

# Dental Health Program Data Set

A guide for data submission & error correction

August 2012

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**ALWAYS refer to the electronic copy for the latest version.**

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# 1. Introduction

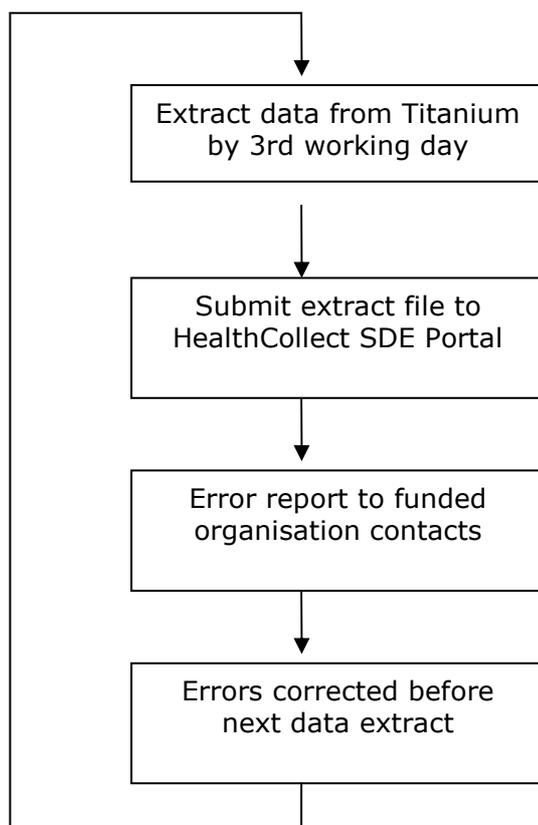
## 1.1 Purpose

The purpose of this guide is to provide information on the submission and correction of Dental Health Program data. This guide should be read in conjunction with the Dental Health Program Data Set Manual (see <http://docs.health.vic.gov.au/docs/doc/Dental-Health-Program-Data-Set-Manual-v1-0>), which provides specification for data elements and validation rules.

## 1.2 Process

The responsibility for the submission of data and the quality of that data rests with funded organisations.

Funded organisations are required to submit a monthly extract by the 3<sup>rd</sup> working day of the following month (for example, 3<sup>rd</sup> August) to the Department of Health via the HealthCollect Secure Data Exchange (SDE) Portal. Error reports will be provided to funded organisations by the 10<sup>th</sup> day of the month (that is, 10<sup>th</sup> August). Funded organisations will be required to correct critical errors prior to the next monthly submission.



## 2. Titanium Extract

### 2.1 Episode Management

This section provides instructions for the end of month process for extracting and submitting dental data to the department using the Episode Management screen.

#### 2.1.1 Generating a Data Extract in Titanium

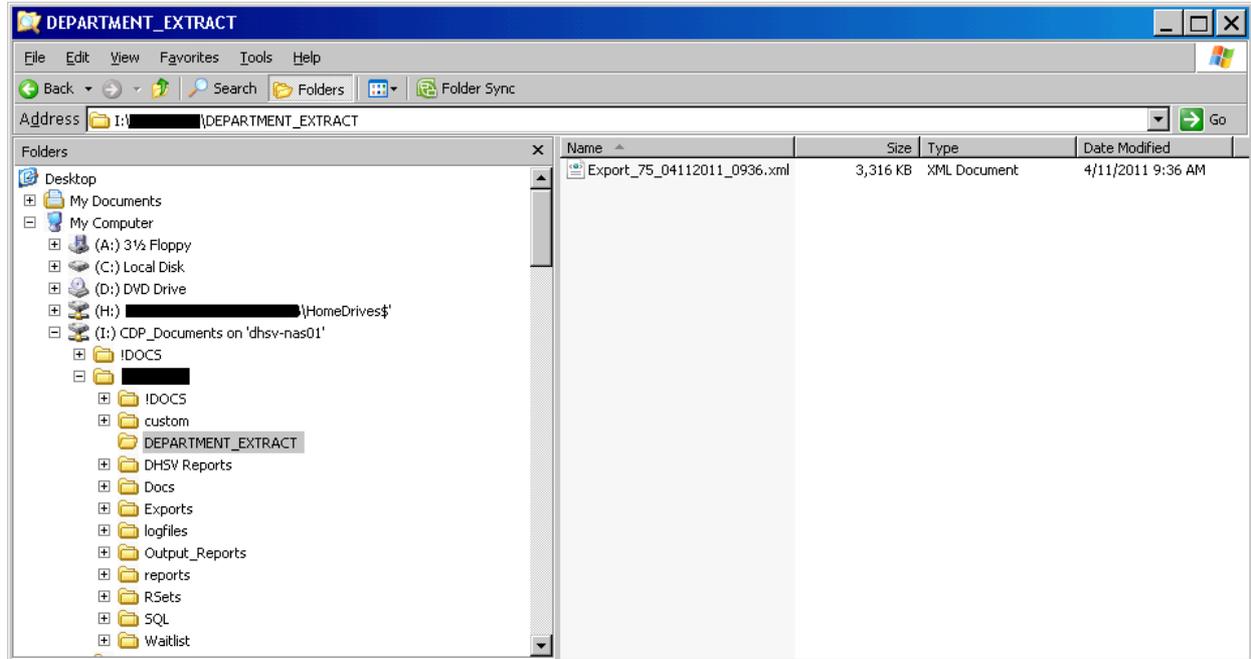
Generating the Data Extract from Titanium is achieved by clicking on the **DHPDS Extract** (see arrow below) button in the List Episodes screen:

Episode ID	Patient	Initial Contact	Close Date	#Code	#VE Times	#Vouchers	Rec'd	Stage	Status	Resubm	Role
39-60	John Smith	01/06/2011	01/06/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Un-Submitted	<input type="checkbox"/>	emergency
40-60	John Smith	01/06/2011		0	1	0	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted	<input type="checkbox"/>	General
42-60	John Smith	01/06/2011	01/06/2011	1	0	1	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted	<input type="checkbox"/>	emergen... *MORE*
43-60	Barney Rubble	01/06/2011	01/06/2011	2	2	1	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted	<input type="checkbox"/>	General
44-60	Elmar Fudd	04/06/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Un-Submitted	<input type="checkbox"/>	
45-60	Elmar Fudd	04/06/2011		1	0	1	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted	<input type="checkbox"/>	

The extract process will take around 5 – 15 minutes depending on the number of episodes being exported.

Please note that a date range or other criteria for the Extract cannot be specified. All data ready for submission or resubmission is extracted. This includes any new episodes as well as any episodes that have been altered since the last data extract.

A message will appear when the extract process is complete indicating the number of episodes that have been included in the extract file. The extract file will be created in the I:\ drive in the folder I:\Your Agency Folder\DEPARTMENT\_EXTRACT (see below).



Once created, copy the file to a local directory on your Agency network or PC e.g. to your C:\ drive.

From the local folder, the file can then be submitted via the HealthCollect SDE Portal.

### 2.1.2 Resubmission of Episodes from Titanium

Select All  This function allows for episodes to be manually flagged for resubmission. They are enabled only when the Submission Status drop down list is set to Submitted. Only episodes with a status of submitted can be manually set for resubmission.

Single or multiple episodes can be flagged for resubmission by ticking the box under the Resubmit column of the list and then clicking on the [Resubmit] button.

Episode ID	Patient	Initial Contact	Close Date	#COCs	#WL Entries	#Vouchers	Recall	Triage	Status	Resubmit	Note
42747-00000	[redacted]	01/10/2011	01/10/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted	<input type="checkbox"/>	emergency
42748-00000	[redacted]	01/10/2011	01/10/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted	<input type="checkbox"/>	
42750-00000	[redacted]	01/10/2011		1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted	<input checked="" type="checkbox"/>	emergency
42751-00000	[redacted]	01/10/2011	01/10/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted	<input checked="" type="checkbox"/>	
42752-00000	[redacted]	01/10/2011		0	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted	<input type="checkbox"/>	
42753-00000	[redacted]	01/10/2011	01/10/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted	<input type="checkbox"/>	
42755-00000	[redacted]	01/10/2011	01/10/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted	<input type="checkbox"/>	
42756-00000	[redacted]	01/10/2011		1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	post op revw
42757-00000	[redacted]	01/10/2011		0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	post op revw

If there is a requirement for **all** previously submitted episodes to be flagged for resubmission (i.e. clicking the Select All tick box) please contact the DHSV IT Service Desk for assistance.

A message will appear when the extract process is complete indicating the number of episodes that have been included in the extract file. The extract file will be created in the I:\ drive in the folder I:\Your Agency Folder\DEPARTMENT\_EXTRACT and should be submitted via the HealthCollect SDE Portal as per instructions below.

## 3. Data submission

### 3.1 Introduction

The HealthCollect SDE Portal is a web-based interface that agencies use to submit various data collections to the Departments of Health and Human Services.

The HealthCollect SDE Portal is the mechanism through which all Dental Health Program data is submitted to the department.

This section provides advice on how to submit Dental Health Program data to the HealthCollect SDE portal.

### 3.2 General information about the HealthCollect SDE Portal

#### 3.2.1 How to obtain a HealthCollect Portal log in and password

If you are a new user and have not received your log in details, you will need to obtain a HealthCollect DHPDS log in and password. Please contact the Dental Health Program on:

Email: [DentalUnitData@health.vic.gov.au](mailto:DentalUnitData@health.vic.gov.au)

#### 3.2.2 Logging into the HealthCollect Portal

**Please note: Department of Health only supports MS Internet Explorer**

- Open Internet Explorer
- Type in address <https://www.healthcollect.vic.gov.au>
- Click on the Go icon to open the address

### 3.2.3 Username and Password

Enter your username and password. Remember, passwords are case-sensitive and must be exactly 8 characters long.

