



**NB-IRDT**

New Brunswick Institute for  
Research, Data and Training

# TeleCare Data DH40

Compiled by NB-IRDT Staff  
Created January 2023

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- visit our website at: <https://www.unb.ca/nbirdt>
- email us at [nb-irdt@unb.ca](mailto:nb-irdt@unb.ca)
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## About this Codebook

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Due to the operational nature of administrative data sets, there is potential for discrepancies between the names of variables and their corresponding definitions. In the case of such a discrepancy, the variable definition should be considered the most accurate representation.

## Overview

Data contained in the Telecare database. Tele-care is a free and confidential provincial health and advice line available to all New Brunswickers. By dialing 811 at any time.

## Sample Universe

Population of New Brunswick.

## Date Range

2012-11-13 to 2022-08-10.

## Data Source

New Brunswick Department of Health

## How to Cite this Codebook

New Brunswick Institute for Research, Data and Training. (2023). DH40 Tele-Care Codebook. Fredericton, NB: New Brunswick Institute for Research, Data and Training.

## Acknowledgements

The DH40 Tele-Care Database is used with the permission of the Department of Health.

## About this Product

### Purpose of the Product

The purpose of the DH40 Tele-Care Code Database Codebook is to provide information on the linkable New Brunswick Tele-Care data held at the New Brunswick Institute for Research, Data and Training (NB-IRDT). This data is accessible to researchers for relevant research areas like public health, trauma related research.

### Definitions and Concepts

N/A

### Content

N/A

### General Methodology

N/A

### Limitations

N/A

### Comparison to Other Products/Versions

N/A

### Using with Other Products

N/A

## Record Layouts and Data Descriptions

### Overview

#### Tele-Care Data Set

#	Name	Label	Type
1	IRID	IRID	Numeric
2	Local_Recieved_Datetime	Local Received Datetime	String
3	Call_Closed_By_Group	Call Closed By Group	String
4	Rel_To_Patient	Rel To Patient	String
5	Data_Transfer_Consent	Data Transfer Consent	String
6	Undersdand_Hlth_Info_Srv_ref	Understands Health Info Service Referral	String
7	How_Heard	How Heard	String
8	Pre_Disposition	Pre Disposition	String
9	Caller_Disagree_Comply	Caller Disagree Comply	String
10	Caller_Understands	Caller Understands	String
11	Service_Referral_1	Service Referral 1	String
12	Service_Referral_2	Service Referral 2	String
13	Service_Referral_3	Service Referral 3	String
14	Service_Referral_4	Service Referral 4	String
15	Healthwise_Info_Topic_1	Healthwise Info Topic 1	String
16	Healthwise_Info_Topic_2	Healthwise Info Topic 2	String
17	Healthwise_Info_Topic_3	Healthwise Info Topic 3	String
18	Healthwise_Info_Topic_4	Healthwise Info Topic 4	String
19	Sykes_Health_Info_Topic_1	Sykes Health Info Topic 1	String
20	Sykes_Health_Info_Topic_2	Sykes Health Info Topic 2	String
21	Sykes_Health_Info_Topic_3	Sykes Health Info Topic 3	String
22	Orig_Disposition_From_Schmit	Original Disposition From Schmitt Thompson Protocol	String
23	Service_Referral_3	Service Referral 3	String
24	Final_Disposition	Final Disposition	String
25	Downgrade_Upgrade_Reason	Downgrade Upgrade Reason	String
26	Protocol_Title_1	Protocol Title 1	String
27	Question_Caller_Affirmed_1	Question Caller Affirmed 1	String
28	Protocol_Title_2	Protocol Title 2	String
29	Question_Caller_Affirmed_2	Question Caller Affirmed 2	String
30	Protocol_Title_3	Protocol Title 3	String
31	Question_Caller_Affirmed_3	Question Caller Affirmed 3	String
32	Protocol_Title_4	Protocol Title 4	String
33	Question_Caller_Affirmed_4	Question Caller Affirmed 4	String
34	Protocol_Title_5	Protocol Title 5	String
35	Question_Caller_Affirmed_5	Question Caller Affirmed 5	String
36	Age_Years	Age Years	Numeric
37	Gender	Gender	String
38	City	City	String

