

Smart Triage Patient Email Setup



Improving Our Service

We are moving to an improved online patient access system called Smart Triage, which is made by Rapid Health.

This will allow you to self-book medical appointments, and make administrative requests, at your convenience.

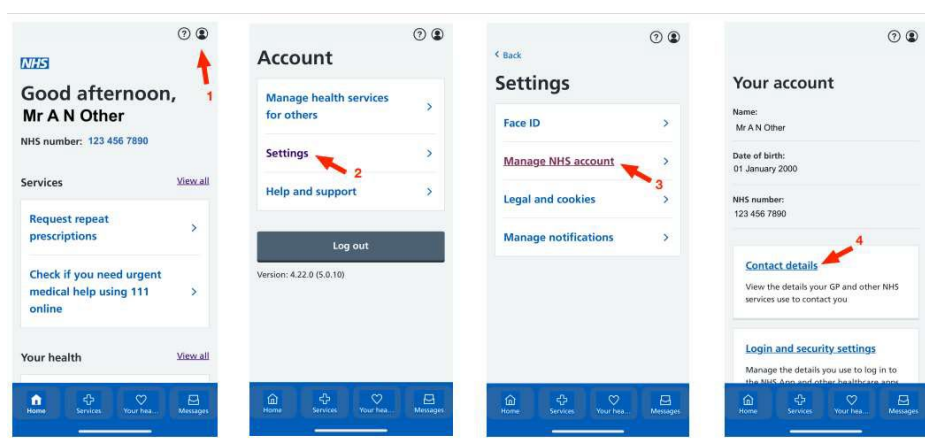
The new system will be available from Tuesday 6 May 2025. The link to Smart Triage will be accessible through our website.

Using The System

No registration or setting of passwords is required to access Smart Triage.

To be able to book your own appointments you **must** have a **valid email** address on your patient record. Therefore, we ask you to check and update your email address.

You can do this using the NHS App (see instructions below) or by clicking the 'Update your Details' button on our website homepage and selecting the '[Change of Contact Details Form](#)'.



For children under 16 years-old Smart Triage works slightly differently. You will be able to use the same link to submit your child's medical request. However, the request will be reviewed first by our duty doctor and we will contact you to arrange your child's appointment.

For those patients unable to access Smart Triage online, we will continue to assist over the phone or in the surgery – we are happy to do this and our aim is not to make life difficult for anyone who is not able or does not wish to use the online service. We will take you through the same questions as you would have online but our lovely Patient Services Team will do this on your behalf.

For those of you who prefer the option to go online yourself, we hope you will love the freedom the new system offers you.

And the good news is that Smart Triage is proven to reduce phone waiting times for those who wish to continue to call us.

Regards

The team at Holderness Health