**Please note: All diagrams used are sample diagrams, however all use the same concept. Please refer to the diagram below.**

Enter username and password

State Government of Victoria, Australia, Department of Health  
Victorian Government Health Information  
Health Home Main A to Z Index | Site Map | About Health | Links Search all of Health Search  
HEALTHCOLLECT PORTAL User not logged in

**Publications**  
Hospital Location Data  
Metro Hospitals  
Rural Hospitals

**Health Collect Portal Login**  
Context:  Default  Get my last used context  
UserName:   
Password:

**Password Reset**  
UserName:   
First Name:   
Last Name:

### 3.2.4 Accessing Context and Tab Menus

Business contexts of the HealthCollect portal are found as a series of tabs located across the top of the screen and the functions listed on the left hand side.

Each user will have access to different contexts depending on the collections for which they are responsible. Dental Health Program data is submitted through the Dental context.

Under each context you will have access to functions applicable to that context. For example, the default context has 'Home' and 'My Account' functions.



### 3.2.5 Changing your Password

The first time that you log in it is recommended that you change your password.

To do this select the 'Default' tab link and then select the 'My Account' option from the 'Context Functions' area.

**Please note: Passwords are alphanumeric, case sensitive and must be EXACTLY 8 characters long.**

State Government of Victoria, Australia, Department of Health  
**Victorian Government Health Information**  
 Health Home Main A to Z Index | Site Map | About Health | Links Search all of Health Search

HEALTHCOLLECT PORTAL Dental Health DHDS Data Processor logged on in Context: DEFAULT

DEFAULT Dental Reports Log Off Help **Default**

**Context Functions**  
 Home  
 My Account

**Edit My Details**

User Name: dhds9999

First Name: Dental Health DHDS

Last Name: Data Processor

Password: 9AC08A99294E87E6C15EBB75A65E78E7

Telephone: 03 9096 8762

Email: catherine.james@health.vic.gov.au

Save

**Change Password**

Enter current password. Passwords are case sensitive!!

Enter new password

Confirm new password

Save

Change Password

The 'Change Password' text box will appear on the right hand side of the screen.

- Type in Current Password
- Type in 'New Password'
- Re-type 'New Password' to confirm
- Click Save
- Click Log Out

**Please note: If you click enter when the save icon is highlighted, the new password will not save. Please ensure that the save button is clicked.**

### 3.2.6 Changing 'My Details' Instructions

Editing 'My Details' allows the user to change their telephone and email contact.

'My Details' is accessible from the 'Default' context and found under 'Functions'.

- Log onto the HealthCollect portal (Refer to the 'Logging into the HealthCollect Portal' Logon section)
- Check that you are in the 'Default' context
- Click on 'My Account'
- Click on the 'Telephone' or 'Email' field
- Type in new details
- Click 'Save'
- Click 'Log Out'

The screenshot displays the Victorian Government Health Information portal interface. At the top, it shows the state government logo and navigation links. The main content area is divided into three sections: 'Context Functions', 'Edit My Details', and 'Change Password'. The 'Context Functions' section on the left contains links for 'Home' and 'My Account'. A yellow arrow points from a box labeled 'My Account' below to the 'My Account' link. The 'Edit My Details' section in the center contains a form with fields for 'User Name', 'First Name', 'Last Name', 'Password', 'Telephone', and 'Email'. A red arrow points from a box labeled 'My Details' below to the 'Save' button at the bottom of this form. The 'Change Password' section on the right contains fields for 'Enter current password', 'Enter new password', and 'Confirm new password', along with a 'Save' button.

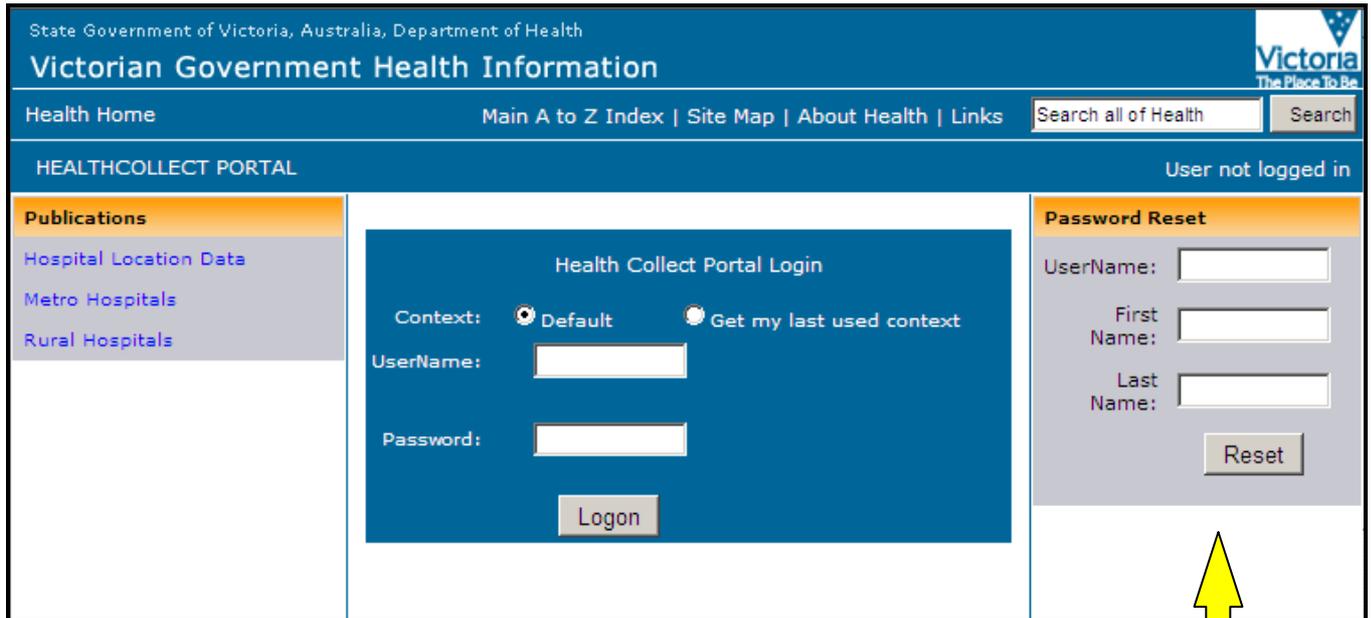
### 3.2.7 Reset your Password

You can reset your password if you have lost or forgotten it.

To reset your password, type your UserName, First Name and Last Name into the 'Password Reset' tab and click on the Reset button.

An email containing a new password will be sent to the email account that is linked to your UserName. You will then be able to use your new password to log in to the Dental Health Program HealthCollect portal.

The first time that you log in it is recommended that you change your password. Refer to Section 3.25 'Changing your Password'.



Password Reset Tab

## 3.3 Data Submissions via the HealthCollect SDE Portal

### 3.3.1 Introduction

The information below will guide you on how to submit the DHPDS extract file produced from your software system.

### 3.3.2 Dental Context, Functions and Announcements

The Dental context of the HealthCollect SDE portal is found in a series of tabs located across the top of the screen (see below 'Dental' highlighted in red) and the functions are listed on the left hand side.

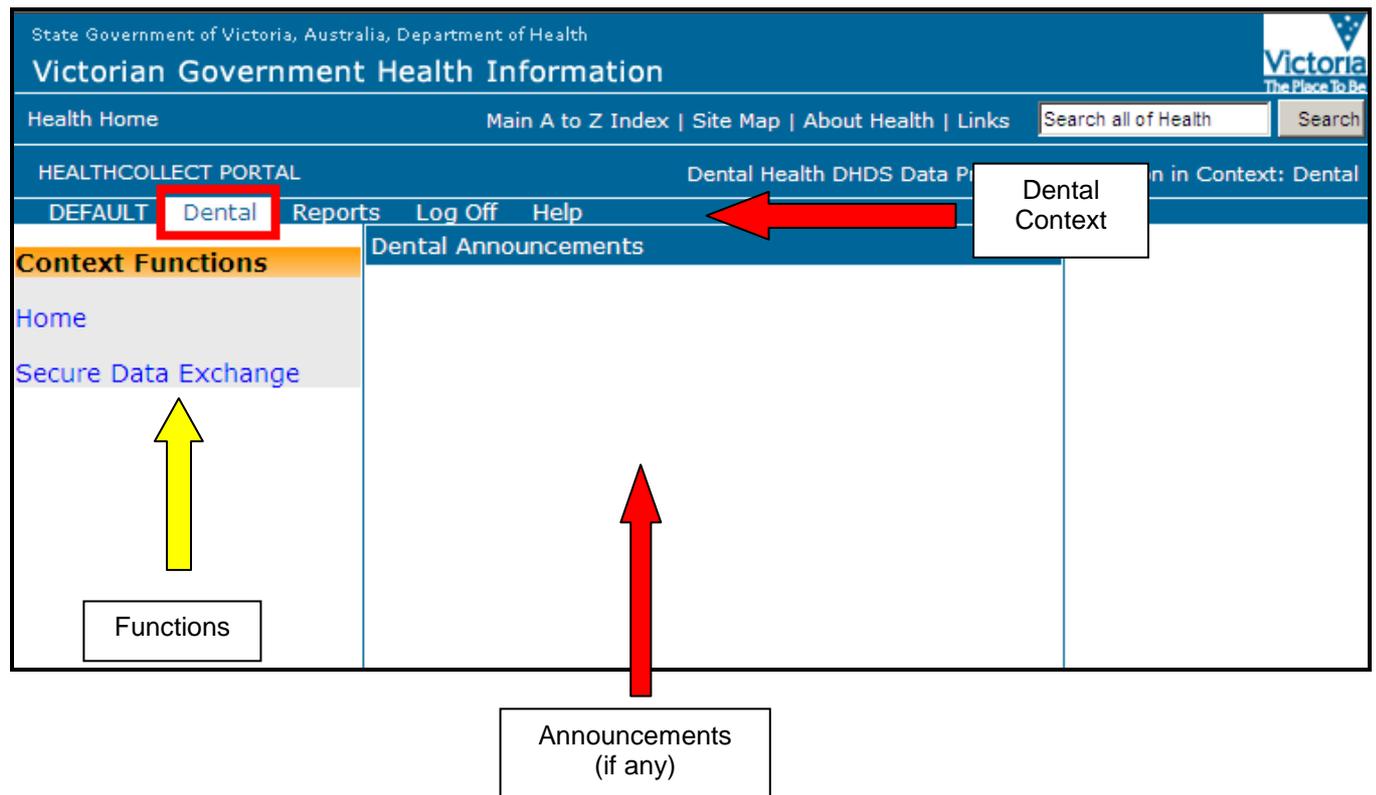
After login the user selects the Dental Context.

