

Better informed means better care

Dorset Care Record brings all your health details together so medical and social care staff **can give you the best possible care**

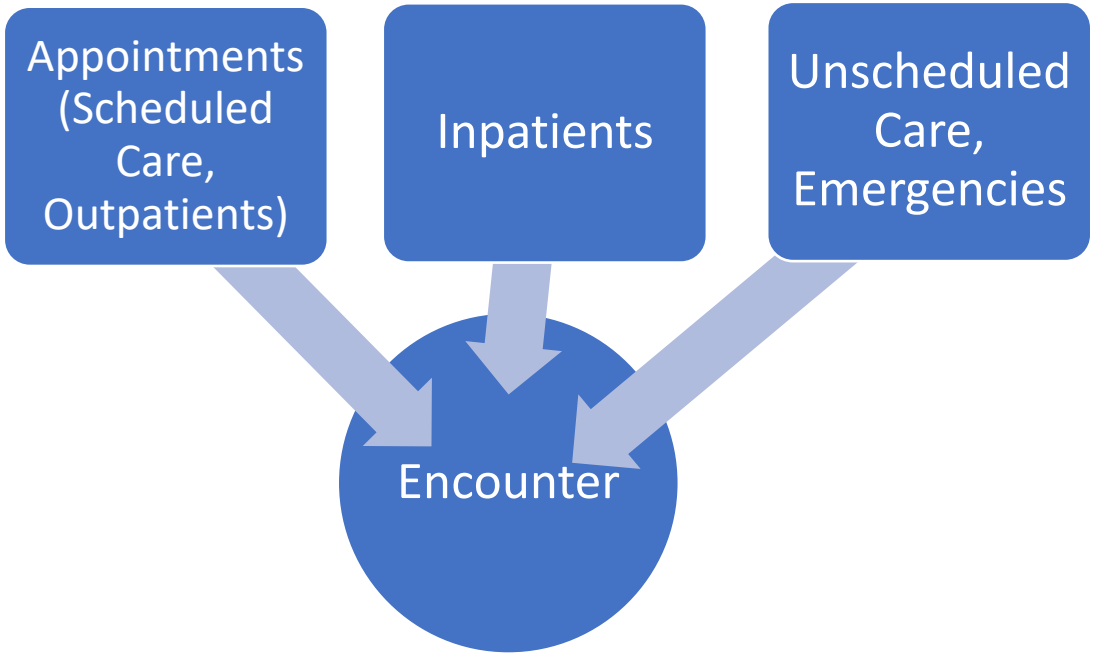
Encounters in the DCR

Dorset Care Record

For more information please visit:
news.dorsetcouncil.gov.uk/dcr-staff-area

Encounters information in the DCR

The Encounters information in the DCR is a key resource – as it explains the who, where, when and why of care that has been provided. Its main use at present is for acute care, where it can be used to describe inpatient, outpatient and emergency encounters.



An Encounter may happen following an appointment, when the patient attends; from inpatients attending a clinic/unit; and from emergencies.

Therefore, an encounter may or may not come from an appointment.

An encounter describes something that is happening now (current activity) or has occurred in the past (past activity). By contrast, an appointment describes a plan for the future (future activity).

When appointments result in encounters, the DCR system will show corresponding entries under both **Appointments** and **Encounters**.

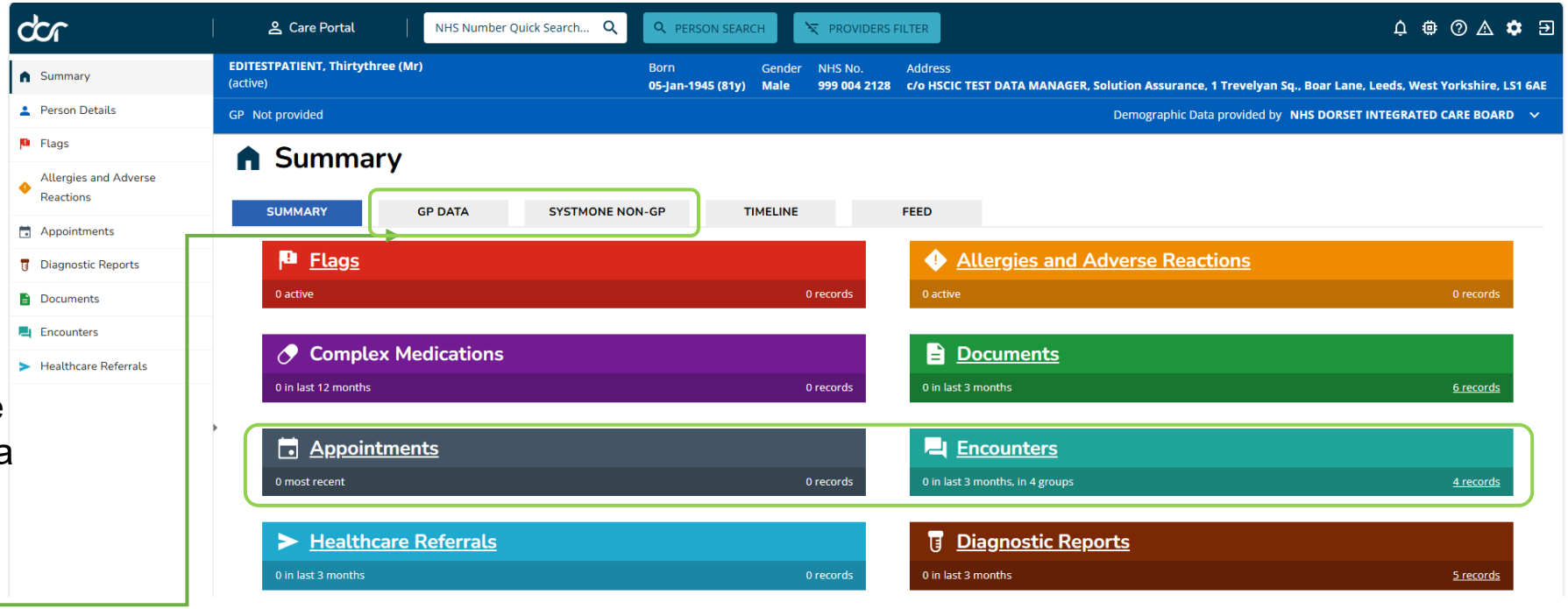
Encounters information in the DCR

The **DCR partner organisations** providing **Encounters** information in the DCR are:

- Dorset County Hospital
- University Hospitals Dorset
- Substance Misuse Services – Reach (DC area) and With you (BCP area)
- Dorset HealthCare – Community and Mental Health
- NHS Dorset/GPs

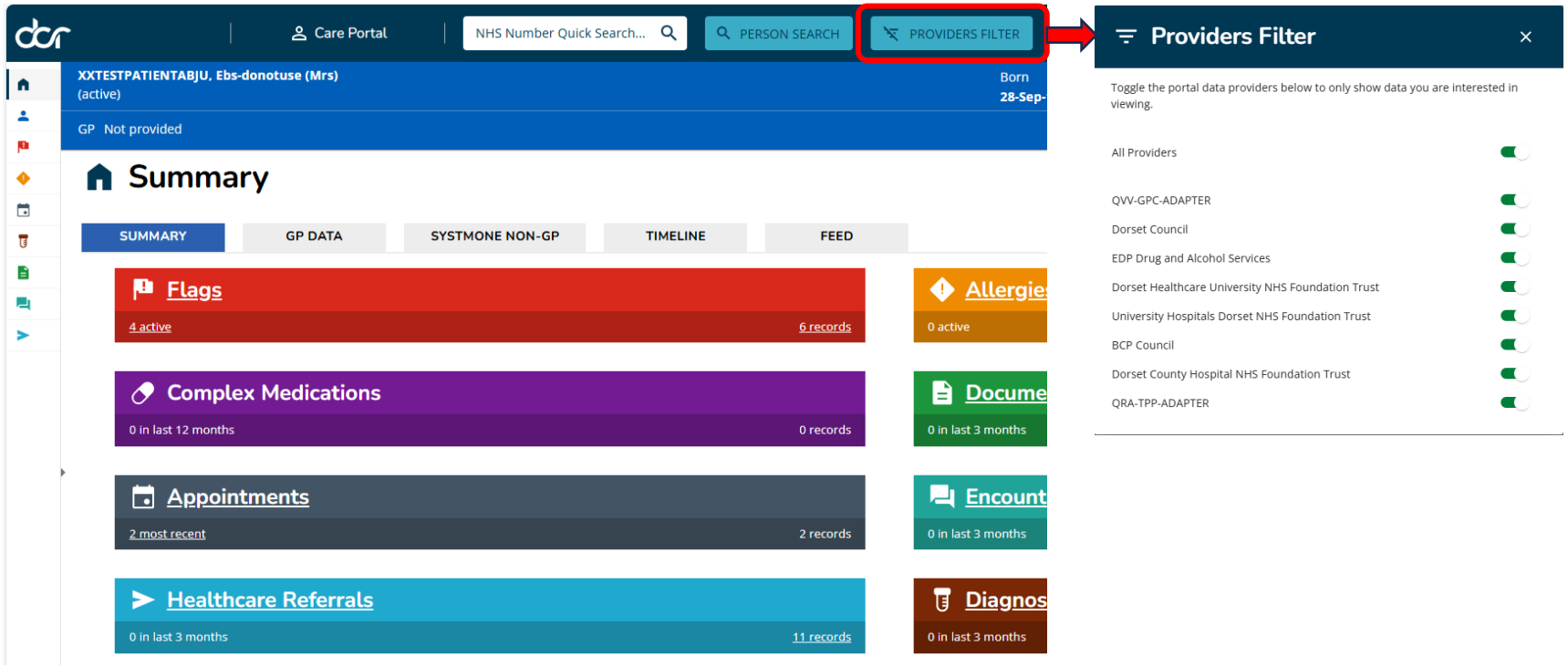
All provider data, except for the GP and DHC Community data, is presented together under the categories available in the DCR e.g. Flags, Allergies and adverse reactions, Appointments etc.

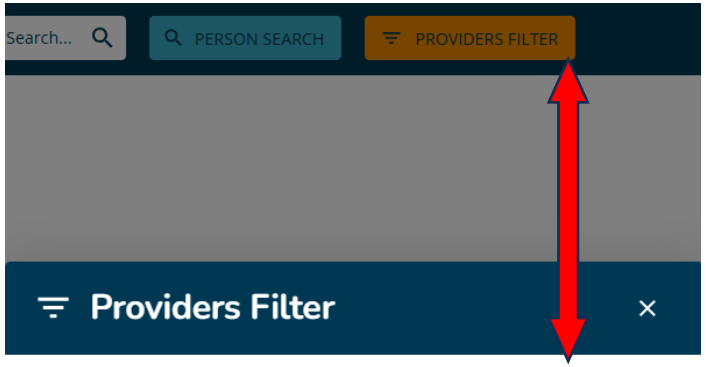
The GP and DHC Community are the exception to this, with the data from these organisations only available under the GP Data and SystmOne Non-GP tabs.



