

## About us

[eTriage](#) is a digital triage solution designed for NHS Emergency Departments and Urgent Treatment Centres. It was designed to automatically check-in and prioritise (triage) patients upon arrival to an Emergency Department or Urgent Treatment Centre.

Our eTriage kiosks allow patients to check-in digitally on arrival, enabling you to capture ECDS data alongside a full triage history with automated risk stratification (P1-P5). A report is generated from the patient's answers to the questionnaire, and securely sent to the native clinical system of the Emergency Department or Urgent Treatment Centre.

The eTriage report, colour-coded acuity score and chief complaint will appear in the patient tracker list allowing clinical teams to make quicker, safer and more informed decisions about which patients to prioritise for treatment or which patients to redirect to a more appropriate health care setting (UTC, SDEC, GP etc).

One of eTriage's biggest benefits is its ability to provide live clinical visibility of waiting rooms, allowing clinical teams to identify critical conditions within minutes of arrival and prioritise patients based on acuity. eTriage speeds up triage time and ensures clinicians have the information they need to make quick decisions and move patients to the right place, first time.

## eTriage in numbers (as of January 2026)

- Over 2 million patients checked-in and triaged
- Live in 22 Emergency Departments and UTCs across the UK
- 89% positive patient feedback

## Key impact

- 3 minutes clinical time released per patient through reduction in triage assessment duration.
- 27% reduction in total wait time to triage (across existing sites).
- Average time to triage 5.5 minutes.
- Earlier identification of sickest patients (+35% accuracy in flagging high acuity patients).
- 5 minutes administrative time released per patient.
- 11 minute reduction in queue for reception.
- Rescope roles to enhance efficiency - up to 360 clinical hours released/month with savings of up to £60k/month.
- Maximise redirection opportunities - P5s/P4s identified within 5 minutes of patient arriving.

## **Clinical safety**

- Live clinical visibility of waiting room
- Acuity of patients known within 5 minutes of arrival
- Earlier identification of sickest patients (+35% accuracy in flagging high acuity patients).
- Cross-functional clinical governance team
- Clinical reference groups - case reporting, feedback & discussion

## **Patient benefits**

- No queue for reception - 11 minute reduction
- Privacy and dignity restored - 92% surveyed
- Easy to use -85% digital check-in rates
- 89% patient satisfaction
- Better care & faster time to treatment
- Only 1 more minute for elderly patient to complete

## **Operational benefits**

- 30% improvement in initial time to assessment
- Average time to triage 5.5 minutes
- Consistent data capture
- Decompress waiting room by pulling out patients who can be seen elsewhere - P5s/P4s identified within 5 minutes
- Administer pain relief earlier

## **In Scope**

- Access to the eTriage platform and, with it, the ability to conduct digital triage of patients on an agreed number of licensed tablets with the relevant software installed, for which a charge is described in the Order Form.
- The ability to push ECDS and triage data into the customer's native clinical EPR system.
- A tailored implementation plan, including training and change management support.
- One-off installation as per the implementation plan, including installation of stands, wiring to power and Internet, signage, costs of iPads and protective casings, kiosks and installation.
- Amendments to the patient-facing templates in the event of clinical incidents or changes to established clinical guidance.

### **Out of Scope**

- The customer will be responsible for running power and internet to desired connections.
- The customer will be responsible for purchasing Kiosk Pro licence for all patient interfaces – (£49.99 per device).
- Any customisations outside of core functionality of eTriage.
- Replacement (including fitting and installation) for damaged kiosks/hardware/signage.