

Service contact

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Service contact

Identifying and definitional attributes

Metadata item type: Object Class

METEOR identifier: 268983

Registration status: [Independent Hospital Pricing Authority](#), Standard 16/03/2016
[National Health Performance Authority \(retired\)](#), Retired 01/07/2016
[Health!](#), Superseded 17/12/2021

Definition: A contact between a patient/client and an ambulatory care health unit (including outpatient and community health units) which results in a dated entry being made in the patient/client record.

Context: Identifies service delivery at the patient level for mental health services (including consultation/liaison, mobile and outreach services).

A service contact can include either face-to-face, telephone or video link service delivery modes. Service contacts would either be with a client, carer or family member or another professional or mental health worker involved in providing care and do not include contacts of an administrative nature (e.g. telephone contact to schedule an appointment) except where a matter would need to be noted on a patient's record.

Service contacts may be differentiated from administrative and other types of contacts by the need to record data in the client record. However, there may be instances where notes are made in the client record that have not been prompted by a service contact with a patient/client (e.g. noting receipt of test results that require no further action). These instances would not be regarded as a service contact.


Specialisation of: [Service/care event](#)

Collection and usage attributes

Comments: The proposed definition is not able to measure case complexity or level of resource usage with each service contact alone. This limitation also applies to the concept of occasions of service (in admitted patient care) and hospital separations. The National Health Data Committee also acknowledges that information about group sessions or activities that do not result in a dated entry being made in each individual participant's patient/client record is not currently covered by this metadata item.

Relational attributes

Related metadata references: Has been superseded by [Service contact Health!](#), Standard 17/12/2021

Is re-engineered from  [Service contact, version 1, DEC, NHDD, NHIMG, Superseded 01/03/2005.pdf](#) (14.6 KB)
No registration status

**Data Element Concepts
implementing this Object
Class:**

[Service contact—episode of care setting](#)

[Health!](#), Superseded 17/12/2021

[Service contact—group session indicator](#)

[Health!](#), Superseded 17/12/2021

[Service contact—group session status](#)

[Health!](#), Standard 28/02/2017

[Independent Hospital Pricing Authority](#), Standard 16/03/2016

[Service contact—group session status](#)

[Health!](#), Standard 04/05/2005

[Service contact—patient location](#)

[Independent Hospital Pricing Authority](#), Standard 16/03/2016

[Service contact—patient/client participation indicator](#)

[Health!](#), Superseded 17/12/2021

[Independent Hospital Pricing Authority](#), Standard 16/03/2016

[Service contact—service contact date](#)

[Health!](#), Standard 01/03/2005

[National Health Performance Authority \(retired\)](#), Retired 01/07/2016

[Service contact—service date](#)

[Health!](#), Superseded 17/12/2021

[Independent Hospital Pricing Authority](#), Standard 16/03/2016

[Service contact—service duration](#)

[Health!](#), Superseded 17/12/2021

[Service contact—source of funding](#)

[Health!](#), Superseded 17/12/2021