



GoodSAM
Instant.Help

User Manual

Version 1.0
January 21, 2022

Office of Virtual Health | **EDUCATION**



Introduction

Welcome to the GoodSAM user manual. GoodSAM is a web-based video platform solution approved for the delivery of virtual health in a pre-hospital setting.

The purpose of this document is to provide you with the information you will need to use the GoodSAM application.



For additional information and/or resources on virtual health practice and webside manner, please see the [Office of Virtual Health \(OVH\) Virtual health handbook](#).

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USER ACCESS MATRIX

Role	Access
Admin	<p>Full administrative rights and privileges:</p> <ul style="list-style-type: none"> ▪ Manage Users ▪ Adjust company settings ▪ Access to all 'live' consultations ▪ Access to all completed consultation recordings
Supervisor	<ul style="list-style-type: none"> ▪ Can view all live videos / consultations ▪ Can view all completed recordings ▪ Ability to generate a GoodSAM video consultation link within the system and send to the callers phone number / email address ▪ Initiate GoodSAM Video call. ▪ Can access the resources page ▪ Can access the consulting page ▪ Can access the monitoring page ▪ Can access the videos page
Clinician	<ul style="list-style-type: none"> ▪ Can only view their own videos / consultations ▪ Ability to generate a GoodSAM video consultation link within the system and send to the callers phone number / email address ▪ Initiate GoodSAM Video call. ▪ Can access the resources page ▪ Can access the consulting page ▪ Can access the monitoring page ▪ Can access the videos page

CREATING A GoodSAM ACCOUNT

1. You will receive an email to your work address from (DoNotReply@goodsamapp.org) with the subject link “**GoodSAM Account Created**”. Please open this email.
2. Click on the hyperlink below the sentence “**Link to set your password:**”

Link to set your password:

→ <https://www.goodsamapp.org/setNewPasswordForm/8b694e67430aad8bd4ce3d60fe9>

Reminder: The elements of a good password



- Should be eight (8) or more characters
- Must contain upper and lower case letters, as well as a number or special character (!@#\$\$%^)
- Can't be the same as your previous eight (8) passwords or similar to your username

3. Follow the steps to complete your account

LOGGING INTO GoodSAM

1. Visit <https://www.goodsamapp.org/login>
2. Enter your **work email address and password** which you used to register with GoodSAM.

GoodSAM
Instant.Help

Login to your account

Log In

Sign in

LinkedIn

NHS Sign in with NHS login

Sign in with Microsoft

~ OR ~

@phsa.ca

I'm not a robot

reCAPTCHA
Privacy - Terms

Login

3. You will be prompted with “Your organization has **multi-factor authentication** enabled, please choose how you wish to receive your code”
 - a. Email
 - b. Number
4. Click **Send Code**.
5. Enter the code that is provided to you via your chosen method.
6. You will now be logged in.

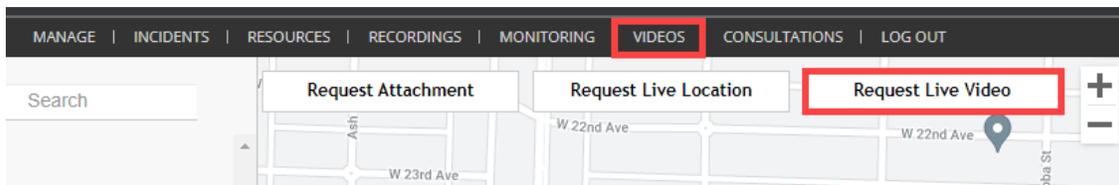
CONDUCTING AN INSTANT VIRTUAL HEALTH CONSULTATION

One-way Video Visit

A one-way video visit allows emergency services to quickly video call the patient with a simple SMS text. The **clinician will be able to see the patient** using the patient’s mobile phone camera. The patient **can not** see the clinician.

How to start an instant video visit

1. Log in at www.goodsamapp.org
2. Click on **Videos** in the top menu bar.
3. Click on **Request Live Video**.



4. **Explain** the process and ask the patient for consent.

