Primary survey
249 Highlights from this issue
C Leech

Cardiac arrest
250 Systemic solutions to the Chinese puzzle
A S Lockey

252 When dispatcher assistance is not saving lives: assessment of process compliance, barriers and outcomes in out-of-hospital cardiac arrest in a metropolitan city in China
L Zhang, M Luo, H Alykeibust, C Pan, L Wang, Z Zhou, Q Yang, Q Lin, Z-J Zheng

Clinical practice
258 Handheld electronic device use in patient care: the emergency department patient perspective—a cross-sectional survey
N Tillbury, G D Johnson, Z Rusk, C Byrne, M Shergill, A Churchman, A Talber

263 Physicians’ and nurses’ work time allocation and workflow interruptions in emergency departments: a comparative time-motion study across two countries
A Schneider, D J Williams, C Kalynycz, M Wehler, M Wieg

Head trauma
270 Effect of tranexamic acid on intracranial haemorrhage and infarction in patients with traumatic brain injury: a pre-planned substudy in a sample of CRASH-3 trial patients
A Mahmood, K Needham, H Shakur-Still, T Harris, S F Jamaluddin, D Davies, A Belli, F I Mohamed, C Leech, H M Lofti, P Moss, F Lecky, P Hopkins, D Wong, A Boyle, M Wilson, M Darwent, I Roberts

279 E-bike and classic bicycle-related traumatic brain injuries presenting to the emergency department
A J M Verbeek, J de Valk, D Schakenraad, J F M Verbeek, A A Kreon

C Blais-Lucey, E Lévesque, P-A Tadie, P M Archambault, J-M Chaunu, S Berthelot, J Fenette, J Perry, J Stiell, M Émond, J Lee, E Lang, A McRae, V Bouchez, N Le Saig

Well-being
290 Synergistic effects of emergency physician empathy, burnout and empathy on patient satisfaction: a prospective observational study

297 Validation of a new method for saliva cortisol testing to assess stress in first responders
M MJ Smeets, P Vandenbosche, W LJ M Dupj, W NKA van Mook, M PG Leers

COVID-19
304 Pseudo-safety in a cohort of patients with COVID-19 discharged home from the emergency department
N Yuan, H Ji, N Sun, P Rosing, T Nguyen, S Torbati, S Cheng, J Ebing

308 Remodelling of a regional emergency hub in response to the COVID-19 outbreak in Emilia-Romagna
L Gamberini, C Coniglio, N Cillon, F Semeano, F More, M Tartaglione, V Chiarini, C Lupi, V Bua, G Cardini

Concepts
315 Environmentally sustainable emergency medicine
T Spruell, H Webb, Z Stiley, J Chan, A Robertson
Journal update
319  Emergency Medicine Journal COVID-19 monthly top five

Best Evidence Topic reports
322  Towards evidence-based emergency medicine: best BETs from the Manchester Royal Infirmary
S D Carley

322  BET 1: Topical epinephrine in postcircumcision bleeding
A Madden, P Hulme

322  BET 2: Topical tranexamic acid in postcircumcision bleeding
A Madden, P Hulme

Global emergency highlights
325  Abstracts from international emergency medicine journals

Image challenges
262  Woman with blue thumb
S Sakamoto, Y Suyama

302  What can be the cause of hypoglossal nerve palsy?
S Karşdağ, M F Atış