The Dental context provides access to the following functions:

- Home
- Secure Data Exchange

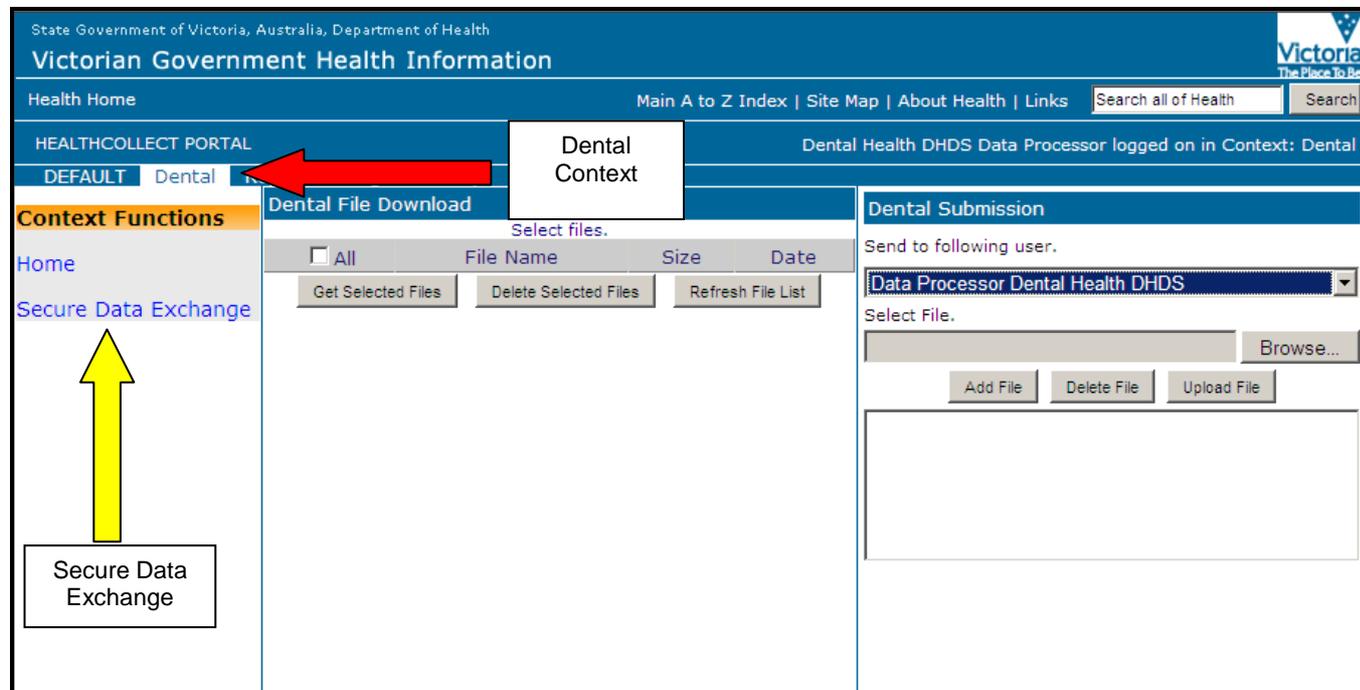
### 3.3.3 Dental Home

The Dental home page posts any announcements that have been set by the Dental Health Program Data Set (DHPDS) administrator.



### 3.3.5 Dental Data Submission Process

1. Note that HealthCollect can only accept files to a maximum size of 20Mb. If your extract file is larger than this, it will be necessary to compress the file using a program such as WinZip.
2. To submit your Dental Health Program Data Set select the 'Dental' context tab link and then select 'Secure Data Exchange' from the 'Context Functions' area.

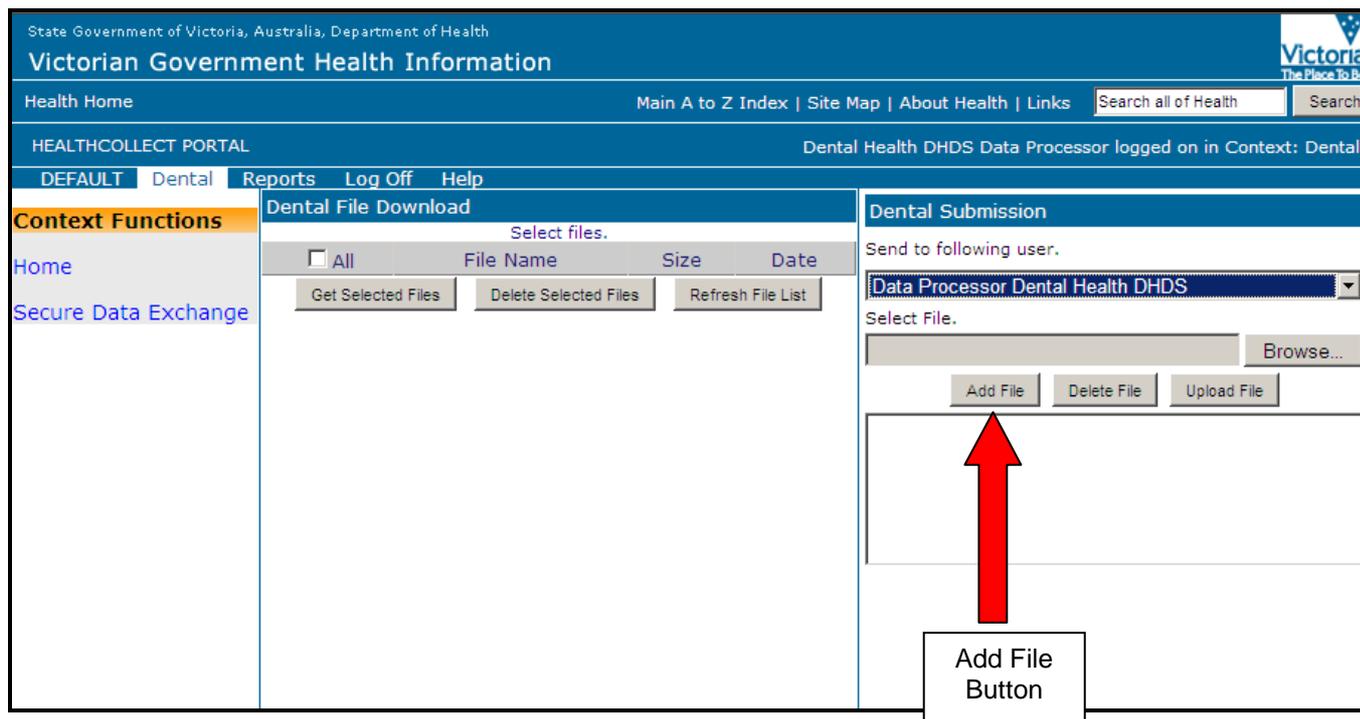


3. Click the 'Browse' button and locate your submission file from your local computer.

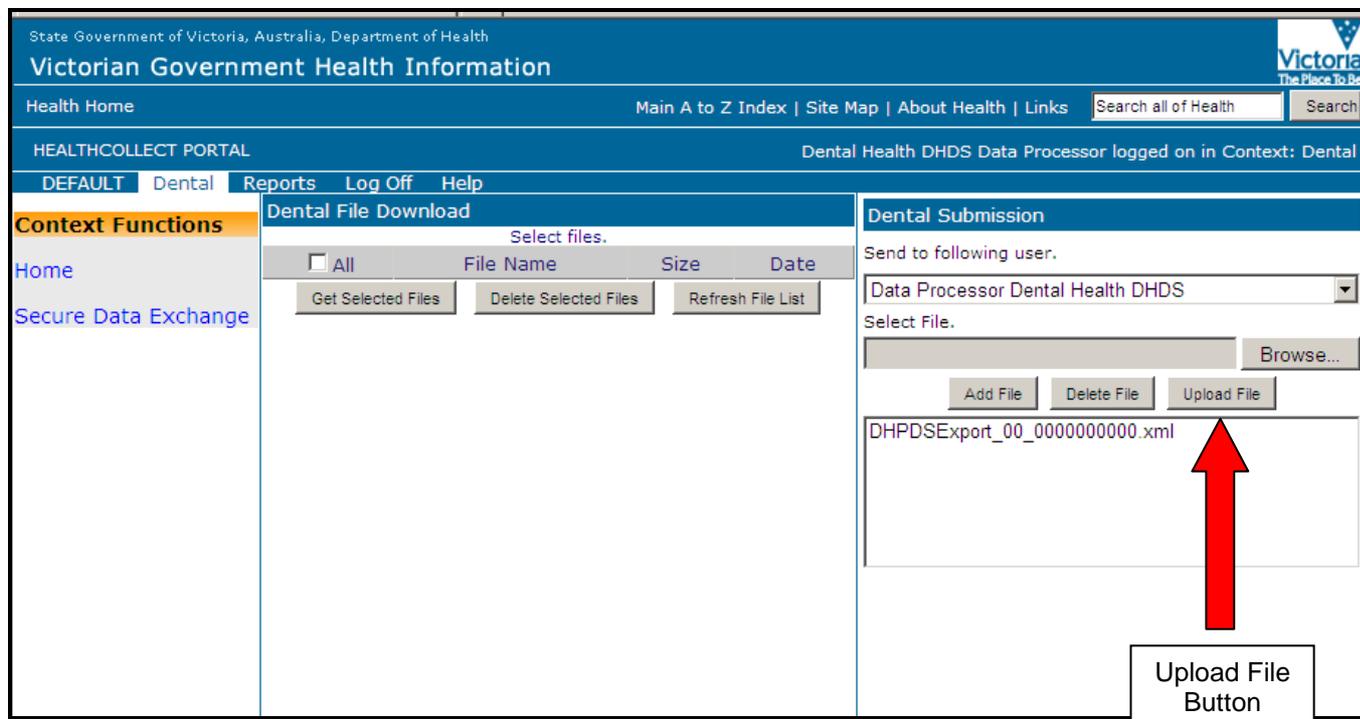
The screenshot shows the Victorian Government Health Information portal. The top navigation bar includes 'Health Home', 'Main A to Z Index | Site Map | About Health | Links', and a search box. Below this is the 'HEALTHCOLLECT PORTAL' section with 'Dental Health DHDS Data Processor logged on in Context: Dental'. The main interface is divided into two panels. The left panel, titled 'Context Functions', includes links for 'Home' and 'Secure Data Exchange'. The right panel, titled 'Dental Submission', contains a dropdown menu for 'Send to following user.' (set to 'Data Processor Dental Health DHDS'), a 'Select File.' input field, and a 'Browse...' button. Below these are 'Add File', 'Delete File', and 'Upload File' buttons. A red arrow points from a box labeled 'Browse Button' to the 'Browse...' button.

