# Virtual Visit Data Guidance

## Purpose

This document provides guidance on the purposes of organization & provincial reporting, clinical documentation and audit. It supports the Virtual Visit Solutions Standards developed by Ontario Health (OTN) and provides details in supporting future interoperability requirements. This document is a draft document and there are no warranties and the contents are subject to change.

## Audience

The audience is intended for solution providers, system administrators who have the accountability of ensuring solutions meet the data requirements outlined in the Virtual Visit Solutions Standard v1.1.

## Digital Health Information Exchange Policy

Data requirements may be revised to respond to changes to PHIPA Reg 329/04 and the Digital Health Information Exchange Policy.

## General

1. Each record should represent a single virtual visit event, which is a unique interaction between a provider/consultant or Most Responsible Person (MRP) and a patient.
2. Each event must be uniquely identified by its Event ID.
3. If an event involves more than one patient, even with the same provider, each event should have its own unique Event ID.

This document speaks to the mandatory and recommended data fields. The mandatory fields are in scope for data reporting and audit purposes, while the recommended data fields are intended for future interoperability and clinical documentation purposes.

Solution providers are expected to maintain an audit log that complies with the mandatory requirements in the virtual care solution standard.

Ontario recommends that health information data exchange follows the HL7 FHIR standards. Further work is necessary to develop standard HL7 FHIR profiles and structure data using health/clinical terminology standards such as SNOMED CT and LOINC where possible, for this area of focus for Canadian jurisdictions to advance interoperability. Any references to SNOMED CT subsets hosted on Canada Heath Infoway Terminology Gateway may will require an Infocentral account to access the content. To register, visit: https://infocentral.infoway-inforoute.ca/en/register. For any questions, please contact verification@ontariohealth.ca.

## Encounter Summary Dictionary

**Mandatory Fields**

| Data Field | Definition | OTN Standards |
|---|---|---|
| Event ID | Unique identifier for the Event to a single patient | System-generated by the solution |
| Organization ID | Unique identifier for the Legal Entity Organization which provisioned the Provider Account | Ministry of Health MNS Facility Number[1] otherwise, OTN generated |
| Solution ID | Unique identifier for the Product/Platform that supported the virtual visit | Unique identifier for the solution that supported the virtual visit transaction |
| Event Type | Describes the nature of the communication between participants | See OTN Predefined List |

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[1] http://www.health.gov.on.ca/en/common/ministry/publications/reports/master_numsys/master_numsys.aspx

| Data Field | Definition | OTN Standards |
|---|---|---|
| Event Start Date | Date of when the event started | Time and Date values may follow dateTime primitive type e.g YYYY-MM-DDThh:mm:ss+zz:zz |
| Event Start Time | Time of when the event started | Time and Date values may follow dateTime primitive type e.g YYYY-MM-DDThh:mm:ss+zz:zz |
| Event End Date | Date of when the event ended | Time and Date values may follow dateTime primitive type e.g YYYY-MM-DDThh:mm:ss+zz:zz |
| Event End Time | Time of when the event ended | Time and Date values may follow dateTime primitive type e.g YYYY-MM-DDThh:mm:ss+zz:zz |
| Host Practitioner (Event Host) | First and last of name of the health care practitioner hosting the virtual encounter | |
| Physician Flag | If event host is a physician, set flag to true | Primarily for reporting purposes. |
| Host Location | The initial location of the device/connection used by the provider to access the video/messaging event | Postal Code |
| Participant Identification (patient) | Participant's name, date of birth, gender and unique identifier i.e. Health card number | |
| Patient Location(s) | The initial location of the device/connection used by all patients to access the video/messaging event | Postal Code |
| Modality | Primary modality or channel of the virtual care event as either Video, Secure Messaging, or both | See OTN Predefined list<br><br>SNOMED CT Reference:<br>Encounter Type Code Subset https://tgateway.infoway-inforoute.ca/singlesubset.html?id=2.16.840.1.113883.2.20.3.207&versionid=20200331 |

