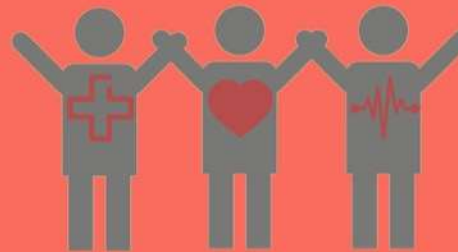




# myResponder

mobile application

*Together, we can  
save more lives*



Supported by:

# How it Began?

- More than 2,300 Suffer cardiac arrest in Singapore EVERY YEAR
- Only 3.2% Survive in Singapore
- Low bystander rates
- Survival decreases by 10% for every minute

## Chain of Survival



## Smartphone penetration in Singapore the highest globally: Survey

- Recent survey shows 9 out of 10 Singaporeans own a smartphone



Bloomberg file photo

 View all 0 comments

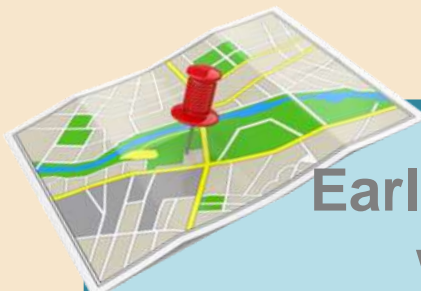
[Tweet](#)

PUBLISHED: 7:21 PM, FEBRUARY 11, 2015

Recommended  
For You

Singapore economy  
expected to slow in 2017:  
MAS survey

# What is myResponder



Early Access  
with GPS  
Geo-location  
by 995

Play Video

Early CPR by  
Community  
Responders



Early  
Defibrillation  
With Public  
AEDs



## OBJECTIVE:

- To notify volunteers of nearby cardiac arrest patients to render immediate aid before arrival of Emergency Medical Services.
- To increase survival rate of cardiac arrest victims.



How You Can Help?

# FIRST RESPONDERS



Survival by 11 times<sup>3</sup>



**1** In 2-4 minutes  
YOU will arrive at scene.

**2** In 8 minutes  
Fire Bike will arrive at scene.

**3** In 11 minutes  
Ambulance will arrive at scene.

**At 0 Minutes**  
Caller calls 995.




**995 Emergency Hotline**


Activates SCDF Fire Bike, Ambulance, YOU & other responders within 400m of the incident scene.

3. Ramaraj, Radhakrishnan, and Gordon A. Ewy. "Rationale for continuous chest compression cardiopulmonary resuscitation." *Heart* 95.24 (2009): 1978-1982.

