

# DexCare DexCare Virtual Visit Data Definitions — v9

## Overview

DexCare will be providing its customers ability to extract a raw **CSV** (AVR - All Visits Report) file via the self serving provider portal for its Virtual Service.

Data Attributes in this file will be as defined below.

## Data Source:

<b>PLATFORM</b>	Data generated by the DexCare Platform
<b>PATIENT</b>	Data provided by the Patient which scheduling the Visit.
<b>EPIC</b>	Data pulled by DexCare from the Health System Epic Database
<b>PROVIDER</b>	Data marked in DexCare Caregiver Portal by the Provider

## Status:

Active	Data currently populated in the Data Attributes Column
Not Active	Data is not being populated in the Data Attributes Column

## Data Attributes Definitions (Last updated - 04 Oct 2022 )

Column	Data Attributes	Data Source	Status	Data Type	Data Definition
A	id	<b>PLATFORM</b>	Active	GUID/String	Platform Unique Visit ID
B	Brand	<b>PLATFORM</b>	Active	String	Subdivisions of or affiliates within a given provider network
C	Home_Market	<b>PLATFORM</b>	Active	String	Distinct business-line within a practice-region/state-licensure
D	Referral_Type	<b>EPIC</b>	Active	String	The plaintext name of the referral type of Referral_Type from Epic
E	Referral_Department_ID	<b>EPIC</b>	Active	String(Numeric)	The internal department id from Epic
F	Visit_Type	<b>PLATFORM</b>	Active	String	Type of Visit (Virtual or Phone)
G	Assignment_Qualifiers	<b>PLATFORM</b>	Active	String	Qualifier for the visit used to route the assignment to a provider based on their capabilities (i.e. ability to handle Pediatric visits) (Pediatric, Adult)
H	Patient_Device	<b>PLATFORM</b>	Active	String	The device the patient is using (ex: Desktop, iOS, Android, iPad)
I	Patient_First_Name	<b>PATIENT</b>	Active	String	Patient's First Name
J	Patient_Last_Name	<b>PATIENT</b>	Active	String	Patient's Last Name
K	Patient_DOB	<b>PATIENT</b>	Active	Date (mm/dd/yyyy)	Patient's Date of Birth
L	Patient_Gender	<b>PATIENT</b>	Active	String	Patient's Gender (Male, Female, Unknown/Other)
M	Patient_Relation_to_Account	<b>PATIENT</b>	Active	String	Relationship to the individual on account (Self, Child, Someone Else)
N	Account_First_Name	<b>PLATFORM</b>	Active	String	First Name on Account (same as Patient First Name if Patient Relation to Account is

					"Self"). All "Account" info originally provided by Patient, stored by Platform.
O	Account_Last_Name	PLATFORM	Active	String	Last Name on Account (same as Patient Last Name if Patient Relation to Account is "Self")
P	Account_DOB	PLATFORM	Active	Date (mm/dd/yyyy)	Date of Birth for Account Holder (same as Patient DOB if Patient Relation to Account is "Self")
Q	Account_Gender	PLATFORM	Active	String	Gender for Account holder (same as Patient Gender if Patient Relation to Account is "Self". If the Patient Relation To Account is not "Self", "N/A")
R	Assigned_Provider	PLATFORM	Active	String	Provider who was initially assigned to the Visit
S	Assigned_Provider_Email_Address	PLATFORM	Active	String (firstname.lastname@domain.com)	Email address of provider who was initially assigned to the Visit
T	Actual_Provider	PLATFORM	Active	String	Actual provider for visit who connected to the visit over video
U	Actual_Provider_Email_Address	PLATFORM	Active	String (firstname.lastname@domain.com)	Email address of actual provider for visit who connected to the visit for video
V	Epic_Instance	PLATFORM	Active	String	Epic group for care provider
W	Epic_Department	PLATFORM	Active	String	Specific Epic Department of provider
X	EID	EPIC	Active	GUID/String	Epic Patient ID
Y	MRN	EPIC	Active	String (numeric)	Medical Record Number
Z	Epic_Timeslot	EPIC	Active	Date Time (mm/dd/yyyy hh:mm:ss)	Visit Date and time for assigned Epic Timeslot
AA	Current_State	PATIENT	Active	String	Patient Current State location
AB	Patient_Email	PATIENT	Active	String	Email Address provided by the Patient
AC	Patient_Phone	PATIENT	Active	String	Phone Number provided by the Patient
AD	Intake_Billing_Address	PATIENT	Active	String (comma delimited)	Street Address provided by patient.
AE	Epic_Billing_Address	EPIC	Active	String (comma delimited)	Street Address provided from Epic Billing (may not match Intake Billing Address)
AF	Successful	PLATFORM	Active	String	If Schedule Visit was successfully completed and charged ("Yes" or "No")
AG	Payment_Type	PATIENT	Active	String	Payment Type selected by the Patient (Insurance, Self Pay, Service Key)
AH	Insurance_ID	PATIENT	Active	String	Insurance ID provided by the Patient
AI	Patient_Subscriber_Relationship	PATIENT	Active	String	Relationship between subscriber and patient (Self, Other, can be left blank)
AJ	Subscriber_Member_ID	PATIENT	Active	String	Insurance Subscriber's Member ID
AK	Subscriber_First_Name	PATIENT	Active	String	Insurance Subscriber's First Name
AL	Subscriber_Last_Name	PATIENT	Active	String	Insurance Subscriber's Last Name

