Health Complaint Type

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Health Complaint Workflow | Add a New Complaint Type

Classic Path: System Administration > Health > Health Complaint Type

Search Terms: Health Complaint Type

The Health Complaint Type editor allows the entry of complaints a student might have when coming to the health office, as part of the triage of events. Health complaints can be associated with a health intervention and observation.

This editor also allows districts the ability to link observation and intervention types to specific complaints. When the health office staff selects a complaint on the Health Office Visits, a list of Observation Types and Intervention Types also display.
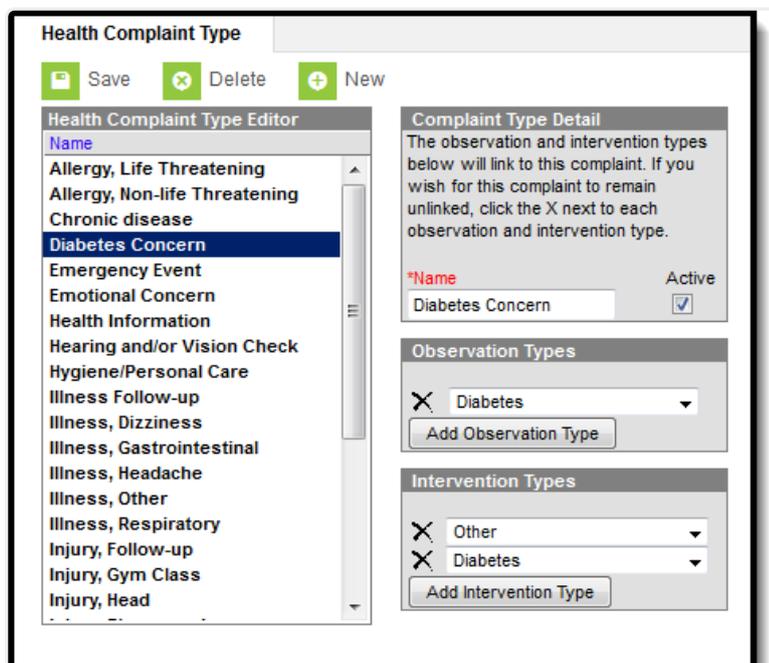
Image 1: Health Complaint Type tool

Health Complaint Workflow

When entering a Health Office Visits record, health office staff can select the Add Complaint icon. This opens a complaint editor where the health staff can select the Complaint of the student and enter comments. Based on the selected complaint, health staff observations and interventions associated with the complaint are available when selecting the **Add Observation** icon or **Add Intervention** icon.

Image 2: Health Office Visits Complaint View

Add a New Complaint Type

1. Select the **New** icon near the top of the tab. The **Complaint Type Detail, Observation Types** and **Intervention Types** boxes will appear to the right of the Health Complaint Type Editor window.
2. Enter the **Name** of the complaint type.
3. Mark the **Active** checkbox to have the complaint type populate dropdown lists used for student health records. If a user decides not to mark the Active checkbox, the complaint type will still exist within the system; however, it will not populate on student health dropdown lists. This option is useful when editing existing complaint types and choosing to remove them from dropdown lists without removing the information from the system.
4. Observations may be linked to the complaint type by selecting the dropdown list and choosing the appropriate type. To link additional observation types to the complaint type, click the **Add Observation Type** button. To remove an observation type, select the X, located to the left of the dropdown list.
5. Interventions can also be linked to the complaint type by selecting the dropdown list and choosing the appropriate type. To link additional intervention types, click the **Add Intervention Type** button. To remove an intervention type, select the X, located to the left of the dropdown list.
6. Once finished, select the **Save** icon. The complaint type will appear within the **Health Complaint Type Editor** window.