39	<b>State</b>	State	String
40	<b>Country</b>	Country	String
41	<b>Region</b>	Region	Numeric
42	<b>Preferred_Language</b>	Preferred Language	String
43	<b>Call_Category</b>	Call Category	String
44	<b>Reported_Final_Disposition</b>	Reported Final Disposition	String
45	<b>Postcode</b>	Postcode	Text
46	<b>Call_Aborted_Reason</b>	Call Aborted Reason	Text
47	<b>Aboriginal_Community</b>	Aboriginal Community	Text
48	<b>Syndromic_Surveillance</b>	Syndromic Surveillance	Text
49	<b>ED_No_Alternative</b>	ED No Alternative	Text
50	<b>CSD_Name</b>	CSD Name	Text
51	<b>Community</b>	Community	Numeric
52	<b>CH-Cs</b>	CH Cs	Text
53	<b>Encounter_Outcome</b>	Encounter Outcome	Text

**IRID [Variable Range: 2012-2022]**

Interim ID

**Local\_Recieved\_Datetime [Variable Range: 2012-2022]**

Local received datetime.

**Call\_Closed\_By\_Group [Variable Range: 2012-2022]**

Call closed by group.

<b>Code</b>	<b>Description - English</b>
	Administrator
	Health Records Manager
	Health Services Representative
	Nurse Supervisor
	RN Pilot
	Registered Nurse

**Rel\_To\_Patient [Variable Range: 2012-2022]**

The relationship of the caller to the patient.

<b>Code</b>	<b>Description - English</b>
	Care Giver
	Daughter
	Father
	Friend
	Grandchild
	Grandparent
	Legal Guardian
	Mother



Neighbour
Other
Other relative
Partner
Provider
Self
Sibling
Son
Spouse

**Data\_Transfer\_Consent [Variable Range: 2012-2022]**

Caller consent to electronic transfer of data to external parties.

Code	Description - English
No	
Not Applicable	
Yes	

**Undersdand\_Hlth\_Info\_Srv\_ref [Variable Range: 2012-2022]**

Understands health info service referral.

Code	Description - English
N/A	
No	
Yes	

**How\_Heard [Variable Range: 2012-2022]**

Indicates how the caller heard about the Tele-Care service.

**Pre\_Disposition [Variable Range: 2012-2022]**

Pre-disposition.

**Caller\_Disagree\_Comply [Variable Range: 2012-2022]**

Did the caller disagree or comply with the advice given.

Code	Description - English
Comply	
Disagree	

**Caller\_Understands [Variable Range: 2012-2022]**

Caller understands the advice given.

**Service\_Referral\_1 [Variable Range: 2012-2022]**

Service Referral 1

**Service\_Referral\_2 [Variable Range: 2012-2022]**

Service Referral 2

**Service\_Referral\_3 [Variable Range: 2012-2022]**

Service Referral 3

**Service\_Referral\_4 [Variable Range: 2012-2022]**

Service Referral 4

**Healthwise\_Info\_Topic\_1 [Variable Range: 2012-2022]**

Healthwise information Topic 1.

**Healthwise\_Info\_Topic\_2 [Variable Range: 2012-2022]**

Healthwise information Topic 2.

**Healthwise\_Info\_Topic\_3 [Variable Range: 2012-2022]**

Healthwise information Topic 3.

**Healthwise\_Info\_Topic\_4 [Variable Range: 2012-2022]**

Healthwise information Topic 4.

**Sykes\_Health\_Info\_Topic\_1 [Variable Range: 2012-2022]**

Sykes Health Info Topic 1

**Sykes\_Health\_Info\_Topic\_2 [Variable Range: 2012-2022]**

Sykes Health Info Topic 2.

**Sykes\_Health\_Info\_Topic\_3 [Variable Range: 2012-2022]**

Sykes Health Info Topic 3.

