

Service contact—episode of care setting

Metadata item type: Data Element Concept

METEOR identifier: 744361

Registration status:

- [Health](#), Standard 17/12/2021

Definition: The setting of a patient's primary episode of care when they utilise an ambulatory health service.

Object Class attributes

Identifying and definitional attributes

Object class: [Service contact](#)

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.

Specialisation of: [Service/care event](#)

Collection and usage attributes

Guide for use: 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.

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).

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.

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 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.

Property attributes

Identifying and definitional attributes

Property: [Episode of care setting](#)

Definition: A description of the episode setting.

Property group: [Accommodation/living characteristics](#)

Source and reference attributes

Submitting organisation: The 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—episode of care setting](#)

- [Health](#), Superseded 17/12/2021

Data Elements implementing this Data Element Concept: [Service contact—episode of care setting, code N](#)

- [Health](#), Standard 17/12/2021