The screenshot shows a Windows 'Choose File to Upload' dialog box. The 'Look in:' field is set to 'Sample Data Files'. The main area displays a list of folders: 'Received 11072011', 'Received 12072011', 'Received 16082011', 'Received 23062011', 'Received 25072011', 'Received 25082011', and 'Received 31082011'. The 'File name:' field is empty, and the 'Files of type:' dropdown is set to 'All Files (\*.\*)'. The 'Open' and 'Cancel' buttons are visible at the bottom right.

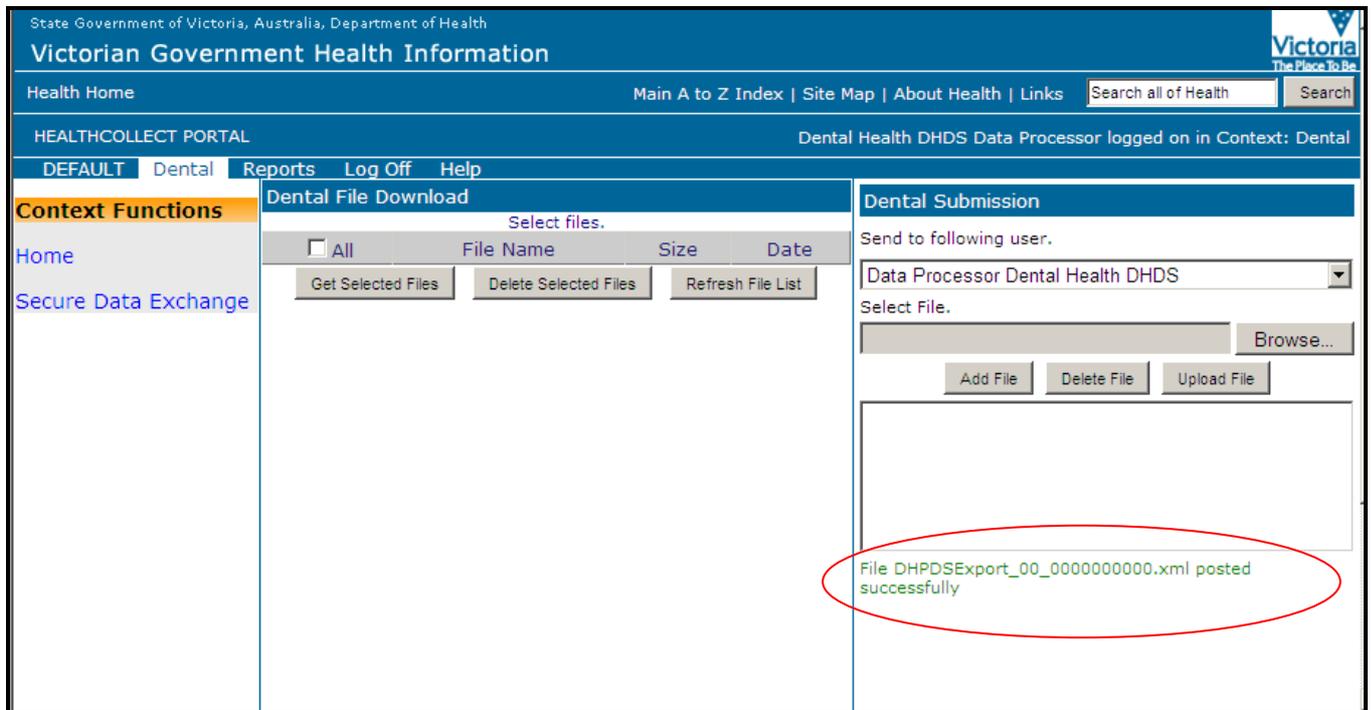
- Click the 'Add File' button and the file name will appear in the list box below the button – this may take some time depending upon the file size.



- Once the filename appears in the list box click the 'Upload File' button.



6. A successful transmission will see green text appear below the list box, stating 'File [File name] posted successfully'. Your file has now been sent to the Department of Health for processing by the Dental Health Program Data Set validation engine.



7. The Dental Health Program Data Set validation engine will process the file. Your Dental Health Program Data Set Error Report will be sent to registered Dental Health Data agency contacts when ready.
8. Users should note that the report may take some time to be returned depending upon the current system usage.

## 4. Error Reports

### 4.1 Error Report format

The department will email error reports to funded organisations as an Excel document with multiple worksheets. The first sheet will provide a summary of the errors present in the data extract. While the summary includes all errors present the only ones relevant to funded agencies are:

- Critical Rejection
- Critical Correction
- Warning
- Fatal

Within the error report, you will find columns titled Episode Identifier and Initial Contact Date. This information can be used to find the correct episodes. The Message Code, Message Description and Error Message columns will detail the data error that requires attention.

## 4.2 Error Classifications

Errors are classified according to the action required by the funded organisation. The table below summarises the classifications.

Funded organisations are expected to correct all Critical Rejection errors prior to the next data extract. Warning errors should be corrected only if there is an error detected upon review of the client's details.

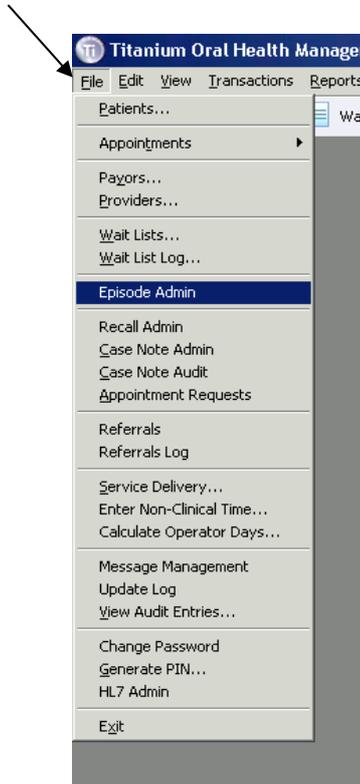
<b>Error Classification</b>	<b>Action</b>	<b>Description</b>	<b>Example</b>
<b>Fatal</b>	<b>Reject submission</b> - agency to correct immediately and resubmit	Transmission file does not meet specifications or has referential data integrity issues	Incorrect file format, file previously submitted, primary key violations
<b>Critical Rejection</b>	<b>Reject</b> (from July 1 2013), Accept for now - Agency to check and correct before next monthly submission	Incorrect data.	Client is reported as non-indigenous and having priority access to care as an indigenous person.
<b>Critical Correction</b>	<b>Accept</b> - Agency to check and correct asap (upon next presentation of client if necessary)	Incorrect data.	Client has at least one attended visit and the number of decayed deciduous teeth is not recorded
<b>Warning</b>	<b>Accept</b> - Agency to check and possibly correct	Data received is unusual, but possible	Client's country of birth is recorded as Born at Sea

There is an additional error category, vendor error, that relates to 'bugs' in Titanium that require software fixes. Vendor errors are excluded from error reports.

## 5. Episode Search Instructions

### 5.1 Episode Administration Screen

A screen for viewing all episodes is available in Titanium located under the File menu.



The screen display is identical to that of the episode tab except this screen display includes a patient and resubmit column.

The submission status column refers to episode submission to the Department of Health (DH). The options include:

- Un-submitted – episode has not yet been submitted to DH
- Submitted – episode has been submitted to DH
- Re-submission – episode has previously been submitted to DH, however, a change in the episode has since occurred that has automatically triggered the episode for re-submission and the status has changed to reflect this.

Episode ID	Patient	Initial Contact	Close Date	#COCs	#VL Entries	#Vouchers	Recall	Triage	Status	Resubmit	Note
3907-00000		11/10/2010		0	1	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39070-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39071-00000		14/09/2011		0	1	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	general
39072-00000	De-identified	14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39073-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39074-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39075-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39076-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39077-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39078-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	
39079-00000		14/09/2011		0	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Submitted	<input type="checkbox"/>	

Filters are available at the base of the screen (see below) to select the group of episode records to be displayed. They include:

- Date Range Filter – Episodes with an initial contact date within a date range can be viewed by entering dates in the two drop down lists and clicking on the [Search] button.
- Episode – A specific episode can be displayed by entering the episode ID in this field.
- Patient – Episodes for a specific patient can be displayed by entering the patient DR number in this field if it is available.
- Status – The drop down list allows the display options to open, closed, or all.
- Submission Status – The screen can be filtered to un-submitted, submitted or resubmitted episodes as described above.