You can select the providers you would like to see Encounters data from

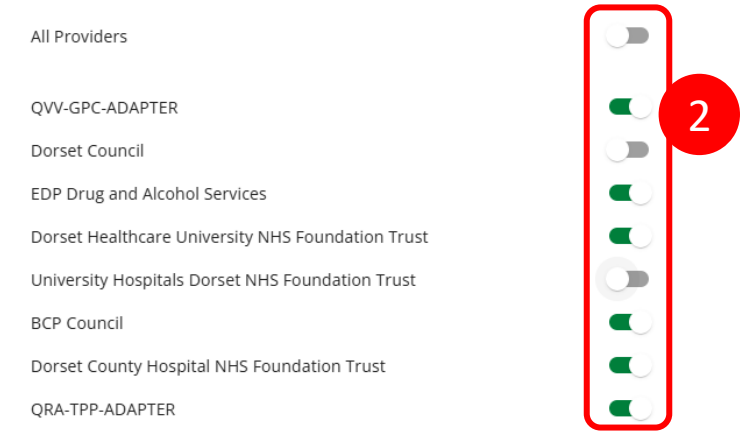
1 The **Providers Filter** displays all the data provider organisations sending data in the DCR for a particular record.





2 De-select/toggle providers to only see the data from the providers of interest. When only some providers are selected, the **Providers Filter** button changes colour from **turquoise** to **orange/amber** to alert you that you are seeing a restricted view of the data available for this record.

Please note the **Provider Filter** resets automatically to **All Providers** when you enter a new record.

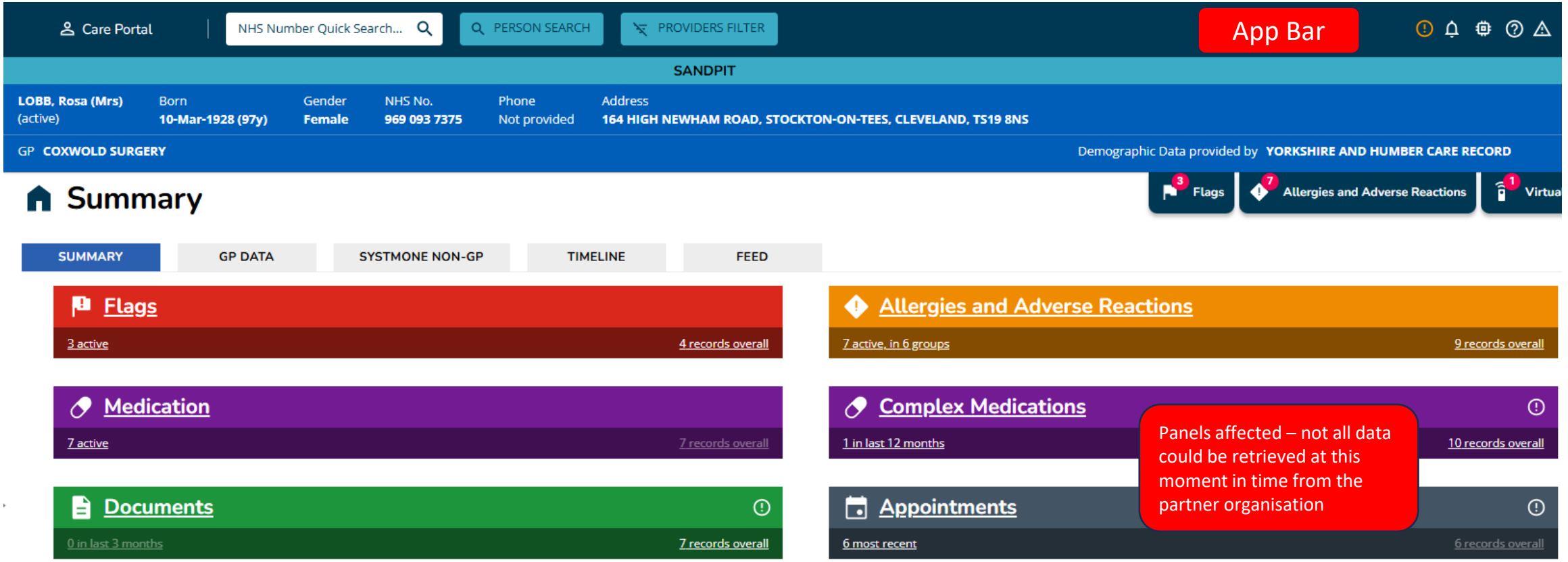


Error warning when data cannot be retrieved from the provider organisations

The DCR retrieves data in real time from provider organisations; the DCR does not store any data.

When a provider's data cannot be retrieved, the DCR displays an error warning indicator:  . This can be seen at the top of the DCR screen in the App Bar and in the individual panels affected.

Clicking on the error icon will let you know what data is missing.



Where to find the Encounters data in the DCR

3. Use the GP Data tab to see the person's encounters from **Dorset or Hampshire GPs**

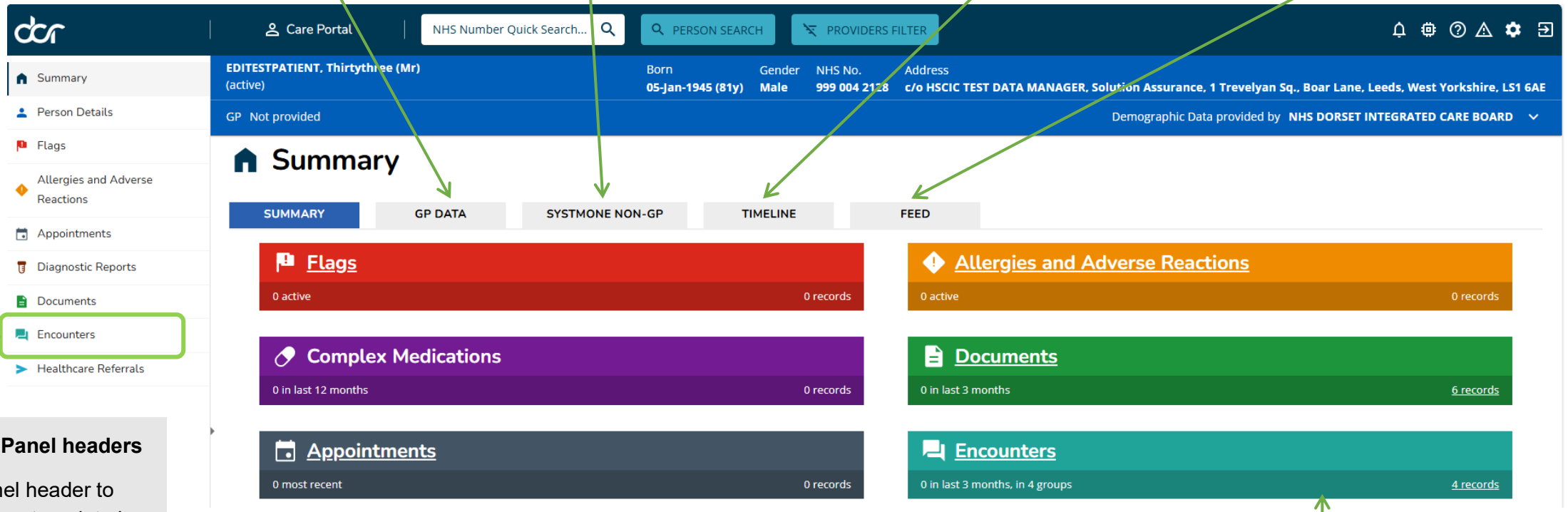
This data is only available here and is not amalgamated within the panels, Sidebar tables or other tabs.

4. Use the SystmOne Non-GP tab to see the person's encounters from **Dorset HealthCare Community**

This data is only available here and is not amalgamated within the panels, Sidebar tables or other tabs.

5. Use the Timeline tab for a horizontal view of a person's data. It's helpful for identifying patterns.

6. Use the Feed tab for a vertical chronological view of a person's data.



1. Sidebar: Panel headers

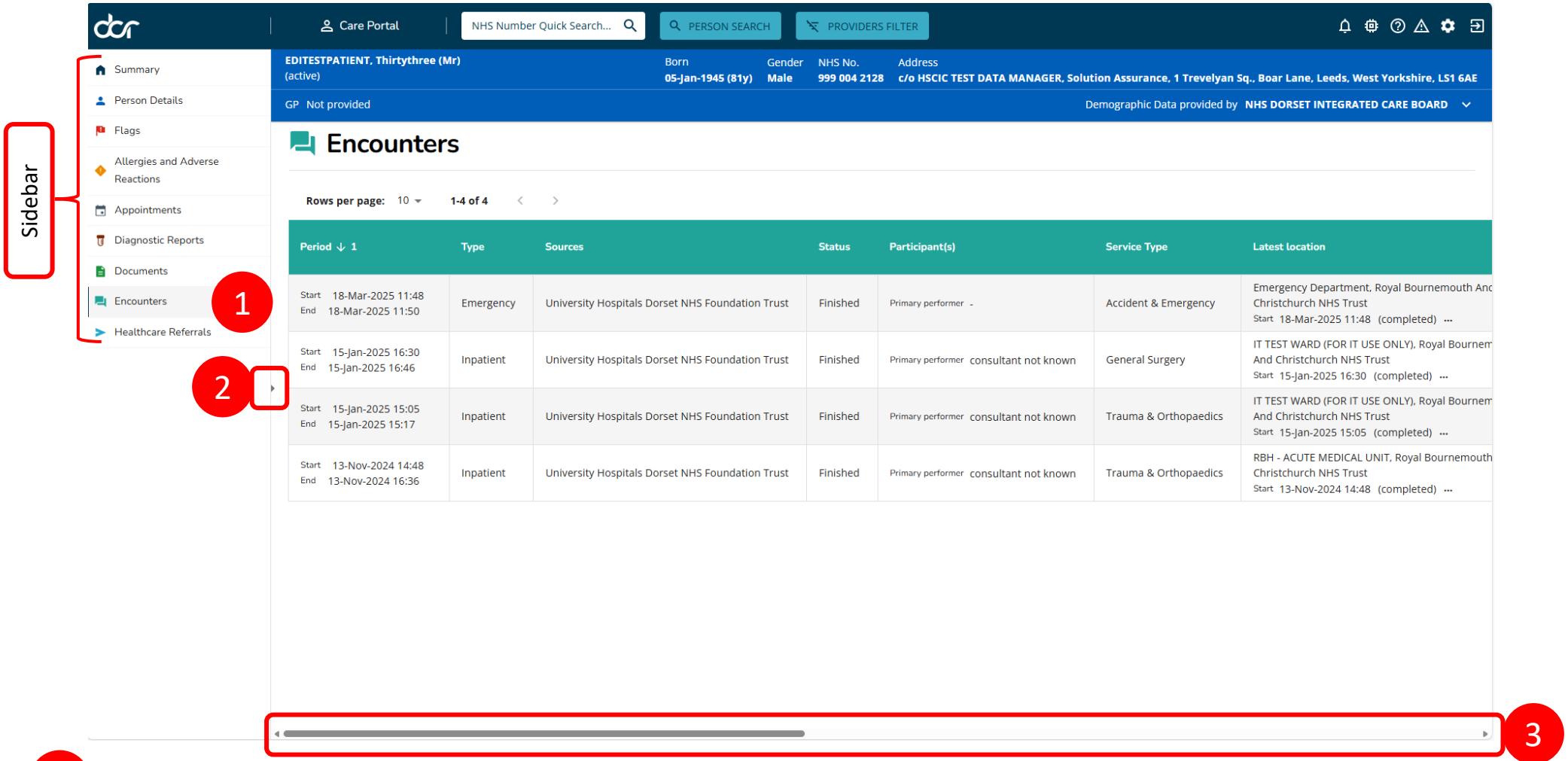
Click on panel header to see the encounters data in a table.

