

# Service contact—service duration

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# Service contact—service duration

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Element Concept
<b>METEOR identifier:</b>	744345
<b>Registration status:</b>	<a href="#">Health</a> , Standard 17/12/2021
<b>Definition:</b>	The time from the start to finish of a service contact.
<b>Context:</b>	Ambulatory care services

## Object Class attributes

### Identifying and definitional attributes

<b>Object class:</b>	<a href="#">Service contact</a>
<b>METEOR identifier:</b>	744335
<b>Registration status:</b>	<a href="#">Health</a> , Standard 17/12/2021 <a href="#">Tasmanian Health</a> , Standard 06/12/2023
<b>Definition:</b>	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.
<b>Specialisation of:</b>	<a href="#">Service/care event</a>

### Collection and usage attributes

<b>Guide for use:</b>	<p>Identifies service delivery at the patient level for mental health services (including consultation/liaison, mobile and outreach services).</p> <p>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.</p> <p>Handover activity is the transfer of professional responsibility for a client to another professional. Where handover activity has occurred, and it meets the definition of a service contact, it is in scope for collection (ACSQHC, 2019).</p> <p>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.</p>
<b>Comments:</b>	<p>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 and Information Standards 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.</p>

## Property attributes

### Identifying and definitional attributes

<b>Property:</b>	<a href="#">Service duration</a>
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**METEOR identifier:** 699139  
**Registration status:** [Health](#), Standard 12/12/2018  
**Definition:** The duration of a service contact.  
**Property group:** [Service provision event](#)

## Source and reference attributes

**Submitting organisation:** Independent Hospital Pricing Authority

## Data element concept attributes

### Source and reference attributes

**Submitting organisation:** Independent Hospital Pricing Authority

## Relational attributes

**Related metadata references:** Supersedes [Service contact—service duration](#)  
[Health](#), Superseded 17/12/2021

**Data Elements implementing this Data Element Concept:** [Service contact—service duration, total minutes NNN](#)  
[Health](#), Standard 17/12/2021