“[INTRODUCTION: Name, Occupation, Duty.] Given your symptoms described to our call taker, we would like to keep you at home to manage your symptoms. However, to ensure that it is safe for you to do so, we would like to perform a video consult. If you consent, I will text you a link to join a video call with me to discuss your symptoms with you and lay eyes on you to help make an informed decision. This call will be recorded as part of your visit record with BC Emergency Health Services. Please ensure you inform others around that a video call is occurring and being recorded. Do you consent to this video consultation?”

5. Ask patient or caller* to put their phone on **speaker**.

**Note that the patient may not always be the original caller. (i.e. patient’s friend or family member)*

6. Enter patient or caller’s **phone number**.
7. Add **CAD number** as the reference number.

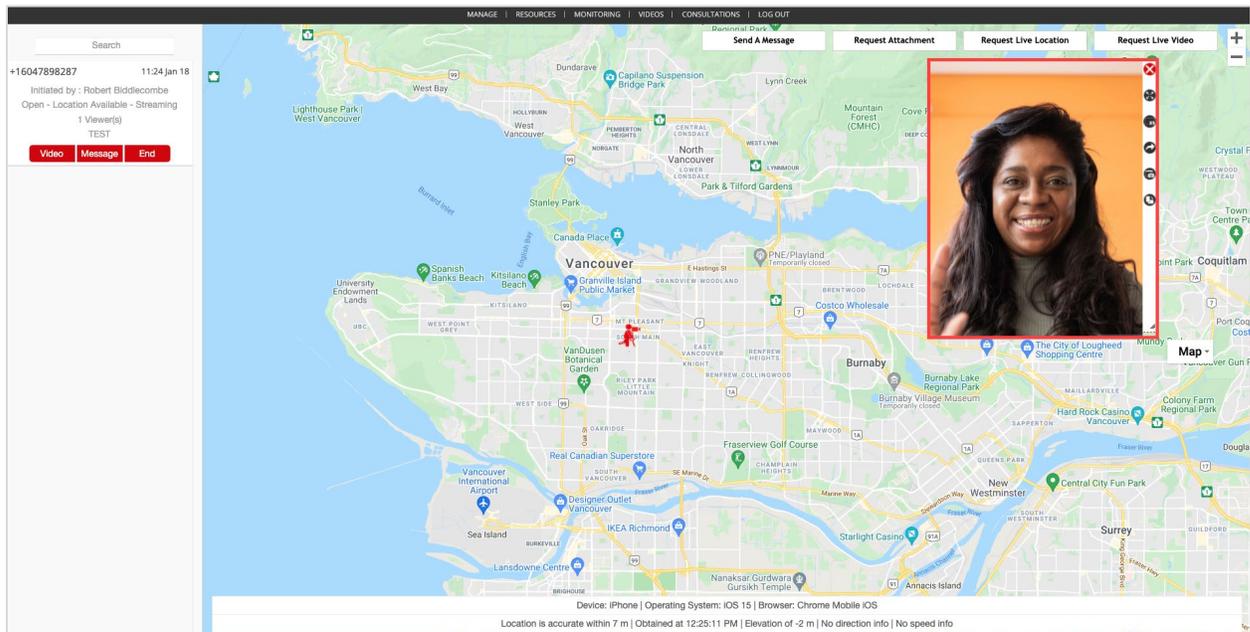
Phone number or Email:

If you have more than one, separate them with commas.

