

## Appendix - Glossary

<b>Term</b>	<b>Definition</b>
Abandoned	Referrals that are discontinued before an intake assessment can be completed. If a referral is abandoned it cannot be reopened.
Callback requests	The MMH website allows consumers to create callback requests which are then assigned to the relevant PHN who are notified.
Calls received	Count of calls received regardless of whether a call was routed or answer.
Client record	If a contact requires an assessment, the contact record is converted to a client record.
Complete	Referrals where the necessary consumer data has been collected and the consumer has had an assessment, but the referral has not yet been sent to a service.
Consent	Clients are required to give permission for contact and use of details at four different points.
Consumers re-engaging	When a consumer calls back either after discharge from the service or during their initial contact with the service. Consumer's re-engaging after discharge may require a new assessment if their situation or clinical circumstances have changed.
Contact created by	Indicates where the contact was created, either a PHN or Hub/Pop up centre.
Contact record	Contact record contains information about the person who contacted the service. All required fields must be completed for the contact to move from the incomplete contacts list.

	recorded, the derived level of care is that value, otherwise it is the IAR-DST recommended level of care.
Hub	Physical site consumers can be referred to and access for support. Hubs are operated by various service providers commissioned by PHN's.
IAR-DST	Initial Assessment and Referral – Decision Support Tool.
IAR-DST Recommended Level of Care	Level of Care that is recommended by the IAR-DST, based on completion of the eight sub-domains.
Incomplete referrals list	Records that do not contain all required fields for the referral to be completed.
Jurisdiction	All Australian States and Territories.
Modality	How the person contacted the intake service.
Nature of contact	Why the person contacted the intake service.
Not routed	Calls that are abandoned before they're connected to an answering point. No other information.
Note	Once a contact is saved, notes can be added to the record. Changes can be made to notes, but all changes are logged for notes.
Outcome	What was provided to the person contacting the intake service
Overall experience score	The overall experience in the survey provides an indication of whether the consumer felt it was worthwhile contacting Medicare Mental Health.
Practitioner Recommended IAR Level of Care	Level of Care recommended by the intake clinicians.
Pop-up	Physical site consumers can be referred to and access for support.

	Pop-ups are operated by various service providers commissioned by PHN's but are often linked to existing Hub's and temporary.
Referral created by	If the referral was created by a PHN or Hub/Pop-up/Centre.
Referral outcome	Indicates where the consumer was referred to, categorised into various service types.
Referrer sources	Where the person presenting to the intake team came from.
Routed calls	Call was routed to an intake team. Postcode or jurisdiction is used to route the call.
Satellite	Point of support that consumers can be referred to that are generally embedded in existing primary care settings but are often smaller have less capacity.
Source of contact	Where the person presenting to the intake service came from.

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