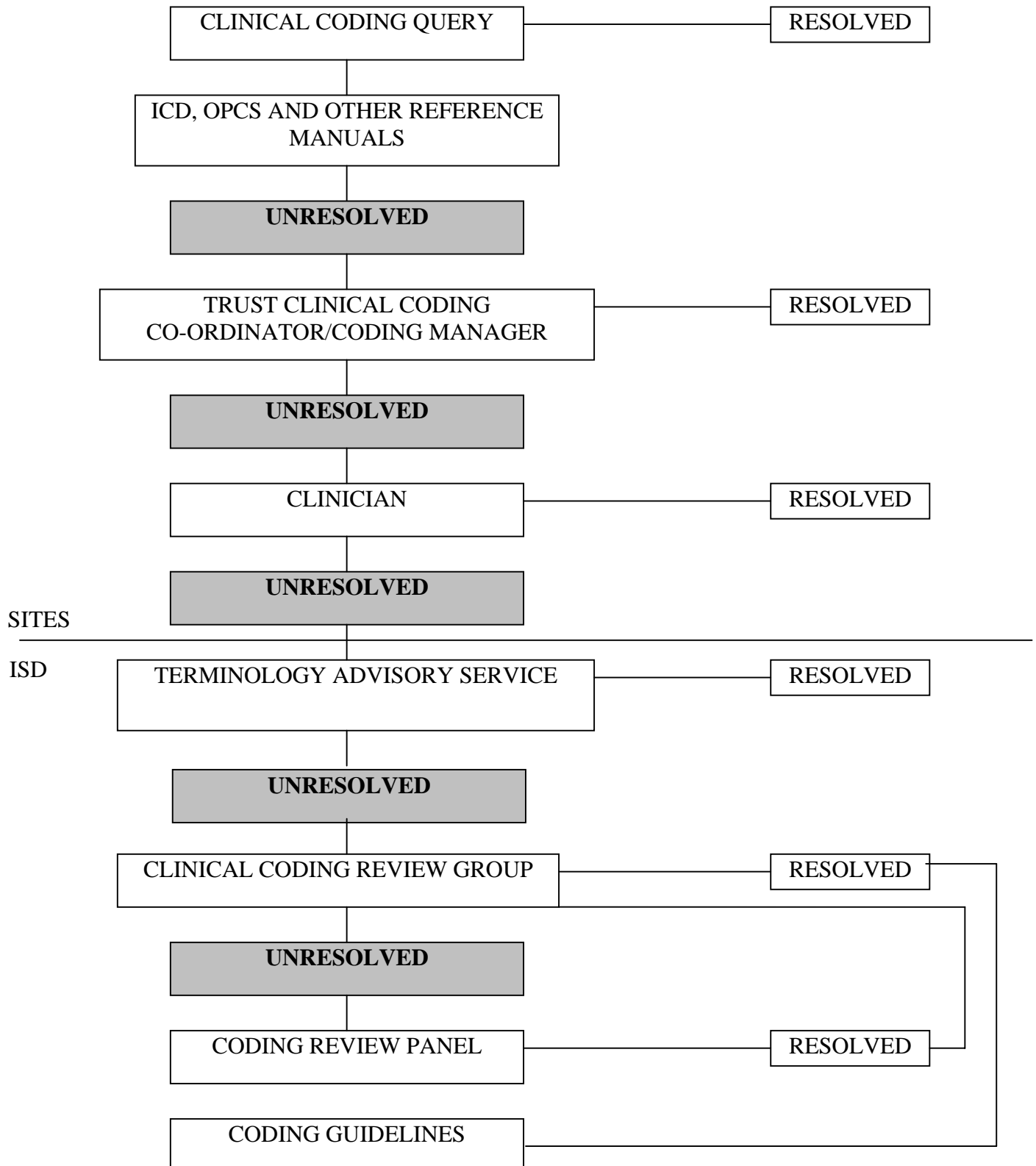


# TERMINOLOGY ADVISORY SERVICE

## Clinical Coding Query Service



## Information Services

Gyle Square  
1 South Gyle Crescent  
EDINBURGH EH12 9EB  
Telephone 0131 275 7283



[www.isdscotland.org/terminology](http://www.isdscotland.org/terminology)

# CLINICAL CODING QUERY SERVICE

When a query arises the coder should first consult the ICD/OPCS classifications, a medical dictionary and reference manuals (i.e. SMR instruction manuals, clinical coding training manuals and Clinical Coding Guidelines). If this does not provide a resolution, help should be sought from the Trust Clinical Coding Co-ordinator (CCC) or Coding Manager (CM). If the query cannot be resolved in this way the Coder/CCC/CM should ask the advice of the clinician responsible for the patient's care. If there is still doubt or difficulty allocating a code, the coder/CCC/CM should telephone the Terminology Advisory Service (TAS) on 0131 275 7283 (Tuesday- Thursday, 9a.m – 5p.m.).

Originators of coding queries are notified of an appropriate code or receive a return telephone call regarding their query within 2 working days. However, some queries require research. If this is the case the TAS will advise the originator to collect as much information and as many references to the condition/procedure as they can and forward the anonymised documents to the TAS. When the TAS receives all the relevant documentation a panel consisting of experienced clinical coders/ tutors and clinicians discuss the coding query and agree to a resolution.

If still unresolved the query will be submitted to the Clinical Coding Review Group (CCRG). This group consists of clinicians and coding tutors from ISD. If a solution cannot be agreed there, the query will be passed to the national group, the Coding Review Panel (CRP). Membership of the CRP comprises Senior Clinical Coding Consultants, Regional Clinical Coding Tutors, Medical Statisticians and other experienced clinical coding professionals including a representative from the TAS. Some queries require specialised clinical knowledge beyond that already available within the CRP and these are passed to the Chairman of the appropriate Medical Specialities Group of the Clinical Terms Project to provide definitive and expert information about the disease or procedures in question. The CRP resolutions become national clinical coding standards.

In some instances it may be that the CRP refer the matter on to the appropriate body in the World Health Organisation (WHO). Clinical Coding Guidelines are circulated to all CCCs who in turn distribute them to all holders of ICD/OPCS classifications.

Attached to this information sheet is a diagrammatic representation of the clinical coding query service as applicable in Scotland.

If you have any clinical coding queries or coding related enquiries, please call:

**Tel No**            **0131 275 7283 (Tues to Thurs 9a.m.-5p.m.)**  
**email**            **[terminologyhelp@isd.csa.scot.nhs.uk](mailto:terminologyhelp@isd.csa.scot.nhs.uk)**