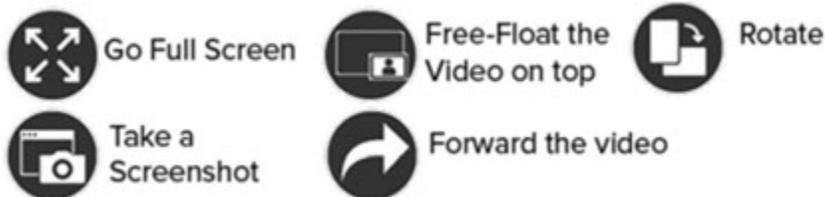
Reference:

Send the invite
Close

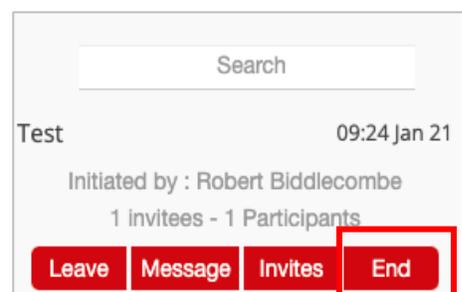
- Explain that their phone will ask permission to **access** their microphone and camera. Ask the patient or caller to **Allow** both requests.
- The patient or caller's location and video will automatically appear in a **new window**.



- Use **buttons at side of video visit window** to access additional functions:



- Click **End** to end the video stream.

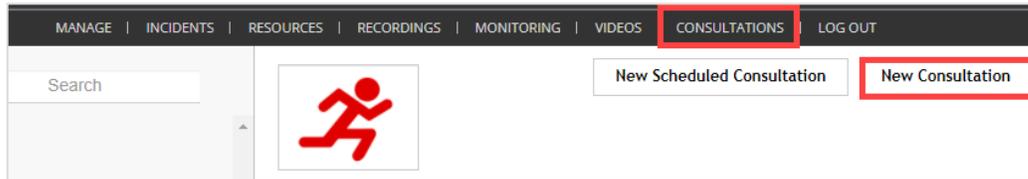


Two-way Video Visit Consultation

A two-way video visit allows emergency services to quickly video call the patient for a consultation with a simple SMS text. The clinician and patient will be able to **see each other's video**, and have access to **additional functionalities** such as transcription, translation, virtual backgrounds, and messaging.

How to start a video visit consultation with patient and clinician video

1. Log in at www.goodsamapp.org
2. Click on **Consultations** in the top menu bar.
3. Click on **New consultation**.



4. **Explain** the process and ask the patient for consent.

"[INTRODUCTION: Name, Occupation, Duty.] Given your symptoms described to our call taker, we would like to keep you at home to manage your symptoms. However, to ensure that it is safe for you to do so, we would like to perform a video consult. If you consent, I will text you a link to join a video call with me to discuss your symptoms with you and lay eyes on you to help make an informed decision. This call will be recorded as part of your visit record with BC Emergency Health Services. Please ensure you inform others around that a video call is occurring and being recorded. Do you consent to this video consultation?"

5. Ask patient or caller to put their phone on **speaker**.

**Note that the patient may not always be the original caller. (i.e. patient's friend or family member)*

6. Enter patient or caller's **phone number**.
7. Add **CAD number** as the reference number.

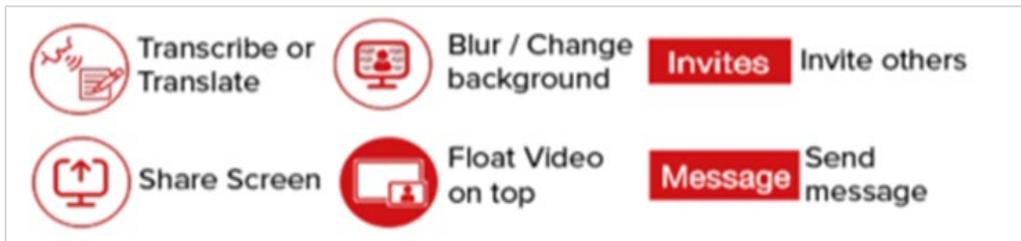
8. Explain that their phone will ask permission to **access** their microphone and camera. Ask the patient to **Allow** both requests.



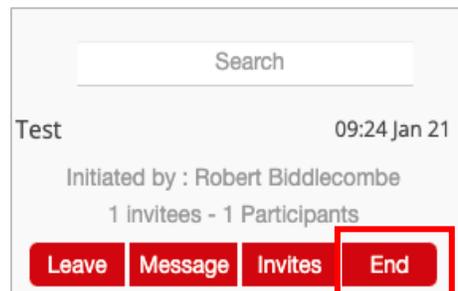
9. Conduct your consultation.



