OSR Technical Documentation

December 2025

MedicalDirector Insights 1.9.3

Specifications for National Key Performance Indicators and Online Services Reporting 19.0

DOCUMENT CONTROL

Version History

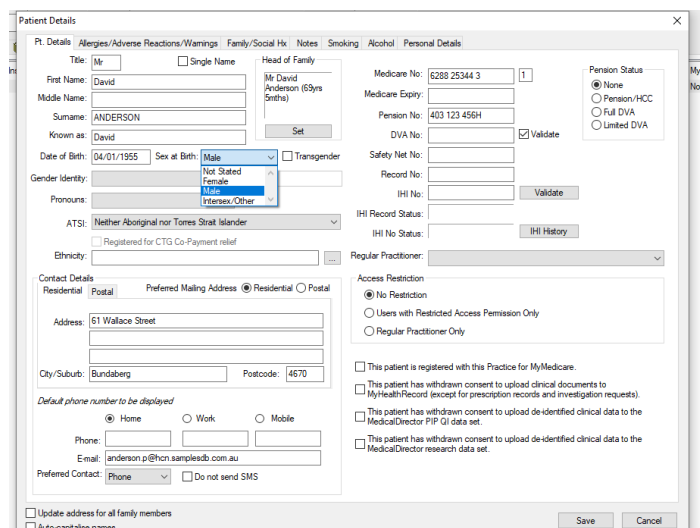| Version	Date	Author	Relevant MD Insights release	Changes
1.0	June, 2024	MedicalDirector	MD Insights 1.9.0	Initial Draft
1.1	December, 2024	MedicalDirector	MD Insights 1.9.1	Minor text changes
1.2	June,2025	MedicalDirector	MD Insights 1.9.2	Minor text changes
1.3	December 2025	MedicalDirector	MD Insights 1.9.3	Added appendix of provider types

Contents

INTRODUCTION

This purpose of this document is to guide you through the process of accurately recording data points during a clinical consult to ensure effective OSR (Online Services Report) reports can be created.

Frequent Definitions

Indigenous status of a Patient

A client who is recorded in the clinical software identifying as Aboriginal or Torres Strait Islander or Neither. The population of interest for the OSR is the total client population of the reporting service, regardless of Indigenous status.

Indigenous status is defined by whether a person identifies as being of Aboriginal or Torres Strait Islander origin. Permissible values are:
- Aboriginal but not Torres Strait Islander origin
- Torres Strait Islander but not Aboriginal origin
- Both Aboriginal and Torres Strait Islander origin
- Neither Aboriginal nor Torres Strait Islander origin
- Not stated/inadequately described

Categories 1, 2 and 3 are classified as Indigenous. Category 4 is classified as Non-Indigenous.

The OSR includes all clients of the service including non-Indigenous clients. Each measure is disaggregated by Indigenous status (labelled 'Ethnicity') as:
- Indigenous (labelled 'Aboriginal and Torres Strait Islander')
- Non-Indigenous (labelled 'Non-Aboriginal and Torres Strait Islander')
- Not stated/inadequately described (labelled 'Aboriginal and Torres Strait Islander status not recorded').

Visit/Client Contact

A Visit/Client contact is defined as a clinical interaction between a client and the service, that leads to either the creation of a new client record or the updating of an existing client record.

Visit Type	
Counted as a visit	Not counted as a visit
• Home visit consultation • Hospital consultation • Hostel • Locum service • Nursing home consultation • Other • RACF (residential aged care facility) consultation • Surgery consultation • Telehealth (clinical)	• Email • Non-visit • Out of office • Practice admin • SMS • Telephone (non-clinical)*

Episode of Care

An episode of care comprises any client contacts occurring on a single calendar day. Multiple contacts on a single day are counted as one episode of care.

Deceased clients should be included in OSR counts where there is evidence of client contact and episode of care activity during the reporting period - this allows health services to count all eligible activities within the reporting period.

OSR – CS1a: Episodes of care

Description

Number of episodes of care provided within the previous 12 months.

This report is to count the number of episodes of care provided within the previous 12 months to **[Disaggregation: Ethnicity] [Disaggregation: Sex at Birth]** clients.

Reporting by Ethnicity

Sex	Ethnicity		
	ATSI	**Not ATSI**	**Another term or not stated**
Male	✓	✓	✓
Female	✓	✓	✓
Not recorded	✓	✓	✓

OSR – CS2: Client contacts (general staff)

Description

Number of client contacts provided by:

- Aboriginal and Torres Strait Islander health worker
- Aboriginal and Torres Strait Islander health practitioner
- Doctor – General practitioner
- Nurse
- Midwife
- Substance misuse / drug and alcohol worker
- Tobacco worker / co-ordinator
- Dentists / dental therapist
- Dental support (eg, dental assistant / dental technician)
- Sexual health worker
- Traditional healer
- Other health / clinical staff
- Transport – health professionals who do not work for the service
- Transport – health professionals who work for the service

within the previous 12 months.

