HEALTHe NL HELP PAGES

Encounters

Newfoundland and Labrador Centre for Health Information

Help Files

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Encounters New Update - September 2016

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Encounters

• Encounter Types

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An encounter is an interaction between a patient and a healthcare participant for providing patient services or assessing the health status of a patient. Examples include: Outpatient visit to hospital departments, physical therapy, inpatient hospital stay, emergency room visit, field visit (e.g., traffic accident), physician office visit, occupational therapy, etc.

Patient **Encounters** are a component of the Dynamic Summary in HEALTHe NL and can be accessed by clicking on the "Encounters" tab next to the "Patient Summary" Tab ***(Figure 69).***

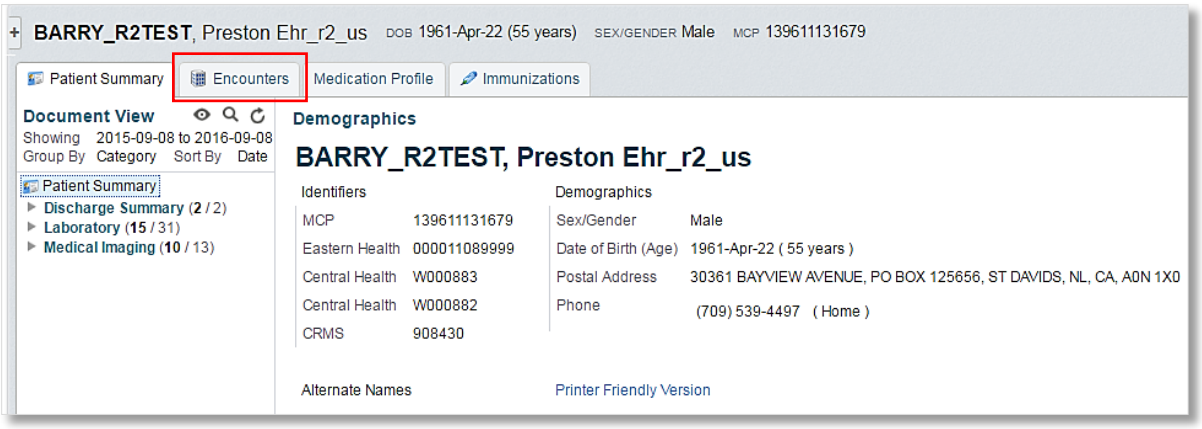

Figure 1: Screen showing "Encounters" tab

There are three types of patient encounters displayed in HEALTHe NL (Please note **pre-admission encounters** are not displayed in HEALTHe NL):

- **Emergency** EMERGENCY – A patient encounter that takes place at a dedicated healthcare service delivery location where the patient receives immediate evaluation and treatment, provided until the patient can be discharged or responsibility for the patient's care is transferred elsewhere (i.e. the patient could be admitted as an inpatient or transferred to another facilitv.)
- **Inpatient** INPATIENT – A patient encounter where a patient is admitted by a hospital or equivalent facility, assigned to a location where patients generally stay at least overnight and provided with room, board, and continuous care.
- **Outpatient** AMBULATORY – A comprehensive term for health care provided in a facility or setting that provides diagnostic, therapeutic and health maintenance services for patients not requiring stays that exceed 24 hours (e.g. a practitioner's office, clinic setting, or hospital) on a non-resident and non-emergency basis. The term outpatient usually implies that the patient has come to the location and is not assigned to a bed. Sometimes these encounters are referred as **"Ambulatory"** encounters. Some outpatient visits may also happen on a recurring basis (e.g., for a dialysis patient). Outpatient encounters include **recurring,** a**mbulatory** and **surgica**l visits.

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- **Viewing Encounters**

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When the **Encounters** tab is clicked, a list of the encounters available for the patient is displayed ***(Figure 70)***

