All Visits Report (AVR) Virtual Data Dictionary

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

Data Dictionary (Virtual)

Field Name	Data Type	Description
id	GUID	Platform Unique Visit ID
Brand	Text	Subdivisions of or affiliates within a given provider network
Home_Market	Text	Distinct business-line within a practice-region/state-licensure
Referral_Type	Text	The plaintext name of the referral type of Referral_Type from Epic
Referral_Department_ID	GUID	The internal department id from Epic
Visit_Type	Text	Type of Visit (Phone, Provider_booking, Retail, Virtual)
Assignment_Qualifiers	Text	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)
Patient_Device	Text	The device the patient is using (ex: Desktop, iOS, Android, iPad)
Patient_First_Name	Text	Patent's First Name
Patient_Last_Name	Text	Patient's Last Name
Patient_DOB	Date	Patient's Date of Birth
Patient_Gender	Text	Patient's Gender (Male, Female, Unknown/Other)
Patient_Relation_to_Account	Text	Relationship to the individual on account (Self, Child, Someone Else)

Account_First_Name	Text	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.
Account_Last_Name	Text	Last Name on Account (same as Patient Last Name if Patient Relation to Account is "Self")
Account_DOB	Date	Date of Birth for Account Holder (same as Patient DOB if Patient Relation to Account is "Self")
Account_Gender	Text	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")
Assigned_Provider	Text	Provider who was initially assigned to the Visit
Assigned_Provider_Email_Address	Email	Email address of provider who was initially assigned to the Visit
Actual_Provider	Text	Actual provider for visit who connected to the visit over video
Actual_Provider_Email_Address	Email	Email address of actual provider for visit who connected to the visit for video
Epic_Instance	Text	Epic group for care provider
Epic_Department	Text	Specific Epic Department of provider
EID	GUID	Epic Patient ID
MRN	GUID	Medical Record Number
Epic_Timeslot	Date/Time	Visit Date and time for assigned Epic Timeslot
Current_State	Text	Patient Current State location
Patient_Email	Email	Email Address provided by the Patient
Patient_Phone	Text	Phone Number provided by the Patient
Intake_Billing_Address	Text	Street Address provided by patient.
Epic_Billing_Address	Text	Street Address provided from Epic Billing (may not match Intake Billing Address)

Successful	Text	If Schedule Visit was successfully completed and charged ("Yes" or "No")
Payment_Type	Text	Payment Type selected by the Patient (Insurance, Self Pay, Service Key)
Insurance_ID	GUID	Insurance ID provided by the Patient
Patient_Subscriber_Relationship	Text	Relationship between subscriber and patient (Self, Other, can be left blank)
Subscriber_Member_ID	GUID	Insurance Subscriber's Member ID
Subscriber_First_Name	Text	Insurance Subscriber's First Name
Subscriber_Last_Name	Text	Insurance Subscriber's Last Name
Subscriber_DOB	Date	Insurance Subscriber's Date of Birth
Transaction_ID	GUID	If the visit is a successful "Self Pay" visit, then the transaction ID for the visit payment
Amount_Charged	Decimal	Amount Charged (usually in Self Pay transactions)
Waived	Text	If the visit was Waived by the Provider (Yes or No)
Waive_Reason	Text	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
Status	Text	The status of the visit. Some values are set by the provider, others may be set automatically. Possible values include: • `requested` (visit has been requested by the patient) • `cancelled` (visit was cancelled) • `waitingroom` (visit is in the waiting room) • `waitoffline` (patient is waiting offline for a notification before rejoining the visit) • `caregiverassigned` (caregiver is already assigned and is ready to start a visit immediately)

