

# Non-admitted patient service event—service delivery mode, code N

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Element
<b>Short name:</b>	Service delivery mode
<b>Synonymous names:</b>	Service mode
<b>METEOR identifier:</b>	584098
<b>Registration status:</b>	<ul style="list-style-type: none"><li>• <a href="#">Health</a>, Superseded 05/10/2016</li></ul>
<b>Definition:</b>	The method of communication between a non-admitted patient and a healthcare provider during a service event, as represented by a code.
<b>Data Element Concept:</b>	<a href="#">Non-admitted patient service event—service delivery mode</a>

## Value domain attributes

## Representational attributes

<b>Representation class:</b>	Code														
<b>Data type:</b>	Number														
<b>Format:</b>	N														
<b>Maximum character length:</b>	1														
<b>Permissible values:</b>	<table><thead><tr><th>Value</th><th>Meaning</th></tr></thead><tbody><tr><td>1</td><td>In person</td></tr><tr><td>2</td><td>Telephone</td></tr><tr><td>3</td><td>Videoconference</td></tr><tr><td>4</td><td>Electronic mail</td></tr><tr><td>5</td><td>Postal/courier service</td></tr><tr><td>8</td><td>Other</td></tr></tbody></table>	Value	Meaning	1	In person	2	Telephone	3	Videoconference	4	Electronic mail	5	Postal/courier service	8	Other
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8	Other														

## Collection and usage attributes

**Guide for use:**

CODE 1 In person

The healthcare provider delivers the service in the physical presence of the patient (i.e., in the same room). Codes 1 and 3 provide a measure of 'face-to-face' service delivery.

CODE 2 Telephone

The healthcare provider delivers the service using a telephone. This includes teleconference.

CODE 3 Videoconference

The healthcare provider delivers the service using videoconference equipment. Codes 1 and 3 provide a measure of 'face-to-face' service delivery.

CODE 4 Electronic mail

The healthcare provider delivers the service via electronic mail.

CODE 5 Postal/courier service

The healthcare provider delivers the service via postal (including courier) services.  
Guide for use sourced from Queensland Health (data element QHLTH 040780).

**Comments:****Data element attributes****Collection and usage attributes****Collection methods:**

The mode is from the point of view of the patient in relation to the healthcare provider who records the service event in the patient's medical record.

**Relational attributes**

**Related metadata references:**

Supersedes [Non-admitted patient service event—service delivery mode, code N](#)

- [Health](#), Superseded 13/11/2014
- [Independent Hospital Pricing Authority](#), Standard 01/11/2012

Supersedes [Non-admitted patient service event—service mode, hospital code N{.N}](#)

- [Health](#), Superseded 06/10/2010

Has been superseded by [Non-admitted patient service event—service delivery mode, code N](#)

- [Health](#), Superseded 25/01/2018

See also [Appointment—service delivery mode, code AAA](#)

- [WA Health](#), Standard 24/04/2015

See also [Appointment—service delivery mode, code AAA](#)

- [WA Health](#), Standard 01/06/2017

See also [Appointment—service delivery mode, code AAA](#)

- [WA Health](#), Standard 19/03/2015

See also [Non-admitted patient service event—service delivery setting, code N](#)

- [Health](#), Superseded 25/01/2018

See also [Non-admitted patient service event—service delivery setting, code N](#)

- [Health](#), Standard 05/02/2021

See also [Non-admitted patient service event—service delivery setting, code N](#)

- [Health](#), Superseded 05/02/2021

See also [Non-admitted patient service event—service delivery setting, code N](#)

- [Health](#), Superseded 13/11/2014
- [Independent Hospital Pricing Authority](#), Standard 01/11/2012

See also [Non-admitted patient service event—service delivery setting, code N](#)

- [Health](#), Superseded 05/10/2016

**Implementation in Data Set Specifications:**

[Non-admitted patient DSS 2015-16 Health](#), Superseded 19/11/2015

*Implementation start date:* 01/07/2015

*Implementation end date:* 30/06/2016

[Non-admitted patient NBEDS 2016-17 Health](#), Superseded 05/10/2016

*Implementation start date:* 01/07/2016

*Implementation end date:* 30/06/2017