AM	Subscriber_DOB	<b>PATIENT</b>	Active	Date (mm/dd/yyyy)	Insurance Subscriber's Date of Birth
AN	Transaction_ID	<b>PLATFORM</b>	Active	String	If the visit is a successful "Self Pay" visit, then the transaction ID for the visit payment
AO	Amount_Charged	<b>PLATFORM</b>	Active	Decimal	Amount Charged (usually in Self Pay transactions)
AP	Waived	<b>PLATFORM</b>	Active	String	If the visit was Waived by the Provider (Yes or No)
AQ	Waive_Reason	<b>PROVIDER</b>	Active	String	Reason for the Visit Waived by the Provider Currently: Patient out of service area, Patient triaged out to same day, No show or Connects for others, Benefits issues, Technical issues, Demo/Test Visits
AR	Status	<b>PROVIDER</b>	Active	String	End Visit Status (Done, Declined, Cancelled) marked by Provider. Could also be: Requested, Waiting Room, In Visit if not in end state.
AS	Ready_for_Visit	<b>PROVIDER</b>	Active	String	If patient is ready for the current visit ("Yes" or "No"). Set by the PRR.
AT	High_Priority	<b>PROVIDER</b>	Active	String	Whether the visit was classified as "High Priority" ("Yes" or "No") by a PRR
AU	Wait_Time	<b>PLATFORM</b>	Active	Time (hh:mm:ss)	Difference between Requested Date/Time and In Visit Date/Time (Or Cancelled/Declined date/time)
AV	Visit_Duration	<b>PLATFORM</b>	Active	Time (hh:mm:ss)	Difference between In Visit Date/Time and Done Date/Time (Or Cancelled/Declined date/time)
AW	Requested_Date	<b>PLATFORM</b>	Active	Date (mm/dd/yyyy)	Date when Visit request was initially received
AX	Requested_Time	<b>PLATFORM</b>	Active	24 Hour Time (hh:mm:ss)	Time when request was initially received
AY	Waiting_Room_Date	<b>PLATFORM</b>	Active	Date (mm/dd/yyyy)	Date when Patient Entered the Waiting room
AZ	Waiting_Room_Time	<b>PLATFORM</b>	Active	24 Hour Time (hh:mm:ss)	Time when Patient Entered Waiting room
BA	In_Visit_Date	<b>PLATFORM</b>	Active	Date (mm/dd/yyyy)	Date when Visit started
BB	In_Visit_Time	<b>PLATFORM</b>	Active	24 Hour Time (hh:mm:ss)	Time when Visit started
BC	Done_Date	<b>PLATFORM</b>	Active	Date	Date when Visit was completed. The visit must be waived/charged by the provider to be considered complete. If no waive/charge screen is available, this will be when the visit is ended.
BD	Done_Time	<b>PLATFORM</b>	Active	24 Hour Time (hh:mm:ss)	Time when Visit was completed. The visit must be waived/charged by the provider to be considered complete. If no waive/charge screen is available, this will be when the visit is ended.
BE	Declined_Date	<b>PLATFORM</b>	Active	Date	Date when Visit was declined

