

GoodSAM *Instant.Help* (GoodSAM) is a web-based video platform solution that allows secure, live, instant video and is approved for the delivery of virtual health across PHSA. GoodSAM has been proven in health care systems worldwide to improve workflows, including use by the general public (Linderoth et al, 2021).

GoodSAM has been proven to:

- *Alter clinical decision-making in respect to upgrading or downgrading of a clinical response.*
- *Allow for quick implementation, enabling rapid access for participants.*

What to expect?

Using GoodSAM is very simple and easy, as it does not require downloading of any mobile applications. Providers can expect to receive a SMS message or email on their mobile device, prompting them to join a GoodSAM video call through a secure link.

Before joining the GoodSAM video conference, providers will need:

- A mobile phone with a **camera, internet access for the video call**, and ability to **receive SMS or email**.
- To **obtain verbal consent** from the patient (caregiver or guardian), in order for the patient to be seen on video (by the Transport Advisor)

Steps to join the GoodSAM video conference:

1. Patient Transfer Network (PTN) Coordinator will initiate GoodSAM *upon the request of the BCCH Pediatric Transport Advisor*.
2. Before sending the link, the PTN Coordinator will request that the provider(s) put their mobile device on speaker.
3. When ready, the provider(s) will receive a GoodSAM link via SMS text message or email.
4. The provider simply clicks on the GoodSAM link and allows the use of the mobile camera and microphone.
5. The GoodSAM video conference will begin.

PLEASE NOTE

PTN Coordinators have been trained to support providers in using GoodSAM in real-time.
PTN Coordinators will continue to remain on the line and can provide technical support if required.

PTN CALL TAKING WORKFLOW

