



# OSR Technical Documentation

June, 2024 | Version 1.0

## DOCUMENT CONTROL

### Version History

Version	Date	Author	Relevant MD Insights release
1.0	June, 2024	MedicalDirector	MD Insights 1.9.0

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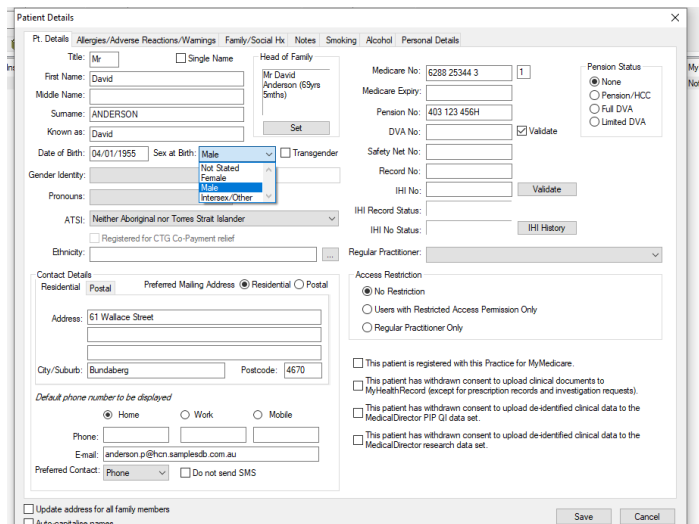
# INTRODUCTION

This purpose of this document is to guide you through the process of accurately recording data points during a clinical consult to ensure effective OSR (Online Services Report) reports can be created.

## Frequent Definitions

### Indigenous status of a Patient

A client who is recorded in the clinical software identifying as Aboriginal or Torres Strait Islander or Neither. The population of interest for the OSR is the total client population of the reporting service, regardless of Indigenous status.



The screenshot shows the 'Patient Details' form with the following visible information:

- Personal Details:** Title (Mr), First Name (David), Middle Name, Surname (ANDERSON), Known as (David), Date of Birth (04/01/1955), Sex at Birth (Male), Gender Identity (Not Stated), Pronouns (He/Him), ATSI (Neither Aboriginal nor Torres Strait Islander), Ethnicity.
- Medicare:** Medicare No (6288 25344 3), Medicare Expiry, Pension No (403 123 456H), DVA No, Safety Net No, Record No, IHI No, IHI Record Status, IHI No Status, Regular Practitioner.
- Contact Details:** Residential (Postal), Preferred Mailing Address (Residential), Address (61 Wallace Street), City/Suburb (Bundaberg), Postcode (4670), Default phone number (Home), Phone, E-mail (anderson.p@hcn.samplesib.com.au), Preferred Contact (Phone), Do not send SMS.
- Consent/Restrictions:** Access Restriction (No Restriction), checkboxes for MyHealthRecord consent, de-identified clinical data consent, and research data consent.

Indigenous status is defined by whether a person identifies as being of Aboriginal or Torres Strait Islander origin. Permissible values are:

- Aboriginal but not Torres Strait Islander origin
- Torres Strait Islander but not Aboriginal origin
- Both Aboriginal and Torres Strait Islander origin
- Neither Aboriginal nor Torres Strait Islander origin
- Not stated/inadequately described

Categories 1, 2 and 3 are classified as Indigenous. Category 4 is classified as Non-Indigenous.

The OSR includes all clients of the service including non-Indigenous clients. Each measure is disaggregated by Indigenous status (labelled 'Ethnicity') as:

- Indigenous (labelled 'Aboriginal and Torres Strait Islander')
- Non-Indigenous (labelled 'Non-Aboriginal and Torres Strait Islander')
- Not stated/inadequately described (labelled 'Aboriginal and Torres Strait Islander status not recorded').

### Visit/Client Contact

A Visit/Client contact is defined as a clinical interaction between a client and the service, that leads to either the creation of a new client record or the updating of an existing client record.

Visit Type	
Counted as a visit	Not counted as a visit
<ul style="list-style-type: none"> <li>• Home visit consultation</li> <li>• Hospital consultation</li> <li>• Hostel</li> <li>• Locum service</li> <li>• Nursing home consultation</li> <li>• Other</li> <li>• RACF (residential aged care facility) consultation</li> <li>• Surgery consultation</li> <li>• Telehealth (clinical)</li> </ul>	<ul style="list-style-type: none"> <li>• Email</li> <li>• Non-visit</li> <li>• Out of office</li> <li>• Practice <u>admin</u></li> <li>• SMS</li> <li>• Telephone (non-<u>clinical</u>)*</li> </ul>

### Episode of Care

An episode of care comprises any client contacts occurring on a single calendar day. Multiple contacts on a single day are counted as one episode of care.

## ONLINE SERVICES REPORT

### OSR – CS1a: Episodes of care

#### Description

Number of episodes of care provided within the previous 12 months.

This report is to count the number of episodes of care provided within the previous 12 months to [Disaggregation: Ethnicity] [Disaggregation: Sex at Birth] clients.

