

# 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 - 17 Nov 2021 )

Column	Data Attributes	Data Source	Status	Data Type	Data Definition
A	id	PLATFORM	Active	GUID/String	Platform Unique Visit ID
B	Brand	PLATFORM	Active	String	Subdivisions of or affiliates within a given provider network
C	Home_Market	PLATFORM	Active	String	Distinct business-line within a practice-region /state-licensure
D	Referral_Type	EPIC	Active	String	The plaintext name of the referral type of Referral_Type from Epic
E	Referral_Department_ID	EPIC	Active	String(Numeric)	The internal department id from Epic
F	Visit_Type	PLATFORM	Active	String	Type of Visit (Virtual or Phone)
G	Assignment_Qualifiers	PLATFORM	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	PLATFORM	Active	String	The device the patient is using (ex: Desktop, iOS, Android, iPad)
I	Patient_First_Name	PATIENT	Active	String	Patent's First Name
J	Patient_Last_Name	PATIENT	Active	String	Patient's Last Name
K	Patient_DOB	PATIENT	Active	Date (mm/dd/yyyy)	Patient's Date of Birth
L	Patient_Gender	PATIENT	Active	String	Patient's Gender (Male, Female, Unknown/Other)
M	Patient_Relation_to_Account	PATIENT	Active	String	Relationship to the individual on account (Self, Child, Someone Else)

N	Account_First_Name	PLATFO RM	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	PLATFO RM	Active	String	Last Name on Account (same as Patient Last Name if Patient Relation to Account is "Self")
P	Account_DOB	PLATFO RM	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	PLATFO RM	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	PLATFO RM	Active	String	Provider who was initially assigned to the Visit
S	Assigned_Provider_Email_Addre ss	PLATFO RM	Active	String (firstname. lastname@domain.com)	Email address of provider who was initially assigned to the Visit
T	Actual_Provider	PLATFO RM	Active	String	Actual provider for visit who connected to the visit over video
U	Actual_Provider_Email_Address	PLATFO RM	Active	String (firstname. lastname@domain.com)	Email address of actual provider for visit who connected to the visit for video
V	Epic_Instance	PLATFO RM	Active	String	Epic group for care provider
W	Epic_Department	PLATFO RM	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
W	Current_State	PATIENT	Active	String	Patient Current State location
X	Patient_Email	PATIENT	Active	String	Email Address provided by the Patient
Y	Patient_Phone	PATIENT	Active	String	Phone Number providence by the Patient
Z	Intake_Billing_Address	PATIENT	Active	String	Email provided by the Patient
AA	Epic_Billing_Address	EPIC	Active	String	Email provided from Epic Billing (may not match Intake Billing Address)
AB	Successful	PLATFO RM	Active	String	If Schedule Visit was successfully completed and charged ("Yes" or "No")
AC	Payment_Type	PATIENT	Active	String	Payment Type selected by the Patient (Insurance, Self Pay, Service Key)
AD	Insurance_ID	PATIENT	Active	String	Insurance ID provider by the Patient
AE	Patient_Subscriber_Relationship	PATIENT	Active	String	Relationship between subscriber and patient (Self, Other, can be left blank)
AF	Subscriber_Member_ID	PATIENT	Active	String	Insurance Subscriber's Member ID
AG	Subscriber_First_Name	PATIENT	Active	String	Insurance Subscriber's First Name
AH	Subscriber_Last_Name	PATIENT	Active	String	Insurance Subscriber's Last Name
AI	Subscriber_DOB	PATIENT	Active	Date (mm/dd/yyyy)	Insurance Subscriber's Date of Birth
AJ	Transaction_ID	PLATFO RM	Active	String	If the visit is a successful "Self Pay" visit, then the transaction ID for the visit payment