This report is to count the number of contacts provided by **[Disaggregation: Worker type]** within the previous 12 months to **[Disaggregation: Ethnicity] [Disaggregation: Sex at Birth]** clients.

Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Another term or not stated	Male	Female	Another term or not stated	Male	Female	Another term or not stated
Aboriginal and Torres Strait Islander health worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Aboriginal and Torres Strait Islander health practitioner	✓	✓	✓	✓	✓	✓	✓	✓	✓
Doctor – General practitioner	✓	✓	✓	✓	✓	✓	✓	✓	✓
Nurse	✓	✓	✓	✓	✓	✓	✓	✓	✓

Midwife	✓	✓	✓	✓	✓	✓	✓	✓	✓
Substance misuse / drug and alcohol worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tobacco worker / co-ordinator	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dentists	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dental support	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sexual health worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Traditional healer	✓	✓	✓	✓	✓	✓	✓	✓	✓
Other health / clinical staff	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transport (health professionals who do not work for the service)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Transport (health professionals who work for the service)	✓	✓	✓	✓	✓	✓	✓	✓	✓

OSR – CS2: Client contacts (medical specialists)

Description

Number of client contacts provided by:

- Paediatrician
- Endocrinologist
- Ophthalmologist
- Obstetrician / Gynaecologist
- Ear, nose and throat specialist
- Cardiologist
- Renal medicine specialist
- Psychiatrist / Psychiatric registrar
- Dermatologist
- Surgeon
- Specialist other or not specified

within the previous 12 months.

This report is to count the number of contacts provided by **[Disaggregation: Worker type]** within the previous 12 months to **[Disaggregation: Ethnicity] [Disaggregation: Sex at Birth]** clients.

Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Another term or not stated	Male	Female	Another term or not stated	Male	Female	Another term or not stated
Paediatrician	✓	✓	✓	✓	✓	✓	✓	✓	✓
Endocrinologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ophthalmologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Obstetrician	✓	✓	✓	✓	✓	✓	✓	✓	✓
ENT	✓	✓	✓	✓	✓	✓	✓	✓	✓

Cardiologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Renal	✓	✓	✓	✓	✓	✓	✓	✓	✓
Psychiatrist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dermatologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Surgeon	✓	✓	✓	✓	✓	✓	✓	✓	✓
Specialist other or not specified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

OSR – CS2: Client contacts (social and emotional wellbeing / counsellors)

Description

Number of client contacts provided by:

- Psychologist
- Counsellor
- Social worker
- Welfare worker
- Social and emotional wellbeing (SEWB) staff: Link Up caseworkers
- SEWB staff other or not specified

within the previous 12 months.

This report is to count the number of contacts provided by **[Disaggregation: Worker type]** within the previous 12 months to **[Disaggregation: Ethnicity] [Disaggregation: Sex at Birth]** clients.

Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Another term or not stated	Male	Female	Another term or not stated	Male	Female	Another term or not stated
Psychologist	✓	✓	✓	✓	✓	✓	✓	✓	✓
Counsellor	✓	✓	✓	✓	✓	✓	✓	✓	✓
Social worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
Welfare worker	✓	✓	✓	✓	✓	✓	✓	✓	✓
SEWB staff: Link Up caseworker	✓	✓	✓	✓	✓	✓	✓	✓	✓
SEWB staff other or not specified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

OSR – CS2: Client contacts (allied health professionals)

Description

Number of client contacts provided by:

- Audiologist / Audiometrist
- Diabetes educator
- Dietician
- Optometrist
- Pharmacist
- Physiotherapist
- Podiatrist
- Speech pathologist
- Allied health other or not specified

within the previous 12 months.

This report is to count the number of contacts provided by **[Disaggregation: Worker type]** within the previous 12 months to **[Disaggregation: Ethnicity] [Disaggregation: Sex at Birth]** clients.

Reporting by Ethnicity and Sex at Birth

Worker Type	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Another term or not stated	Male	Female	Another term or not stated	Male	Female	Another term or not stated
Audiologist	✔	✔	✔	✔	✔	✔	✔	✔	✔
Diabetes educator	✔	✔	✔	✔	✔	✔	✔	✔	✔
Dietician	✔	✔	✔	✔	✔	✔	✔	✔	✔
Optometrist	✔	✔	✔	✔	✔	✔	✔	✔	✔
Pharmacist	✔	✔	✔	✔	✔	✔	✔	✔	✔
Physiotherapist	✔	✔	✔	✔	✔	✔	✔	✔	✔
Podiatrist	✔	✔	✔	✔	✔	✔	✔	✔	✔
Speech pathologist	✔	✔	✔	✔	✔	✔	✔	✔	✔
Allied health other or not specified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

OSR – CS3a: Individual clients seen

Description

Number of clients seen within the previous 12 months.

