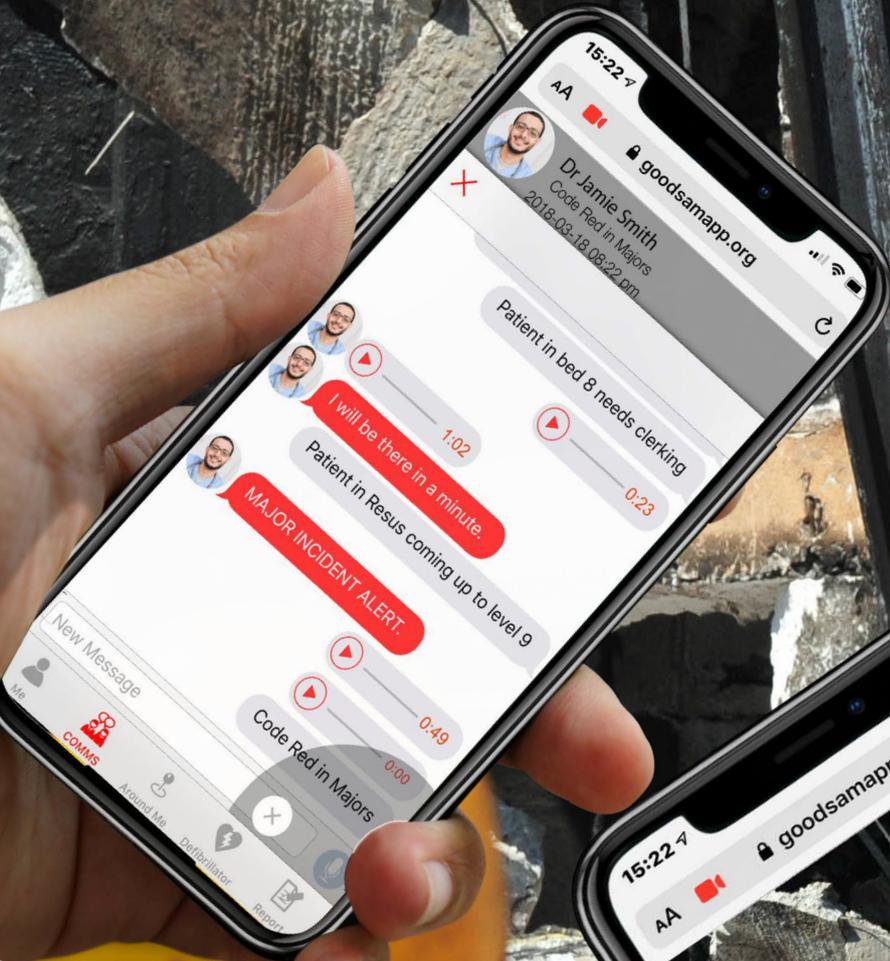


GoodSAM

instant.help

Comms & Incident Management

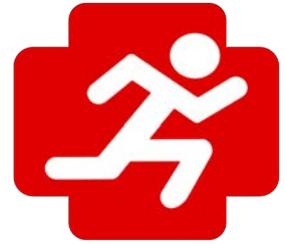


Working with 
Police and Fire Services

2020 © GoodSAM - Saving Lives Through Technology

GoodSAM

instant.help



GoodSAM is the world's most advanced emergency services mobile technology platform.

From alerting trained bystanders to dispatching statutory emergency services; from on-scene video triage to our latest innovation, the remote assessment of vital signs through video; GoodSAM offers a suite of functions which not only saves lives, but also improves emergency resource management.

We have 3 core principles:

- Governance
- Security
- Innovation

with a collaborative ethos enabling us to work with you to provide the best possible solution to optimise outcomes.

GoodSAM is revolutionising emergency management.

Welcome to GoodSAM. Welcome to the future.

Working Across Services and Sectors:



GoodSAM solutions are used by Ambulance, Police and Fire services, as well hospitals, universities and charitable and commercial organisations.



By utilising the universal smartphone, we can reduce hardware costs considerably and bring life saving care and support everywhere, including countries with very limited resources.



Endorsed by

GoodSAM

instant.help



The GoodSAM platform has comprehensive communication and incident management features built in.

Communication at an Organisational Level / Major Incident Management:

As an organisation, your staff / volunteers can be categorised, for example, according to their role. They can have different icons for mapping purposes.

