

GoodSAM - Frequently Asked Questions

What is GoodSAM?

GoodSAM (Good Smartphone Activated Medics) is an app which alerts people to suspected cardiac arrests occurring close to them, so that they have the opportunity to assist before emergency services arrive.



We know that outcomes from cardiac arrest are best when the patient receives immediate CPR and defibrillation within the first five minutes. Emergency services can't always arrive within five minutes, but it is relatively likely that someone who knows how to perform CPR and use an AED is nearby and just unaware that they are close to a patient in cardiac arrest.

By continuing to grow the pool of available GoodSAM 'responders', patients will be able to receive life-saving care as fast as possible and this will improve outcomes.

How does GoodSAM work?

When a call comes into our 111 clinical control centre and is coded as a suspected cardiac arrest, the computer aided dispatch system will automatically notify the closest GoodSAM responders within 1000 metres of the incident.

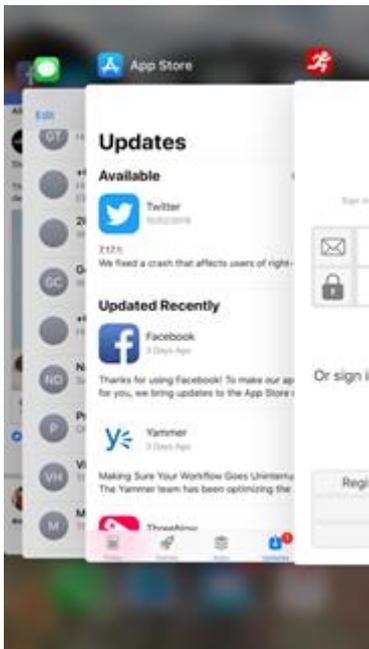
The dispatcher does not need to do anything in addition to dispatching emergency services and does not know if GoodSAM responders are responding or not.

Why was GoodSAM chosen?

A national working group of St John, Wellington Free Ambulance, the National Cardiac Network and AED locations representatives evaluated a number of apps and chose GoodSAM as the most suitable app for New Zealand.

Do I have to download the app if I am a healthcare professional?

No. It is entirely voluntary to download the app. The GoodSAM system records those who are registered, and we will know the total number of responders registered, but we are not going to record who has, or has not registered.



How do I make sure that I receive alerts?

In order to receive alerts, you need to have the app open. You don't have to be in the app itself but should have it open in the background. If you swipe up or log out, or reset your phone the Responder App switches off. Please occasionally check to make sure it is still running.

What happens when a GoodSAM responder is alerted?

The nearest three responders are alerted by a siren noise from their phone and are asked to accept or reject the alert. If a responder does not accept the alert the system will look to notify the next nearest responder/s. A map with the location of the incident and the closest known AEDs is automatically displayed.

Do I have to respond when alerted?

No, this is voluntary. For example, if you are indisposed or impaired by illness, injury or alcohol, you should not respond.

What if the scene is unsafe?

If the scene is considered unsafe the call handlers and dispatchers will automatically send an additional alert instructing responders to stand down. However, like all incidents, personnel must always assess safety before entering the scene and should not enter if they believe the scene is unsafe.

Are GoodSAM responders alerted to all cardiac arrests?

No. We have set the system up so that responders are only notified of cardiac arrests where CPR and use of an AED is likely to improve patient outcomes. For example, cardiac arrest following stabbing has been excluded.

Will GoodSAM responders be alerted to other emergencies?

Not at the moment, noting that in approximately 50% of suspected cardiac arrests the patient is not in cardiac arrest but is having some other form of medical emergency. In the future the system allows us the opportunity to notify subsets of responders (for example emergency service personnel only) of other emergencies such as major trauma. We are planning to do this in the future and will communicate this to personnel at the time.

Do I get paid when I respond?

No. Responding is done voluntarily as a member of the community. In the unlikely event that responding impairs your ability to work you should contact your manager.

What if I am injured while responding?

You will be provided with the same support that would be provided if you injured yourself when attending an incident while you were off duty.

Can I drive to the scene?

It is preferable to go to the scene on foot, but if you choose to drive you must drive at normal road speed and within the driving laws.

Are we required to respond because we are a healthcare professional?

No. There is no requirement to respond as it is voluntary. We will not record that personnel have been notified but have not responded.

Will GoodSAM responders be alerted to incidents at private addresses?

Yes. In this setting it is important to approach the address if appropriate, introduce yourself and offer to provide help.

Can I download the app now?

Yes! If you are trained to perform CPR and use an AED please go to the App Store on your Smartphone and download the app "GoodSAM Responder App" now. By signing up you agree to the [Terms & Conditions](#).

I see it is possible to download two apps – the GoodSAM responder app and the GoodSAM alerter app. Which should I download?

You should download the responder app. The alerter app is designed for use in countries where there is no central emergency phone number and/or there is no ambulance service and is used for alerting nearby people that you need emergency assistance.

What should I do if I am alerted when I am on duty?

You should use good clinical judgement and only accept the call to respond if you are able to and it does not jeopardize your role or another patient.

If I have a Smart Watch like an Apple or Samsung watch how will this affect the alerting?

If your phone is set-up to send messages to your watch, then ONLY the watch will make a sound and not your phone.

Where can I find more information?

Send questions to <mailto:goodsam@stjohn.org.nz> or visit the following sites:

- <https://www.goodsamapp.org/faq>
- <https://vimeo.com/197525859>
- <https://www.goodsamapp.org/home>