2. Summary tab: Encounters panel

Click on the underlined panel name to see the encounters data in a table or filter by the encounters from the last 3 months or overall.

1. Sidebar panel header: A table view

1 Click on **Encounters** in the Sidebar to see a table view of the encounters data.



2 Use the arrow to collapse the **Sidebar** and have a better/enlarged view of the right side of the screen.

3 The table is quite wide, and you need to scroll to see the rest of it (please see next slide for the second half of the table).

Second half of the Encounters table

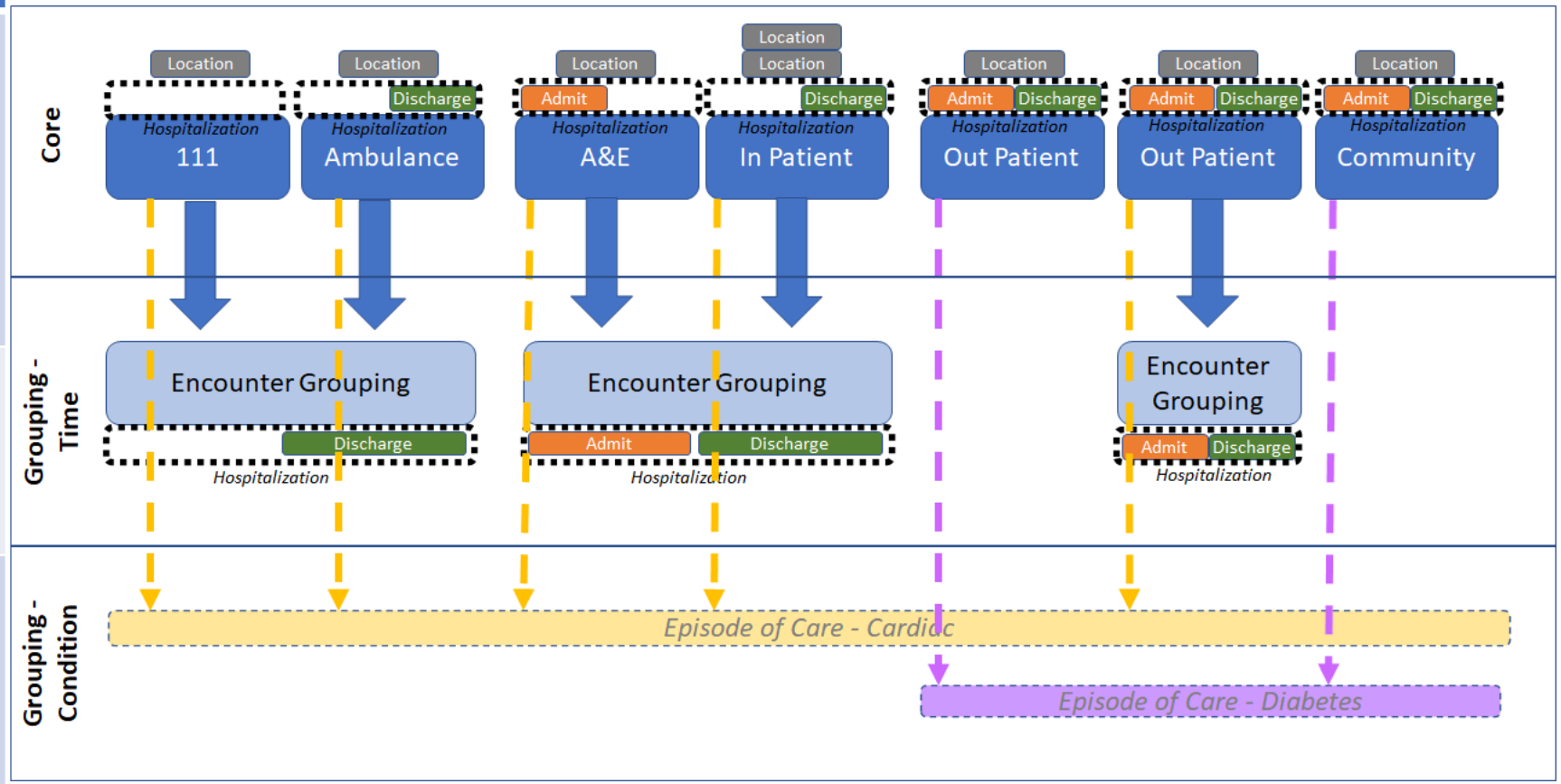
Predicted Date Medically Safe for Discharge	Actual Date Medically Safe for Discharge	Safe for Discharge Status	Hospitalization Destination	Discharge Disposition	Reason	Emergency Care Discharge Status	Emergency Care Discharge Destination	Priority	Diagnosis
Not provided	Not provided	Not provided	Not provided	Not provided	Dyspnoea	Not provided	Not provided	Not provided	Not provided
Not provided	Not provided	Not provided	Not provided	Patient discharged on clinical advice or with clinical consent	Not provided	Not provided	Not provided	Not provided	Not provided
Not provided	Not provided	Not provided	Not provided	Patient discharged on clinical advice or with clinical consent	Not provided	Not provided	Not provided	Not provided	Not provided
Not provided	Not provided	Not provided	Not provided	Patient discharged on clinical advice or with clinical consent	Not provided	Not provided	Not provided	Not provided	Not provided

Table column headers glossary

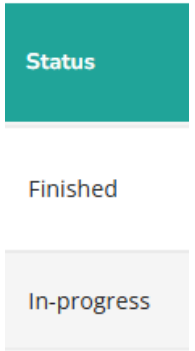
Period – an Encounter covers a period of continuous care, which includes a start/end date of an Encounter

Type – categorises the type of place where the Encounter took place - as per table and diagram below.

Encounter Type	Explanation
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 (for example, the patient could be admitted as an inpatient or transferred to another facility.)
Inpatient encounter	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 nursing service.
Ambulatory /Outpatient	A comprehensive term for health care provided in a healthcare facility (e.g. a practitioner's office, clinic setting, or hospital) on a nonresident basis. The term ambulatory usually implies that the patient has come to the location and is not assigned to a bed. Sometimes referred to as an outpatient encounter.



Sources i.e. where the data/information comes from, where it was first recorded before being fed into the DCR.



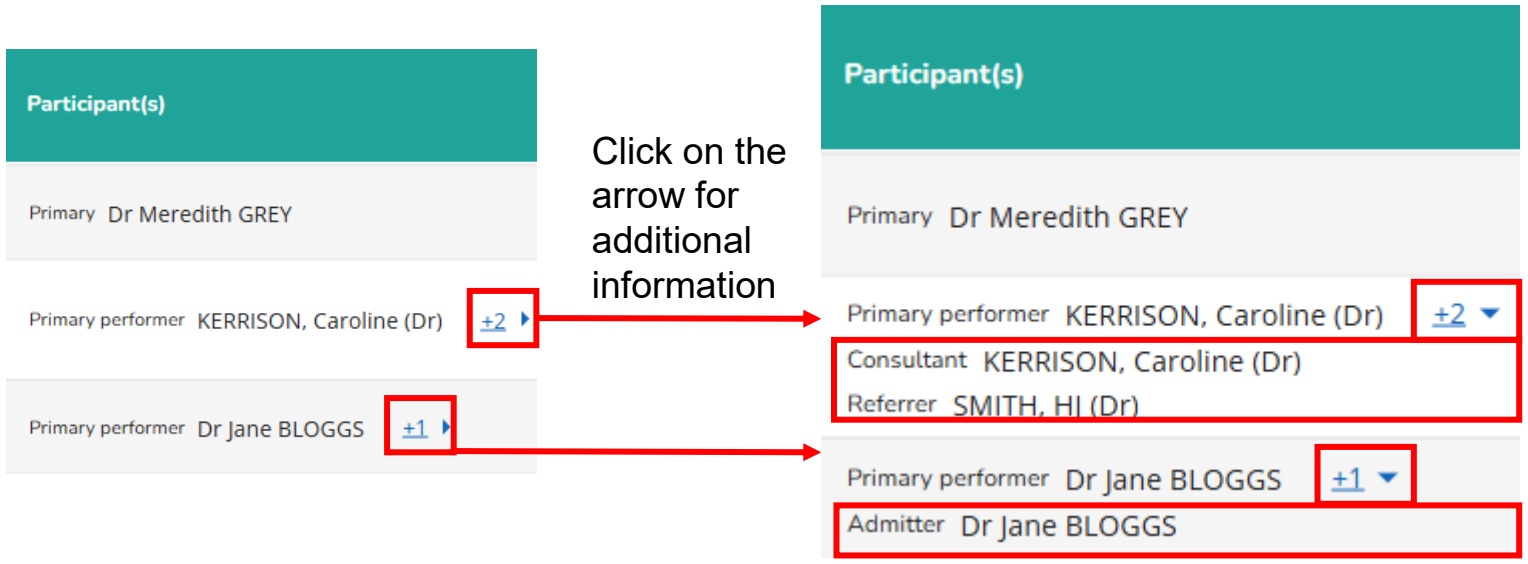
Status - Encounters generally have a status of **Arrived (in progress)** or **Finished**, but sometimes you might also come across the statuses in the second table below.