AK	Amount_Charged	PLATFO RM	Active	Decimal	Amount Charged (usually in Self Pay transactions)
AL	Waived	PLATFO RM	Active	String	If the visit was Waived by the Provider (Yes or No)
AM	Waive_Reason	PROVIDER	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
AN	Status	PROVIDER	Active	String	End Visit Status (Done, Declined, Cancelled) marked by Provider. Could also be: Requested, Waiting Room, In Visit if not in end state.
AO	Ready_for_Visit	PROVIDER	Active	String	If patient is ready for the current visit ("Yes" or "No"). Set by the PRR.
AP	High_Priority	PROVIDER	Active	String	Whether the visit was classified as "High Priority" ("Yes" or "No") by a PRR
AQ	Wait_Time	PLATFO RM	Active	Time (hh:mm:ss)	Difference between Requested Date/Time and In Visit Date/Time (Or Cancelled/Declined date/time)
AR	Visit_Duration	PLATFO RM	Active	Time (hh:mm:ss)	Difference between In Visit Date/Time and Done Date/Time (Or Cancelled/Declined date/time)
AS	Requested_Date	PLATFO RM	Active	Date (mm/dd/yyyy)	Date when Visit request was initially received
AT	Requested_Time	PLATFO RM	Active	24 Hour Time (hh:mm:ss)	Time when request was initially received
AU	Waiting_Room_Date	PLATFO RM	Active	Date (mm/dd/yyyy)	Date when Patient Entered the Waiting room
AV	Waiting_Room_Time	PLATFO RM	Active	24 Hour Time (hh:mm:ss)	Time when Patient Entered Waiting room
AW	In_Visit_Date	PLATFO RM	Active	Date (mm/dd/yyyy)	Date when Visit started
AX	In_Visit_Time	PLATFO RM	Active	24 Hour Time (hh:mm:ss)	Time when Visit started
AY	Done_Date	PLATFO RM	Active	Date	Date when Visit was completed
AZ	Done_Time	PLATFO RM	Active	24 Hour Time (hh:mm:ss)	Time when Visit was completed
BA	Declined_Date	PLATFO RM	Active	Date	Date when Visit was declined
BB	Declined_Time	PLATFO RM	Active	24 Hour Time (hh:mm:ss)	Time when Visit was declined
BC	Declined_Reason	PLATFO RM	Active	String	Reason, if any, for the Visit being declined (Ex: patientOutOfState, duplicateVisit, patientNoResponse)
BD	Decliner_Name	PLATFO RM	Active	String	The employee who decline the visit
BE	Decliner_Roles	PLATFO RM	Active	String	Roles of the decliner (Ex: Dash, Provider)
BG	Cancelled_Date	PLATFO RM	Active	Date	Date when Visit was cancelled
BH	Cancelled_Time	PLATFO RM	Active	24 Hour Time (hh:mm:ss)	Timestamp when Visit was cancelled

BI	Return_To_Waiting_Room_Notification	PLATFO RM	Active	Boolean	Indicates the end user has selected "Come Back Later"
BJ	Assessment_Tool_Used	PATIENT	Active	String (i.e. ADA)	Assessment tool used by patient
BK	Interpreter_Language	PATIENT	Active	String	Interpreter language requested by patient
BL	Reason_for_Visit	PATIENT	Active	String	Patient Reason for Visit given while appointment booking
BM	App_Brand_Name	PLATFO RM	Active	String	Mobile App Name
BN	App_Version	PLATFO RM	Active	String	Mobile App version
BO	Device_OS_Version	PLATFO RM	Active	String	Patient Device OS Version
BP	Accept_TOU	PLATFO RM	Active	String	Patient Accepted Visit Terms of Use during the booking process
BQ	Technology_Feedback	PROVIDER	Active	String	Visit Technical Feedback notes and issues provided by the Provider
BR	Service_Key	PATIENT	Active	String	Service Key entered by the Patient as Payment Type
BS	Client_ID	PLATFO RM	Active	GUID/String	Platform ID Associated with Service key. ID for the provider of the service_key. e.g. and employer. Also available via EPIC
BT	Discount_Amount	PLATFO RM	Active	Decimal	Amount discounted, if any. Only on Service Key. (Dollar Amount)
BU	Initial_Estimated_Wait_Time_Minutes	PLATFO RM	Active	Decimal	Initial estimated Wait Time Shown when user enters the Waiting Room. (Fractional Minutes to Wait)
BV	Initial_Estimated_Wait_Time_Verbiage	PLATFO RM	Active	String	Initial statement provided when booking (Ex: "You're next! One of our healthcare providers will meet you here in a few minutes")
BW	Address_Flagged	PLATFO RM	Active	Boolean (True/False)	If Address Flagged by the Platform. "True" when there is a mismatch between what's entered and EPIC
BX	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
BY	Contact_Authorization	PATIENT	Active	Boolean (True/False)	Post Visit Survey: Patient responded "Yes" to "May we contact you to follow-up on your experience?"
BZ	Additional_Feedback	PATIENT	Active	String (open)	Post Visit Survey: Additional Feedback from patient within the survey
CA	Provider_Feedback	PROVIDER	Active	Integer	Rating by the Provider after the visit (1-5). Question is Rate Your Overall Experience
CB	Customer_Name	PLATFO RM	Active	String	Internal System string identifier for the customer
CC	Practice_ID	PLATFO RM	Active	String (GUID)	System identifier for the Practice
CD	Practice_Name	PLATFO RM	Active	String	Display name for the Practice
CE	Practice_Region_ID	PLATFO RM	Active	String (GUID)	System Identifier for the Practice Region (aka state licensure)
CF	Practice_Region_Name	PLATFO RM	Active	String	Display name for the Practice Region (aka state licensure)