

Practice Update

Audience: All Paramedic Specialists, Secondary Triage Clinicians, Critical Care Paramedic Advisors & PCCP Supervisors/ Managers

Date: 19 January 2022

Subject: **Introduction of GoodSAM video conferencing for Secondary Triage & Clinical Consults**

What's new? The way we deliver healthcare to patients is changing and our system is adapting to incorporate existing technology that can be used to enhance our approach to assessing patients as part of the secondary triage and clinical consultation process.

Beginning this week, Paramedic Specialists, Critical Care Paramedic Advisors and Secondary Triage Clinicians working within the Clinical Hub will now have the ability to add instant video conferencing to their clinical consultations via a browser-based platform called [GoodSAM](#). The addition of video conferencing will enhance the secondary triage intake and clinical evaluation process and provide a better experience for patients and clinicians alike. It will also allow our Critical Care Paramedic Advisors to have real-time access to live video conferencing at the scene of an emergency to better help them determine if an auto-launch is required prior to the arrival of the first ambulance resource.

When will it go live? The GoodSAM virtual health solution will be available to select clinicians as of today after training has been completed and an account has been provisioned.

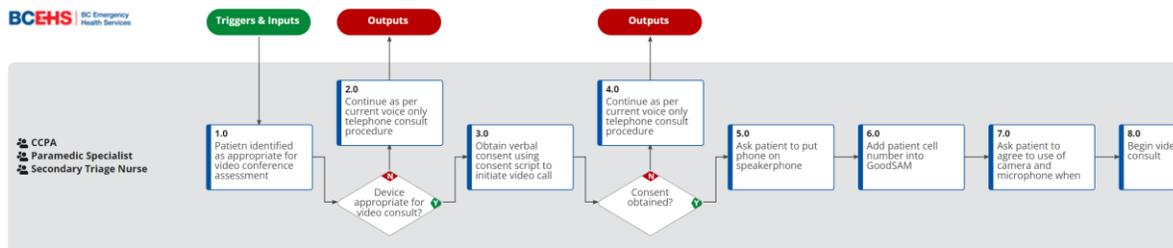
This initiative will have a rolling start date. Once training has been completed an account will be provisioned to the live GoodSAM environment and Paramedic Specialists and Secondary Triage Clinicians will be able to incorporate the platform into their day-to-day operations. If you have been identified as needing access, you will be contacted by the project team shortly.

How do I access the training? All Secondary Triage Clinicians undertook a training session on the 17th of January and have been provided with access by the PHSA Office of Virtual Health (OVH) project team.

The Paramedic Specialist and Critical Care Paramedic Advisor team will undergo a slower rollout of the training whilst on shift. The OVH team will shortly reach out to each team member to provide them with a video tutorial as well as access to the systems testing platform. Once the clinician is comfortable with the system, the OVH team will provide them with real-time account access. Individual training will take roughly 15-30 mins and can occur whilst on duty in your respective roles.

How do I use GoodSAM when I'm at work?

The OVH team has developed an interactive workflow similar to other processes to help with day to day use of the new feature. To access the ProMapp [click here](#).



Who do I contact if I have questions?

If you have any questions, please reach out to your Manager or Supervisor in the first instance.