		• `staffdeclined` (visit was declined by the staff before seeing a provider) • `invisit` (visit is currently in a virtual visit) • `done` (visit has completed)
Ready_for_Visit	Boolean	If patient is ready for the current visit ("Yes" or "No"), meaning the patient has entered the waiting room. Set by the PRR.
Ready_for_Visit_Datetime	Date/Time	Timestamp set when the current visit transitioned to ready (i.e., `Ready_for_Visit` went from `No` to `Yes`). This is set by setting the green checkmark on the visit details page.
High_Priority	Boolean	Whether the visit was classified as "High Priority" ("Yes" or "No") by a PRR
Wait_Time	Time	Difference between Requested Date/Time and In Visit Date/Time (Or Cancelled/Declined date/time)
Visit_Duration	Time	Difference between In Visit Date/Time and Done Date/Time (Or Cancelled/Declined date/time)
Requested_Date	Date	Date when Visit request was initially received
Requested_Time	Time	Time when request was initially received
Waiting_Room_Date	Date	Date when Patient Entered the Waiting room
Waiting_Room_Time	Time	Time when Patient Entered Waiting room
In_Visit_Date	Date	Date when Visit started
In_Visit_Time	Time	Time when Visit started
Done_Date	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.
Done_Time	Time	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.
Declined_Date	Date	Date when Visit was declined
Declined_Time	Time	Time when Visit was declined
Declined_Reason	Text	Reason, if any, for the Visit being declined (Ex: patientOutofState, duplicateVisit, patientNoResponse)
Decliner_Name	Text	The employee who decline the visit
Decliner_Roles	Text	Roles of the decliner (Ex: Dash, Provider)
Cancelled_Date	Date	Date when Visit was cancelled
Cancelled_Time	Time	Timestamp when Visit was cancelled
Cancelled_Reason	Text	The reason for the Visit cancellation as configured in the `cancelWithReason`
Return_To_Waiting_Room_Notification	Boolean	Indicates the end user has selected "Come Back Later"
Assessment_Tool_Used	Text	Assessment tool used by patient
Interpreter_Language	Text	Interpreter language requested by patient
Reason_for_Visit	Text	Patient Reason for Visit given while appointment booking
App_Brand_Name	Text	Mobile App Name
App_Version	Text	Mobile App version
Device_OS_Version	Text	Patient Device OS Version
Accept_TOU	Text	Patient Accepted Visit Terms of Use during the booking process
Technology_Feedback	Text	Visit Technical Feedback notes and issues provided by the Provider
Service_Key	Text	Service Key entered by the Patient as Payment Type
Client_ID	GUID	Platform ID Associated with Service key. ID for the provider of the service_key. e.g. and employer. Also

		available via EPIC
Discount_Amount	Decimal	Amount discounted, if any. Only on Service Key. (Dollar Amount)
Initial_Estimated_Wait_Time_ Minutes	Decimal	Initial estimated Wait Time Shown when user enters the Waiting Room. (Fractional Minutes to Wait)
Initial_Estimated_Wait_Time_ Verbiage	Text	Initial statement provided when booking (Ex: "You're next! One of our healthcare providers will meet you here in a few minutes"
Address_Flagged	Boolean	If Address Flagged by the Platform. "True" when there is a mismatch between what's entered and EPIC
Visit_Rating	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
Contact_Authorization	Boolean	Post Visit Survey: Patient responded "Yes" to "May we contact you to follow-up on your experience?"
Additional_Feedback	Text	Post Visit Survey: Additional Feedback from patient within the survey
Provider_Feedback	Integer	Rating by the Provider after the visit (1-5). Question is Rate Your Overall Experience
Customer_Name	Text	Internal System string identifier for the customer
Practice_ID	GUID	System identifier for the Practice
Practice_Name	Text	Display name for the Practice
Practice_Region_ID	GUID	System Identifier for the Practice Region (aka state licensure)
Practice_Region_Name	Text	Display name for the Practice Region (aka state licensure)
Attribution_Ids	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:jkl`) These values can be used to link back to events in Web Analytics.
Appointment_Id	GUID	Epic Appointment ID: CSN
Appointment_Failure_Reason	Text	Failure message from platform when "Appointment Create" fails to connect to EMR.
Traveling	Boolean	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.
Eid_Epic_Patient	Text	Patient's home EPI; "EID" continues to be EID (aka EPI) for instance in which visit occurs. Empty if not provided in ehrSource
Mrn_Epic_Patient	Text	Patient's home MRN; "MRN" continues to be MRN for instance in which visit occurs. Empty if not provided in ehrSource
Home_Market_Patient	Text	Market for patient's home region; "home_market" refers to market in which visit occurs. Empty if not provided in ehrSource