Encounter Type	Status
Emergency	**Arrived** – Received when a patient has an emergency/unplanned attendance.
	Finished – Received when a patient departs from an emergency/unplanned attendance.
Inpatient	**Arrived (in progress)** – The patient is present for the encounter, however is not currently meeting with a practitioner or The encounter has begun and the patient is present/the practitioner and the patient are meeting. May be known as 'Admitted'.
	Finished – The encounter has ended. May be known as 'Discharged'.
Ambulatory	**Arrived (in progress)** – Received when an appointment is attended or given another outcome.
	Finished – Received when a patient has departed from the appointment.

Triaged	The patient has been assessed for the priority of their treatment based on the severity of their condition.
On leave	The encounter has begun, but the patient is temporarily on leave.
Cancelled	The encounter has ended before it has begun.
Entered in Error	This instance should not have been part of this patient's medical record.
Unknown	Every attempt should be made to provide a meaningful value other than 'unknown'.

Participant(s) i.e. who the primary participant is and whether there are additional participants such as a consultant, an admitter or a referrer etc.

Where there are more participants, the '+number' shows the number of additional participants and by clicking on the arrow we can see who the additional participants are.

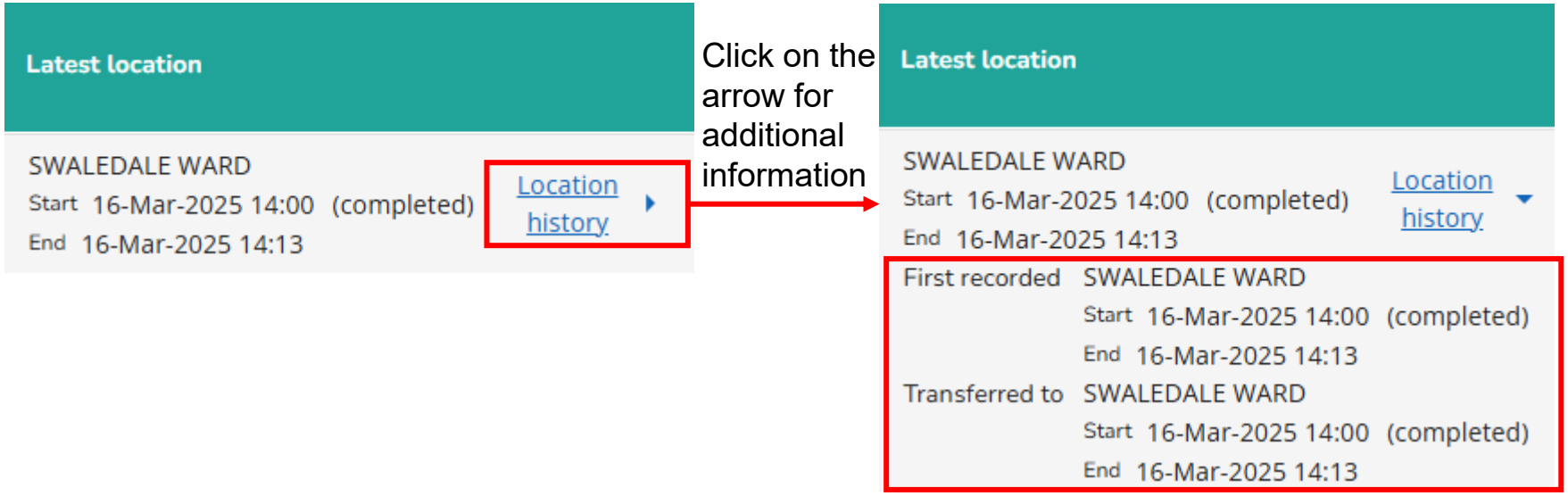


Involvement of additional clinicians does not constitute a separate Encounter. For example, suppose a hospital inpatient is visited by a dietician during their stay. The dietician would be referred as one of the participants.

Service Type – this is perhaps one of the most important and useful fields about an Encounter as it describes the type of service i.e. what the Encounter was ‘for’ – a specialty such as general surgery, trauma and orthopedics, A&E service

Service Type
Trauma and orthopaedics service
Not provided
General medical service
General medical service
General medical service
Emergency Medicine

Latest location - where the Encounter took place i.e. which ward/site – for example, Poole Hospital Ward 2. You can also click on Location History for an outline of all transfers to date.



If there is a change in care-setting i.e. moving from Emergency to Inpatient to Outpatient within a hospital, this would constitute a change of Encounter – so you would see multiple Encounters to reflect these changes.

If there is a change in location within the same care setting, this does not constitute a change of Encounter i.e. moving between beds and/or wards within a hospital inpatient stay. This would be recorded as a transfer.

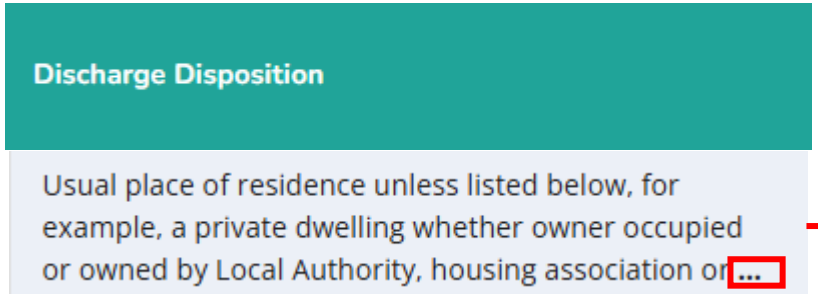
Medically Safe for Discharge – this captures important information to assist with discharge planning and analysis. It contains a status (ready, not ready, unknown), and the predicted and actual date when the patient is medically safe for discharge

Predicted Date Medically Safe for Discharge	Actual Date Medically Safe for Discharge	Safe for Discharge Status
Not provided	Not provided	Not provided
Not provided	Not provided	Not provided
Not provided	Not provided	Not provided
Not provided	Not provided	Not provided

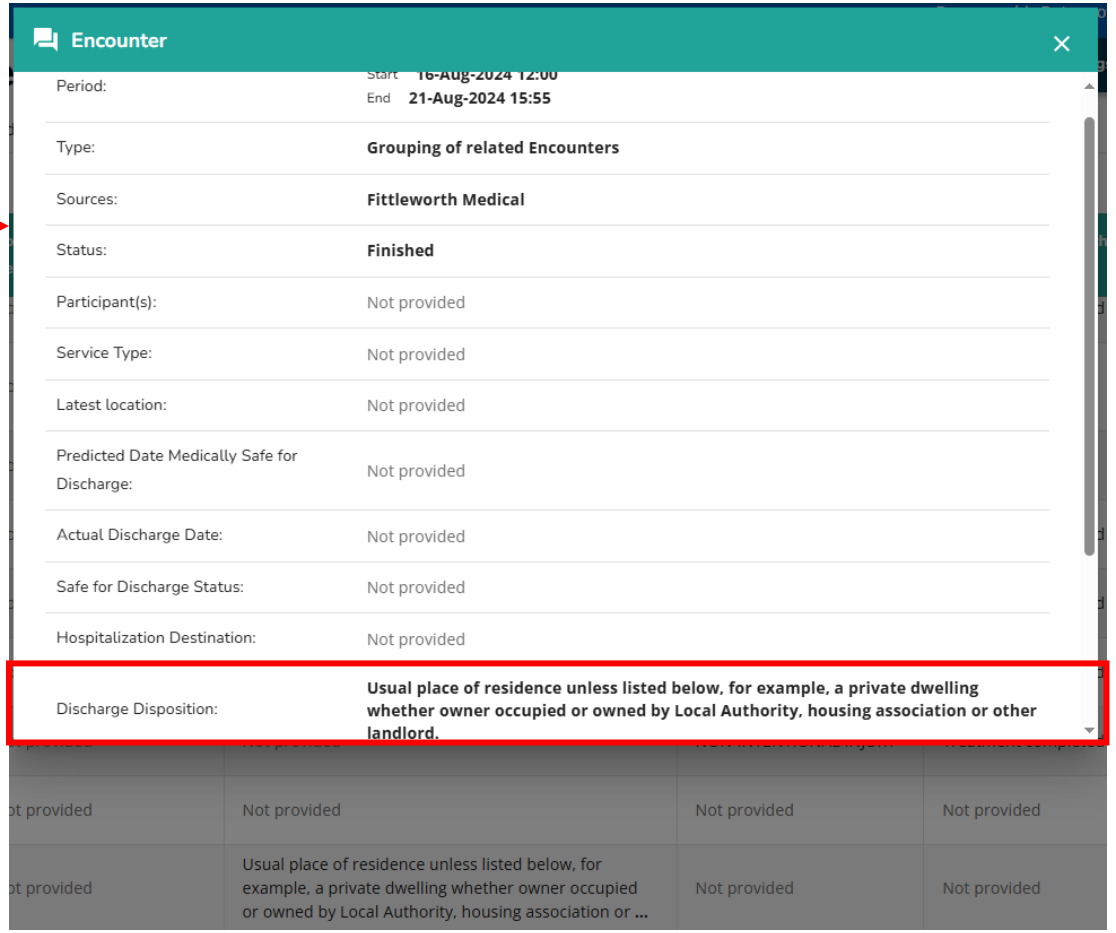
Hospitalisation Destination – information about the location which the patient is discharged to

Hospitalization Destination
Not provided
Not provided
Not provided
Not provided

Discharge Disposition – useful information about the type of place the patient has been discharged to e.g. home, other hospital, care home etc.



Where not all the text is able to fit within the displayed box, this is indicated by the … ellipsis. To see the full entry, click on the line and the lightbox will open and display all the information, including the Discharge Disposition.