#### Reporting by Ethnicity

Sex	Ethnicity		
	ATSI	Not ATSI	Not recorded
Male	✓	✓	✓
Female	✓	✓	✓
Not recorded	✓	✓	✓

## OSR – CS2: Client contacts (general staff)

### Description

Number of client contacts provided by:

- Aboriginal and Torres Strait Islander health worker
- Aboriginal and Torres Strait Islander health practitioner
- Doctor – General practitioner
- Nurse
- Midwife
- Substance misuse / drug and alcohol worker
- Tobacco worker / co-ordinator
- Dentists / dental therapist
- Dental support (eg, dental assistant / dental technician)
- Sexual health worker
- Traditional healer
- Other health / clinical staff
- Transport – health professionals who do not work for the service
- Transport – health professionals who work for the service

within the previous 12 months

This report is to count the number of contacts provided by [Disaggregation: Worker type] within the previous 12 months to [Disaggregation: Ethnicity] [Disaggregation: Sex at Birth] clients.

### Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Not recorded	Male	Female	Not recorded	Male	Female	Not recorded
Aboriginal and Torres Strait Islander health worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Aboriginal and Torres Strait Islander health practitioner	✓	✓	✓	✓	✓	✓	✓	✓	✓
Doctor – General practitioner	✓	✓	✓	✓	✓	✓	✓	✓	✓
Nurse	✓	✓	✓	✓	✓	✓	✓	✓	✓
Midwife	✓	✓	✓	✓	✓	✓	✓	✓	✓

Substance misuse / drug and alcohol worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tobacco worker / co-ordinator	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dentists	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dental support	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sexual health worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Traditional healer	✓	✓	✓	✓	✓	✓	✓	✓	✓
Other health / clinical staff	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transport (health professionals who do not work for the service)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Transport (health professionals who work for the service)	✓	✓	✓	✓	✓	✓	✓	✓	✓



## OSR – CS2: Client contacts (medical specialists)

### Description

Number of client contacts provided by:

- Paediatrician
- Endocrinologist
- Ophthalmologist
- Obstetrician / Gynaecologist
- Ear, nose and throat specialist
- Cardiologist
- Renal medicine specialist
- Psychiatrist / Psychiatric registrar
- Dermatologist
- Surgeon
- Specialist other or not specified

within the previous 12 months

This report is to count the number of contacts provided by [Disaggregation: Worker type] within the previous 12 months to [Disaggregation: Ethnicity] [Disaggregation: Sex at Birth] clients.

### Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Not recorded	Male	Female	Not recorded	Male	Female	Not recorded
Paediatrician	✓	✓	✓	✓	✓	✓	✓	✓	✓
Endocrinologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ophthalmologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Obstetrician	✓	✓	✓	✓	✓	✓	✓	✓	✓
ENT	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cardiologist	✓	✓	✓	✓	✓	✓	✓	✓	✓

Renal	✓	✓	✓	✓	✓	✓	✓	✓	✓
Psychiatrist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dermatologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Surgeon	✓	✓	✓	✓	✓	✓	✓	✓	✓
Specialist other or not specified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

## OSR – CS2: Client contacts (social and emotional wellbeing / counsellors)

### Description

Number of client contacts provided by:

- Psychologist
- Counsellor
- Social worker
- Welfare worker
- Social and emotional wellbeing (SEWB) staff: Link Up caseworkers
- SEWB staff other or not specified

within the previous 12 months

This report is to count the number of contacts provided by [Disaggregation: Worker type] within the previous 12 months to [Disaggregation: Ethnicity] [Disaggregation: Sex at Birth] clients.

### Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Not recorded	Male	Female	Not recorded	Male	Female	Not recorded
Psychologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Counsellor	✓	✓	✓	✓	✓	✓	✓	✓	✓
Social worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Welfare worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
SEWB staff: Link Up caseworker	✓	✓	✓	✓	✓	✓	✓	✓	✓
SEWB staff other or not specified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

## OSR – CS2: Client contacts (allied health professionals)

### Description

Number of client contacts provided by:

- Audiologist / Audiometrist
- Diabetes educator
- Dietician
- Optometrist
- Pharmacist
- Physiotherapist
- Podiatrist
- Speech pathologist
- Allied health other or not specified

within the previous 12 months

This report is to count the number of contacts provided by [Disaggregation: Worker type] within the previous 12 months to [Disaggregation: Ethnicity] [Disaggregation: Sex at Birth] clients.

### Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Not recorded	Male	Female	Not recorded	Male	Female	Not recorded
Audiologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Diabetes educator	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dietician	✓	✓	✓	✓	✓	✓	✓	✓	✓
Optometrist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pharmacist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Physiotherapist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Podiatrist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Speech pathologist	✓	✓	✓	✓	✓	✓	✓	✓	✓

Allied health other or not specified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
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## OSR – CS3a: Individual clients seen

### Description

Number of clients seen within the previous 12 months

This report is to count the number of **[Disaggregation: Ethnicity] [Disaggregation: Age] [Disaggregation: Sex at Birth]** clients seen within the previous 12 months.

### Notes

'Seen' – refers to having had a client contact. Each individual client is counted once only, no matter how many times they attended in the reference period.

### Reporting by Ethnicity and Sex at Birth

Age	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Not recorded	Male	Female	Not recorded	Male	Female	Not recorded
0-4 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
5-9 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
10-14 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
15-19 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
20-24 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
25-29 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
30-34 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
35-39 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
40-44 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
45-49 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
50-54 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
55-59 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
60-64 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
65 years and older	✓	✓	✓	✓	✓	✓	✓	✓	✓