

## Smart Triage Patient Email Setup

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 the 10th of March 2025. The link to Smart Triage will be accessible through our website.

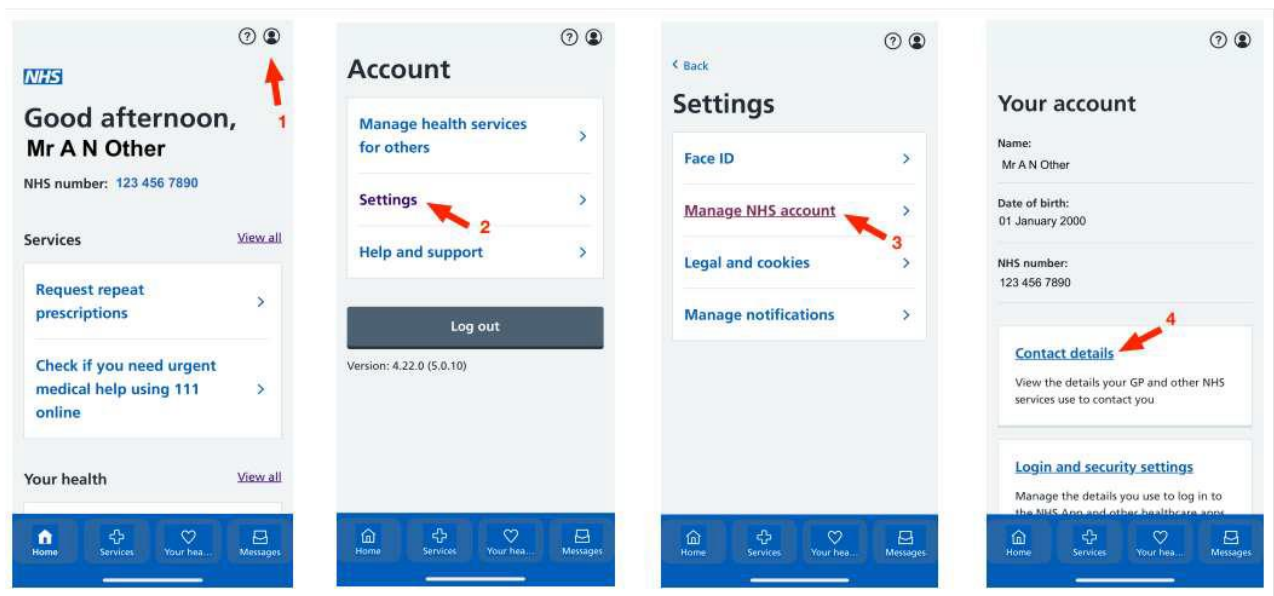
### Using The System – Ensuring we have an up-to-date email address

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 using the change of personal details webform on our website.

<https://www.moatfield.co.uk/change-of-contact-details>



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, but you may not be able to book your own appointment. If you are not able to make your own booking, the request will be reviewed by someone at the practice, and they will get back to you.

For those patients unable to access Smart Triage online, we will continue to assist over the phone.

While Smart Triage is proven to reduce phone waiting times, the online system remains the faster way to access care.

Regards,  
Moatfield Surgery