In the event of a major incident, the organisations administrators of the platform can send out a notification to all staff (or subsets) that an Incident has occurred. This alert can override silent which is imperative for such a system.

Not only can staff be mapped and communicated with individually, but staff can reply in real time giving updates. If staff are pre-hospital based and already on scene, or if they wish to show a situation, then they can just click the video icon within the App and video will stream straight through to Control.

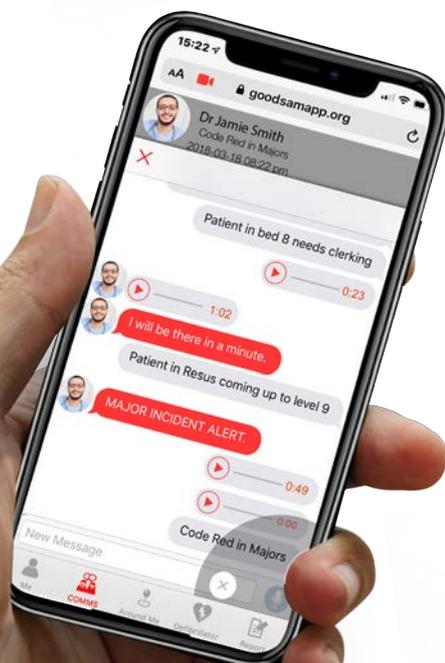
Communication at an Individual Level:

Individuals on the GoodSAM App can see colleagues and communicate directly with them through the inbuilt “radio” function. Of course everyone has control as to whether they can accept such messages but this tool has multiple uses - from finding a colleague on scene to seeing if a friend fancies a coffee.