10. Use **buttons at bottom of video window** to access additional functions:



11. Click **End** to end the video stream.



APPROVED SCRIPTS FOR CONSENT TO VIDEO CONSULTATION

Secondary Triage ↔ Patient

[After standard secondary triage introduction]

“...Given your symptoms described to our call taker, we would like to keep you at home to manage your symptoms.

However, to ensure that it is safe for you to do so, we would like to perform a video consult. If you consent, I will text you a link to join a video call with me to discuss your symptoms with you and lay eyes on you to help make an informed decision.

This call will be recorded as part of your visit record with BC Emergency Health Services. Please ensure you inform others around that a video call is occurring and being recorded.

Do you consent to this video consultation?”

[If yes, continue to below]

“I am about to share the link with you, can you put your phone on speakerphone so we can communicate?”

After you click the link the phone will ask you to share your location and camera data, it is very important that you click allow to both of these requests otherwise I will not be able to see you.

I will send the link now and can help you through the process.”

Paramedic Specialist in CliniCall ↔ Patient with Paramedic on Scene

“Hello (*patient name*) my name is (*name*) and I am a Paramedic Specialist at BCEHS.

To provide an assessment it would be helpful if we could see you. Is it ok if we complete a video consultation?”

This will be recorded as part of your visit record with BCEHS.

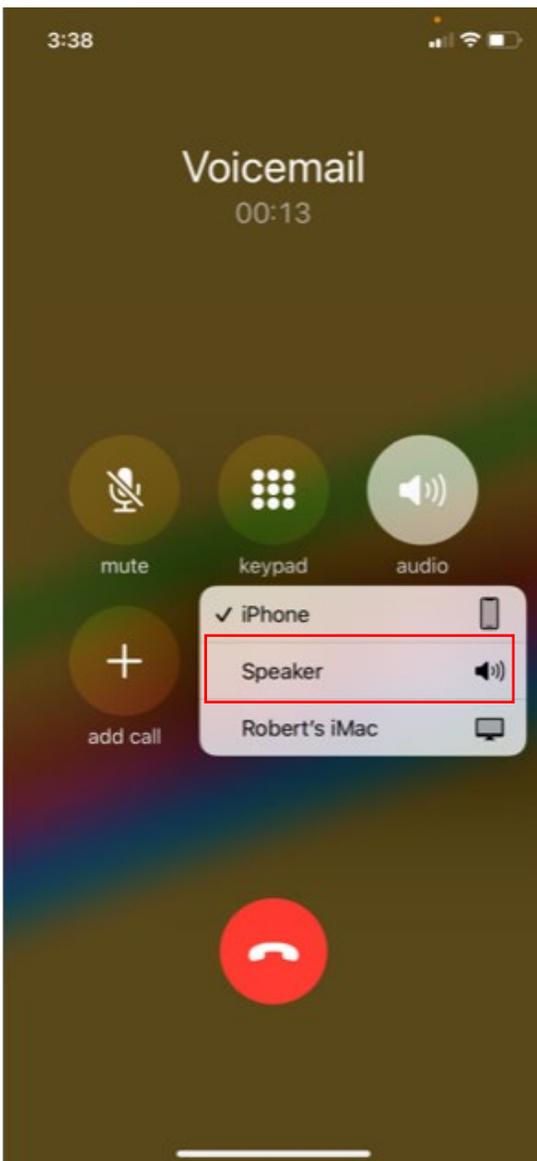
Do you consent to a video call?”

