Service contact

Important note: This is an archived metadata standard from the AIHW Knowledgebase. For current metadata standards and related information please access METeOR, the AIHW's Metadata Online Registry at http://meteor.aihw.gov.au

Identifying and Definitional Attributes

Data Dictionary:	NHDD		
Knowledgebase ID:	000401	Version number: 1	
Metadata type:	DATA ELEMENT CONCEPT		
Admin status:	SUPERSEDED	Effective date: 01-MAR-05	
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.		

Relational and Representational Attributes

Datatype:

Related metadata: relates to the data element Service contact date version 1

Administrative Attributes

Source Document: Source Organisation:

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 data element concept.

Data Element Links				
Information Model Entities linked to this Data Element				
NHIM	Service prov	ision event		
Data Agreements which include this Data Element				
NMDS - Community mental health	n care	From 01-Jul-02 to		
NMDS - Alcohol and other drug tr services	eatment	From 01-Jul-03 to 05-Dec-03		
DSS - Cardiovascular disease (clini	ical)	From 01-Jan-03 to		
DSS - Diabetes (clinical)		From 01-Jan-03 to		