**Recommended Fields**

| Data Field | Definition | OTN Standards |
|---|---|---|
| Regulatory College of the Event Host | Regulatory college of the host consultant of the service for which he/she provided to the patient | |
| Professional Registration Number of the Event Host | Registration number provided by licensed bodies for consultant; these may include, but are not limited to physicians, nurse practitioners, and registered nurses | |
| Participant identification (clinical) | Participant's name, gender and college registration number | |
| Host Location | The initial location of the device/connection used by the provider to access the video/messaging event | IP Address is preferred but is not mandatory |
| Participant Location(s) | The initial location of the device/connection used by all participants to access the video/messaging event | IP Address is preferred but is not mandatory |
| Clinical Service Duration | Length of time, in minutes, of actual clinical service provided to patient | |
| Therapeutic Area of Care / Area of Practice | Describes the clinical nature of the event | See OTN Predefined List<br><br>Practitioner Specialty Subset: https://tgateway.infoway-inforoute.ca/singlesubset.html?id=2.16.840.1.113883.3.239.12.38&versionid=20200221 |
| Event Outcome | Final outcome of the event e.g. completed, canceled, etc. | See OTN Predefined List |
| Primary Diagnosis | Main problem, assigned by the health care provider that is deemed to be the clinically significant reason for the patient's virtual visit and that requires evaluation and/or treatment or management. . This can be a diagnosis, condition, problem, or circumstance. | SNOMED CT Reference: https://tgateway.infoway-inforoute.ca/singlesubset.html |

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| Data Field | Definition | OTN Standards |
|---|---|---|
| | | [?id=2.16.840.1.113883.2.20.3.209&versionid=20200331](?id=2.16.840.1.113883.2.20.3.209&versionid=20200331) |
| Reason for Visit | The symptom, complaint, problem or reason for seeking medical care as identified by the client | |
| Clinical Notes | Clinical notes generated to support the clinical encounter | |
| Documents | Attachments, documents and images associated with a clinical encounter | The documents must reference an existing encounter. Documents can be structured data using LOINC or unstructured such as attachments from consumer devices, images, video, pdfs, text. |
| Event Outcome | Final outcome of the event e.g. completed, canceled, etc. | See OTN Predefined List |

## Audit Data Fields

| Data Field | Definition | OTN Standards |
|---|---|---|
| Create Date | Date the event record was created | |
| Last Modified Date | Date the event record was last modified | |
| Event Actor | Author of the event creation or last modification | This can be system generated or updated by a human actor. |

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## Predefined List: Modality

| ID | Modality | SNOMED CT Code | SNOMED CT Description |
|---|---|---|---|
| 1 | Video (with or without audio) | 8047021000087102 | Online call with video with client alone |
| 2 | Audio Only | 856451561000087102 | Online call with client alone |
| 4 | Secure Messaging | 690545391000087106 | Mobile messaging with client alone |
| 77 | Multiple Modalities | System will specify all applicable codes in an array sorted first by the predominant modality | N/A |
| 88 | Other | Solutions providers who do not support the modalities above may contact Ontario Health | N/A |

## Predefined List: Event Type

| ID | Event Type | Description |
|---|---|---|
| 1 | Clinical – Direct | A clinical event direct between a provider and a patient |
| 2 | Clinical – Indirect | A clinical event that does not directly connect with a patient e.g. case conferencing between providers |
| 3 | Education | |
| 4 | Administrative | |

## Predefined List: Therapeutic Area of Care (Area of Practice)

| ID | Therapeutic Area of Care | ID | Therapeutic Area of Care |
|---|---|---|---|
| 1 | Allergy | 27 | Neurosurgery |
| 2 | Anaesthesiology | 28 | Newborn |
| 3 | Bariatrics | 29 | Obstetrics |
| 4 | Cardiology | 30 | Occupational Therapy |
| 5 | Cardiovascular Surgery | 31 | Oncology |
| 6 | Dentistry | 32 | Ophthalmology |
| 7 | Dermatology (includes wound care) | 33 | Oral Surgery |
| 8 | Emergency Telemedicine - Critical Care | 34 | Orthopaedic Surgery |
| 9 | Emergency Telemedicine - TeleBurn | 35 | Pain Medicine |
| 10 | Emergency Telemedicine - TeleStroke | 36 | Palliative Care |
| 11 | Emergency Telemedicine - Trauma | 37 | Pharmacy |
| 12 | Endocrinology (includes diabetes) | 38 | Physical Medicine and Rehabilitation (Physiatry) |
| 13 | ENT (Ears Nose Throat) | 39 | Physiotherapy |
| 14 | Forensic Psychiatry | 40 | Plastic Surgery (Excludes TeleBurn) |
| 15 | Gastro-Enterology | 41 | Podiatry |
| 16 | General Surgery | 42 | Primary Care (family medicine & general practice) |
| 17 | Genetics | 43 | Respiratory Therapy |
| 18 | Geriatric Medicine | 44 | Respirology |
| 19 | Gynaecology | 45 | Rheumatology |
| 20 | Hematology | 46 | Social Work |

