

Welcome!

This *Quick Reference Guide* is meant to provide you with the pertinent information you will need on the job to successfully support patients via the GoodSAM platform.

You can access additional resources like the **Admin Manual**, **User Manual**, and **video** walkthrough by reviewing the [BCEHS – Introduction to GoodSAM](#) course on the LearningHub.

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

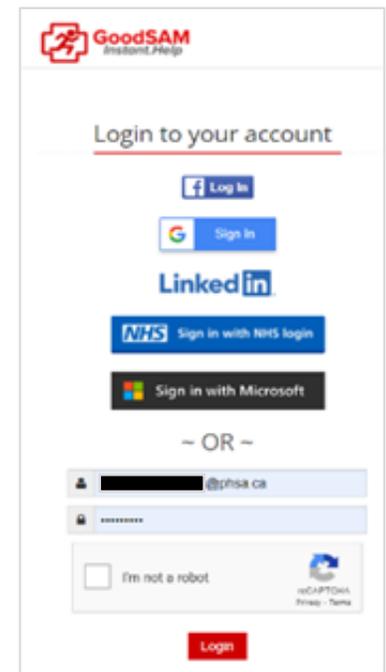
For any other questions related to the use of GoodSAM, please contact:

Clinicalhubinfo@bcehs.ca



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.
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.



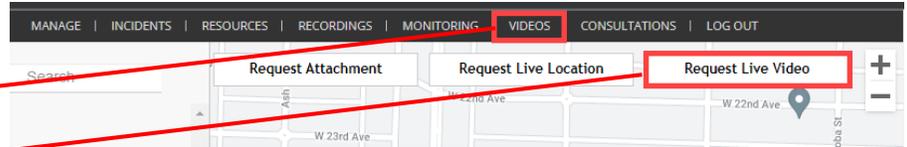
ONE-Way Video Visit

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.

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.

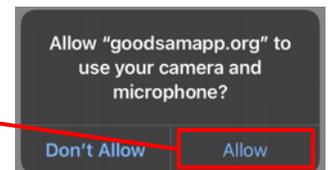
“[INTRODUCTION: Name, Occupation, Duty.] Given your symptoms described to our call taker, we would like to keep you at home to manage your symptoms. However, to ensure that it is safe for you to do so, we would like to perform a video consult. If you consent, I will text you a link to join a video call 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)

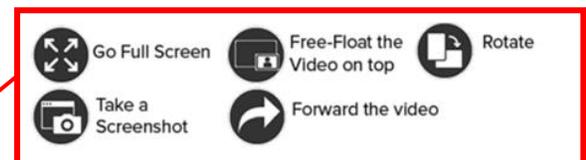
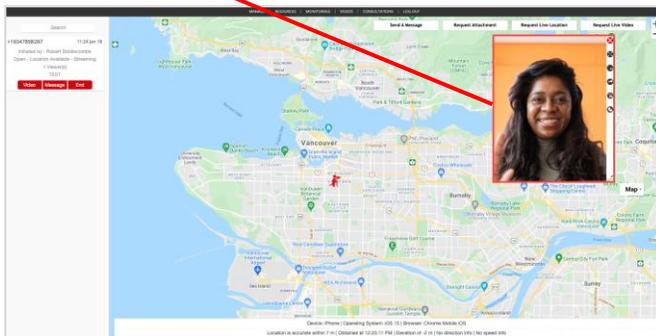
6. Enter patient or caller's **phone number**.

7. Add **CAD number** as the reference number.

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

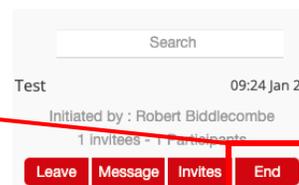


9. The patient or caller's location and video will automatically appear in a **new window**.



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

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



TWO-Way Video Visit

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.

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.



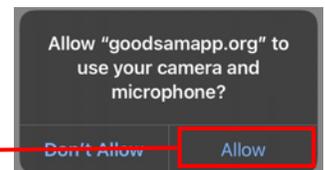
"[INTRODUCTION: Name, Occupation, Duty.] Given your symptoms described to our call taker, we would like to keep you at home to manage your symptoms. However, to ensure that it is safe for you to do so, we would like to perform a video consult. If you consent, I will text you a link to join a video call 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)

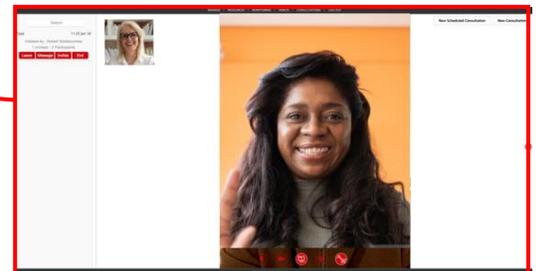
6. Enter patient or caller's **phone number**.

7. Add **CAD number** as the reference number.

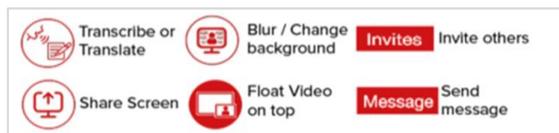
Explain that their phone will ask permission to **access** their microphone and camera. Ask the patient or caller to **Allow** both requests.



8. Conduct your consultation.



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



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

