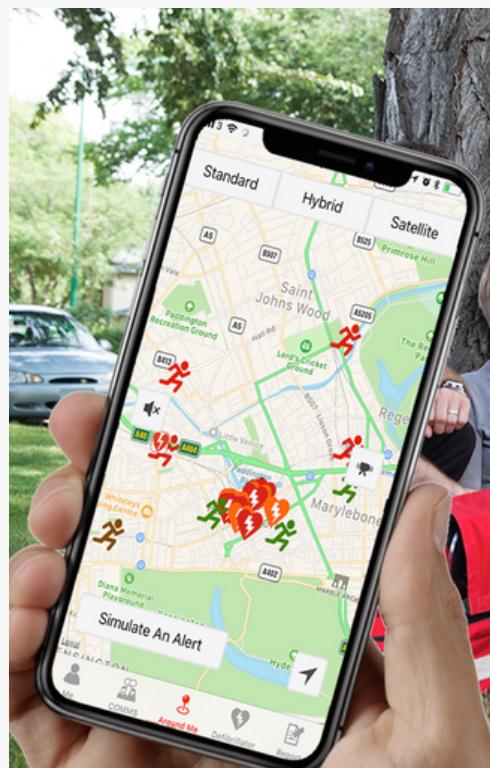
The app is available now through the app store on your smartphone – search for **GoodSAM Responder**. Or visit [www.savealife.scot/goodsam](http://www.savealife.scot/goodsam) which will direct you to sign up and also provide resources so that you can refresh your CPR knowledge and skills.

## I'VE FOUND TWO GOODSAM APPS – THE GOODSAM RESPONDER AND GOODSAM ALERTER. WHICH SHOULD I DOWNLOAD?

You only need to download the **GoodSAM Responder app**. SAS is not using the GoodSAM Alerter app, which was designed for use in areas where there is no central emergency phone number and/or ambulance service. In an emergency, always call 999.

## I'VE DOWNLOADED THE APP. HOW DO I SIGN UP?

By signing up you agree to the Terms & Conditions, including the GoodSAM Code of Conduct. We have added these T's & C's to the end of this document.



## WHAT'S IN THE CODE OF CONDUCT?

The GoodSAM and SAS Code of Conduct outlines expected behaviours when responding to a GoodSAM alert in Scotland.

When you sign up as a trusted responder, you agree to abide by these Codes.

To fully understand your responsibilities, please read the GoodSAM Code of Conduct when you download the GoodSAM Responder app and review the current SAS Code of Conduct at the end of this document.

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**To sign up on the app, complete the registration form. Here's some helpful tips:**

- Visit GoodSam - Save a Life for Scotland and click the GoodSAM logo
- You are signing up in their "become a medical responder" section. Don't worry you do not have to be a doctor, you just need to know CPR. You'll need to have some photo ID to hand.
- Complete the form
- Select "UK: Scottish Ambulance Service" as your verifying organisation (even if you work for another organisation)
- Take a picture of your photo ID (Work ID, driver's license, young scot card etc)
- Tick the box to accept the terms and conditions
- Download the app and sign in

Your registration will be validated by SAS, which may take up to one week. Once approved, you will receive a registration confirmation email from GoodSAM. If you don't receive an email within this timeframe, remember to check your junk mail or spam folder.

Once you're registered, login to the GoodSAMapp and you're ready to respond! Take some time to explore the app, including the locations of AEDs around you. And make sure you leave the app open and running in the background to keep your location up to date.



## GoodSAM ALERTS

### AM I ALERTED TO ALL CARDIAC ARRESTS NEAR ME?

You will only be asked to attend a cardiac arrest when CPR is likely to improve the patient's outcome. For safety and operational reasons, SAS excludes some cases from GoodSAM or may send you a cancellation message when you're on the way to a patient. For your safety, always follow these instructions.

### WILL I BE ALERTED TO CARDIAC ARRESTS IN PEOPLE'S HOMES?

Yes. Around 80% of cardiac arrests occur within the home, so the app will alert you to cardiac arrest patients in private residences

Will I be alerted to other emergencies?

No. GoodSAM will only alert you to patients where information from the 999 caller indicates someone is in cardiac arrest.



### WHEN WILL I RECEIVE A GOODSAM ALERT?

You will be alerted if you are one of the three closest responders to a patient within 1000 metres.

If you log out of the app, you won't receive alerts until you log in again. Also, if you close the app (i.e. don't leave it running in the background), your location will not update, and you may receive an alert to respond to a patient you are not close to, or miss a response happening nearby.

### WILL I RECEIVE ALERTS WHEN I'M TRAVELLING OUTSIDE OF SCOTLAND?

Each UK ambulance service can select the groups they alert to cases.