**Orig\_Disposition\_From\_Schmitt [Variable Range: 2012-2022]**

Original disposition from Schmitt Thompson Protocol

**Final\_Disposition [Variable Range: 2012-2022]**

Final disposition.

**Downgrade\_Upgrade\_Reason [Variable Range: 2012-2022]**

Downgrade/Upgrade Reason

**Protocol\_Title\_1 [Variable Range: 2012-2022]**

Protocol Title 1.

**Question\_Caller\_Affirmed\_1 [Variable Range: 2012-2022]**

Question Caller Affirmed 1.

**Protocol\_Title\_2 [Variable Range: 2012-2022]**

Protocol Title 2.

**Question\_Caller\_Affirmed\_2 [Variable Range: 2012-2022]**

Question Caller Affirmed 2.

**Protocol\_Title\_3 [Variable Range: 2012-2022]**

Protocol Title 3.

**Question\_Caller\_Affirmed\_3 [Variable Range: 2012-2022]**

Question Caller Affirmed 3.

**Protocol\_Title\_4 [Variable Range: 2012-2022]**

Protocol Title 4.

**Question\_Caller\_Affirmed\_4 [Variable Range: 2012-2022]**

Question Caller Affirmed 4.

**Protocol\_Title\_5 [Variable Range: 2012-2022]**

Out of Province

**Question\_Caller\_Affirmed\_5 [Variable Range: 2012-2022]**

Question Caller Affirmed 5.

**Age\_Years [Variable Range: 2012-2022]**

Age of patient.

**Gender [Variable Range: 2012-2022]**

Gender of patient.

Code	Description - English
M	Male
F	Female
O	Unknown

**City [Variable Range: 2012-2022]**

Location caller is calling from.

**State [Variable Range: 2012-2022]**

State.

**Country [Variable Range: 2012-2022]**

Country.

**Region [Variable Range: 2012-2022]**

Region of the province the caller is located.

<b>Code</b>	<b>Description - English</b>
1	Moncton/South-East Area
2	Fundy Shore and Saint John Area
3	Fredericton and River Valley Area
4	Madawaska and North-West Area
5	Restigouche Area
6	Bathurst and Acadian Peninsula
7	Miramichi Area

**Preferred\_Language [Variable Range: 2012-2022]**

Preferred language of caller.

<b>Code</b>	<b>Description - English</b>
	Arabic
	Cantonese
	English
	French
	Krio (Creole)
	Mandarin
	Mongolian
	No Preference
	Portuguese
	Relay Operator
	Spanish
	TTY

**Call\_Category [Variable Range: 2012-2019]**

Category of call.

<b>Code</b>	<b>Description - English</b>
	Blank Referral
	Call Event
	Health Information
	Quality Survey (Non-Billable)
	Service Referral
	Serviced Call - Blank Referral
	Survey Call
	Triage / Guideline

**Reported\_Final\_Disposition [Variable Range: 2012-2019]**

Reported of final disposition.

**Postcode [Variable Range: 2012-2022]**

Postal code of caller.

**Call\_Aborted\_Reason [Variable Range: 2012-2022]**

Reason for the aborted call.

**Aboriginal\_Community [Variable Range: 2012-2022]**

Aboriginal community.

**Syndromic\_Surveillance [Variable Range: 2012-2022]**

Identifies any syndromic surveillance collected.

**ED\_No\_Alternative [Variable Range: 2012-2022]**

ED No Alternative.

**CSD\_Name [Variable Range: 2012-2022]**

CSD name.

**Community [Variable Range: 2012-2022]**

Community.

**CH\_Cs [Variable Range: 2012-2022]**

CH C's.

**Encounter\_Outcome [Variable Range: 2012-2022]**

Outcome of phone call.



## Document History

Version	Author	Nature of Change	Date
1.0	NB-IRDT Staff	Creation	1/5/2023
Approved by		Approval Date	Review Date
DST		January 16 2023	N/A