BF	Declined_Time	PLATFORM	Active	24 Hour Time (hh:mm:ss)	Time when Visit was declined
BG	Declined_Reason	PLATFORM	Active	String	Reason, if any, for the Visit being declined (Ex: patientOutOfState, duplicateVisit, patientNoResponse)
BH	Decliner_Name	PLATFORM	Active	String	The employee who decline the visit
BI	Decliner_Roles	PLATFORM	Active	String	Roles of the decliner (Ex: Dash, Provider)
BJ	Cancelled_Date	PLATFORM	Active	Date	Date when Visit was cancelled
BK	Cancelled_Time	PLATFORM	Active	24 Hour Time (hh:mm:ss)	Timestamp when Visit was cancelled
BL	Return_To_Waiting_Room_Notification	PLATFORM	Active	Boolean	Indicates the end user has selected "Come Back Later"
BM	Assessment_Tool_Used	PATIENT	Active	String	Assessment tool used by patient
BN	Interpreter_Language	PATIENT	Active	String	Interpreter language requested by patient
BO	Reason_for_Visit	PATIENT	Active	String	Patient Reason for Visit given while appointment booking
BP	App_Brand_Name	PLATFORM	Active	String	Mobile App Name
BQ	App_Version	PLATFORM	Active	String	Mobile App version
BR	Device_OS_Version	PLATFORM	Active	String	Patient Device OS Version
BS	Accept_TOU	PLATFORM	Active	String	Patient Accepted Visit Terms of Use during the booking process
BT	Technology_Feedback	PROVIDER	Active	String	Visit Technical Feedback notes and issues provided by the Provider
BU	Service_Key	PATIENT	Active	String	Service Key entered by the Patient as Payment Type
BV	Client_ID	PLATFORM	Active	String (GUID)	Platform ID Associated with Service key. ID for the provider of the service_key. e.g. and employer. Also available via EPIC
BW	Discount_Amount	PLATFORM	Active	Decimal	Amount discounted, if any. Only on Service Key. (Dollar Amount)
BX	Initial_Estimated_Wait_Time_Minutes	PLATFORM	Active	Decimal	Initial estimated Wait Time Shown when user enters the Waiting Room. (Fractional Minutes to Wait)
BY	Initial_Estimated_Wait_Time_Verbiage	PLATFORM	Active	String	Initial statement provided when booking (Ex: "You're next! One of our healthcare providers will meet you here in a few minutes"
BZ	Address_Flagged	PLATFORM	Active	Boolean (True/False)	If Address Flagged by the Platform. "True" when there is a mismatch between what's entered and EPIC
CA	Visit_Rating	PATIENT	Active	Integer	Post Visit Survey: Rating provided by the Patient (0-10) Question is On a scale of 0-10, how likely are you to recommend Virtual to a friend or family? 0 - not likely at all, 10- extremely likely
CB	Contact_Authorization	PATIENT	Active	Boolean (True/False)	Post Visit Survey: Patient responded "Yes" to "May we contact you to follow-up on your experience?"

CC	Additional_Feedback	<b>PATIENT</b>	Active	String (open)	Post Visit Survey: Additional Feedback from patient within the survey
CD	Provider_Feedback	<b>PROVIDER</b>	Active	Integer	Rating by the Provider after the visit (1-5). Question is Rate Your Overall Experience
CE	Customer_Name	<b>PLATFORM</b>	Active	String	Internal System string identifier for the customer
CF	Practice_ID	<b>PLATFORM</b>	Active	String (GUID)	System identifier for the Practice
CG	Practice_Name	<b>PLATFORM</b>	Active	String	Display name for the Practice
CH	Practice_Region_ID	<b>PLATFORM</b>	Active	String (GUID)	System Identifier for the Practice Region (aka state licensure)
CI	Practice_Region_Name	<b>PLATFORM</b>	Active	String	Display name for the Practice Region (aka state licensure)
CJ	Attribution_Ids	<b>PLATFORM</b>	Active	String (GUID)	Up to 5 possible key-value pairs from Integrated Scheduling Checks. These values are added as query string parameters when a user enters the scheduling flow from a marketing page. The possible keys are pk_vid, elqguid, _gl, amp_pvid, _pcid. The key-value pairs that have been provided are concatenated with commas (e.g. pk_vid:abc, _elqguid:def, _amp_pvid:ghi, _gl: jk1) These values can be used to link back to events in Web Analytics.
CK	Appointment_Id	<b>EPIC</b>	Active	Numeric	Epic Appointment ID: CSN
CL	Appointment_Failure_Reason	<b>PLATFORM</b>	Active	String	Failure message from platform when "Appointment Create" fails to connect to EMR.
CM	Traveling	<b>PLATFORM</b>	Active	Boolean (TRUE/FALSE)	Indicates the patient is not at their home location and is traveling. From visit request. Default is FALSE unless TRUE value is provided in ehrSource.
CN	Eid_Epic_Patient	<b>EPIC</b>	Active	String	Patient's home EPI; "EID" continues to be EID (aka EPI) for instance in which visit occurs. Empty if not provided in ehrSource
CO	MRN_Epic_Patient	<b>EPIC</b>	Active	String	Patient's home MRN; "MRN" continues to be MRN for instance in which visit occurs. Empty if not provided in ehrSource
CP	Home_Market_Patient	<b>EPIC</b>	Active	String	Market for patient's home region; "home_market" refers to market in which visit occurs. Empty if not provided in ehrSource
CQ	Epic_Instance_Patient	<b>EPIC</b>	Active	String	Epic instance for patient's home region; existing fields continue to have MRN for instance in which visit occurs. Empty if not provided in ehrSource
CR	Wait_Offline_Date	<b>PLATFORM</b>	Active	Date	Reflects DATE of Wait Offline State. Populated when user enters Wait Offline state.
CS	Wait_Offline_Time	<b>PLATFORM</b>	Active	24 Hour Time (hh:mm:ss)	Reflects TIME of Wait Offline State. Populated when user