GoodSAM responders may be alerted to a nearby cardiac arrest when travelling to other parts of the UK or indeed overseas if the app is used in that region, and you have an active data connection.



## HOW WILL I RECEIVE ALERTS?

If you are one of the three closest responders to the patient, your phone will sound a siren notification. Note if your phone is on silent or 'do not disturb' mode is active, you may not receive an audible alert.

## DO I HAVE TO ACCEPT THE ALERT?

No, accepting a GoodSAM alert is always voluntary, based on your circumstances at the time. If you are unavailable, impaired by alcohol or medication, or suffering from any health conditions, you should decline the alert. If you decline or do not respond, GoodSAM will seek to notify the next closest trusted responder.

## I'VE ACCEPTED AN ALERT – NOW WHAT?

Once you accept a GoodSAM alert you will receive basic case information on the "messages" screen including the address of the cardiac arrest. The "map" screen will display a map showing your location.

You can also advise from this screen if you're no longer able to respond (drop the call), and use the metronome for guidance on your CPR rate.

## HOW SHOULD I GET TO THE SCENE?

Avoid driving wherever possible. You should be close enough to get to the patient by foot. If you are required to drive to the patient, you must obey all road rules including driving to speed limits.

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## AT THE SCENE

### WHAT SHOULD I BRING WITH ME?

Your basic life-support skills are the most valuable thing you can bring! The most important thing you can do is go directly to the patient and provide compression-only CPR if needed.

### WILL BYSTANDERS OR THE PATIENT'S FAMILY MEMBERS BE EXPECTING ME?

999 callers, bystanders and family members may not have heard of GoodSAM and may initially be surprised to find someone out of uniform arriving to help. This is a common situation where effective communication can help ensure the best care is given to the patient.

### HOW DO I INTRODUCE MYSELF AT THE SCENE?

When arriving at a scene, we recommend introducing yourself as a volunteer responder, explaining that ambulance have notified you that someone needed help and asking if you can assist. Reassurance that an ambulance is on the way will also be beneficial.

For example, this could be done as follows:

*"My name's John and I'm a volunteer responder who can do CPR. The ambulance service has alerted me that someone here needs immediate help. Can I help you while they're on the way?"*

If you are unable to gain cooperation from bystanders or family members, use your judgement, however do not put yourself at risk by asserting yourself into the situation. There will be times when it will be best to leave the scene.

### WHAT DO I DO WHEN AN AMBULANCE ARRIVES?

When the ambulance services arrive, you must handover care of the patient to them. Let paramedics know how you found the patient (for example, lying on the floor, not breathing) and what you have done to care for them. You may be asked to continue to assist with resuscitation efforts until further crews arrive.

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## **WILL I ALWAYS NEED TO GO TO EVERY LOCATION?**

You should apply common sense judgment to the locations of alerts and not respond to public buildings where there will be personnel already there who can perform CPR.

Examples include (although not an exhaustive list); Police Premises, Community Hospitals and Health Centres, Schools etc.

If you arrive at a location and are refused entry then leave immediately and do not try to proceed.



## **YOUR SAFETY**

### **WHAT IF I DON'T FEEL SAFE APPROACHING THE SCENE?**

Your safety is the first priority. Always consider your own wellbeing first and do not enter an address where you feel uncomfortable or where hazards are obvious.

You should always be alert to scene safety and situations that evolve. If you don't feel safe approaching a scene and the patient, you are not obliged to provide assistance.

If at any time you feel unsafe, you should immediately withdraw from the scene and await the arrival of emergency services.

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# **SCOTTISH AMBULANCE SERVICE/GOODSAM CODE OF CONDUCT**

By signing up to the GoodSAM app you are accepting the rules laid out in this code of conduct and within the code of conduct in the GoodSAM app. Any volunteer who signs up to the app is declaring they are over the age of 18 and they are CPR aware.

CPR awareness will include:

- Proof of registered healthcare professional qualification
- Proof of a current first aid qualification
- Proof of employment in partner emergency services
- CPR awareness via the Save a Life for Scotland partners

Any instances of not adhering to the rules set out in the code of conduct will result in immediate removal of verification, and so no alert will be received via the app.

1. The Responder is responsible for their own health and safety. When the Responder is alerted via the App, it is the choice of the responder to accept or reject the alert, and you are not obliged at any time to accept an alert.

2. Do not undertake any action or enter any situation where your, or another person's health or safety could be compromised.

3. The Responder must ensure that their knowledge and skills are current. If you believe your knowledge and skills is not current then acting as a Responder must not occur.

4. The Responder should arrive by foot. Only in rural locations should driving to a location be considered and normal road rules still apply. Specifically, the use of hazard or warning devices is not allowed whilst responding, and there are no exemptions to road traffic legislation or any other applicable legislation as a result of being alerted via the GoodSAM platform.