Reason	Emergency Care Discharge Status
NON-INTENTIONAL INJURY	Treatment completed (situation)
Not provided	Not provided

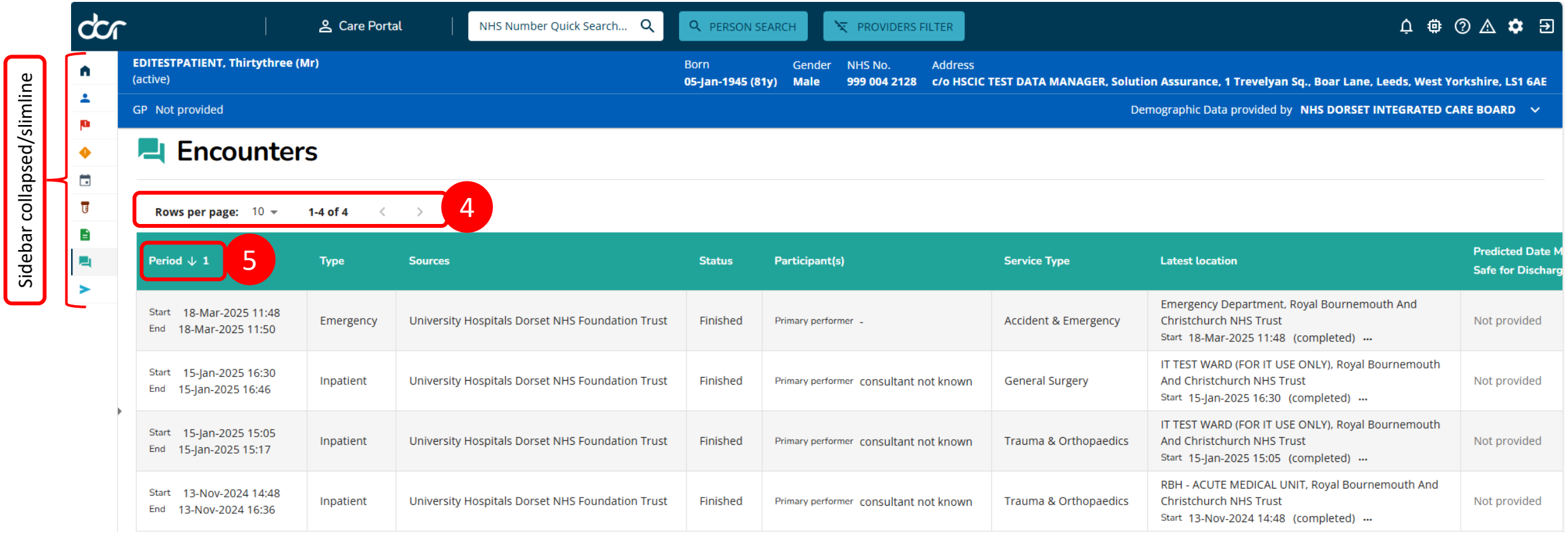
Reason i.e. visit reason such as chest pains

Emergency Care Discharge Status – this records the discharge status of patients who have attended ED

Priority	Diagnosis
Not provided	Not provided
Not provided	Not provided
Not provided	Not provided
Not provided	Not provided

Priority – This provides useful information about whether it was emergency, routine, elective etc.
Diagnosis – link to a condition diagnosed as a result of the Encounter

Sorting the table

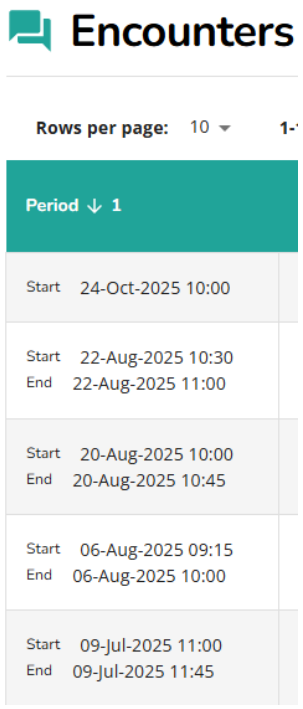


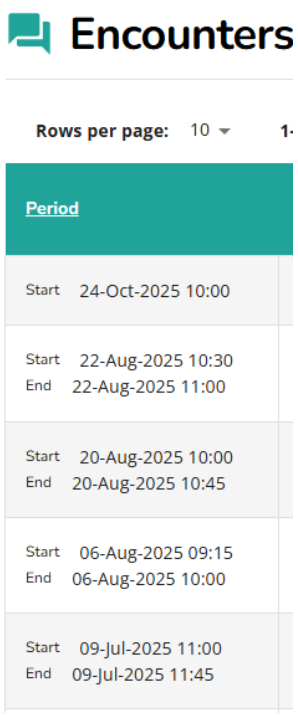
4 You can adjust the number of rows to see on a page by clicking on the drop-down arrow next to 10 and selecting either 5,10 or 25. Use the left and right arrows to move between pages.

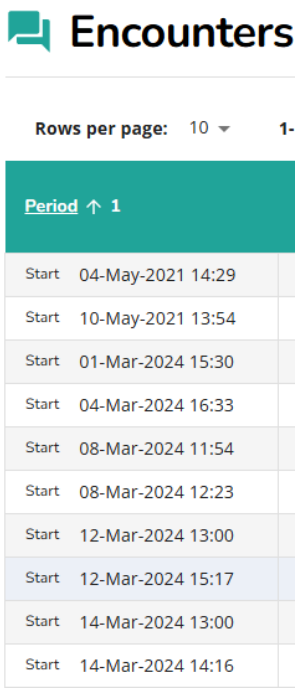
5 The table shows the data entries sorted by **Period** (most recent). Please see next slide for more information on this.

Sorting the table

The table shows the data entries sorted by **Period** (most recent). One click on Period removes the filter; another click filters the Period by the earliest encounter.



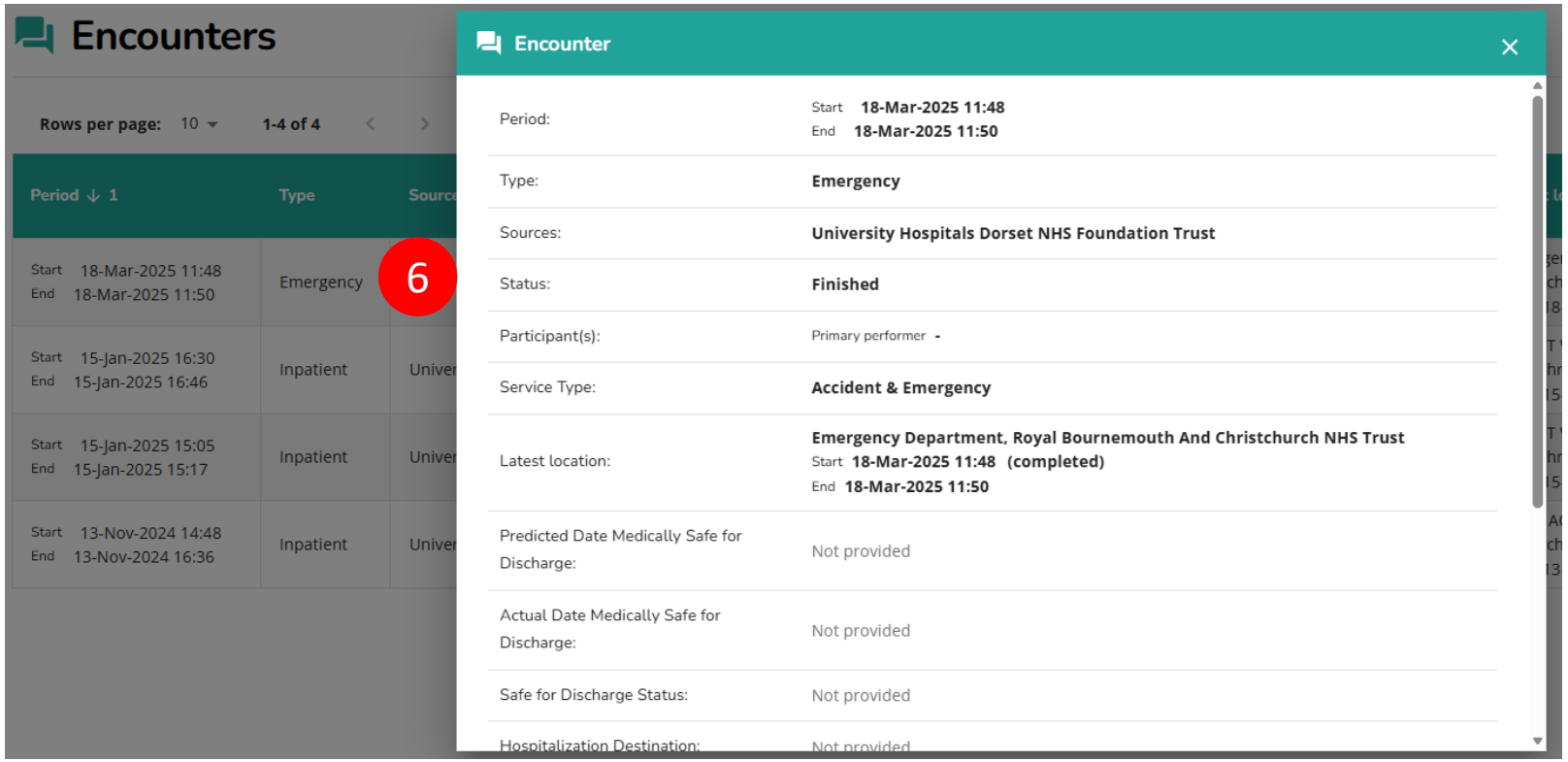




The data can be sorted further concurrently by **Reason** and **Diagnosis.** As outlined before, the Providers Filter can also be used to filter by Provider.

A lightbox view for each encounter

6 Click on a line in the table and the panel entry lightbox view will pop-up.



Hospitalization Destination: Not provided

Discharge Disposition: Not provided

Reason: **Dyspnoea**

Emergency Care Discharge Status: Not provided

Emergency Care Discharge Destination: Not provided

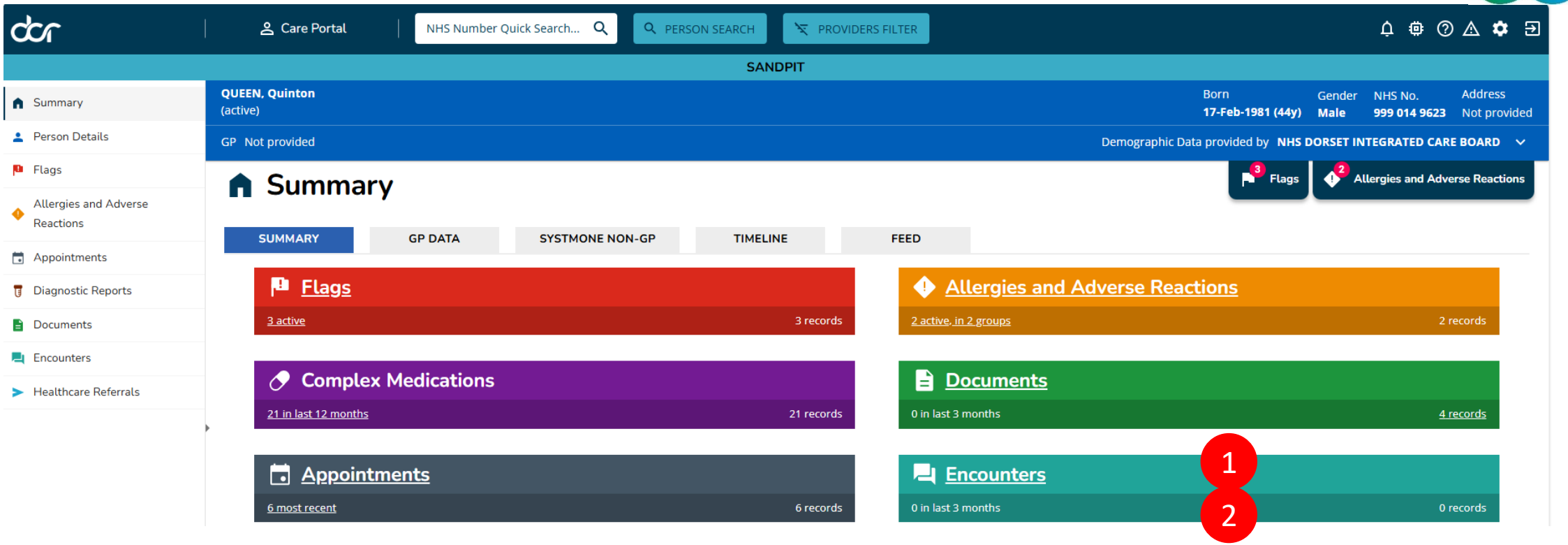
Priority: Not provided

Diagnosis: Not provided

7 Scroll down to see the rest of the lightbox entries.

8 Click on **Summary** in the Sidebar to return to the Summary screen.

2. Encounters Panel on the Summary screen



1 Clicking on the panel name takes you to the same table view of information as from the **Sidebar panel header**.

2 Underneath the panel header, click on the number of **records in the last 3 months** or **overall records**.

- If only the most recent records are available to click on, this means that there are only recent records to show.
- If only the overall records are available to click on, that's because there are no recent records.
- If none are underlined/available to click on, there are no records for this data category.