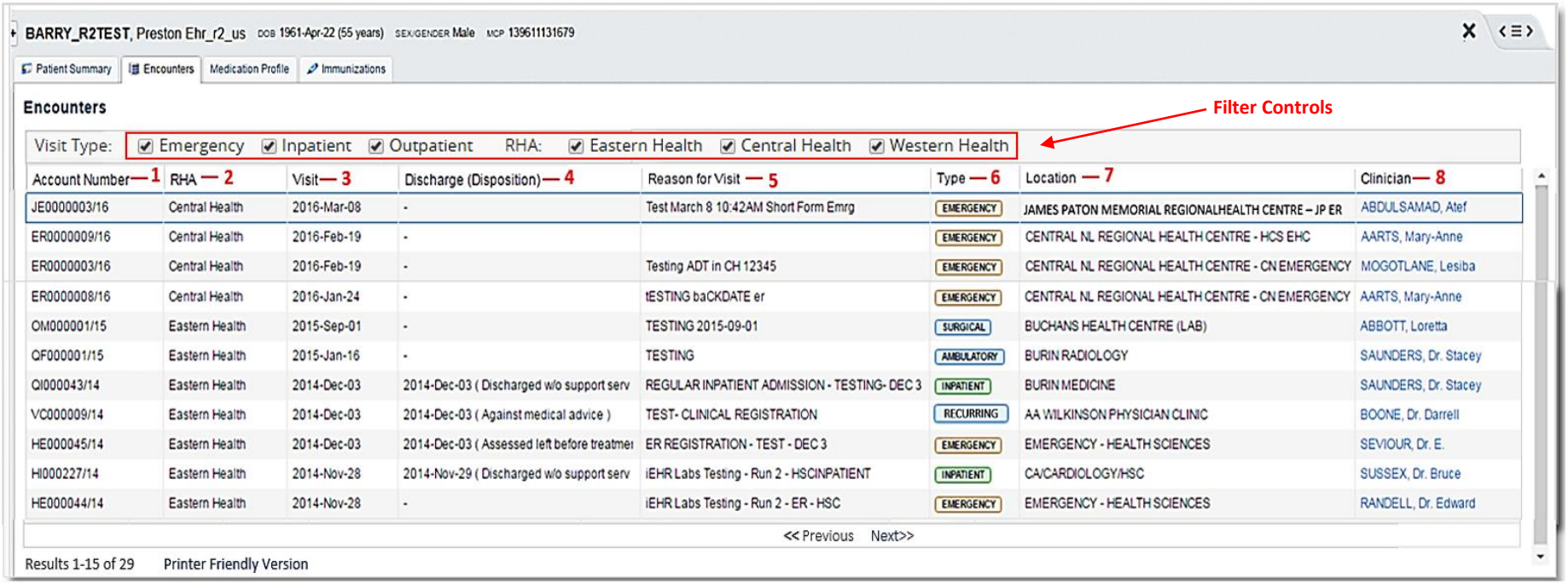

Figure 2: Encounters tab

1. **Account Number:** Is the encounter specific number that is assigned for every patient visit to the hospital.
2. **RHA:** Region Health Authority where the encounter was registered. **E.g.** Central Health
3. **Visit:** Is the admission date or date of the visit. **E.g.** 2016-Mar-08
4. **Discharge (Disposition):** Date of the discharge, and the disposition of the patient at the time of discharge, provided this information is available from the source system. **E.g.** 2014-Dec-03 (Assessed left before treatment)
5. **Reason for Visit:** The short description of the reason for patient visit. Please note that this value is a free-texted entry in the source system, representing the patient's presenting complaint. This data may not always be displayed in this field. The length of this field is limited to 50 characters (in the source system).
6. **Type:** Identifies the encounter type/ visit type.
   Three encounter types' available: Emergency EMERGENCY , Inpatient INPATIENT , and Outpatient AMBULATORY (Ambulatory, Recurring or Surgical).
7. **Location:** The description of the location where the encounter occurred. **E.g.** BURIN EMERGENCY
8. **Clinician:** The name of the attending physician. Please note the Clinician name is a hyperlink to allow the user to view details on the provider in a pop up window when clicked. **E.g.** **SAUNDERS, Dr. Stacey**

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○ Encounter Filter Controls

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By default when the **Encounters Tab** is accessed it will display all the encounters available for the patient since **Encounters Tab** went live April 2015 for Eastern Health data, September 2016 for Central Health data, and June 2017 for Western Health data. However the **filter controls** allows the user to sort by **Visit type/ Encounter type**: Emergency, Inpatient, or Outpatient (Outpatient includes Ambulatory, Recurring or Surgical visits); and by **RHA**: Eastern Heath, Central Health, or Western Health ***(Figure 71).***

Please note that the **pre-admission encounters** are not displayed in HEALTHe NL.

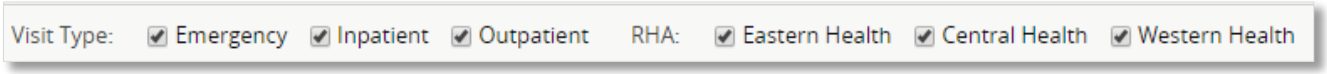
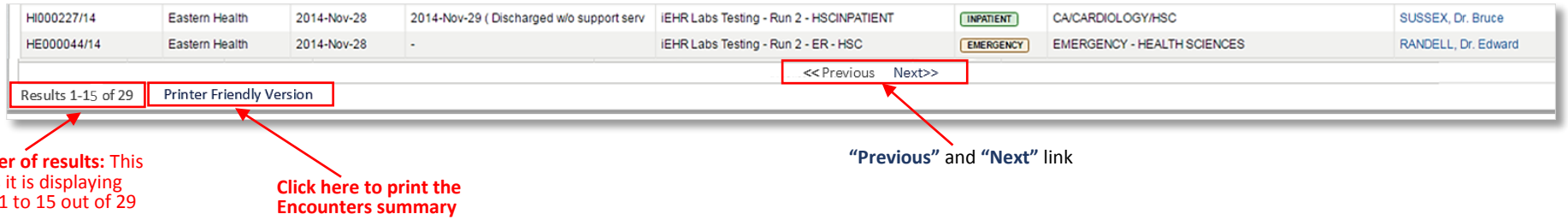