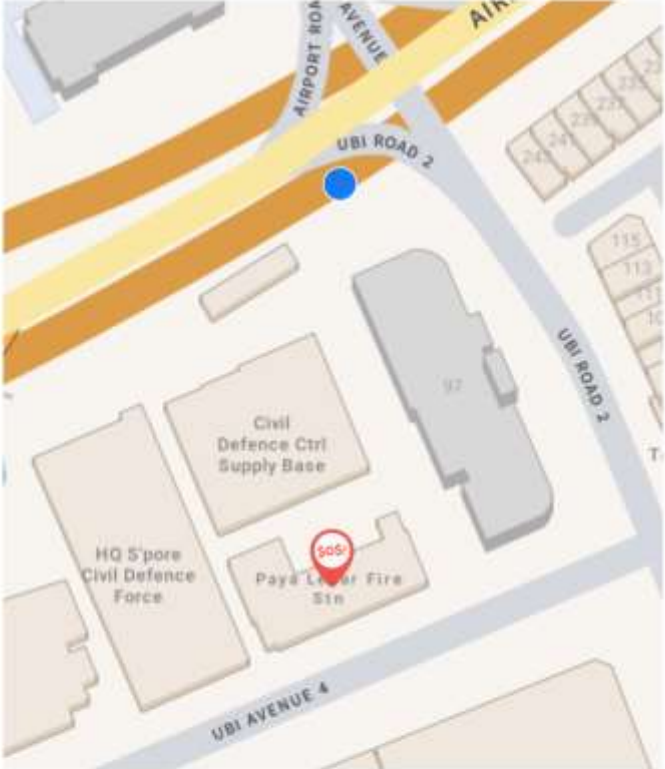




## i. Alert Notification

No SIM  11:03 AM  

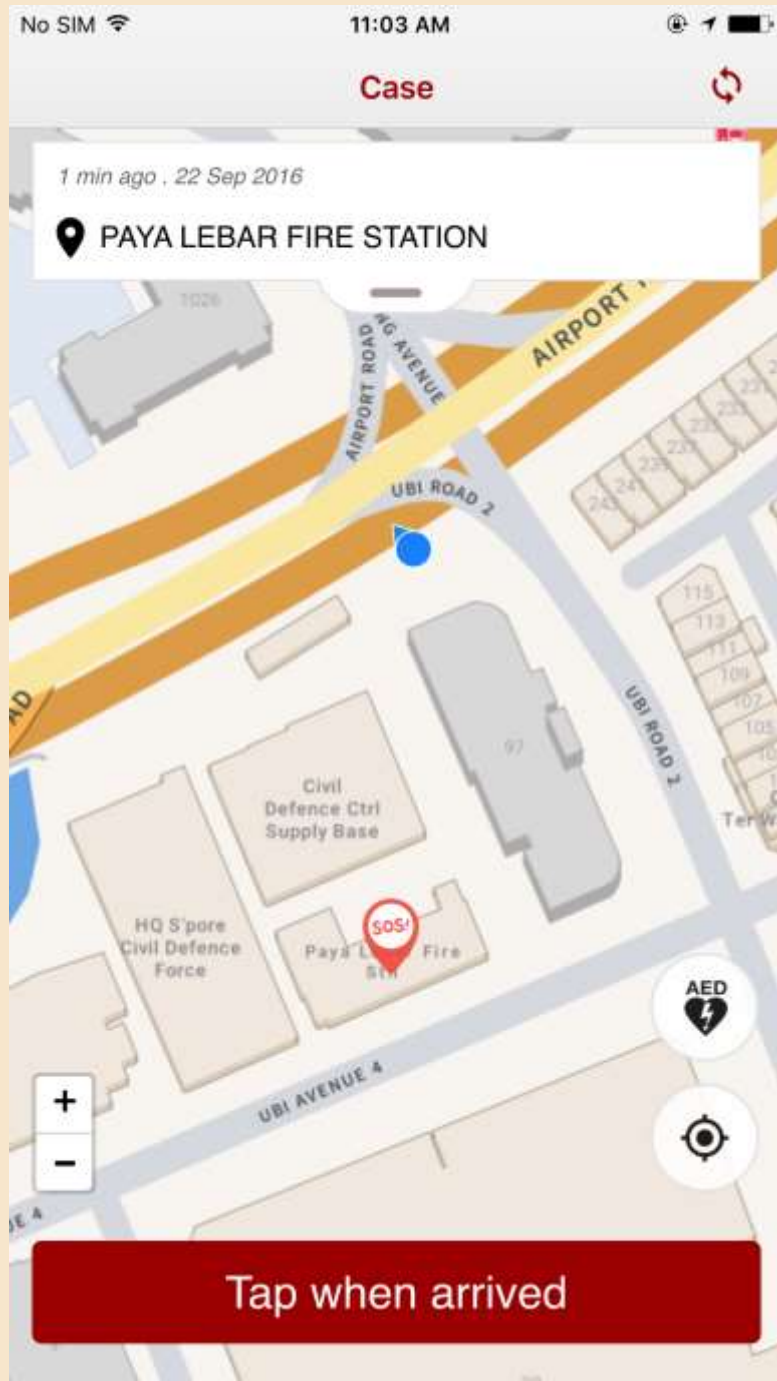
 MyResponder Alert