The Encounters Panel may present in any of the following ways.

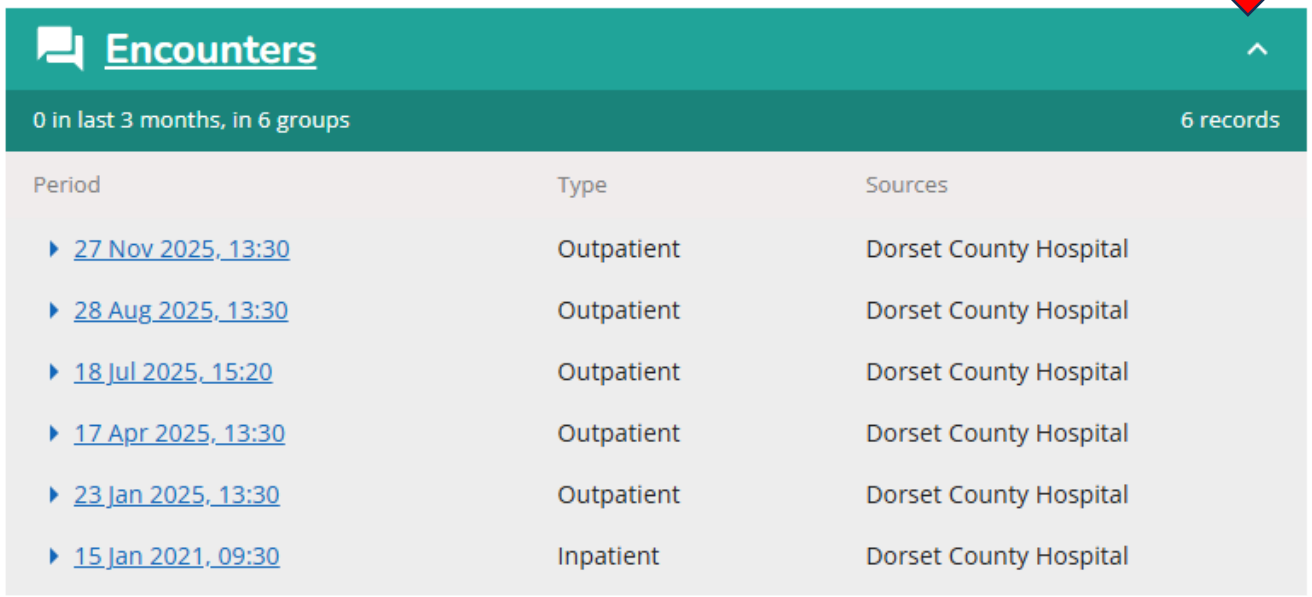
Although you are unlikely to see the encounters in the DCR in groups, as groups only show when multiple encounters have been linked in the system, note that the number of groups is the number of overall records.



No reference to groups when there are 0 or 1 overall records



The 6 groups refer to the 6 overall records



When there are more than 100 overall records under Encounters…



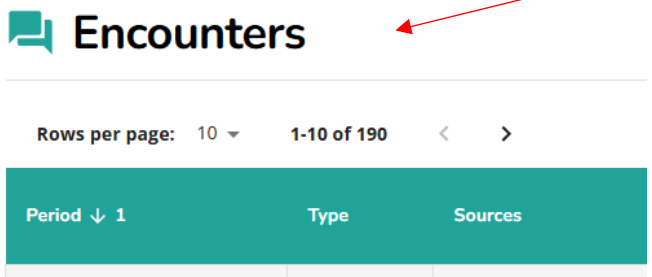
The ‘0 in the last 3 months filter will not show



Click on 190 records. This will display the 100 most recent records.

Scroll down to find the record you need.

To see all records, click ‘View all records’. This will open up the detailed table view.



Panel information and ‘More details’ link to lightbox view

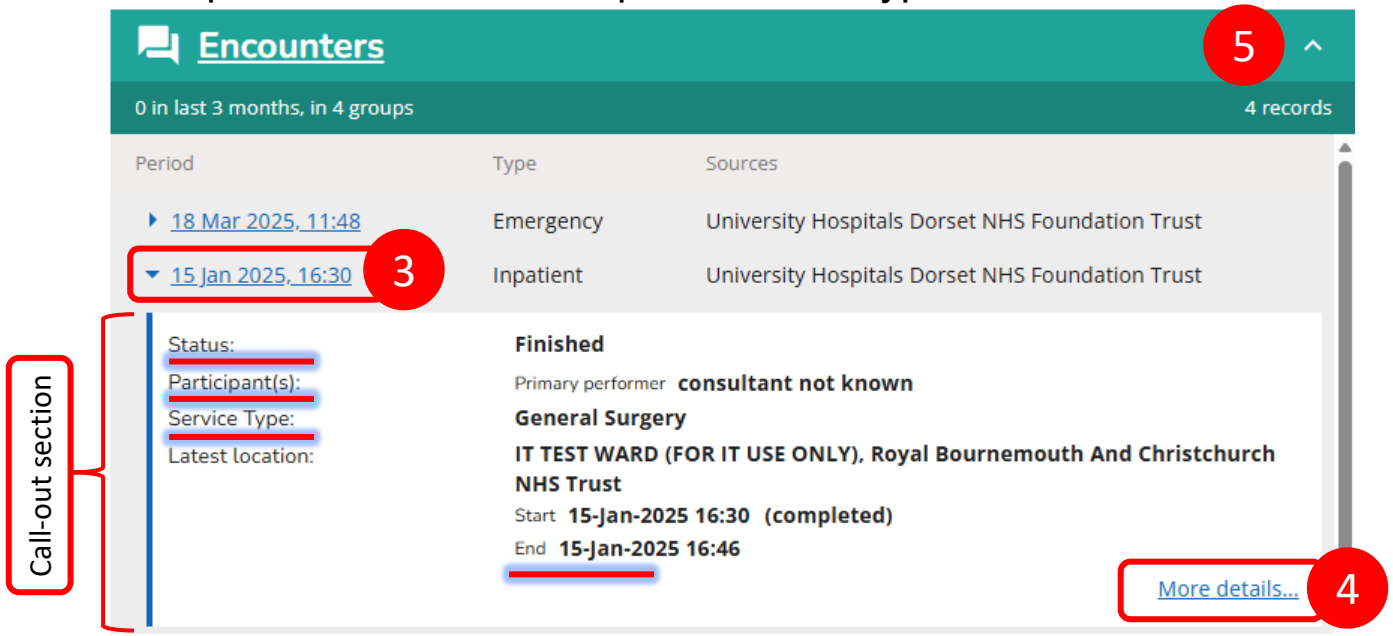
3 Click on a **blue arrow date and time stamp** to expand the view and see more detail in the ‘call-out’ section.

- The **Status** and **End Date** of an encounter are not currently shown in the first panel view. They show when the panel is expanded further, in the table view or the lightbox view (accessible via the More details…link).
- **Participant(s)** - There may be additional participants in addition to the Primary Performer (Participant) which can be seen in the lightbox view.
- **Service Type** – The data providers organisations have the option to enter a description for visit type:

Service Type	What it means
Emergency/Unplanned	Ambulance, Emergency, Urgent Care
Admission	Day Case, Inpatient, Pre-admit, Ward Attender
Appointment	Community, GP Out of Hours, Outpatient, Social Care
Unknown	Unable to classify into any of the three above

4 Click on the **‘More details…’** link to display a lightbox view with all the details seen in the table view from the **Sidebar panel header**.

