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

Exported from METEOR (AIHW's Metadata Online Registry)

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Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Service delivery mode
Synonymous names:	Service mode
METEOR identifier:	652467
Registration status:	Health, Superseded 25/01/2018
Definition:	The method of communication between a non-admitted patient and a healthcare provider during a service event, as represented by a code.
Data Element Concept:	Non-admitted patient service event—service delivery mode
Value Domain:	Service delivery mode code N

Value domain attributes

Representational attributes

Representation class:	Code
Data type:	Number
Format:	N
Maximum character length:	1

	Value	Meaning
Permissible values:	1	In person
	2	Telephone
	3	Videoconference
	4	Electronic mail
	5	Postal/courier service
	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.
Comments:	Guide for use sourced from Queensland Health (data element QHLTH 040780).

Data element attributes

Collection and usage attributes

| **Guide for use:** | The Non-admitted patient (NAP) data set is intended to capture instances of healthcare provision from the point of view of the patient. This may be for assessment, examination, consultation, treatment and/or education. |

One service event is recorded for each interaction, regardless of the number of healthcare providers present.

Events broken in time:

The period of interaction can be broken but still regarded as one service event if it was intended to be unbroken in time. This covers those circumstances in which treatment during a service event is temporarily interrupted for unexpected reasons, for example, a healthcare provider is called to assess another patient who requires more urgent care. Where a healthcare provider is unable to complete the interaction, it is considered to be a service event only if the definition of service event (above) is met.

Setting:

Service events can occur in an outpatient clinic or other setting.

Mode:

Service events delivered via Information and Communication Technology (ICT) (including but not limited to telephone and where the patient is participating via a video link) are included if:

- they are a substitute for a face-to-face service event, and
- the definition of a service event (above) is met.

Accompanied patients:

If a patient is accompanied by a carer/relative, or the carer/relative acts on behalf of the patient with or without the patient present (e.g. the mother of a two-year-old patient, or the carer for an incapacitated patient), only the patient's service event is recorded unless the carer/relative interaction meets the definition of a service event (above).

Note: carer refers to an informal carer only.

Service events delivered in groups:

Care provided to two or more patients by the same service provider(s) at the same time can also be referred to as a group session.

One service event is recorded for each patient who attends a group session regardless of the number of healthcare providers present, where the definition of a service event (above) is met.

Service requests:

A service event is the result of a service request (including formal referral and self-referral or attendance at a walk-in clinic).

Activities which do not meet the definition of a service event include:

- Work-related services provided in clinics for staff.
- Non-attendances for a booked outpatient or booked outpatient services that did not go ahead.

| **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 05/10/2016
	Has been superseded by [Non-admitted patient service event—service delivery mode, code N](#) [Health](#), Superseded 17/07/2020
	See also [Appointment—service delivery mode, code AAA](#) [WA Health](#), Standard 24/04/2015
	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 NBEDS 2017-18](#) [Health](#), Superseded 25/01/2018 *Implementation start date:* 01/07/2017 *Implementation end date:* 30/06/2018