**PAYA LEBAR FIRE STATION**  
91 UBI AVENUE 4, SINGAPORE 408827  
*136 metres away*



 Decline  Accept

ii. Accept case



iii. Proceed

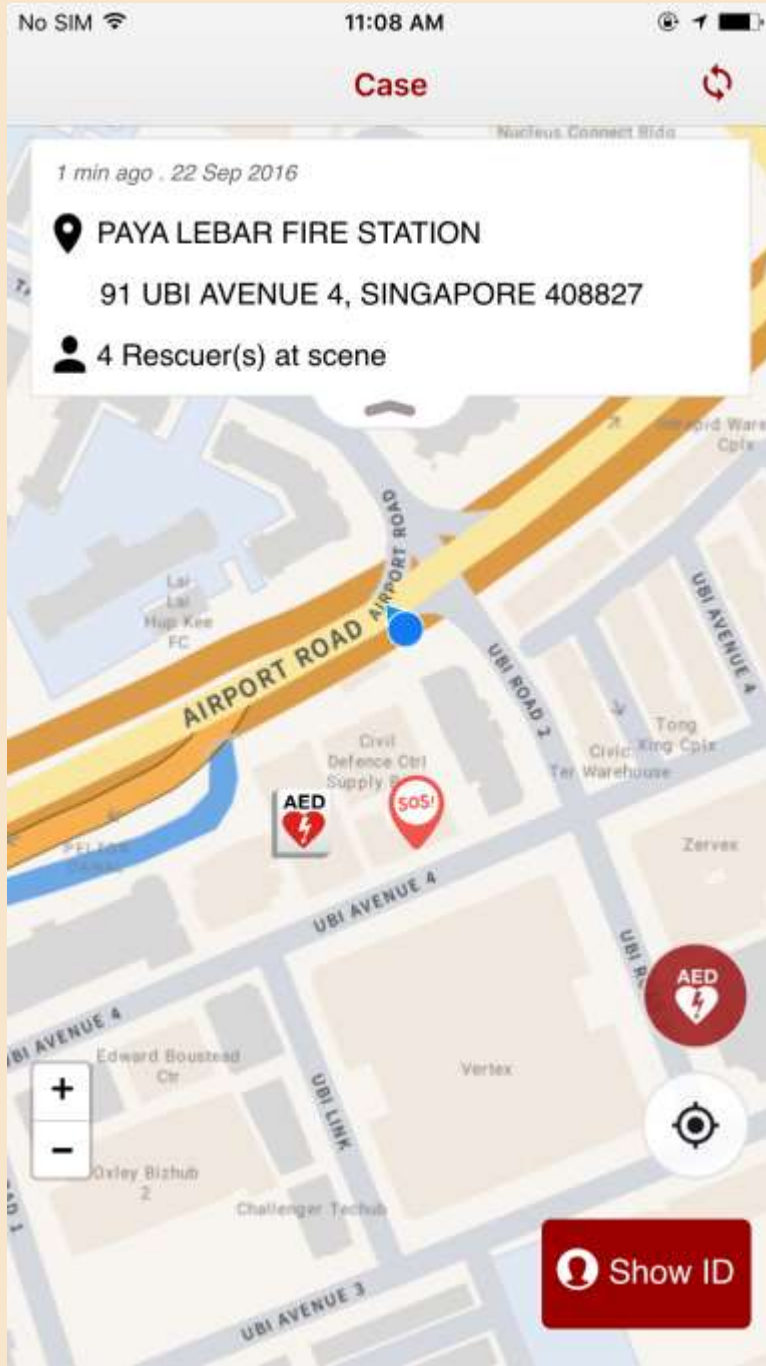


**Case Closed**

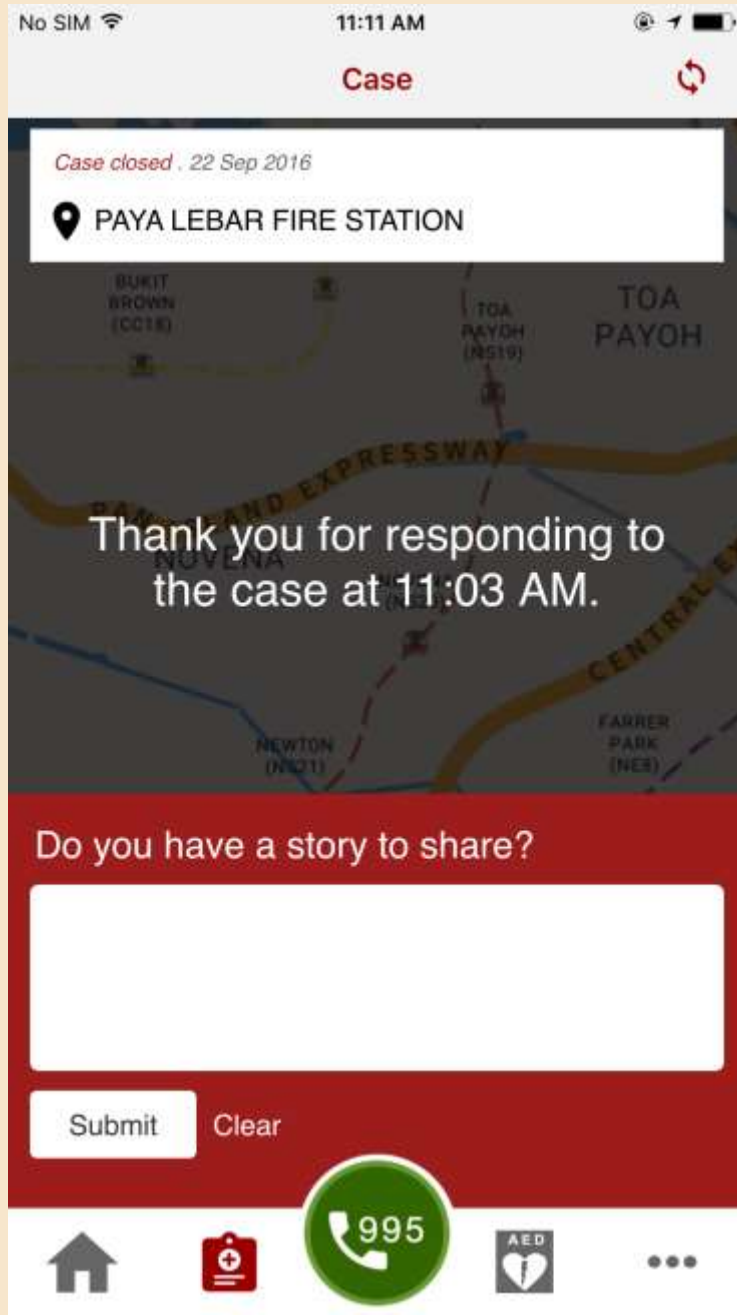
The patient has been attended to by the paramedics. Thank you!