Send Major Incident Alert

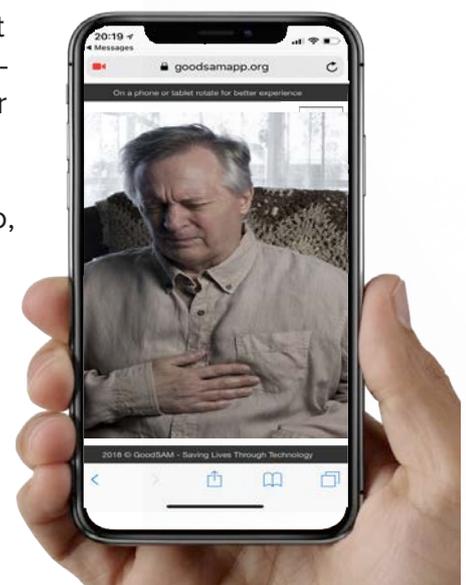
See location of staff in real time

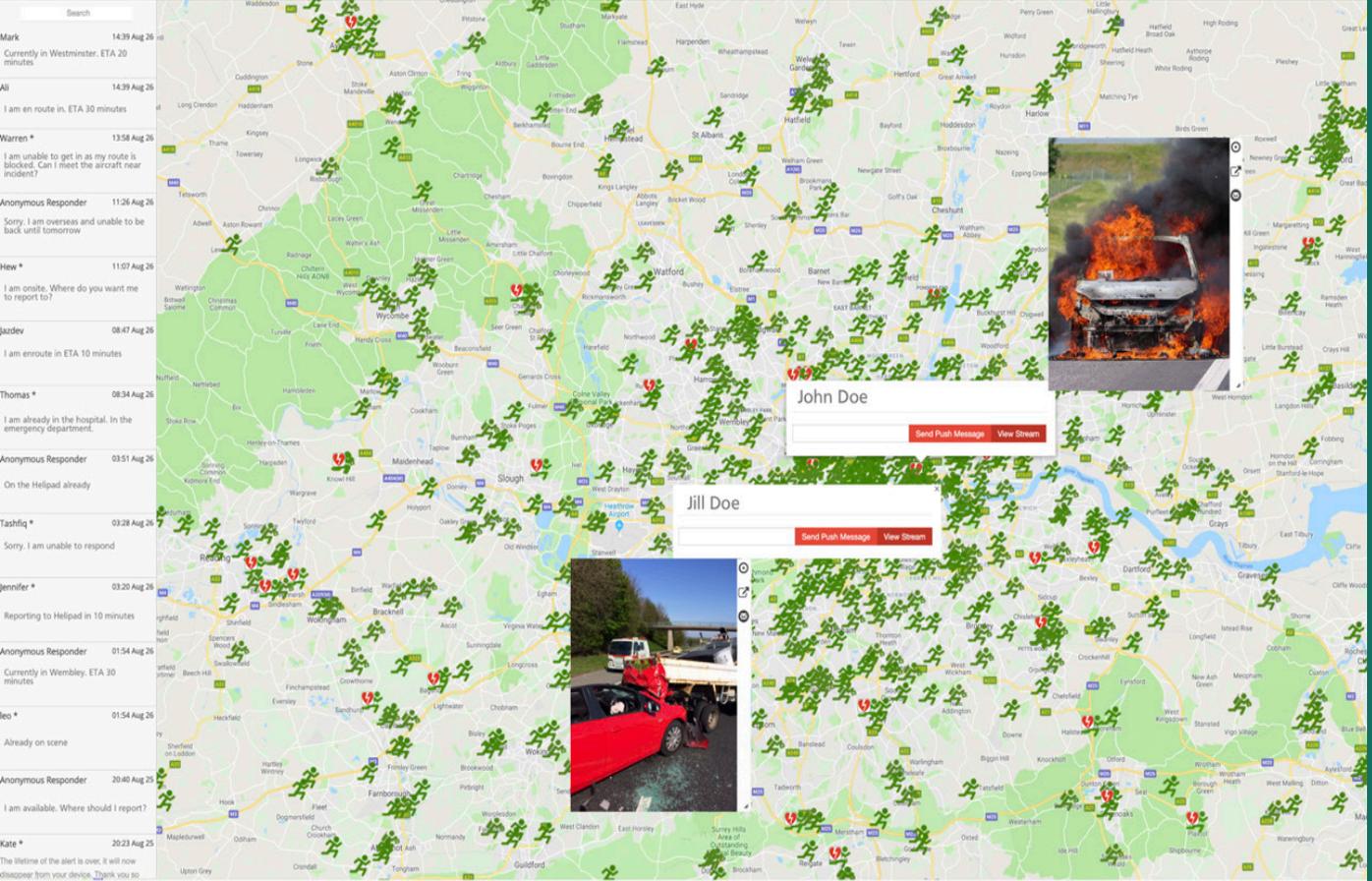
Communicate and view staff responses



Instant Video Advice

The GoodSAM App has an “Instant Video” button which can stream directly through to Central Control or the Clinical Hub. Alternatively, the user can select a contact or number for the video to be streamed to, for example, the on duty consultant/medical director. Each organisation can choose to store or not store these communications.





Debrief & MDTs

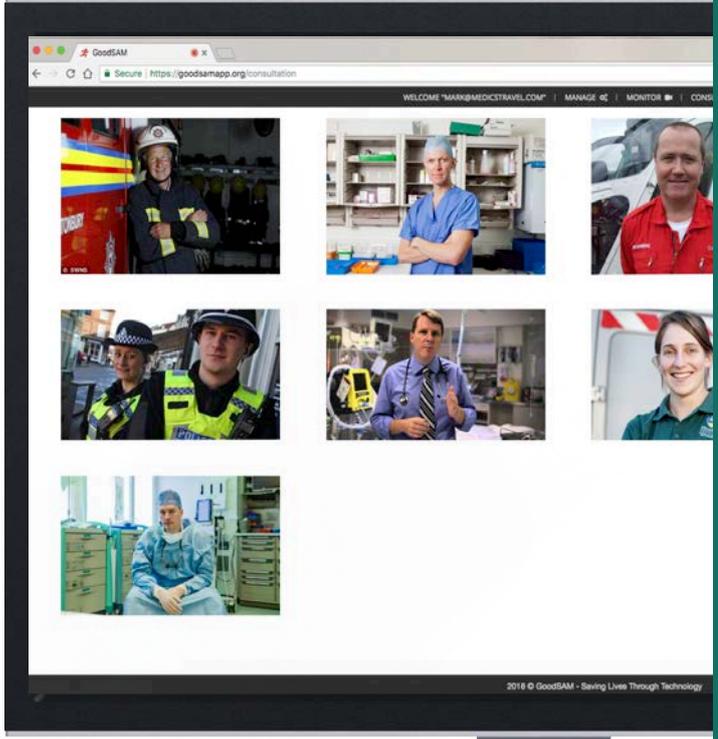
We often get to debrief in our teams, but rarely across services. Similarly, getting the relevant people together to discuss a difficult case can be tricky. Within the GoodSAM Dashboard, however, you can create a video chat room and invite as many people as you wish. Everyone can join in a multiple person video chat to feedback from a job or to have a multi-disciplinary team meeting. This works on any smartphone and from any computer with no need to download any Apps.