5. The Responder should only respond if fully alert and prepared. Do not respond if alcohol has been consumed or whilst under the influence of medication or other substances. Preparation includes the possession of any personal protective equipment you consider necessary.

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6. A Responder MUST NOT provide a response beyond a skill set they are trained to. When appropriate, BASIC LIFE SUPPORT and AED use are all that are to be provided.
  7. The Responder should apply common sense judgment to the locations of alerts and not respond to public buildings where there will be personnel already there who can perform CPR. Examples include (although not an exhaustive list); Police Premises, Community Hospital and Health Centres, Schools etc.
  8. If a responder arrives at a location and is refused entry then the responder should leave immediately and not try to proceed.
  9. Upon arrival of ambulance services, responsibility for patient care will be assumed by them. Following the arrival of the ambulance service, Responders may continue to assist with ongoing resuscitation efforts under the leadership & guidance of the Ambulance Service but only if asked to do so.
  10. The Responder is responsible for ensuring that their ability to act as a Responder is not impaired by any medical, physical or mental health conditions. It is recommended that you discuss any concerns with your relevant health care professional prior to registering as a Responder. Neither the relevant Ambulance Service, nor GoodSAM are responsible for any illness or injury related to your involvement in the program.
  11. Participation in the GoodSAM program is voluntary. You must not seek payment, gifts, benefits or hospitality in relation to your involvement in the program.
  12. Patient privacy and confidentiality is paramount. Other than to emergency services, you must not share or disclose information gained as part of a response. Other than via specific functionalities provided within the GoodSAM app, the recording of video, audio or still images (photos) is not allowed during a response. In addition, information related to a patient or any part of a response must not be disclosed in the media (including social media.) Breach of this rule will result in you being automatically removed from the GoodSAM program.

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13. Responders act as bystanders and are not representatives of the Ambulance Service or any other organisation. Responders are responsible for their actions. If you have borrowed an AED as part of a response, you are required to return the AED to the place you collected it, unless Ambulance Service staff explicitly request to keep it. You are liable for any damage you cause to third party property. Neither the relevant Ambulance Service, nor GoodSAM are responsible for any damage or theft of property belonging to the responder which occurs in relation to a response.



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**So now you've read the big and the small print are you up for joining us?**

**Head to [www.savealife.scot/goodsam](http://www.savealife.scot/goodsam) to sign up!**



### **A Warm welcome from the Scottish Ambulance Service**

Thank you for registering as a Responder with the GoodSAM programme. By registering you have joined a community of over 1.5 million worldwide who have volunteered to help in the case of nearby cardiac arrest.

If you haven't logged in to the app already, make sure you login to GoodSAM Responder using the details that you registered with. Once you've logged in, we encourage you to read through the following and you'll be ready to go!

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## TIPS & TRICKS

To help you get the most out of the GoodSAM app here are some top tips:

- Profile Pictures and revealing your name – whilst this is entirely at your discretion, if you reveal your profile picture or name (by default these are not shared/revealed), this will be visible to other responders within the app. Whilst the app will never reveal your exact location, revealing this information is not needed to make the app work.
- Keep the app logged on and running in the background – this helps improve the location accuracy of your phone and ensures you're alerted if a cardiac arrest occurs nearby.
- Notifications - Remember to ensure that you have Notifications for the GoodSAM app turned on in your phone settings.
- Don't disturb me – Need to ensure your sleep goes uninterrupted? Use your phone's 'Do Not Disturb' mode and disable the "Play siren even when on silent" mode (on the "Me" screen) to ensure you're not awoken to any nearby events. These modes can also be programmed to let phone calls through if you need to remain contactable.

### Receiving an Alert

If you do receive an alert make sure you "accept" it if available to respond, and "reject" it if not. Remember that you are under no pressure or obligation to respond.

When you arrive at the destination you should consider your personal safety first, and not enter an address where you feel uncomfortable or where hazards are apparent.

When you arrive, we recommend introducing yourself as a volunteer responder, explaining that ambulance have notified you that someone needed help and asking if you can assist. Reassurance that an ambulance is on the way may also be beneficial.

Remember! If you are unable to gain cooperation from bystanders/family members, use your judgment, but do not put yourself at risk by asserting yourself into the situation.



## FURTHER INFORMATION

If you want to find out more about GoodSAM around the globe, visit the website at <http://goodsamapp.org>.

If you want to find out more about the work of Scottish Ambulance Service, visit the website at [www.scottishambulance.com](http://www.scottishambulance.com).

Finally, thanks again for your willingness to get involved and support cardiac arrest survival within your community. Your help really does make a difference and could one day, help save a life.

