

WALTON MEDICAL CENTRE

Digital Triage Form Policy

Digital Triage Form Policy: Please Read Before Submitting

To help us provide safe, timely, and effective care, we kindly ask that all patients follow the guidelines below when using our digital triage service.

Important Guidelines

◆ Maximum of Two Issues per Form

Please include no more than **two health concerns** in each triage form.

If you have more than two issues, choose the most important two to include, and submit the others on a different day.

◆ One Form per Patient per Day

To ensure fair access for everyone, each patient may submit **one digital triage form per day** only.

This helps us manage demand safely and prevents delays in care for you and others.

! Why We Have This Policy

- It allows our clinical team to give each issue the time and attention it deserves.
 - It helps us respond to all patients as quickly as possible.
 - It keeps the service fair and accessible for everyone.
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✓ Examples

✓ Allowed

"I have a sore throat and ear pain." Listing 3+ problems in one form.

"I need a prescription ."

⊘ Not Allowed

Submitting multiple forms on the same day.

If you're not sure how to describe your issue or how many forms to submit, feel free to call our reception team — they'll be happy to help.

Thank you for your understanding and cooperation!