OK





## iv. View details



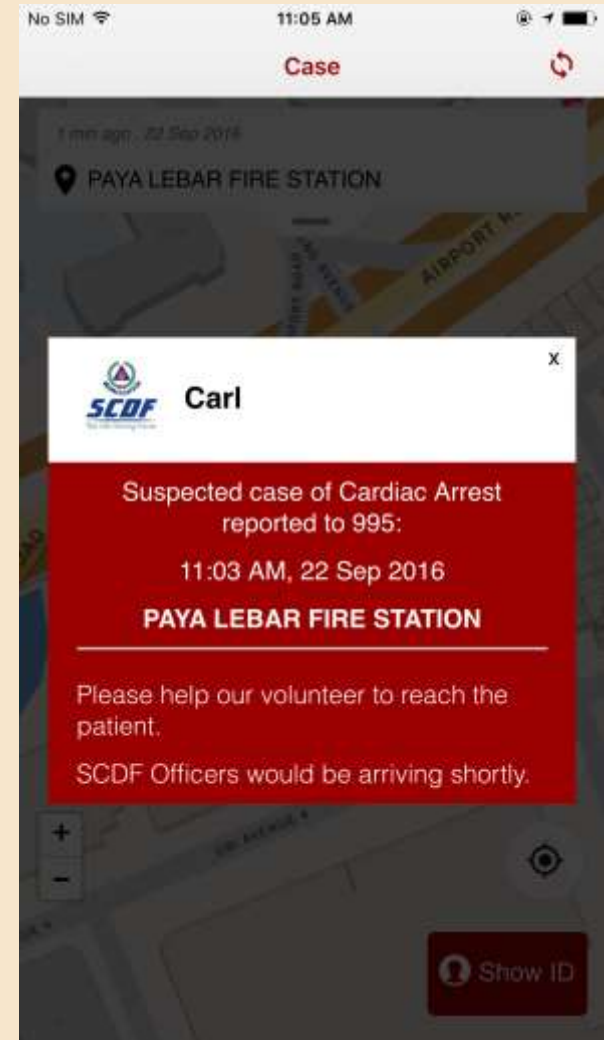
**v. Submit Feedback**

# Challenges Faced

## 1) Raising public awareness

- Roadshows
- Mass emails
- School talks

## 2) Getting people's buy-in



# Anyone can help



**Telephone assisted  
CPR**



**Carry the AED to the  
location**



**Usher ambulance  
crew to the location**



**Furnish more details  
to Ops Centre**

# Common Myths

**The app will drain my battery  
life very quickly**



**I will get reprimanded for not  
responding**

# Will I be sued for helping?



## No need for Good Samaritan law in Singapore



Share:

Tweet

AsiaOne  
Wednesday, Feb 15, 2012

There is no need to introduce Good Samaritan law in Singapore in the immediate future as there are no major liability concerns for those who act out of necessity to help a stranger in need, said the Minister for Law Mr K Shanmugam.

Parliamentary Question on

- ▶ **Parliamentary speeches and responses**
- ▶ Visits
- ▶ Public consultations
- ▶ Legal Industry Newsletters
- ▶ Videos

To ask the Minister for Law whether it is time to reconsider the appropriateness of introducing a Good Samaritan law in Singapore.

### Answer

1. The honourable Member last raised this issue in 2008 with Professor S Jayakumar, then the Deputy Prime Minister and Minister for Law. Professor Jayakumar stated that there were no plans to enact such a law in the immediate future. The reasons given by him still apply today.
2. Good Samaritan laws have been enacted in other countries to address liability concerns.
3. In Singapore, there are no major liability concerns for Good Samaritans. Civil liability will generally not attach to a Good Samaritan who acts out of necessity, and with the care that can reasonably be expected of a person having his skill and experience. As for criminal liability, this generally requires malign intent, and will not attach to a Good Samaritan who acts in good faith.
4. There have also been no reported incidents where members of the public refused to render assistance because of liability concerns. In fact, we often see in the news examples of Singaporeans rendering help to strangers in need. Just recently, two joggers rescued a man from a suicide attempt at Bedok Reservoir.
5. It therefore remains our assessment that there is no need to introduce Good Samaritan legislation in Singapore. We will continue to study the experience of other jurisdictions and will review our position if the need arises.

SINGAPORE PARLIAMENT

## No need for Good Samaritan law here: Indraneel Rajah



Senior Minister of State for Education and Law Indraneel Rajah in Parliament.

?? Email More

SINGAPORE: There is no need for a Good Samaritan Law, because Singaporeans continue to render assistance when needed, said Senior Minister of State for Law and Education Indraneel Rajah.

Speaking in Parliament on Thursday (May 29), Ms Indraneel said the issue had been brought before the House twice before. The reasons deeming the law unnecessary

# Success Stories



the new paper

NEWS SPORTS M ENTERTAINMENT E-PAPER

FACEBOOK TWITTER YOUR TIP-OFFS

FREE STARHUB GO with 1 Gbps fibre broadband Sign Up

LIFELINE: Madam Michelle Lim meeting Mr Ken Gong for the first time yesterday since his cardiac arrest last month.  
 TNP PHOTO: PHYLLICIA WANG

## WOMAN HELPS SAVE MAN USING NEW SCDF PHONE APP

PHONE APP HELPS WOMAN SAVE CARDIAC ARREST VICTIM

428

Feb 19, 2016 6:00am

BY NABILAH AWANG

A woman who teaches cardiopulmonary resuscitation (CPR) helped save the life of a cardiac arrest victim after being alerted to him by a phone app.

96% FAILED this test  
 Can you answer it?  
 How many matchsticks are there?

Save over \$1000 with HomeHub  
 Includes FREE router, activation, installation and more!