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| ID | Therapeutic Area of Care | ID | Therapeutic Area of Care |
|---|---|---|---|
| 21 | Immunology | 47 | Speech Language Pathology |
| 22 | Infectious Diseases (includes pandemic) | 48 | Thoracic Surgery |
| 23 | Internal Medicine | 49 | Transplant Surgery (includes all organ transplant types) |
| 24 | Mental Health (Psychiatry, includes addictions behaviour, addictions substance) | 50 | Urology |
| 25 | Nephrology (includes Dialysis) | 51 | Vascular Surgery |
| 26 | Neurology (includes movement disorder, Excludes TeleStroke & TPA-Stroke) | 88 | Other |

## Predefined List: Regulatory College

| ID | Regulatory College of Consultant |
|---|---|
| 00 | Not a healthcare professional |
| 1 | College of Audiologists and Speech-Language Pathologist of Ontario (CASLPO) |
| 2 | College of Chiropodists of Ontario (COCOO) |
| 3 | College of Chiropractors of Ontario (CCO) |
| 4 | College of Dental Hygienists of Ontario (CDHO) |
| 5 | College of Dental Technologists of Ontario (CDTO) |
| 6 | College of Denturists of Ontario (CDO) |
| 7 | College of Dietitians of Ontario (CDO) |
| 8 | College of Massage Therapists of Ontario (CMTO) |
| 9 | College of Medical Laboratory Technologists of Ontario (CMLTO) |
| 10 | College of Medical Radiation Technologists of Ontario (CMRTO) |
| 11 | College of Midwives of Ontario (CMO) |
| 12 | College of Nurses of Ontario (CNO) |
| 13 | College of Occupational Therapists of Ontario (COTO) |
| 14 | College of Opticians of Ontario (COO) |
| 15 | College of Optometrists of Ontario (COO) |
| 16 | College of Physicians and Surgeons of Ontario (CPSO) |
| 17 | College of Physiotherapists of Ontario (CPO) |
| 18 | College of Psychologists of Ontario (CPO) |
| 19 | College of Respiratory Therapists of Ontario (CRTO) |
| 20 | Ontario College of Pharmacists (OCP) |
| 21 | Ontario College of Social Workers and Social Service Workers (OCSWSSW) |
| 22 | Royal College of Dental Surgeons of Ontario (RCDSO) |
| 23 | College of Homeopaths of Ontario (CHO) |
| 24 | College of Kinesiologists of Ontario (CKO) |
| 25 | College of Naturopaths of Ontario (CONO) |
| 26 | College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario (CRPO) |
| 27 | College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) |

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| ID | Regulatory College of Consultant |
|---|---|
| 50 | Unregulated Healthcare Professionals |
| 88 | Other |
| 99 | Unknown |

## Predefined List: Event Outcome

| ID | Event Outcomes | Description |
|---|---|---|
| 1 | Completed | |
| 2 | Virtual follow up required | |
| 3 | In-Person follow up required | |
| 4 | Referred to another provider or organization | |
| 5 | Patient requires emergency care | |
| 66 | Cancelled – did not occur | The event was either a) cancelled before the scheduled start time, or b) patient or provider did not connect to the virtual visit |
| 77 | Disconnected (incomplete) due to technical issue | If the event is interrupted, but the attendees successfully reconnect, then Outcome should be captured as "Completed" (1) |
| 88 | Other | |

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