Between  and

Episode  Patient  Status  Submission Status

## 5.2 Episode Identifier

Within the error report, you will find a column titled Episode Identifier. This can be used to find the correct episodes. Please note that the letter S and numbers following are not part of the Episode Identifier and should not be entered in your search field. For example, if the Episode Identifier is 1234S8, just enter 1234.

## 5.3 Corrections

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A rectangular button with a light gray background and a thin black border. The text "Edit Patient" is centered on the button in a dark gray, sans-serif font.

Any corrections to be made for the episodes indicated in the error reports should be performed using the [Edit patient] button at the bottom right of the episode administration screen. Corrections performed this way will automatically trigger the episode for resubmission. Making the corrections directly through the patient details screen (and not via the [Edit Patient] button) will not flag the episode for resubmission in the next DHPDS extract.

**Some errors can only be managed through file menus which will not automatically trigger the episode for re-submission. Any changes facilitated through any screen other than the episode administration screen, will require manual activation of the re-submission status.**

## 6. Extract Error Report Message Code Summary

Message code	Validation Code	Status	Message Description	Data Element	Condition
E002	X73	Critical Rejection	Conditionally Mandatory Element Missing	Visit – private practitioner locality name Visit – date Visit – setting Visit – client attendance	Visit – private practitioner locality name must be present when Visit – date is present and Visit – setting is Private dental setting and Visit – client attendance is Client attended
E002	X74	Critical Rejection	Conditionally Mandatory Element Missing	Visit – private practitioner postcode Visit – date Visit – setting Visit – client attendance	Visit – private practitioner postcode must be present when Visit – date is present and Visit – setting is Private dental setting and Visit – client attendance is Client attended
E004	X73	Critical Rejection	Invalid Code	Visit - private practitioner locality name	Locality name must be listed in the source table as a valid suburb
E008	X73	Critical Rejection	Invalid Format	Visit - private practitioner locality name	Locality name must be listed in the source table as a valid suburb
E008	X76	Critical Rejection	Invalid Format	Wait list - type	Wait list – type must be listed in the source table.
E016	AD16	Critical Correction	Invalid Value Pair Combinations	Client – locality name Client – postcode	Incorrect combination of postcode and locality name
E016	D38	Critical Rejection	Invalid Value Pair Combinations	Client – priority access Client – refugee status	Where Client – priority access is refugee, Client – refugee status must be refugee.
E016	D39	Critical Rejection	Invalid Value Pair Combinations	Client – asylum seeker status Client – priority access	Where Client—priority access is asylum seeker, Client – asylum seeker status must be asylum seeker.

Message code	Validation Code	Status	Message Description	Data Element	Condition
E016	D40	Critical Rejection	Invalid Value Pair Combinations	Client – accommodation Client – priority access	Where Client – priority access is homeless person, Client – accommodation must be None/Homeless/Public place.
E016	D41	Critical Rejection	Invalid Value Pair Combinations	Client – Indigenous status Client – priority access	Where Client – priority access is Indigenous and Client – Indigenous status must be Indigenous.
E016	D52	Critical Rejection	Invalid Value Pair Combinations	Organisation – identifier Wait list – type	Organisation – identifier must be Dental Health Services Victoria when Wait list – type is not General, Denture or Priority denture.
E016	D71	Critical Rejection	Invalid Value Pair Combinations	Client – age at initial contact Client – dentate status	Client – dentate status is mixed dentition, when age at the episode start is less than 18.
E018	C10	Warning	Unusual Value Provided	Client – age at initial contact	Age indicates very old.
E018	C33	Warning	Unusual Value Provided	Client – country of birth	Use of supplementary codes should be limited for Client – country of birth
E018	C36	Critical Rejection	Unusual Value Provided	Client – date of birth	Client – date of birth is unrealistic.
E119	D15	Critical Rejection	Invalid date Combinations	Client – date of birth Initial contact – date	Initial contact – date cannot be before Client – date of birth
E119	D16	Critical Rejection	Invalid date Combinations	Client – date of birth Initial needs identification – date	Initial needs identification – date cannot be before Client – date of birth
E141	D10	Critical Rejection	Future dated	Initial needs identification – date	Initial needs identification – date cannot be in the future

Message code	Validation Code	Status	Message Description	Data Element	Condition
E141	X11	Critical Correction	Future dated	Client – date of birth	Client – date of birth cannot be in the future
E204	D43	Warning	Invalid Concession Card condition	Client – age at initial contact Client – concession card type Client – priority access Course of care – type	If a client has no concession card, they must meet one of the following conditions: Age at initial contact date is less than 13 OR Course of Care - Type is Teen Dental OR Client - Priority Access is child or young person in out-of-home care, youth justice client in custodial care, asylum seeker or refugee.

## 7. Message details

### E002 – X73

#### Description

"A value for the data element PrivatePractitionerLocality is mandatory when the following conditions are met: VisitDate is not blank AND Client Attendance = 10 AND Visit Setting = 3"

#### Explanation

When a voucher is returned for data entry and payment, the private practitioner details are required to be entered.

Any private practitioners recorded within the previous version of Titanium, will require the suburb to be re-selected from the suburb master table when used again. This is to ensure the locality selected is a recognised postal format in preference to free text being entered and increasing the possibility of error.

#### Titanium fix

Locate the episode in error through the episode administration screen.

There are two ways to edit the private practitioner details:

- accessing the provider details under the File/Provider menu, or
- editing the provider details at dental treatment item entry level

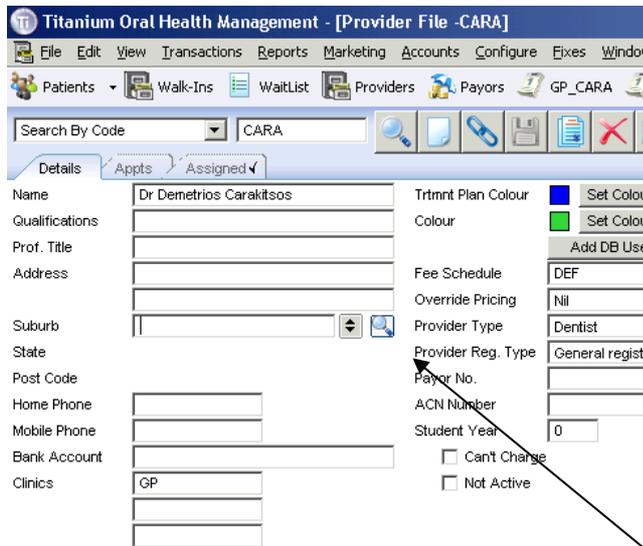
#### Accessing the provider details under the File / Provider menu.

In the Course of Care tab, go to the voucher course of care relating to the episode and note the private practitioner code assigned to the treatments.

To update the provider details from within the Provider screen, go to the File menu and select Providers.



Locate the provider in question by entering the code in the search field.

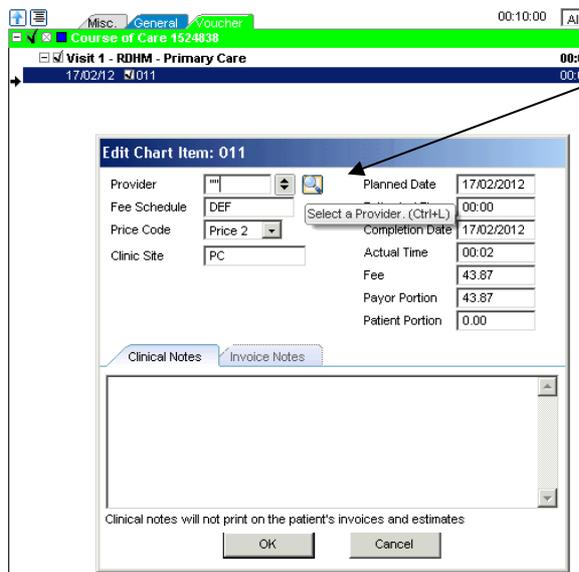


Update the provider details as required. Click into the Suburb box and select the appropriate suburb from the selection list. This can be accessed via the magnifying glass next to the Suburb box.

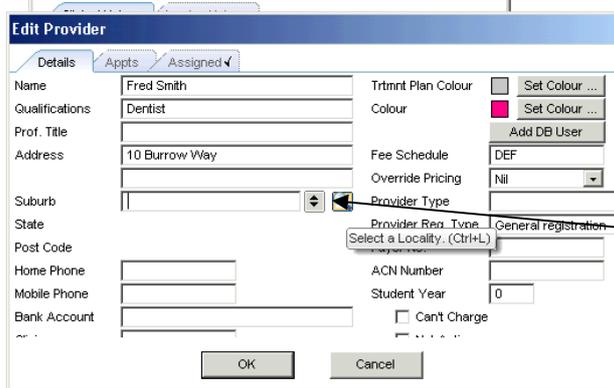
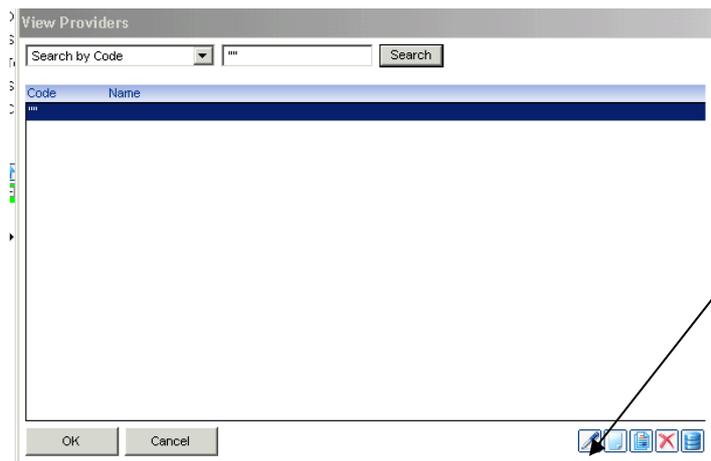
Any episodes updated in this manner will need to be manually set for re-submission as this will not occur automatically.

