Service Definition Document

Product Overview

GoodSAM provides smartphone based alerting and dispatch solutions to emergency service partners globally. The GoodSAM service can be divided into three broad systems:

1) **GoodSAM Cardiac** operates through CAD integration and as stand-alone web-based platform, utilising applications to alert CFRs and other staff of nearby cardiac incidents. GoodSAM thereby quickly connects those in need with those who have the skills to provide support in the vital minutes before the emergency services arrive.

2) **GoodSAM Pro** is a sophisticated dispatching tool which provides enhanced functionality, by allowing application based activation of CFRs and staff as part of statutory dispatch. The system is highly flexible enabling Ambulance Services to retain total control over dispatch. The application provides a fail-safe tool to dispatch, communicate and stream scene video to and from CFRs; as well as providing real time mapping of staff and resources. The system also has joint command capabilities allowing emergency services to work together and share information/resource to better coordinate during major incidents.

3) **Instant On Scene** enables Services to enable video streaming by opening the camera and audio of any smartphone via text activation. Emergency Services, including Ambulance, Police and Air Ambulance Services are using the system to support dispatch. Users enter the caller's smartphone telephone number into the Dashboard (can be used as a standalone web based system or integrated into CAD), which generates a text. The text contains a hyperlink, which when pressed (and consent obtained from the caller), enables the camera and audio of the phone. The precise location of the caller is also identified, whilst live stream video contains Vital Signs technology – the ability to determine an accurate pulse rate of multiple subjects in the stream.

GoodSAM Pro Specifics

A flexible CFR and staff app based dispatch system. Can also be deployed on any network using any mobile device and is Emergency Services Network ready.

GoodSAM Responder Application

- Available on any cellular or network
- Operating across all platforms, including the Responders own phone and is available from public app stores.

- Ability to provide automated alerts from CAD system.
- A range of status messages are available and customisable – this includes, for example, book on/off, vehicle mobile, vehicle arrived at scene, stand down instructions with operational acknowledgement.
- The application is capable of receiving alert/messages even when it is running in the background e.g via push notifications.
- The application displays location of personnel and resources.
- Application can be used to contact personnel (via buzz messaging, radio comms).
- The application displays the location and access details of the nearest available defibrillators. GoodSAM is host to the UK's and world's largest AED registry
- The GoodSAM system has the ability to gather personalised Responder information at registration.
- The application records and timestamps all user actions, including log on and log off.
- GoodSAM has the ability to provide real time location information to monitor remote users and show their location within CAD. The application uses enhanced location update algorithms which do not significantly drain the battery.
- The GoodSAM system integrates a redundancy capability that allows for Responder notification via SMS, in data poor areas or where handsets do not allow push notifications.
- A Mission Log is used by Ambulance Services to gather information and input into debriefs. The Log can be personalised and is readily downloadable for data collection.
- The user is able to select if they are on or off duty and remain available for specific incidents (e.g cardiac arrest) whilst off duty.

GoodSAM API and Dashboard Interface

- The GoodSAM system can be integrated with CAD or used independently to trigger alerts via a web based platform. The Dashboard can accessed by an unlimited number of users and displays current activity.
- The GoodSAM system allows Responders to be assigned to specific events.
- Track Responders and other Resources in real time.
- Full reporting and analytics functions are built into the Dashboard - including extraction capabilities, for scheduled, real time and ad hoc reports for individual Responders.
- The System can help deliver key performance indicators such as time to AED on scene by time stamping either through geofencing or push button on scene times.
- Dashboard can receive Responder video or enable Text to See and stream video onward to selected Responders – video services to be agreed separately.
- All data stored on devices encrypted and meet NHS data security standards.
- Communicate with Responders from Dashboard
- Create personalised dispatch rules to alert Responders
- Trigger alerts manually or monitor alerts triggered by CAD in real time.
- Approve, categorise and manage Responders
- Message Responders, Admins across specific locations (via email or push notification)
- Upload KML mapping to create bespoke, location specific dispatch rules.
- Storage facility of key documentation
- MDT and Consultation Room access

Additional Services

- Technology Support - GoodSAM provides full support to ensure a continuous service – there has been no down time since the platform's first integration in 2015. Any issues are dealt with quickly and the team is contactable 24/7 – subject to SLA.
- Additional Resource - In addition to the technology, GoodSAM provides a full suite of project, governance and communications support to ensure roll out is smooth and the impact of the technology is maximized.
- GoodSAM Registry - GoodSAM also provides Ambulance Service partners with access to our AED Registry and supports basic syncing of our existing AED data.