



Patient Fair Use Policy for Total Triage via AccuRX

Purpose

This Fair Use Policy ensures that our Triage system via AccuRX remains safe, effective, and accessible for all patients. It outlines how patients should use the service responsibly and what to expect when submitting a request.

General Guidelines

- **One Issue Per Request:** Please submit only one medical concern per triage form. This allows clinicians to assess your issue thoroughly and fairly.
- **One Submission Per Day:** Each patient may submit one triage request per day, unless your clinical situation significantly changes, in which case we recommend you telephone reception.
- **Admin vs Clinical Requests:** Use the Administration Form only for non-urgent administrative tasks (e.g., cervical screening, long-term condition reviews, vaccinations). Do not use this form for new or ongoing clinical symptoms or queries as they may not be processed.

Availability

- The triage system is open during core hours: **Monday to Friday, 8:00am–6:30pm.**
- Requests will be processed within 24 working hours.
- **If your query is urgent for the same day after 5pm Monday-Friday, then please call reception.**

Urgent Care

- If you need urgent help, call the practice directly or call 111.
- Outside of hours, visit NHS 111 online or call 111.
- In an emergency, call 999.
- Consider use of Orsett Minor Injury Unit, Local opticians and your local pharmacist

Clinical Review

- All submissions are reviewed by a clinician. You may receive:
 - A same-day or future appointment
 - A text message with advice or follow-up instructions
 - A request for more information if your submission is unclear

Supporting Information

- You may attach a photo to support your request. Please do not send images of intimate areas.

Responsible Use

To keep the system running smoothly:

- Avoid chasing responses unless your condition worsens.
- Do not use the system for repeated updates or non-clinically appropriate demands.
- Misuse may result in restricted access to the triage system.
- Although we do our best to offer suitable appointment times, availability is often limited. If you cannot consult with a clinician at the time offered by the practice, kindly cancel your appointment with reception and consider sending a triage on another day.

Respect and Courtesy

We ask all patients to treat our staff with respect. Abusive or inappropriate behaviour will not be tolerated and may lead to restricted access to services.