### Editing the provider details at dental treatment item entry level

To edit the provider at the point of treatment entry, double click on the treatment line to bring up the Edit chart item screen. By placing the cursor in the Provider box, the magnifying glass next to the box will display 'Select a Provider'.



Click 'Select a Provider' and once in the View Providers screen, select the Edit icon.



This will allow the details to be entered / updated for the practitioner, and the suburb (locality) to be selected from the selection list provided.

If the visit is charged, the ability to edit the practitioner from the Chart tab will be locked. The practitioner details will need to be updated via the first option.

## **E002 – X74**

### **Description**

*"A value for the data element PrivatePractitionerPostCode is mandatory when the following conditions are met: VisitDate is not blank AND Client Attendance = 10 AND Visit Setting = 3"*

### **Explanation**

As per E002 – X73.

Correct suburb must be chosen from the suburb master table. This will populate the correct postcode.

### **Titanium fix**

As per E002 – X73.

## **E004 – X73**

### **Description**

*"Invalid Code Supplied 'Carlton' for field "'PrivatePractitionerLocality'". Value must exist in code table 'Ref.ClientLocation'"*

### **Explanation**

As per E002 – X73.

Correct suburb must be chosen from the suburb master table.

### **Titanium fix**

As per E002 – X73.

## **E008 – X73**

### **Description**

*"The provided value of '[value].' for field 'PrivatePractitionerLocality' does not conform to the specified pattern (regular expression) of '[:alnum:][:space:]{1,46}'."*

### **Explanation**

As per E002 – X73.

Correct suburb must be chosen from the suburb master table.

### **Titanium fix**

As per E002 – X73.

## E008 – X76

### Description

"The provided value of 'GP' for field 'WaitListType' does not conform to the specified pattern (regular expression) of '[:digit:]{1,2}'."

### Explanation

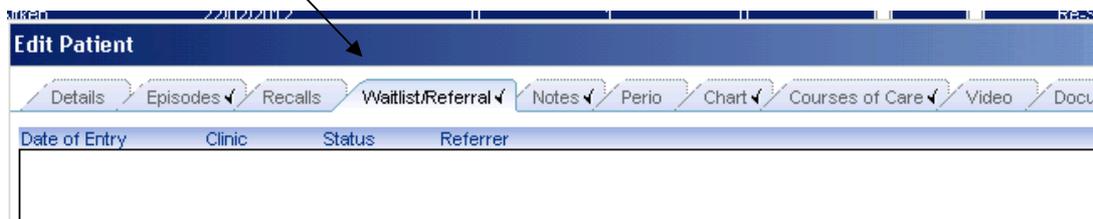
This error message appears when the patient's waitlist type does not match one of the options provided in the DHPDS waitlist selection list (master table).

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Select the Waitlist Tab.



Locate the Waiting list entry with a 'undefined' type in the Wait List column.



Either select the Edit icon at the bottom right of the screen or double click on the entry to open the Edit Wait List Entry screen.

**Edit Wait List Entry**

Patient: 951897

Episode ID: 67982-00000

Waitlist: [Dropdown]

Sub Class One: [Dropdown]

Sub Class Two: [Dropdown]

Clinic: [Dropdown]

Priority: 1

Provider: [Dropdown]

Referral: [Dropdown]

Status: Booked

Top Assigned Date: 14/10/2002

Notes: [Text Area]

Patient's Waitlists: 22/02/12 Undefined

Log Entries: 22/02/12 Waiting JEANNET...  
22/02/12 Booked JEANNET...

Listed: 22/02/2012

Real Listed: 22/02/2012

Assigned: 22/02/2012

Not Moved Prior To: [Dropdown]

Letter Sent: [Dropdown]

Position In List: 0

Removal Reason: Care offered

Non-Acceptance Reason: [Dropdown]

OK Cancel

Display the drop down selection list in the Waitlist box and select the appropriate Wait List Type.

**Edit Wait List Entry**

Patient: 951897

Episode ID: 67982-00000

Waitlist: [Dropdown]

Sub Class One: [Dropdown]

Sub Class Two: [Dropdown]

Clinic: [Dropdown]

Priority: [Dropdown]

Provider: [Dropdown]

Referral: [Dropdown]

Status: [Dropdown]

Top Assigned Date: [Dropdown]

Notes: [Text Area]

General

Denture

Priority denture

RDHM Special Needs

RDHM Oral Surgery

RDHM Oral Medicine

RDHM Endodontics

RDHM Orthodontics

RDHM Periodontics

RDHM Paedodontics

RDHM Fixed Pros

RDHM Removable Pros

## E016 – AD16

### Description

"The combination of LocalityName: 99 and PostCode: 99 is invalid for the following reason: Incorrect combination of postcode and locality name. Combination must exist in Ref.ClientLocation table"

### Explanation

This occurs when the combination of postcode and locality name is mismatched.

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Edit Patient									
Details	Episodes	Recalls	Waitlist/Referral	Notes	Perio	Chart	Courses of Care	Video	Doc
First, Sec. Name	Jason	Also Known as		Dental Rec.Num	5834077	Patient ID#	5834077	Medicare Num/Suffix	1234 56789 5
Family Name	Test	Medicare Exp Date	04/2012	Indigenous Status	Neither Aboriginal nor Torres Strait I	Asylum Seeker	<input type="checkbox"/>	Refugee	<input checked="" type="checkbox"/>
Title,Initial,Sex	Mst J. Male	Interpreter Required	<input type="checkbox"/>	Preferred Language	English	Country of Birth	England	Cultural Background	Anglo-Indian
DOB	02/07/1995 16y 7m	Card Type	Pensioner Concession Card	Card Num, Expiry	123 456 7890X 20/03/2012	School, Year	NEC	Priority Access	No priority
Accuracy	Accurate day, month and year	Street	5 Sunshine St	Home Phone	9321 7895	Mobile Ph,Details	0412345678		
Marital Status	P	Suburb	NARRAPUMELAP SOUTH						
Post Code	3293	State	VIC						
Accommodation	Independent living								

Check the patient Suburb and the Post Code in the Details tab. Look up the correct suburb and choose it from the list. This will automatically populate the correct postcode.

Note that this error is a Critical Correction error and you may not be able to fix it until the client next attends.

## E016 – D38

### Description

"The combination of PriorityAccess: 6 and RefugeeStatus: 2 is invalid for the following reason: Where priority access is "refugee", client must be a refugee"

### Explanation

Priority access as a refugee can only be given if the refugee box is ticked to indicate that the client is a refugee.

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Edit Patient			
First, Sec. Name	Jason	Also Known as	
Family Name	Test	Dental Rec.Num	5834077
Title,Initial,Sex	Mst J. Male	Patient ID#	5834077
DOB	02/07/1995 16y 7m	Medicare Num/Suffix	1234 56789 5
Accuracy	Accurate day, month and year	Medicare Exp Date	04/2012
Marital Status	P	Indigenous Status	Neither Aboriginal nor Torres Strait I
Street	5 Sunshine St	<input type="checkbox"/> Asylum Seeker	<input checked="" type="checkbox"/> Refugee
Suburb	TEST ONLY	<input type="checkbox"/> Interpreter Required	
State	NARRAPUMELAP SOUTH	Preferred Language	English
Post Code	VIC	Country of Birth	England
Accommodation	3293	Cultural Background	Anglo-Indian
Home Phone	Independent living	Card Type	Pensioner Concession Card
Wrk. Ph, Details	9321 7895	Card Num, Expiry	123 456 7890X 20/03/2012
Mobile Ph,Details		School, Year	NEC
	0412345678	Priority Access	No priority

Check the patient Refugee status and the Priority Access status in the Details tab and correct the code in error.

## E016 – D39

### Description

"The combination of AsylumSeekerStatus: 4 and PriorityAccess: 5 is invalid for the following reason: Where priority access is "asylum seeker", client must be an asylum seeker"

### Explanation

Priority access as an asylum seeker can only be given if the asylum seeker box is ticked to indicate that the client is an asylum seeker.

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Edit Patient	
Details   Episodes   Recalls   Waitlist/Referral   Notes   Perio   Chart   Courses of Care   Video   Doc	
First, Sec. Name	Jason
Family Name	Test
Title, Initial, Sex	Mst   J.   Male
DOB	02/07/1995 16y 7m
Accuracy	Accurate day, month and year
Marital Status	P
Street	5 Sunshine St
	TEST ONLY
Suburb	NARRAPUMELAP SOUTH
State	VIC
Post Code	3293
Accommodation	Independent living
Home Phone	9321 7895
Wrk. Ph, Details	
Mobile Ph, Details	0412345678
Also Known as	
Dental Rec.Num	5834077
Patient ID#	5834077
Medicare Num/Suffix	1234 56789   5
Medicare Exp Date	04/2012
Indigenous Status	Neither Aboriginal nor Torres Strait I
	<input checked="" type="checkbox"/> Asylum Seeker <input type="checkbox"/> Refugee
	<input type="checkbox"/> Interpreter Required
Preferred Language	English
Country of Birth	England
Cultural Background	Anglo-Indian
Card Type	Pensioner Concession Card
Card Num, Expiry	123 456 7890X   20/03/2012
School, Year	NEC
Priority Access	No priority

Check the patient Asylum Seeker status and the Priority Access status in the Details tab and correct the code in error.

## E016 – D40

### Description

"The combination of Accommodation: 1000 and PriorityAccess: 9 is invalid for the following reason: Where priority access is "homeless person", accommodation must be "None/Homeless/Public place""

### Explanation

Priority access as a homeless person can only be given if the person's accommodation is reported as None/Homeless/Public place.