					enters Wait Offline state.
CT	Provider_Assigned_Date	PLATFORM	Active	Date	Reflects DATE provider is assigned to the visit
CU	Provider_Assigned_Time	PLATFORM	Active	24 Hour Time (hh:mm:ss)	Reflects TIME provider is assigned to the visit
CV	Self_Pay_Charge_Datetime	PLATFORM	Active	datetime stamp	Reflects timestamp of credit card charge
CW	Self_Pay_Charge_Status	PLATFORM	Active	String	Text value from Payment Processing company related to Charge Status
CX	Detected_Language	PLATFORM	Active	String	Pass through the Language as detected by the Web Browser
CY	Additional_Details	PLATFORM	Active	JSON array	customer defined key value pairs. Example: [{"teen":"yes"}, {"medicaidMember":"yes"}, {"foo":"purple"}, {"consent":"required"}]
CZ	Survey1_Other_Venue	PLATFORM	Active	String	Patient Response to Post-Visit Survey. Answer Options: Clinic Visit, Urgent Care, Emergency Room, Nothing / Self-treatment, Something Else
DA	Survey2_Time_To_Care	PLATFORM	Active	Numeric	Patient Response to Post-Visit Survey. Field will contain numeric, User will see words. Answer Options: 5 (Very Satisfied), 4 (Satisfied), 3 (Neutral), 2 (Dissatisfied), 1 (Very Dissatisfied)
DB	assignment_method	PLATFORM	Active	text	"automatic" indicates that the system assigned the visit to the provider. "manual" indicates that a queue manager assigned the visit to the provider
DC	high_priority_datetime	PLATFORM	Active	date/time stamp	Date/time that the "Urgent" flag was set in the queue for this visit
DD	high_priority_set_by	PLATFORM	Active	GUID	unique ID for the user who assigned the "urgent" flag in the queue for this visit
DE	transfer_practice_region_id	PLATFORM	UAT	GUID	GUID associated with the letter code for the region the patient is being transferred to
DF	transfer_practice_region_name	PLATFORM	UAT	text	letter code ("WA", "NW", "MAS", "SCAL", "GA", "HI", "CO") for the region the patient is being transferred to. This refers to the market the provider is serving.
DG	transfer_market_id	PLATFORM	UAT	GUID	GUID associated with the letter code for the market the patient is being transferred to
DH	transfer_market_name	PLATFORM	UAT	text	letter code ("WA", "NW", "MAS", "SCAL", "GA", "HI", "CO") for the market the patient is being transferred to. (these will be different when the visit was created in a backup market)
DI	practice_region_set_by_id	PLATFORM	UAT	GUID	ID of the person who transferred the patient
DJ	practice_region_set_by_first_name	PLATFORM	UAT	text	First Name of the person who transferred the patient
DK	practice_region_set_by_last_name	PLATFORM	UAT	text	Last Name of the person who transferred the patient

DL	multi-provider	PLATFORM	UAT	Boolean (TRUE/FALSE)	Flag if more than one provider participated in the visit.
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