## Michelle Lim

- Nurse educator working at Balestier HMI
- Responded to a case of an 'unconscious person'
- Performed CPR for 10 minutes and mouth to mouth
- The victim, Mr. Ken Gong is now back at work 6 weeks after his cardiac arrest



# Automated External Defibrillators installed on 100 SMRT taxis

The initiative is part of a three-year pilot programme called SMRT-Temasek Cares AED on Wheels, which aims to increase the availability of AEDs within the community.

POSTED: 27 Nov 2015 21:43    UPDATED: 27 Nov 2015 23:59

VIDEOS    PHOTOS



ALERT: Madam Anissa Poo (background) and Mr Razlan Abdul Razak responded to an emergency after receiving an alert from the myResponder app. TNP PHOTO, CHOO CHWEE HUA

## YOU CAN HELP SAVE LIVES WITH SCDF APP

SCDF MOBILE APP ALERTS PEOPLE TO SUSPECTED CARDIAC CASES NEARBY

247

Jul 25, 2015 6:00am

BY DAVID SUN



## TEENS WHO HELPED TWO CARDIAC ARREST VICTIMS IN A DAY GET SCDF AWARDS

Two teenagers became the first civilians to respond to two calls for help by cardiac arrest victims in a day through an innovative mobile phone app by the Singapore Civil Defence Force (SCDF).

Mr Hairil Aidilfitri Johari, 19, and Mr Muhammad Adhwa Ahlami Johari, 19, went to the aid of two victims in two hours, after Mr Adhwa received two alerts from the myResponder app on Wednesday.

# Future Plans

- myResponder app

- To include basic first aid and minor fires.
- To add more social interaction features between responders and patients.
- To include guided directions to the patient

- Registering more AEDs by:

- Working with MOE to register the AEDs in the schools
- Crowd sourcing method:  
Encouraging members of the public to share AEDs which are not registered in the AED registry

We need  
**YOU**

Download  
**NOW**



Play your part in saving lives!



Email to [R-AEDi@scdf.gov.sg](mailto:R-AEDi@scdf.gov.sg)

# Questions and Suggestions



# FAQs

## **Q1. What is the objective of myResponder app?**

**A.** SCDF's myResponder mobile app aims to alert members of public who are located near cardiac arrest victims to help render critical aid before the arrival of SCDF emergency responders.

Chances of survival drop every second when a person is in cardiac arrest. A community first responder could make a huge difference in improving the victim's chances of survival prior to the arrival of SCDF's emergency responders.

# FAQs

## **Q2. How does the app work?**

**A.** When SCDF 995 Ops Centre receives a call for help, they will send a notification to all smartphones installed with the myResponder app that are approximately within 400m radius of the cardiac arrest victim. You can choose to respond by clicking on the 'accept' button if you are able to do so safely.

## **Q3. Why is Singpass required for registration?**

**A.** The sign up of volunteers are on a good faith basis; Volunteers make a declaration that they have been CPR trained. With Singpass, we are able to authenticate the identity of the volunteer.

# FAQs

**Q4. I am all for it. How do I sign up?**

A. The app will guide you through this sign up process.

**Q5. I spot an AED that is not listed in your registry, how do I report?**

A. You can help us to register AEDs that are not listed in our registry by sending a feedback through the app. Take a photo of the AED and send us relevant information related to the location at [R-AEDi@scdf.gov.sg](mailto:R-AEDi@scdf.gov.sg).

P.S. The registry will only list AEDs with permission of the AED owners. Also, please check that photo taking is allowed within the premise before attempting to take the photo.



# FAQs

## **Q6. What if I'm a minor? I'm only 16 this year, but I want to help.**

**A.** There is no cut off age for performing CPR. It has been shown that persons as young as 11 years old can produce effective compressions during CPR.

However, due to legal concerns, anyone below the age of 18 must seek parental consent to use the app and Singpass has an administrative age limit of 15 years old before you can sign up.

## **Q7. What if I receive an alert, but I am unable to respond? Will I be held responsible or faulted for not responding?**

**A.** Your response is entirely voluntary, and we encourage you to respond when you are available and to do so within safe and reasonable means. You may have other urgent priorities and are unable to respond. This is understandable. However, we hope that you would treat every alert seriously and do everything you can to help someone in need. Who knows, you may just save a life!