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Edit Patient									
Details	Episodes	Recalls	Waitlist/Referral	Notes	Perio	Chart	Courses of Care	Video	Document
First, Sec. Name	Jason		Also Known as						
Family Name	Test		Dental Rec.Num	5834077					
Title,Initial,Sex	Mst	J.	Male	Patient ID#	5834077				
DOB	02/07/1995	16y 7m	Medicare Num/Suffix	1234 56789	5				
Accuracy	Accurate day, month and year		Medicare Exp Date	04/2012					
Marital Status	P		Indigenous Status	Neither Aboriginal nor Torres Strait I					
Street	5 Sunshine St		<input type="checkbox"/> Asylum Seeker	<input type="checkbox"/> Refugee					
	TEST ONLY		<input type="checkbox"/> Interpreter Required						
Suburb	NARRAPUMELAP SOUTH		Preferred Language	English					
State	VIC		Country of Birth	England					
Post Code	3293		Cultural Background	Anglo-Indian					
Accommodation	None/Homeless/Public place		Card Type	Pensioner Concession Card					
Home Phone	9321 7895		Card Num, Expiry	123 456 7890X	20/03/2012				
Wrk. Ph, Details			School, Year		NEC				
Mobile Ph,Details	0412345678		Priority Access	No priority					
Alt Ph, Details									

Check the patient Accommodation status and the Priority Access status in the Details tab and correct the code in error.

## E016 – D41

### Description

"The combination of IndigenousStatus: 4 and PriorityAccess: 4 is invalid for the following reason: Where priority access is "Indigenous", client must be Indigenous"

### Explanation

Priority access as an Indigenous person can only be given if Indigenous Status is Aboriginal and/or Torres Strait Islander.

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

The screenshot shows the 'Edit Patient' form with the following data:

First, Sec. Name	Jason	Also Known as	
Family Name	Test	Dental Rec.Num	5834077
Title,Initial,Sex	Mst J. Male	Patient ID#	5834077
DOB	02/07/1995 16y 7m	Medicare Num/Suffix	1234 56789 5
Accuracy	Accurate day, month and year	Medicare Exp Date	04/2012
Marital Status	P	Indigenous Status	Aboriginal but not Torres Strait Islander
Street	5 Sunshine St	<input type="checkbox"/> Asylum Seeker	<input type="checkbox"/> Refugee
	TEST ONLY	<input type="checkbox"/> Interpreter Required	
Suburb	NARRAPUMELAP SOUTH	Preferred Language	English
State	VIC	Country of Birth	Australia
Post Code	3293	Cultural Background	Anglo-Indian
Accommodation	None/Homeless/Public place	Card Type	Pensioner Concession Card
Home Phone	9321 7895	Card Num, Expiry	123 456 7890X 20/03/2012
Wk. Ph, Details		School, Year	NEC
Mobile Ph,Details	0412345678	Priority Access	No priority

Check the patient Indigenous status and the Priority Access status in the Details tab and correct the code in error.

## E016 – D52

### Description

"The combination of OrganisationIdentifier: [number] and WaitListType: 4 is invalid for the following reason: OrganisationId must be Dental Health Services Victoria (3386) when Wait list type is not General (1), Denture (2) or Priority denture (3)"

### Explanation

Only RDHM is able to add clients to wait lists for the RDHM specialist clinics.

### Titanium fix

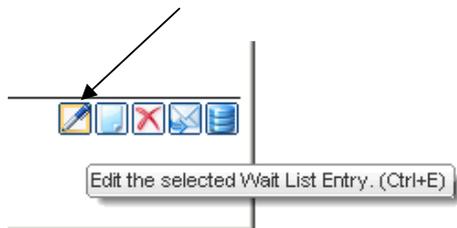
Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Go to the Waitlist/Referral tab and highlight the waitlist entry in error.

Listed	Wait List	Sub Class One	Sub Class Two	Priority	Status	A
10/01/12	General			3	Booked	1
10/01/12	RDHM Endodontics			3	Booked	2

Select the Edit icon at the bottom right of the screen.



Select the correct Waitlist type from the selection list.

Edit Wait List Entry		
Patient	5834077	Lis
Episode ID	39585-00000	Re
Waitlist	RDHM Endodontics	As
Sub Class One		No
Sub Class Two	General	Le
Clinic	Denture	Po
Priority	Priority denture	Re
Provider	RDHM Special Needs	No
Referral	RDHM Oral Surgery	
Status	RDHM Oral Medicine	
Top Assigned Date	RDHM Endodontics	
Notes	RDHM Orthodontics	
	RDHM Periodontics	
	RDHM Paedodontics	
	RDHM Fixed Pros	
	RDHM Removable Pros	

## E016 – D71

### Description

"The combination of [age under 18] and 3 [client – dentate status value provided is mixed dentition] is invalid for the following reason: Dentate status is mixed dentition, when age at the episode start is less than 18."

### Explanation

It is unlikely for a patient under the age of 18 to have a dentate status recorded as 'Mixed Dentition'. Mixed dentition is defined as a "client who has some of their natural teeth and either has or has a need for dentures".

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Within the Edit screen select the Episode tab. There is a Dentate Status button at the bottom right of the screen.

The screenshot shows the 'Edit Patient' window with the 'Episodes' tab selected. The table below contains the following data:

Episode ID	Initial Contact	Close Date	#COCs	#WL Entries	#Vouchers	Recall	Triage	Status	Note
86399-00000	27/06/2012	27/06/2012	1	0	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Un-Submitted	
86183-00000	06/06/2012	27/06/2012	1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted	specialist

At the bottom of the screen, there are several buttons: 'Dentate Status', 'Create Voucher', 'Triage Info', 'Close Episode', and 'OK/Cancel'.

Selecting this will open the Dentate and Pros Status screen associated with this episode.

The image shows a software dialog box with a blue title bar that reads "Enter Dentate and Pros Status". Inside the dialog, there are three vertically stacked dropdown menus. The first is labeled "Dentate Status", the second "Upper Prosthetic Status", and the third "Lower Prosthetic Status". Each dropdown menu is currently empty and has a small downward-pointing arrow on its right side. At the bottom of the dialog, there are two buttons: "OK" on the left and "Cancel" on the right.

By referring to the patient chart details, it may be possible to re-evaluate what the correct selection should be for this patient's dentate status. Enter this by selecting the appropriate option from the drop down list.

## E018 – C10

### Description

"The value of [age between 105 and 119]: Age at initial contact is unusual due to the following reason: Age at initial contact is between 105 and 119"

### Explanation

This error is a warning. The value provided is unusual (but not impossible), so requires the user to check that it is valid in this circumstance. The date selected is between 1/1/1892 and 31/12/1905 and is considered to be statistically unlikely.

### Titanium Fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Within the Edit Screen, select the Details tab.

Some of these date elements have been de-identified to protect patient identity.

Confirm the date of birth is correct. The patient may need to be contacted if this information is not directly available.

If the information is unavailable, an estimated age can be entered providing the Accuracy box is adjusted accordingly to 'Unknown day, month and year'.

## E018 – C33

### Description

"The value of 9999: CountryOfBirth is unusual due to the following reason: CountryOfBirth has been reported as 0001 (Born at sea) or 9999 (Not stated/inadequately described)"

### Explanation

This error is a warning. The value provided is unusual (but not impossible), so requires the user to check that it is valid in this circumstance.

### Titanium Fix

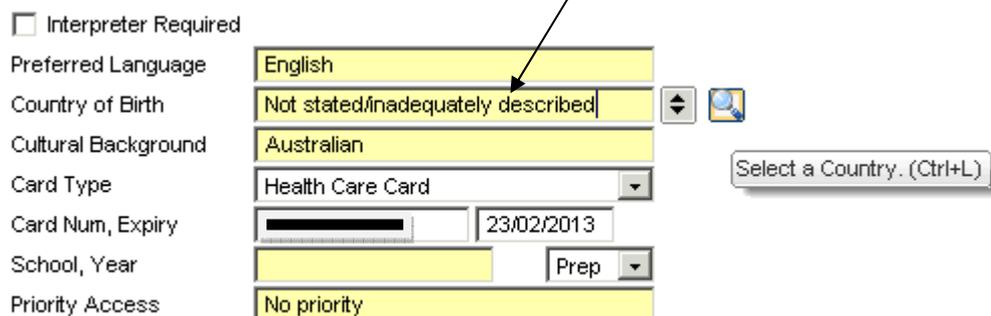
Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Within the Edit Screen, select the Details tab.



Check the information provided for Country of Birth.

A screenshot of a patient details form. The form includes several fields: "Interpreter Required" (checkbox), "Preferred Language" (English), "Country of Birth" (Not stated/inadequately described), "Cultural Background" (Australian), "Card Type" (Health Care Card), "Card Num, Expiry" (with a masked number and date 23/02/2013), "School, Year" (with a dropdown menu set to "Prep"), and "Priority Access" (No priority). An arrow points from the text above to the "Country of Birth" field. To the right of the form, there is a tooltip that says "Select a Country. (Ctrl+L)".

Confirm the information is correct. The patient may need to be contacted if this information is not directly available.

If the information is unavailable, leave as selected.

## E018 – C36

### Description

"The value of 18101873: DateOfBirth is unusual due to the following reason: Age at initial contact is greater than 119"

### Explanation

It is considered statistically impossible for a person to be older than 119 years. Date of Birth must be checked and amended.

### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit Patient button at the bottom right of the screen.

Within the Edit Screen, select the Details tab.

The screenshot shows the 'Edit Patient' interface with the 'Details' tab selected. The form contains the following fields:

First, Sec. Name	<input type="text" value="W"/>	Al:
Family Name	<input type="text"/>	De
Title,Initial,Sex	Mr C. Male	Pa
DOB	16/04/1989 23y 2m	Me
Accuracy	Accurate day, month and year	Me
Marital Status	<input type="text"/>	Inc

Confirm the date of birth is correct. The patient may need to be contacted if this information is not directly available.

