

Health Complaint Type

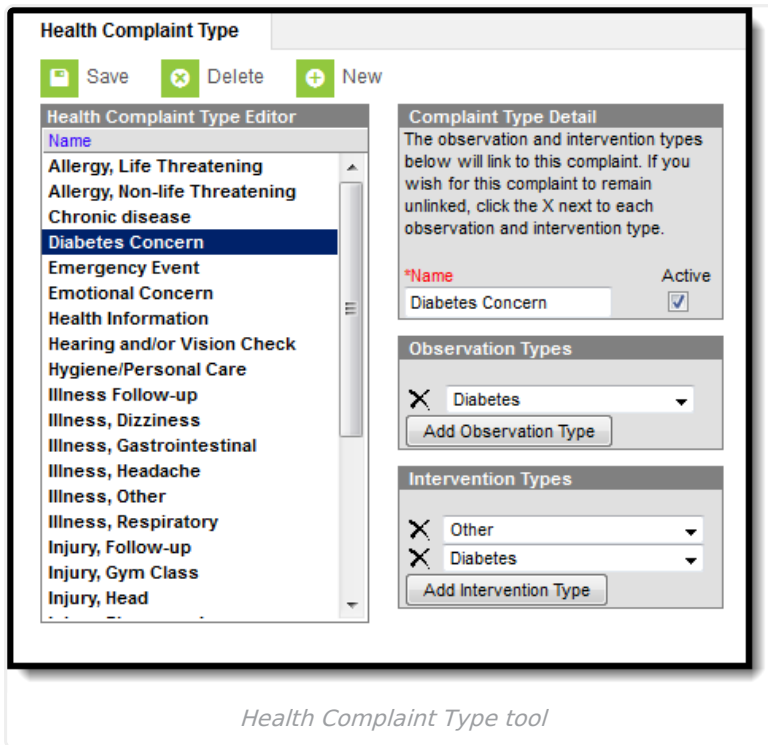
Last Modified on 12/14/2025 8:45 pm CST

[Health Complaint Workflow](#) | [Add a New Complaint Type](#)

Tool Search: 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 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.



Health Complaint Type

Save Delete New

Health Complaint Type Editor

Name

Allergy, Life Threatening

Allergy, Non-life Threatening

Chronic disease

Diabetes Concern

Emergency Event

Emotional Concern

Health Information

Hearing and/or Vision Check

Hygiene/Personal Care

Illness Follow-up

Illness, Dizziness

Illness, Gastrointestinal

Illness, Headache

Illness, Other

Illness, Respiratory

Injury, Follow-up

Injury, Gym Class

Injury, Head

Complaint Type Detail

The observation and intervention types below will link to this complaint. If you wish for this complaint to remain unlinked, click the X next to each observation and intervention type.

*Name Active

Diabetes Concern ☒

Observation Types

X Diabetes

Add Observation Type

Intervention Types

X Other

X Diabetes

Add Intervention Type

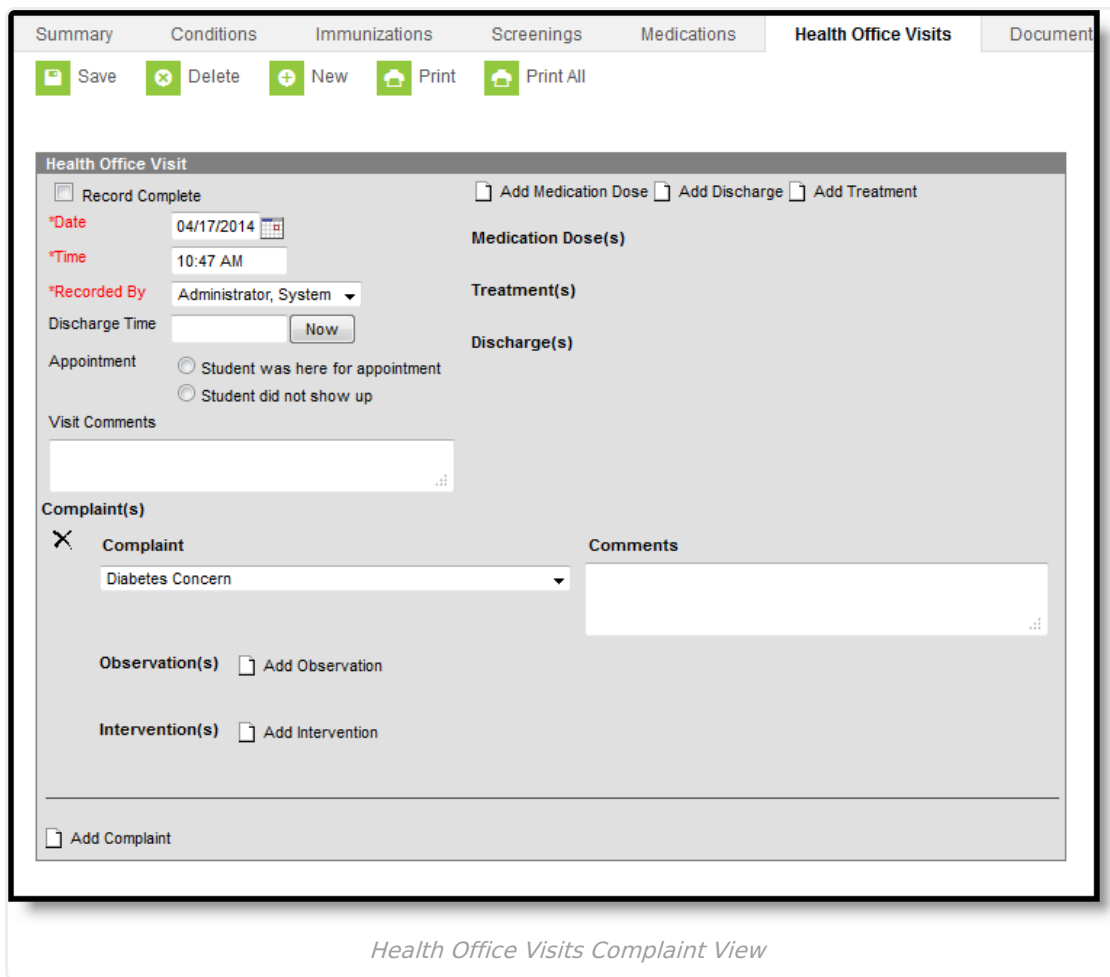
Health Complaint Type tool

See the [Health Administration Tool Rights](#) article for information about rights needed to use this 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 staff can select the student's complaint and enter comments. Based on the selected complaint, health staff observations and interventions

associated with it are available when selecting the **Add Observation** or **Add Intervention** icon.



The screenshot shows the 'Health Office Visits' tab in a software interface. The 'Complaint(s)' section is active, displaying a dropdown menu with 'Diabetes Concern' selected. To the right of the dropdown is a text area for 'Comments'. Below the dropdown are buttons for 'Add Observation' and 'Add Intervention'. At the bottom left of the form is an 'Add Complaint' button. The top of the form includes a 'Health Office Visit' header with checkboxes for 'Record Complete', 'Add Medication Dose', 'Add Discharge', and 'Add Treatment'. Below this are fields for '*Date' (04/17/2014), '*Time' (10:47 AM), '*Recorded By' (Administrator, System), 'Discharge Time' (Now), and 'Appointment' (Student was here for appointment / Student did not show up). There is also a 'Visit Comments' text area.

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.