Contributors can be invited by email or their phone number. They just click the link and join the meeting!

To set this up, click “Consultation” and select how long you want the room to be open.

Then invite attendees into the room. There is an additional free text message area to provide more details. At the time of the meeting, everyone just clicks the link.

This is a fantastic way of building cross services collaborative working.



Instant-On-Scene

GoodSAM Video



Locate and open any mobile phone camera
in < 10 seconds - no App needed



Call Taker sends Text
to Emergency Caller

Emergency Caller
shares location/video

Video & location
streams to Call Taker

Video can then be



Viewed by Dispatcher / Control

with unlimited administrators and levels of access, this enables rapid advanced triage decisions.



Analysed by Artificial Intelligenc

for example by our Instant Vitals system to provide heart and respiratory rate



Shared / Forwarded

in a highly controlled manner to senior support, advanced services, or other services



Stored in Cloud

Fully GDPR / HIPPA compliant in country storage for 31 days, 1 year, 7 years or 100 years. Alternatively our API can enable storage on local servers



Not stored

No video is ever stored on the callers mobile phone and there is no requirement for any storage



Instant-On-Scene

The GoodSAM video platform has a multitude of uses across sectors.

The ability to “see” a situation as opposed to “hear” a description, often from a stressed caller, can dramatically alter resource deployment. It can also enable immediate management - from guiding someone to hold an airway open, to stopping the escalation of a violent incident if the aggressor knows they are being recorded.

Video can also be streamed with a single click from the GoodSAM App, or from CCTV, Drones, Body Cameras, Go-Pros or any device with an RMTTP feed.

It was a key recommendation of the Grenfell Tower Fire Investigation that agencies should be able to share live video to aide decision making. The GoodSAM Video platform makes this real.

Artificial Intelligence - Instant Vital

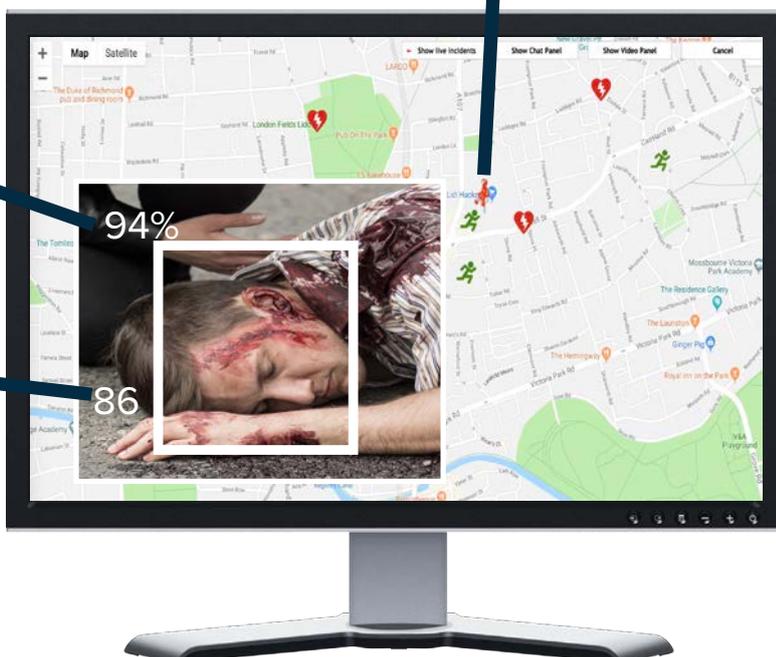
We have developed (and patented) the most advanced Artificial Intelligence system for server side analysis of Vital Signs. This means any video feed can be analysed for pulse and respiratory rate which is displayed to the dispatcher / administrator.

This is currently undergoing extensive testing for MHRA / FDA approval, with other parameters such as blood pressure coming online soon.