If the information is unavailable, an estimated age can be entered providing the Accuracy box is adjusted accordingly to 'Unknown day, month and year'.

# E119 – D15

## Description

"The value of: InitialContactDate [date] should be after the value of: ClientDateOfBirth: [date]"

## Explanation

No dates can occur before date of birth.

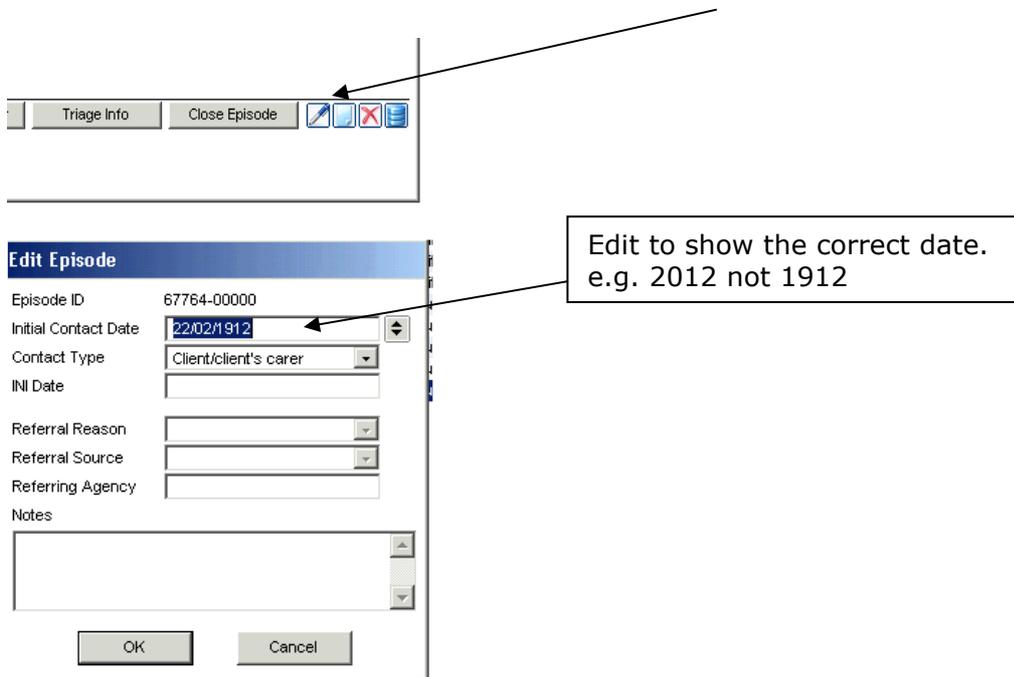
## Titanium fix

Locate the episode in error through the episode administration screen.



Episode ID	Initial Contact	Close Date	#COCs	#WL Entries	#Vouchers	Recall	Triage	Status
8289-00000	11/05/2011	05/09/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted
31970-00000	15/08/2011	15/08/2011	1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted
31983-00000	15/08/2011	05/09/2011	1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted
35414-00000	29/08/2011	05/09/2011	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted
36761-00000	05/09/2011	05/09/2011	1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Submitted
39583-00000	16/09/2011	16/09/2011	1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Submitted
39585-00000	16/09/2011		1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Re-Submissio
52407-00000	22/11/2011		1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted
60344-00000	10/01/2012	10/01/2012	1	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted
67762-00000	22/02/2012		1	0	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Un-Submitted
67764-00000	22/02/1912		0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	Un-Submitted

If the Initial Contact date appears to be incorrect, select the Edit icon at the base of the Episode screen.



Trage Info Close Episode [Edit] [Delete] [Refresh]

**Edit Episode**

Episode ID 67764-00000

Initial Contact Date 22/02/1912

Contact Type Client/client's carer

INI Date

Referral Reason

Referral Source

Referring Agency

Notes

OK Cancel

Edit to show the correct date.  
e.g. 2012 not 1912

If the Initial Contact Date appears to be correct, go to the Details tab and check the patient date of birth. Correct as required.

**Edit Patient**

Details Episodes Recalls Waitlist/Referral

First, Sec. Name Jason

Family Name Test

Title,Initial,Sex Mst J. Male

DOB 01/01/2012 0y 1m

Accuracy Accurate day, month and year

Marital Status P

Street 5 Sunshine St

TEST ONLY

Suburb NARRAPUMELAP SOUTH

It may be necessary to contact the patient if the information is not readily available. Alternatively an estimate for the year can be entered and indicated as an estimate by selecting the appropriate field from the Accuracy selection list.

## **E119 – D16**

### **Description**

*"The value of: InitialNeedsIdentification: 07091900 should be after the value of: ClientDateOfBirth: 04021983"*

### **Explanation**

No dates can occur before date of birth.

### **Titanium fix**

As per E119 – D15.

## E141 – D10

### Description

"The value of InitialNeedsIdentification: 25082012 is future dated. Date should be before 03042012"

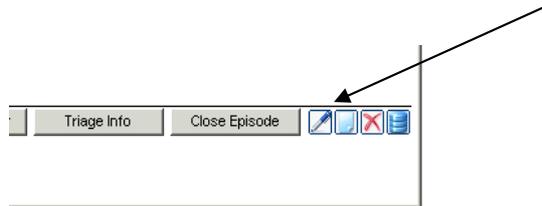
### Explanation

Initial needs identification date cannot be in the future.

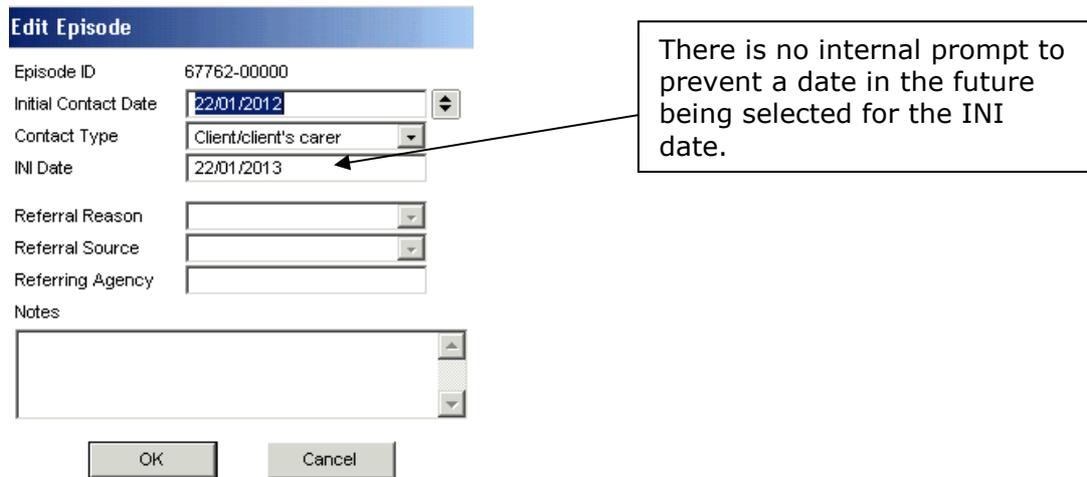
### Titanium fix

Locate the episode in error through the episode administration screen.

Select the Edit icon at the base of the Episode screen.



Correct the INI (Initial Needs Identification) date as required.



## **E141 – X11**

### **Description**

*"The value of DateOfBirth: 27042024 is future dated. Date should be before 03042012"*

### **Explanation**

Date of Birth cannot be in the future.

### **Titanium fix**

As per E018 – C10.

## E204 – D43

### Description

"If client has no concession card, client must meet one of the following conditions: [Age at initial contact date < 13] OR [Course of Care Type = 4] OR [Priority Access = 2, 3, 5 OR 6]. The following values were provided: Age at initial contact date = [derived age ≥ 13], Course of Care Type = [value=1,2 or 3], Priority Access = [value=1, 4, 7, 8, 9, 10 or 20]"

### Explanation

The only patients who can be seen without a concession card are children under 13 years old, Medicare teen dental patients, children or young persons in residential care, youth justice clients in custodial care, asylum seekers or refugees. All other patients must be health care or pensioner concession card holders or dependants of concession card holders.

### Titanium Fix

Locate the episode in error through the episode administration screen.

If the error is related to the absence of concession card details or incorrect personal patient details, the patient should be contacted and the details confirmed and entered.

The screenshot shows a patient details form with the following information:

First, Sec. Name	Jason	Also Known as	
Family Name	Test	Dental Rec.Num	5834077
Title,Initial,Sex	Mst J. Male	Patient ID#	5834077
DOB	01/01/1955 57y 1m	Medicare Num/Suffix	1234 56789 5
Accuracy	Accurate day, month and year	Medicare Exp Date	04/2012
Marital Status	P	Indigenous Status	Neither Aboriginal nor Torres Strait I
Street	5 Sunshine St	<input type="checkbox"/> Asylum Seeker	<input type="checkbox"/> Refugee
	TEST ONLY	<input type="checkbox"/> Interpreter Required	
Suburb	NARRAPUMELAP SOUTH	Preferred Language	English
State	VIC	Country of Birth	India
Post Code	3293	Cultural Background	Anglo-Indian
Accommodation	Independent living	Card Type	Non Card Holder
Home Phone	9321 7895	Card Num, Expiry	
Wrk. Ph, Details		School, Year	NEC
Mobile Ph,Details	0412345678	Priority Access	No priority

A red arrow points from the top of the form to the 'Card Type' dropdown menu, which is currently set to 'Non Card Holder'.

The priority status should also be adjusted if applicable.

If treatment has already been provided under the previous priority status, the course of care may need to be re-entered to ensure the correct payor code and patient fees (or fee exemption) are recorded.