

1-855-COPE-SCA (1-855-267-3722)

**(THE COPE-LINE IS NOT FOR MEDICAL
EMERGENCIES FOR WHICH YOU SHOULD CALL YOUR
MEDICAL PROVIDER OR 911)**

To Access the COPE-Line dial 1-855 267 3722. The following message will be heard—Please have ready the information requested in the message below:

This is the Sudden Cardiac Arrest Association COPE-LINE.
If this is a medical emergency, hang up and dial 911. Your call may not be answered for up to 24 hours or longer on holidays.

The COPE-LINE number you have called is intended for someone who has suffered a sudden cardiac arrest (or their family member) or for someone who is contemplating or has been implanted (or their family member) with an Implantable Cardioverter Defibrillator, commonly called an ICD or an internal defibrillator.

Within 24 hours, you will be called back by a Survivor of Sudden Cardiac Arrest or someone who has been implanted with an ICD. You will not receive medical advice, but will be able to talk with someone who has experienced a similar situation and is familiar with many of the issues surrounding coping with sudden cardiac arrest or ICD implantation. In order to receive a call from someone that is best suited to talk with you, please leave the following information after the tone:

1. Your name and phone number
2. Your gender
3. Whether you had an arrest or an ICD implant, or both
4. Whether you are the person that had the arrest or implant, or a family member? Please specify...such as I am the son or the wife.
5. What are the best times to call you back?
6. What city and state you are located in

IMPORTANT NOTICE—The information conveyed on the COPE-LINE is not intended to provide medical advice of any kind. And none

of the remarks made by an Aide during a conversation should be construed as providing medical advice. Anyone feeling pain or having medical issues should not use the COPE-LINE to seek assistance. Seek medical care from a medical provider or call 911 immediately. The COPE-LINE does not provide real time response. We attempt to answer all calls within twenty four hours of receipt.

WHO IS IT FOR?—The COPE-LINE is for Survivors of Sudden Cardiac Arrest (SCA) and ICD Implantees or family members of either group. It offers an opportunity to speak live with someone who is a survivor of sudden cardiac arrest and/or has been implanted with an Implantable Cardioverter Defibrillator, commonly called an ICD or an internal defibrillator.

WHO WILL YOU TALK WITH?—The caller will not receive medical advice, but will be able to talk with a Survivor or Implantee who has experienced a similar situation, is familiar with many of the issues surrounding coping with sudden cardiac arrest or ICD implantation, and has talked with many other people who have arrested or been implanted.

COPE-LINE A KEY ELEMENT IN A NEW LINK IN THE CHAIN OF SURVIVAL—The COPE-LINE has been created to implement another effective link in the Chain of Survival—

The Chain of Survival

Call 911—Effective, early, bystander CPR—Rapid defibrillation (AED)—
Effective advanced life support—Integrated post resuscitation care—
COPING with the consequences.

WHAT PROBLEMS? There are consequences—other than the direct (or seemingly unrelated) physical ones—resulting from a sudden cardiac arrest (SCA) or from an impending or actual implantation of an ICD. An SCAA-sponsored study found that over a third of the SCA Survivors responding to a written survey indicated worse emotional status after an SCA than before. The study revealed that psychological issues included:

Anxiety · Fear of physical exertion · Not understanding the cardiac event
· Depression · Family emotional reaction · Financial impact · Concerns about becoming a “burden”

COPING IS A CRITICAL ISSUE FOR SURVIVORS AND ICD IMPLANTEES

In addition to what the Study revealed, there are the myriad of questions of a large scope and variety asked by Survivors and ICD implantees and their families, even long after their cardiac events, that SCAA and its members and followers have responded to. For example, SCAA has sponsored an online support group since 2007 called the Sudden Cardiac Arrest Association Support Community. <http://www.inspire.com/groups/sudden-cardiac-arrest-association/> This robust support group, with over ten thousand responses, has generated interest in many of the psychological, physiological and other issues facing SCA survivors, Implantees and their families. The SCAA site has dealt with symptoms of visual vertigo, sensitivity to certain sounds, seemingly unrelated physical pain, PSVT, broken leads, spousal concerns, the desire to “take it (the ICD) out,” pocket infections, phantom shock, dreams and scores of other topics. Additionally, there are several closed support groups (limited to survivors and implantees) on FACEBOOK. One such ICD related site has over 1400 members and an estimated greater than twenty thousand postings. Because it is a closed site, many of the postings are more personal in nature. For instance, there are pictures of scars, and more delicate issues discussed such as lactation, issues concerning sexual relations, religious concerns and suicide. It *is* a fact that lives have been saved because of these sites, as members have been convinced not to terminate their lives.

In addition to the various online resources, members of SCAA chapters around the country have engaged in supporting members of their communities who have suffered an SCA or have been implanted, as well as members of the families of both groups. We are now taking that effort national.

WHY THE COPE-LINE?—Simply stated, people enjoy talking with one another and often get more out of a conversation than reading information online. There is more of a chance of making an emotional connection when talking with someone than reading an on-line response. That increases the chances of in-depth communication, satisfaction in getting answers, ability to clarify answers that are not quite there; and to obtain healing through human connection. Our initial COPE Aides are survivors and implantees with years of experience in talking with peers about issues common to our unique group. This peer to peer communication has proven very useful to

family members as well as survivors and implantees and they are invited to use the COPE-LINE, as well.

WHAT'S COMING?—Soon we will be adding to our cadre of AIDEs, spouses of Survivors and Implantees, and those who have lost love ones to SCA.