TURNING ON SPEAKER PHONE

The patient must put their phone on **speaker** to be able to hear you effectively **while sharing their video**. Follow the appropriate instructions below:

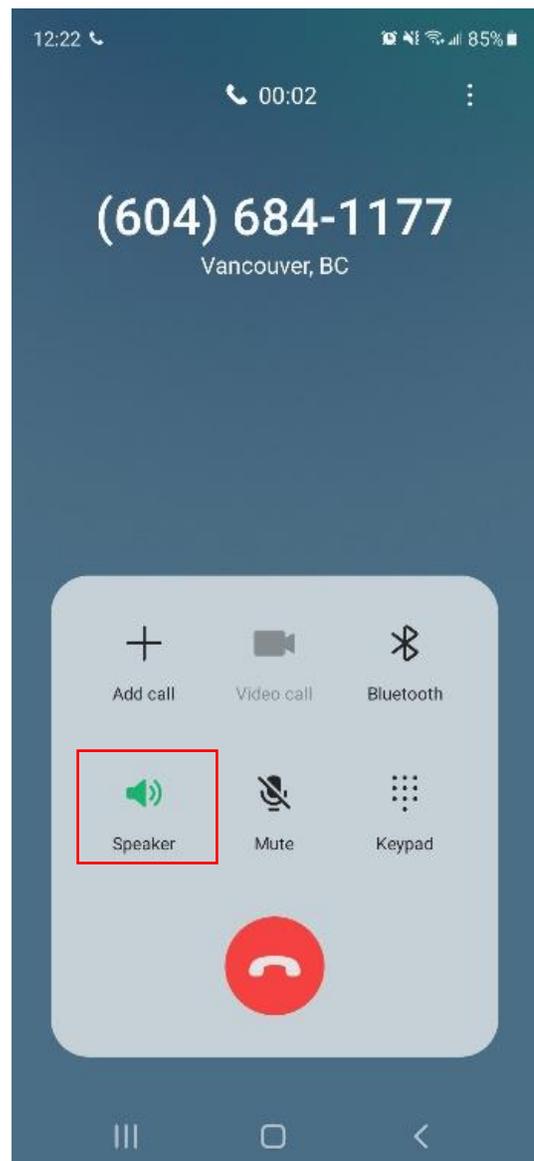
iPhone

From the call screen, tap the **audio** button and select **Speaker**.



Android

From the call screen, tap the **Speaker** icon.



TROUBLESHOOTING

Issue | Patient's video is not working for unknown reason

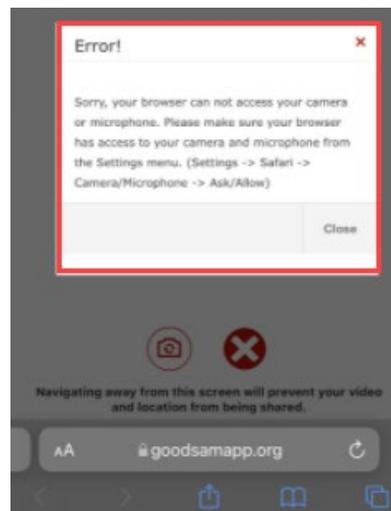
Possible causes

1. Check that the patient has data / are not on a wifi network blocking video
2. Check that their browser allows access to camera (*see below*)

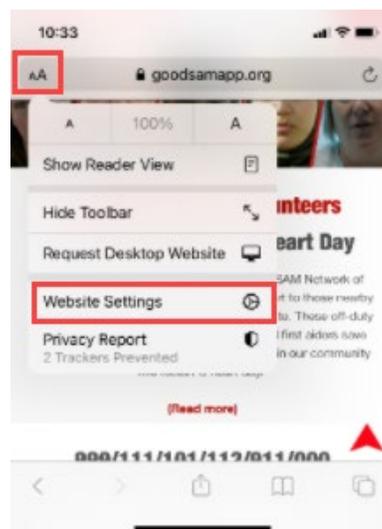
Issue | Patient clicked Cancel or Block instead of Allow on requests to activate the microphone and camera

iPhone (for Android, see below)