# FAQs

**Q8. The case was closed shortly after I received the alert. What does it mean?**

**A.** The case was closed because a nearby ambulance has arrived already and take over the case at the scene and help is not needed.

**Q9. I am afraid I might hurt the victim. How do I know if its a cardiac arrest? What if I cause more harm than help?**

**A.** You may call 995 either normally or through the myResponder app to get in touch with our experienced Operators. Our 995 operators will guide you through what to look out for and what to do. You will become our eyes and hands to save lives.

If you are trained to do CPR and confident, please go ahead. If you need advice, our 995 staff will guide you through step-by-step how to save a life.

# FAQs

## **Q10. Do we need to perform full CPR with mouth to mouth resuscitation?**

**A.** If you are not confident of doing CPR, the dispatch will coach and guide you through hands only CPR. If you are confident and able to perform CPR and mouth to mouth resuscitation, it is the preferred form of resuscitation. Mouth to mouth resuscitation is needed especially to support the breathing of all children and those with near-drowning or respiratory emergencies. If in doubt, our 995 operators will guide you over the phone to perform compression-only CPR unless it is a child or someone with a respiratory cause of cardiac arrest.

# FAQs

## **Q11. Can I hurt someone in cardiac arrest instead of helping when I do CPR? Will I be sued?**

**A.** CPR and the use of an AED are the only proven ways to help someone survive cardiac arrest. Without performing CPR, the person has very low chances of survival. By performing CPR, you can increase this chance significantly.

In the process of saving a person, it is possible but unlikely that ribs may be broken during CPR, but when the alternative to surviving with a possible rib fracture is compared to the certainty of dying, it is considered a reasonable trade off.

Automated External Defibrillators (AEDs) are medical devices that are designed to be used by laypersons. They can be safely used by anyone as long as they follow the audio and visual instruction.

While there isn't a "Good Samaritan Law" in Singapore, the existing laws are sufficient to protect Good Samaritans and this is stated on the Ministry of Law website. And there are also no instances of Good Samaritans being sued in Singapore for trying to save a life using CPR.

As long as you are lawful in your intentions and actions when assisting the cardiac arrest victim, you have nothing to fear. Also, clearly verbalise your intentions while approaching the victim and also inform other people in the vicinity of your intention to help.

# FAQs

**Q12. Do I need to turn on location services for this App?**

**A.** Yes. Location services needs to be activated in order for the app to work. Rest assured that all location data would be kept secure and confidential.

**Q13. Will the app consume a lot of battery and data?**

**A.** No. When your location services are switched on, the average battery drain is expected to 1% of your battery usage. If you have reasons to suspect that the app is causing unusual battery drain, please send us feedback so we can investigate it. We may have to contact you for more information.

# FAQs

**Q14. I wish to maintain my privacy. Will any of my personal particulars, data or location information be shared?**

**A.** Any personal information collected will reside in secure Government cloud servers for the sole use of this project. We will abide by the Personal Protection Data Protection Act (PDPA) in handling any data.

Any GPS location data collected through the app will be anonymized for aggregated statistical reporting and research to improve the community response.

**Q15. How will my personal particulars be used?**

**A.** All personal information collected will be kept strictly confidential by SCDF. If you have attempted to respond to a case, SCDF may call you to ask for feedback to improve the system and to record additional qualitative and quantitative information about the app and your response to the case.

# FAQs

## **Q16. Why are there so few AEDs on the map?**

**A.** Since March 2014, the Singapore Heart Foundation and SCDF have established a National AED Registry, which is a database of AED locations in public spaces across the island. We are expecting it to grow with the help of the community and AED owners who come on board to support our efforts.

In the future, we are hoping to develop the app to allow members of public to tag AED locations to help grow the database.

## **Q17. Is this a totally new innovation?**

**A.** USA, Canada, Australia, various parts of Europe and Israel do have some form of similar mobile app community response. The myResponder app will expedite the deployment of community first responders to help those in distress. This could potentially save unnecessary loss of lives in Singapore.