Instant Location

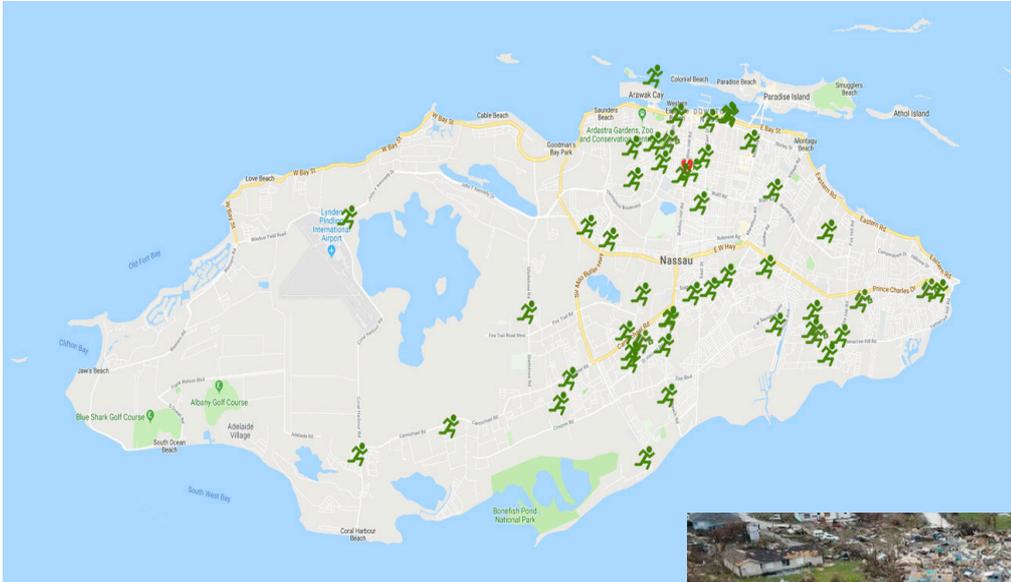
Percentage Accuracy

Pulse



Major Incidents

Instant.Help



Bahamas post Hurricane Dorian 2019

The GoodSAM Communications platform has a plethora of uses, from minor incidents through to major natural or man made disasters. One example is its use in the Bahamas during the Hurricane of 2019. All international aid workers were registered on GoodSAM, located and communicated with in real time. Similarly the platform can be used to track volunteers during floods.



At the other end of the spectrum the platform can be used by community security groups such as managing high street security. They can see where colleagues are and communicate with them concerns about potential shop lifters.

One of the main advantages of GoodSAM is that it utilises the responders personal mobile phone. It therefore does not rely on staff getting to a base to pick up a specific radio or device. It is always ready - this is what is needed for effective major incident activation.

GoodSAM Partners



CASE EXAMPLES and Partners



**Ambulance
Victoria**



St John



**WELLINGTON
FREE AMBULANCE**
kia ora te tangata



NHS
London Ambulance Service
NHS Trust

NHS
East Midlands
Ambulance Service
NHS Trust



NHS
North West
Ambulance Service
NHS Trust



NHS
East of England Ambulance Service
NHS Trust

NHS
South Western
Ambulance Service
NHS Foundation Trust



NHS
North East
Ambulance Service
NHS Foundation Trust



**WELSH
AMBULANCE
SERVICE**

NHS
South East Coast
Ambulance Service
NHS Foundation Trust



**Scottish
Ambulance
Service**
Taking Care to the Patient



Air Ambulance
Kent Surrey Sussex



**THAMES VALLEY
AIR AMBULANCE**



**METROPOLITAN
POLICE**



Creating a safer
Cambridgeshire



BEDFORDSHIRE POLICE



**HERTFORDSHIRE
CONSTABULARY**



**St John
Ambulance**



**British
RedCross**



The
Sandpiper Trust
wildcat
re-starting hearts in Oranienburg

Core Principles



The underlying principles which established our cardiac arrest platform pervade subsequent GoodSAM developments. All the core features outlined apply to subsequent products in this brochure, and all are available through the GoodSAM Dashboard and Responder App.

Governance

Governance is our core. Our processes ensure ambulance services have complete knowledge and control of who they are alerting to emergencies.