5 To minimise/collapse the panel, click the **up arrow**.

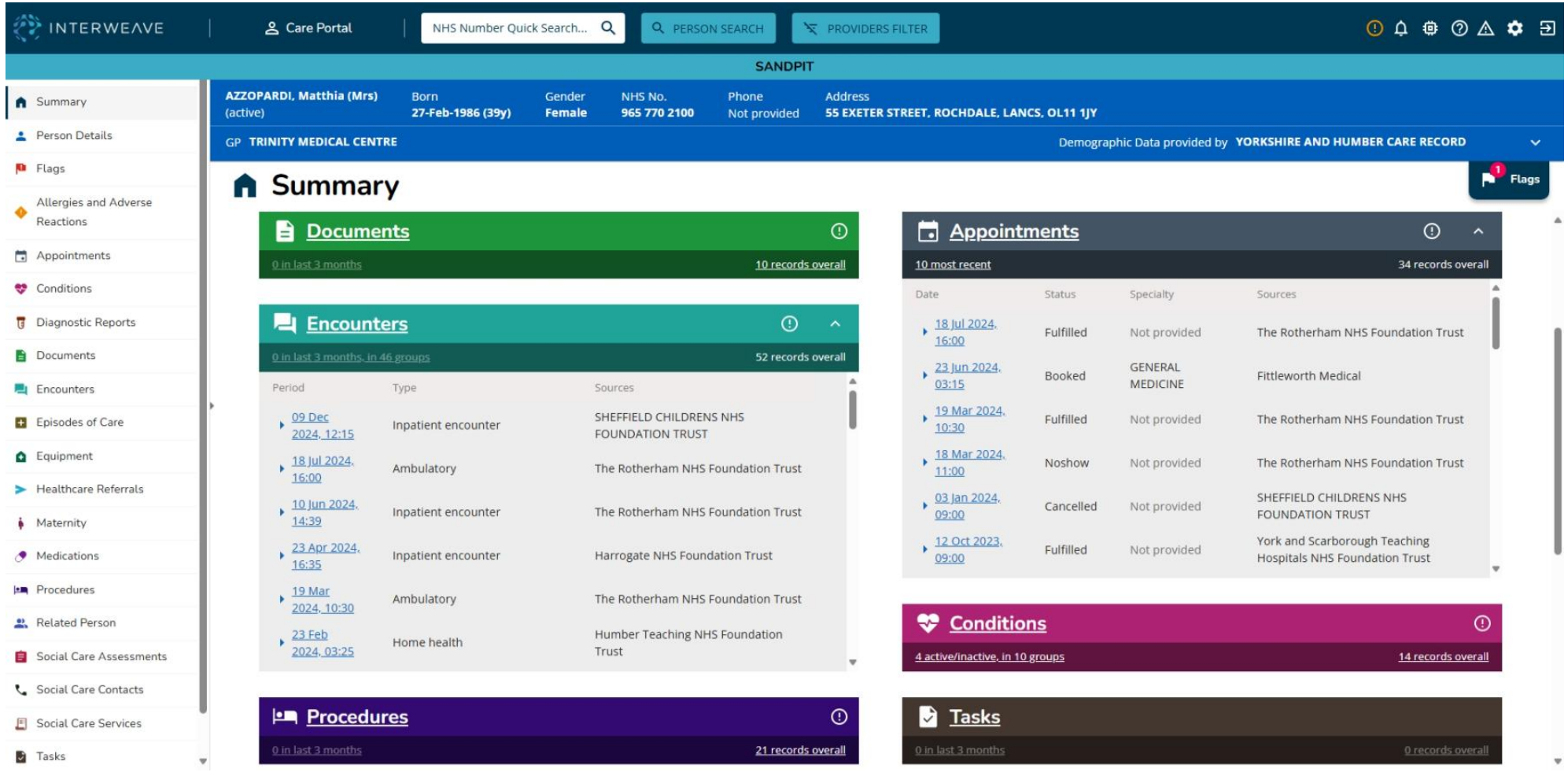


As outlined before, please note that there are separate panels for **Appointments**, as well as **Encounters** which may need to be reviewed or considered together at times – please see next slide.

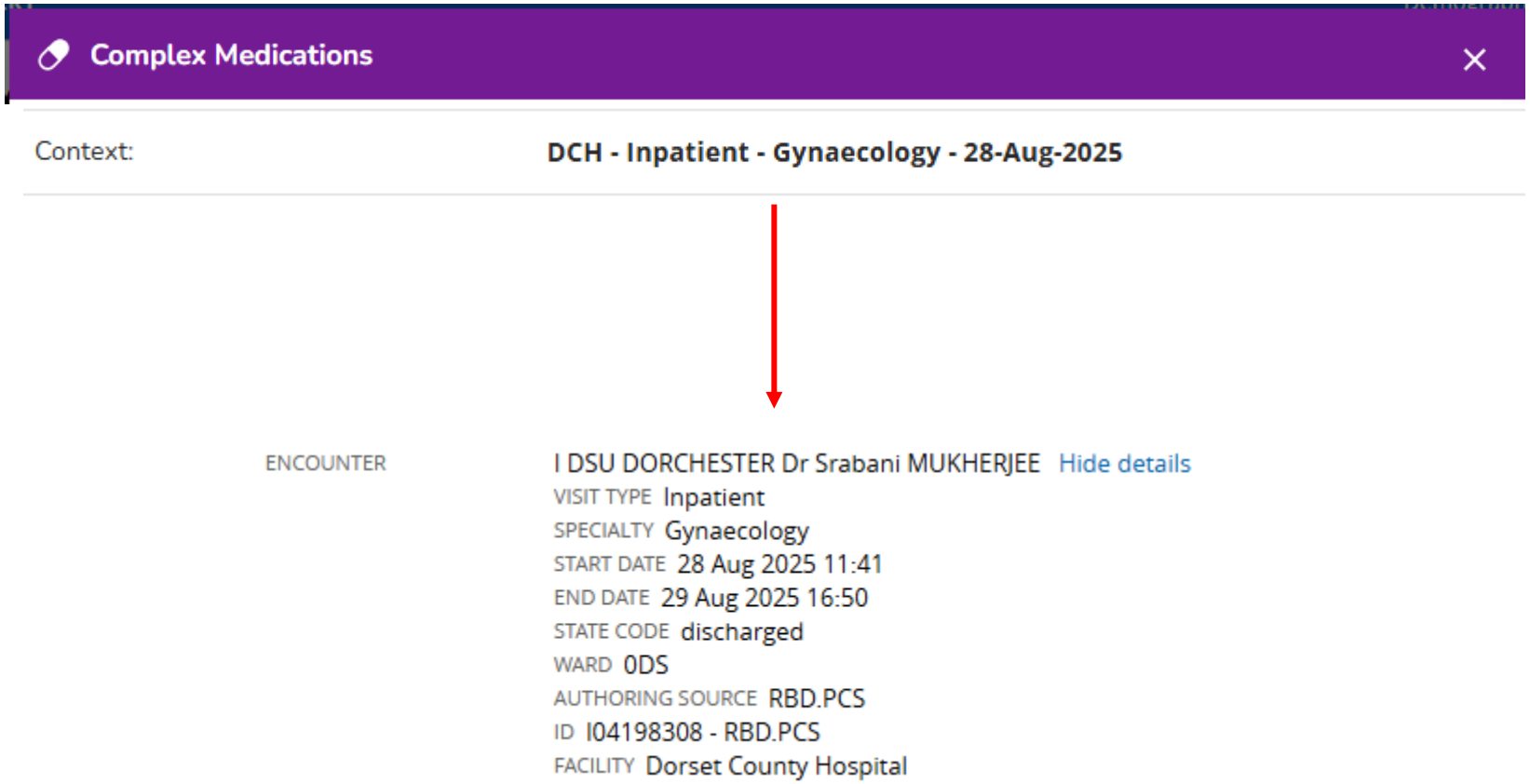
The **Appointments** panel shows future appointments & the **Encounters** panel shows current and past encounters.

To see future appointments alongside current and past encounters, open both the Encounters and Appointments panels. You will not be able to view the detailed table views for Encounters and Appointments side by side, only the panels.

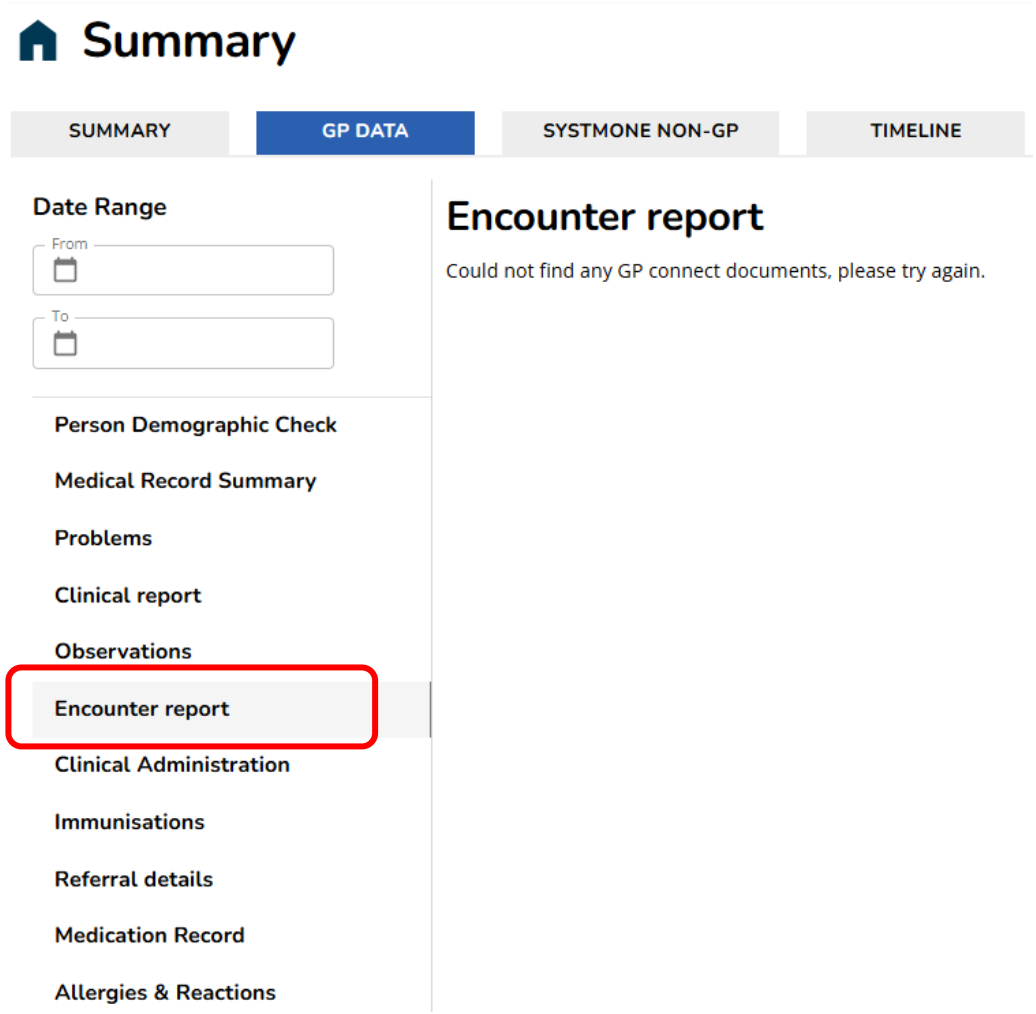
Please note that when the date has passed for an Appointment, an Appointment stays within Appointments with an outcome, and it is also added to Encounters.



