

# 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>	Non-admitted patient service delivery mode
<b>Synonymous names:</b>	Service mode
<b>METEOR identifier:</b>	727999
<b>Registration status:</b>	<ul style="list-style-type: none"><li>• <a href="#">Health</a>, Superseded 05/02/2021</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 / messaging</td></tr><tr><td>5</td><td>Postal/courier service</td></tr><tr><td>6</td><td>Patient self-administered</td></tr><tr><td>7</td><td>Non-client event</td></tr><tr><td>8</td><td>Other</td></tr></tbody></table>	Value	Meaning	1	In person	2	Telephone	3	Videoconference	4	Electronic mail / messaging	5	Postal/courier service	6	Patient self-administered	7	Non-client event	8	Other
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### 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 / messaging**

The healthcare provider delivers the service via electronic mail, or other electronic messaging services, including instant messaging.

**CODE 5 Postal/courier service**

The healthcare provider delivers the service via postal (including courier) services.

**CODE 6 Patient self-administered**

The health service was delivered via a means that does not involve direct interaction with a healthcare provider, such as home based procedures and remote home based diagnostic monitoring (telemonitoring) that the patient self-administers without assistance from a healthcare provider.

**CODE 7 Non-client event**

This category covers services where the patient did not participate in the service such as multidisciplinary case conference.

**CODE 8 Other**

The health service involved a direct interaction with a health provider via a means not covered by any other category.

## Source and reference attributes

**Submitting organisation:** Independent Hospital Pricing Authority

## 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.

## Source and reference attributes

**Submitting organisation:** Independent Hospital Pricing Authority

## Relational attributes

**Related metadata references:**

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

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

Has been superseded by [Non-admitted patient service event—service delivery mode, code N](#)

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

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

- [Health](#), Superseded 17/07/2020

**Implementation in Data Set Specifications:**

[Non-admitted patient NBEDS 2019-20Health](#), Superseded 18/12/2019  
[Independent Hospital Pricing Authority](#), Standard 01/07/2019

*Implementation start date:* 01/07/2019

*Implementation end date:* 30/06/2020

[Non-admitted patient NBEDS 2020–21Health](#), Superseded 05/02/2021

*Implementation start date:* 01/07/2020

*Implementation end date:* 30/06/2021