Responder Approval: All organisations on GoodSAM only approve Responders which they can genuinely verify. Approvals are done by matching photo ID, email address and, where appropriate, GMC/HCP/ NMC/APHRA (etc) number. Responders are categorised into nationally governed (e.g. GMC registered doctors, HCP registered paramedics), locally governed (e.g. CFRs by ambulance services) and first aid qualified. Ambulance services control which organisations and which groups of people they alert. They can even alert by category of Responder (e.g. police/fire etc.).

If you're an organisation who would like to come on the GoodSAM platform (such as a first aid organisation or hospital), don't worry about administration work around approvals. We can "auto-approve" with known email addresses - give us a call for more information.

In some parts of the world (e.g. New Zealand), the ambulance services have decided to alert anyone who self-certifies that they are CPR competent. This is because they train people, (e.g. in football stadia at half time), without issuing certificates and want to be able to alert these people to their next door neighbour in cardiac arrest. These people can also register on the system but will only be alerted in regions where the statutory ambulance service agrees to alert them, and only over a very small radius (1-200m).

Code of Conduct: We work with ambulance services to ensure Responders agree to a "code of conduct" specifically for the region they are in. This is displayed on the App, on the website and at time of sign-up.

Security and Standards

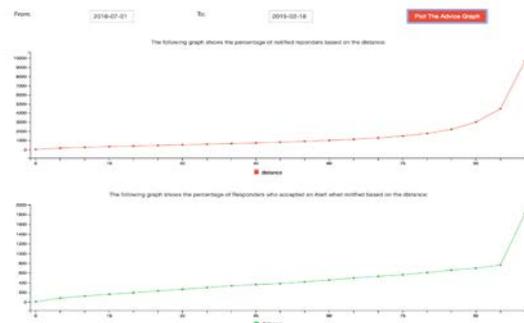
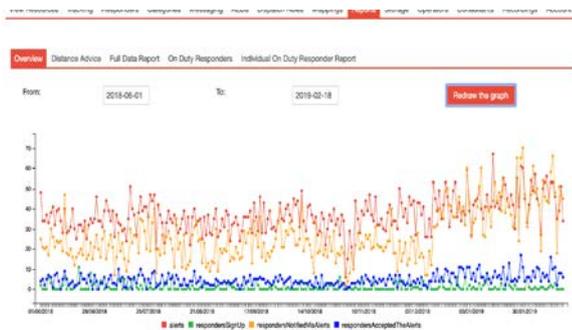
All data transmission through GoodSAM is AES 256 bit encrypted and data transmitted complies with Caldicott principles exceeding standards required by NHS and HIPAA. GoodSAM adheres to EU GDPR requirements.

Security is provided through TLS protocols
Scalable architecture using stateless servers
Self-healing capabilities with distributed notification system
Redundancies on all services (CAD, APP, WEB and Media servers)
with 100% uptime



Innovation

GoodSAM is innovating way beyond cardiac care into the core of providing better care through Instant On Scene and video triage. From the GoodSAM Dashboard, you can access a plethora of features - from real-time data advising you on optimal alert radius, times of first on scene, through to individual patient reports compiled by Responders.



GoodSAM works across all smartphones. There is no need to supply CFRs/Responders with costly hardware. Their personal phone will support GoodSAM. This means they will always be alerted to local cardiac arrests, even when not on duty. Additionally, Responders buy phones that have a good signal where they live/work, minimising risk of non-connection.

But GoodSAM even operates where phones don't have a data signal. This is useful in resource poor countries where mobile systems are unreliable. Responders can log into their profile and select "SMS alerting" saying where they live and work and the times they are at each. They can then become static Responders, alerted by SMS.

Collaboration

We are proud to collaborate with some of the largest and most advanced emergency services around the world. We work with organisations to develop solutions that optimise outcome.

GoodSAM is NOT a first aid organisation - we don't teach first aid, supply services or sell AEDs. We are also not a pure tech company that develops a spec and disappears. We have a deep understanding of clinical need and work with organisations to continuously evolve. We act as a glue that can bond a spectrum of organisations - so that the skills which their members have can be used when least expected - to save lives in their community. As such, the App can be branded to maintain the core organisation's identity for its members.



GoodSAM

instant.help



GoodSAM World Map



/goodsamapp



@goodsamapp



UK Tel: +44 (020) 8059 9988



Australia Tel: + 61 (03) 9071 0007



USA Tel: +1 (0) 800 431 0911

email: info@goodsamapp.org



Saving Lives through Technology
www.goodsamapp.org