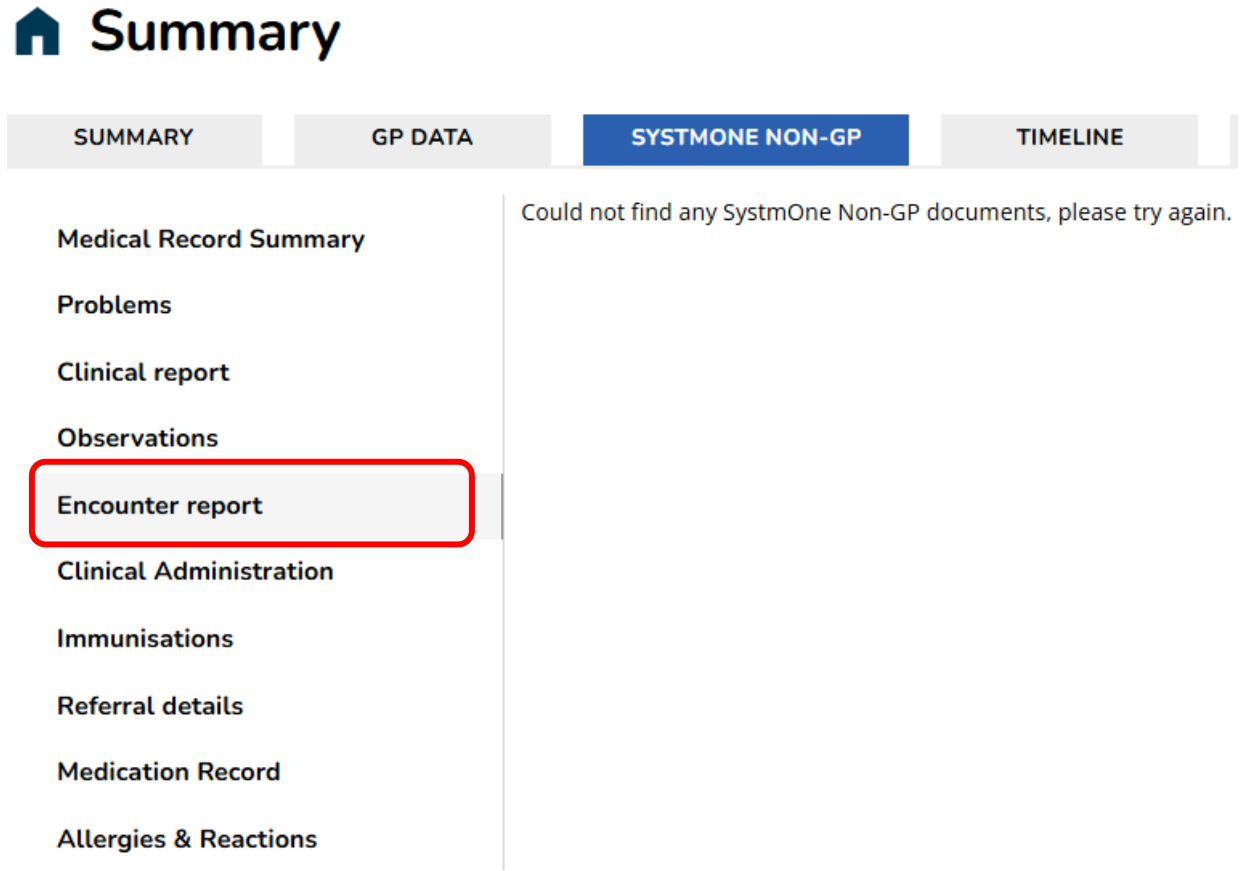
You may notice at times that some encounter data from the Medications lightbox is linked to the respective detailed view of the encounter under Encounters, as per the screenshots below.



3. Encounter report from the GP Surgery on the GP Data tab



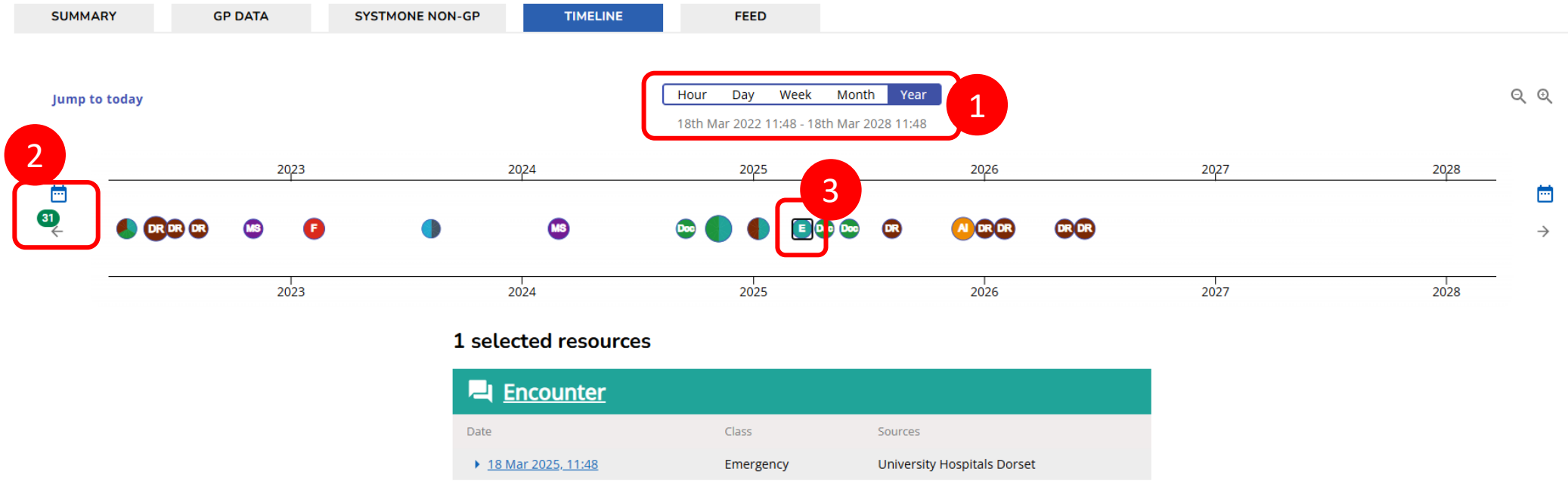
4. Encounter report from DHC Community on the SystmOne Non-GP Data tab



5. Encounters can be seen on the Timeline tab

The **Timeline tab** provides a horizontal view of the data entries/records from all the panels. This display enables you to see where these records occurred relative to one another and may allow you to identify patterns.

The records show as **coloured circles**, where the colour corresponds to the colours used for the panels. The circle also includes initial letters which represent the panel for extra clarity. If more than one record has been added at the same time, the circles will show as a **bigger circle** for records from the same category or as a **cluster of multiple colours** for records from different categories.

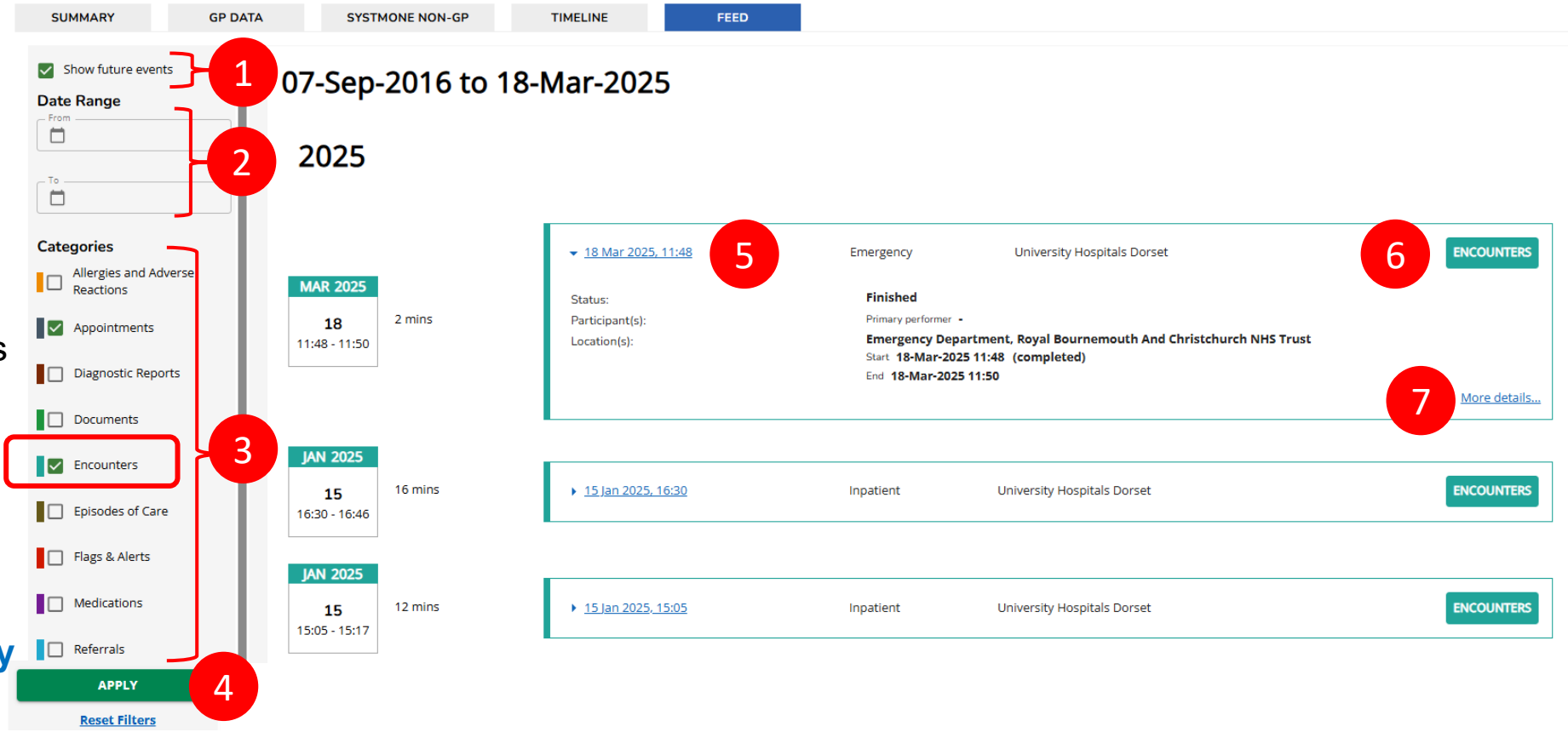


1. To see the records within a specific period, select your period e.g. hour, day, week, month or year.
2. If there are **no** records to display, change the selection or use the arrows either side of the timeline to view earlier or later records. The **green numbered circles** above the arrows show the number of records that fall outside the selected period.
3. Hover over or click on a circle/cluster to see the records it contains and see these listed underneath the timeline.

6. Encounters can be seen on the Feed tab (alongside Appointments)

The **Feed tab** provides a vertical chronological view of the data entries/records from all the panels. This display can be constrained to a certain date range, and/or filtered by category.

1. **'Show future events'** allows you to see upcoming appointments/records.
2. Select a **Date Range.**
3. Filter results - Deselect **Categories** not of interest.
4. Click **Apply** and see the results appear on the right.
5. Click the **blue arrow and description** for a summary of the entry.
6. Click on the **coloured category rectangle** to navigate to the panel table view.
7. Click **'More details'** for a pop-up of the panel lightbox view.



Access further **support and information** from
https://news.dorsetcouncil.gov.uk/dcr-staff-area/learning-resources/

Disclaimer

The screenshots in this training guide are taken from a test system and as such may vary slightly to the live DCR system.

Screenshots in this training guide do not contain any real patient data.

Data provided by source systems is read-only in DCR. The DCR Partners apply various levels of restrictions and sensitivities within their own systems, and the DCR displays the data as provided by the Partners.

The demographics information in the DCR is provided by the PDS (Personal Demographic System)/NHS Spine system.