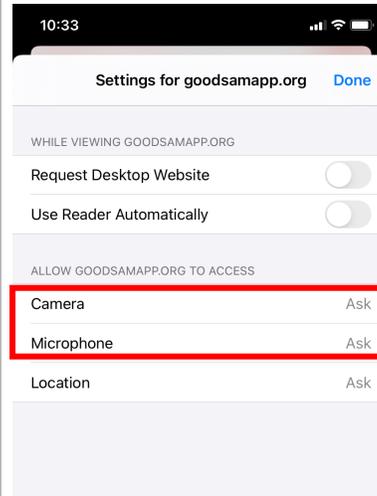
1. If the patient did not allow access they will get an **error screen** and the video consultation can not proceed:



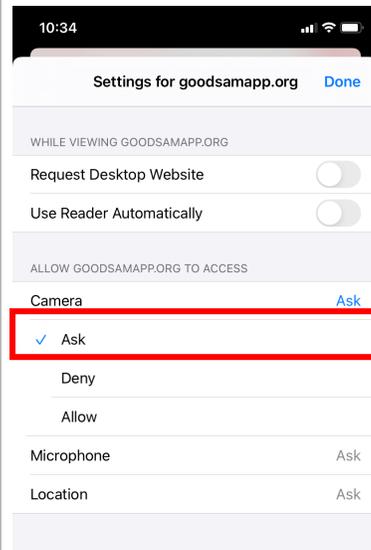
2. Ask the patient to navigate to goodsamapp.org or they may still already be on that site if they are kicked out of the call.
3. On the navigation bar have them click the **AA button** on the browser and click **Website Settings**.



- From the dropdown, select **website settings** and this screen should appear.
- From this screen select **Camera** and **Microphone**.



- Under Camera and Microphone, tap **Ask**.
- Ask the patient to click on their **original link** again. They should now be prompted to allow www.goodsamapp.org to use their camera and microphone.

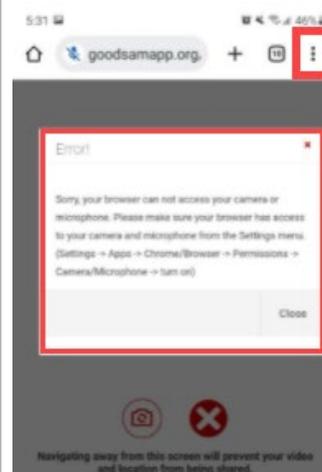


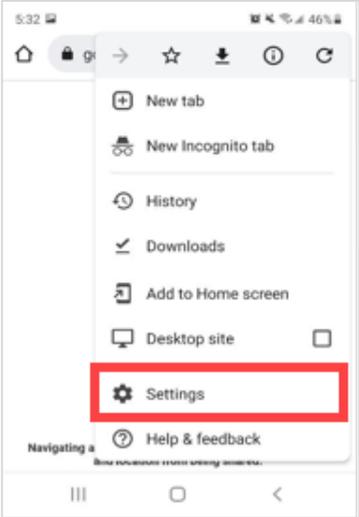
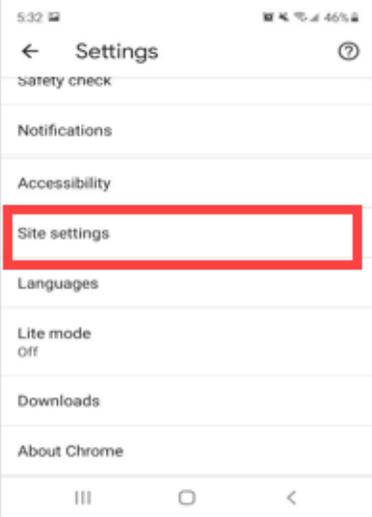
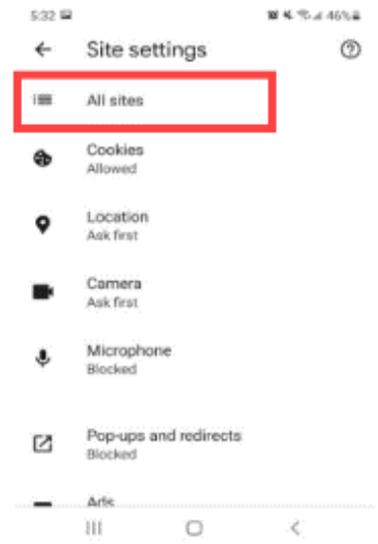
Android (for iPhone, see above)

- If the patient presses the 'Block button' on the camera/microphone requests, **an error message** will appear and the video consultation can not proceed. a
- Direct the patient to tap the **ellipses button** on their Google Chrome browser*.