Figure 3: Encounter's Filter controls

The filter field values chosen by the user are retained for the duration of the user's session; when the page is subsequently accessed, the selected parameter values are re-used. For any new session, the parameter values are initially set to the defaults upon access to the **Encounters** page.

At the bottom (left side) of the **Encounter Summary** it is displayed the number of results found. Each window displays a maximum of 15 encounters at a time. If there are more results available to view, a "**Next**" link will appear. To move to the next list of results click **"Next"** link, to go back to the previous results click **"Previous"** ***(Figure 72).*** Next to the number of results found a "**Printer Friendly Version**" link is available. Click this link to print the encounter summary ***(Figure 72).***

Figure 4: Bottom of the Encounters Summary



○ Encounters Tab: Sorting

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By default, the **Encounters Tab** results are sorted by **"Date"** in descending order. However the user can sort it by: 1. Account Number; 2. RHA; 3. Visit; 4. Discharge (Disposition); 5. Reason for visit; 6. Type; 7. Location; and 8. Clinician ***(Figure 73).*** . To sort by any of these possibilities click on the header name respectively. Please note the first time the user clicks on the header name the column is sorted in alphabetical order A to Z. To sort in reverse alphabetical order Z to A, click again on the header name. Please note the sort is case-sensitive.

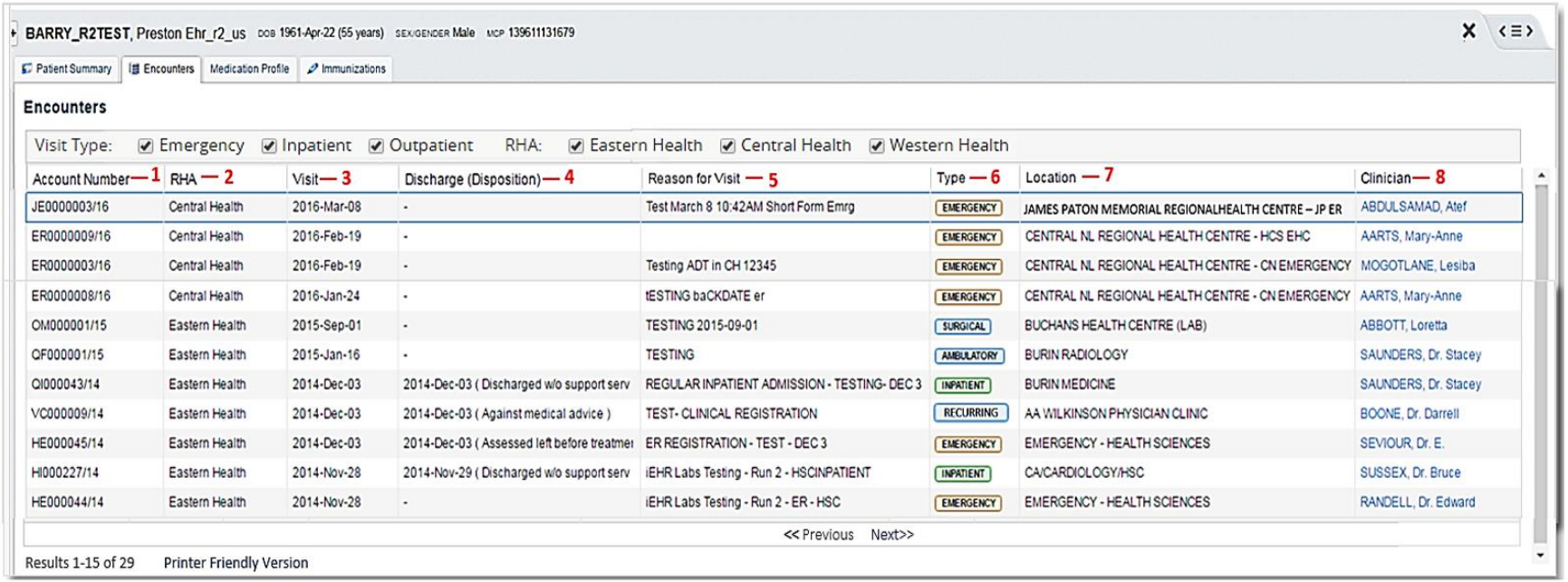

Figure 5: Encounters Tab: Sorting

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