This report is to count the number of **[Disaggregation: Ethnicity] [Disaggregation: Age] [Disaggregation: Sex at Birth]** clients seen within the previous 12 months.

Notes

'Seen' – refers to having had a client contact. Each individual client is counted once only, no matter how many times they attended in the reference period.

Reporting by Ethnicity and Sex at Birth

Age	Ethnicity and Sex at Birth								
	ATSI			Not ATSI			Not recorded		
	Male	Female	Another term or not stated	Male	Female	Another term or not stated	Male	Female	Another term or not stated
0 to <5 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
5 to <10 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
10 to <15 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
15 to <20 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
20 to <25 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 to <30 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
30 to <35 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
35 to <40 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
40 to <45 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
45 to <50 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
50 to <55 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
55 to <60 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
60 to <65 years	✓	✓	✓	✓	✓	✓	✓	✓	✓
65 years and older	✓	✓	✓	✓	✓	✓	✓	✓	✓

APPENDIX A – PROVIDER TYPES

General Staff

Role	ANZSCO	OSR Code	MD User/Doctor Categories
Aboriginal and Torres Straight Islander Health Worker	411511		Aboriginal health worker Aboriginal and Torres Strait Islander health worker ATSI health worker
Aboriginal and Torres Straight Islander Health Practitioner		atsi-health-practitioner	Aboriginal health practitioner Aboriginal and Torres Strait Islander health practitioner ATSI health practitioner
Doctor - General Practitioner	253111		Doctor General Practitioner General Practice G.P. G.P GP
Nurses	2544		Registered Nurse RN R.N. R.N Nurse Nurse practitioner
Midwives	254111		Midwife Midwive
Substance misuse / drug and alcohol worker	272112		AOD Worker Drug and Alcohol Drug and alcohol counsellor Drug and alcohol worker Alcohol and drug counsellor Alcohol and drug worker Substance misuse counsellor

Tobacco worker / co-ordinator		tobacco-worker	Tobacco worker
Dentists / dental therapists	252312 411214		Dentist Dental therapist
Dental support (e.g. dental assistant / dental technician)	411211 411213		Dental hygienist Dental technician
Sexual health worker		sexual-health-worker	Sexual health worker
Traditional healer		traditional-healer	Traditional healer
Other health / clinical staff	N/A	N/A	N/A
Transport (health professionals who do not work for the service)		transport-for-non-practice-workers	Transport (for non practice workers)
Transport (health professionals who work for the service)		transport-for-practice-workers	Transport (for practice workers)

Medical Specialist

Role	ANZSCO	OSR Code	MD User/Doctor Categories
Paediatrician	253321		Paediatrician Paediatrics
Endocrinologist	253315		Endocrinologist Endocrinology
Ophthalmologist	253914		Ophthalmologist Ophthalmology
Obstetrician / Gynaecologist	253913		Obstetrician and gynaecologist Obstetrician Obstetrics Gynaecologist Gynaecology OBGYN OB/GYN OBG
Ear, Nose and Throat Specialist	253515		Otorhinolaryngologist Otorhinolary surgeon ENT surgeon Ear nose throat surgeon

			Neck surgeon
Cardiologist	253312		Cardiologist Cardiology Cardio
Renal Medicine Specialist	253322		Renal medicine specialist Renal medicine
Psychiatrist / Psychiatric Register	253411		Psychiatrist
Dermatologist	253911		Dermatologist Dermatology
Surgeon	253511		Surgeon Surgeon general General surgeon
Specialist other or not specified	N/A	N/A	N/A

Social and emotional well-being / counsellors

Role	ANZSCO	OSR Code	MD User/Doctor Categories
Psychologists	2723		Psychologist Clinical psychologist Educational psychologist Organisational psychologist Psychotherapist
Counsellors	2721		Counsellor
Social Workers	272511		Social worker
Welfare Workers	272613		Welfare worker
SEWB Link Up caseworkers		sewb-linkup-caseworker	SEWB Link Up caseworker SEWB LinkUp caseworker Social and Emotional Well-Being Link Up caseworker
SEWB staff other or not specified	N/A	N/A	N/A

Allied health

Role	ANZSCO	OSR Code	MD User/Doctor Categories
Audiologist / Audiometrists	252711		Audiologist
Diabetes Educators		diabetes-educator	Diabetes educator Diabetic Educator
Dieticians	251111		Dietitian Dietician
Optometrists	251411		Optometrist
Pharmacists	2515		Pharmacist
Physiotherapists	252511		Physiotherapist Physio
Podiatrists	252611		Podiatrist
Speech Pathologists	252712		Speech therapist Speech pathologist
Allied health other or not specified	N/A	N/A	N/A