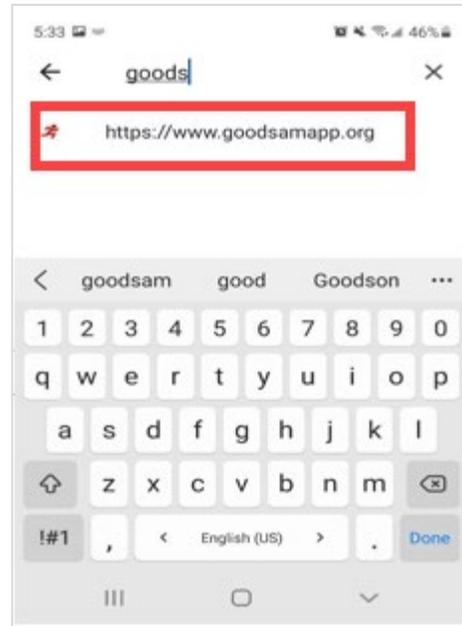
**For Android, Google Chrome is preferred. However, GoodSAM can be accessed via any browser.*

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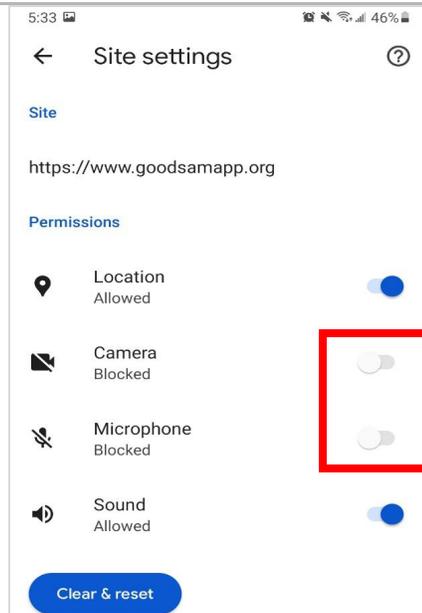


<p>4. A drop-down menu will appear. Tap Settings.</p>	 <p>A screenshot of a mobile browser's menu. The menu is open, showing options: New tab, New Incognito tab, History, Downloads, Add to Home screen, Desktop site, Settings, and Help & feedback. The 'Settings' option, which has a gear icon, is highlighted with a red rectangular box.</p>
<p>5. Tap Site Settings.</p>	 <p>A screenshot of the mobile browser's 'Settings' page. The page title is 'Settings'. Below the title are several categories: Safety check, Notifications, Accessibility, Site settings, Languages, Lite mode (Off), Downloads, and About Chrome. The 'Site settings' option is highlighted with a red rectangular box.</p>
<p>6. Tap All Sites.</p>	 <p>A screenshot of the mobile browser's 'Site settings' page. The page title is 'Site settings'. Below the title are several options: All sites, Cookies (Allowed), Location (Ask first), Camera (Ask first), Microphone (Blocked), Pop-ups and redirects (Blocked), and Aric. The 'All sites' option is highlighted with a red rectangular box.</p>

7. In the **search bar**, start typing 'GoodSam' and select the resulting **GoodSAM** link to access the site specific settings.



8. Tap the toggle buttons to allow the GoodSAM site to access the **device camera and microphone**.



9. When the toggle buttons are highlighted blue, the patient will be able to connect and complete the video consultation.
10. Ask the patient to click on their **original link** again. They should now be prompted to allow www.goodsamapp.org to use their camera and microphone.