Epic_Instance_Patient	Text	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
Additional_Details	JSON	customer defined key value pairs. Example: [{""teen"":""yes""}, {""medicaidMember"":""yes""}, {""foo"":""purple""}, {""consent"":""required""}]"
Wait_Offline_Date	Date	Reflects DATE of Wait Offline State. Populated when user enters Wait Offline state.
Wait_Offline_Time	Time	Reflects TIME of Wait Offline State. Populated when user enters Wait Offline state.
Provider_Assigned_Date	Date	Reflects DATE provider is assigned to the visit
Provider_Assigned_Time	Time	Reflects TIME provider is assigned to the visit
Survey1_Other_Venue	Text	Patient Response to Post-Visit Survey. Answer Options: Clinic Visit, Urgent Care, Emergency Room, Nothing / Self-treatment, Something Else
Survey2_Time_To_Care	Integer	Patient Response to Post-Visit Survey. Field will contain numeric, User will see words. 5 Answer Options: (Very Satisfied), 4 (Satisfied), 3 (Neutral), 2 (Dissatisfied), 1 (Very Dissatisfied)
Assignment_Method	Text	"automatic" indicates that the system assigned the visit to the provider. "manual" indicates that a queue manager assigned the visit to the provider
High_Priority_Datetime	Date/Time	Date/time that the "Urgent" flag was set in the queue for this visit
High_Priority_Set_By	GUID	unique ID for the user who assigned the "urgent" flag in the queue for this visit
Transfer_Practice_Region_ID	GUID	GUID associated with the letter code for the region the patient is being transferred to
Transfer_Practice_Region_Name	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.

Transfer_Market_ID	GUID	GUID associated with the letter code for the market the patient is being transferred to
Transfer_Market_Name	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)
Practice_Region_Set_By_ID	GUID	ID of the person who transferred the patient
Practice_Region_Set_By_First	Text	First Name of the person who transferred the patient
Practice_Region_Set_By_Last	Text	Last Name of the person who transferred the patient
Practice_Region_Set_By_Email	Email	Email of the person who transferred the patient
Multi_Provider	Boolean	Flag if more than one provider participated in the visit.
User_Type	Text	Indicates whether the user was a `member` or a `guest`
Patient_Visit_Duration	Time	The duration of the visit as calculated by subtracting the `in_visit_time` from the `patient_left` timestamp
Wait_Offline_Device_Type	Text	The **first** device that was used to go into wait offline status (possible values: `android`, `iOS`, `mobile browser android`, `mobile browser iphone`, `ipad`, `desktop`)
Return_To_Waiting_Room_Notification_Methods	Text	What mechanism was used to notify the patient to return to the waitingroom. Either `Email` or `SMS`
Return_To_Waiting_Room_First_Notification	Date/Time	The timestamp as to when the patient was first notified to return to the waiting room after the visit when into "wait offline" status.
Return_To_Waiting_Room_Last_Notification	Date/Time	The timestamp as to when the patient was most recently notified to return to the waiting room after the visit when into "wait offline" status.

Return_To_Waiting_Room_Notification_Count	Integer	The number of notifications sent to the patient to the waiting room
Modality_Converted_By	GUID	The identifier of the user who converted the visits modality (e.g., change from video visit to phone)
Modality_Conversion_Reason	Text	The reason that the user changed visit modalities such as `TECH_CHECK_FAILED`, `PATIENT_REQUESTED`, `CONNECTION_ISSUE`, or `OTHER`
Modality_Conversion_Datetime	Date/Time	The timestamp when the modality conversion occurred
Self_Pay_Charge_Datetime	Date/Time	The timestamp as to when a credit card change was made to pay for a visit
Self_Pay_Charge_Status	Text	Text value from Payment Processing company related to Charge Status
Detected_Language	Text	Pass through the Language as detected by the Web Browser
Insurance_Group_ID	GUID	Unique identifier for an insurance group
Patient_Left	Date/Time	The timestamp as to when the patient left the visit.