

Service Definition Document

E-Triage – The e-Referrals Management Application

Effective starting: 1st Jan 2026

Service Summary

The e-Triage platform is revolutionising healthcare triage by targeting key challenges in the referrals process. Easily adaptable across various clinical settings, it significantly improves efficiency and accuracy in patient care.

Powered by the Toca.io Low Code Platform, E-Triage is an application which allows clinicians to triage GP e-RS patient referrals and Advice and Guidance requests without requiring e-RS access. Both e-RS referrals and Advice and Guidance requests are automatically uploaded in to Trust Patient Record Systems.

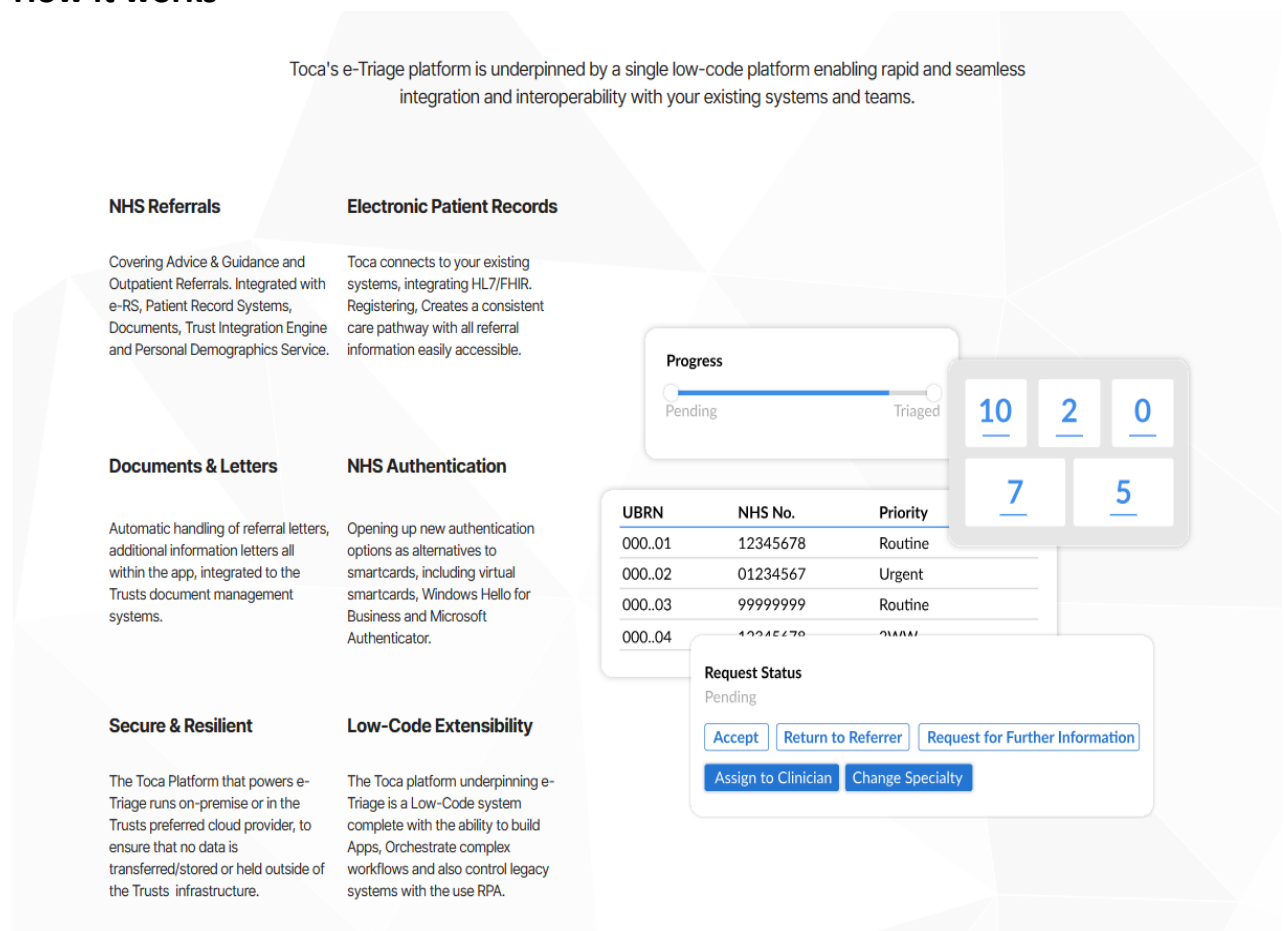
Service Features

- Transforms interoperability between e-RS, Patient Record systems, Patient Admin Systems, PDS and document management to reduce operational costs, standardise referrals and streamline hospital data.
- Easily adopted across various healthcare trusts
- Easily configurable – one of the most advanced low-code configurable environments to enable rapid and full integration
- A single point of access - Fully connected referral and triage processes. Connecting; demographic service (PDS), Spine, A&G & eRS FHIR & NHS Digital APIs.
- Real-time data accessibility -Immediate access to patient information. Providing clinicians with all the information in the palm of their hand to manage, respond to, refer to, and automate workflows.
- Integrated to NHS eRS - API connectivity to the NHS eRS platform, bridging the national system locally to your patient admin system and other systems.
- Operational Intelligence - e-Triage enhances healthcare by providing swift, direct access to patient information, enabling quicker, more accurate medical decision-making.

Service Benefits

- Real time data accessibility: immediate access to patient information
- Reduced administration of referrals
- Fewer errors and increased efficiencies
- Improved data quality in Patient Record Systems
- Enhances standardisation in patient care

How it works



Contact

The first step is to contact us at info@toca.io, either directly or via our website: [Toca.io](https://toca.io), stating your company's particular interest. One of our team will respond to you within 48 hours. We will arrange a mutually convenient time to start discussions and agree the basis of further actions.

Technical

Toca system comprises of:

1. Toca Core Server – a Linux server and hosts the core services and database
2. Bot Server – a Windows server that hosts a 'user type' desktop environment under automated control.

Deployment:

The Toca system can be deployed within the Toca cloud, as a hybrid with some components in the cloud and other components in the customer's IT network, or solely within a customer's IT network.

Hardware Specification:

A full specification will be provided, every Toca instance is used in different ways and will have different system requirements based on the load and demand.

Maintenance & Customisation

A detailed maintenance schedule is planned and agreed by both parties at the start of the project. Regular monitoring of the schedule, and maintenance, is carried out via our team of Software Engineers. Toca is customised to meet the outcomes required by each individual company.

Implementation

Subject to agreement, an implementation plan will be formulated in conjunction with your named Support Contact and dedicated Account Manager, who together will be responsible for setting the overall aim, performance objectives and realistic target dates against the plan. Monitoring and evaluation against the plan will take place at mutually agreed intervals. The initial stage of the implementation plan is about getting started. A variety of training can be provided to suit the customer needs. Your team will have access to support via phone or emails. Critical support response times are 2 hours, 9am to 5pm Monday to Friday (full policy can be found [Support Policy | Toca.io](#)).

Off Boarding

At the end of the contract, we will provide you with a downloadable file of your scripts, reports and user data. This can also be done from our admin dashboard.

Included:

- Teardown of the service.
- Export of the user's data via a downloadable link.

Not included:

- Removal of bot from the customer's internal platforms (this must be done by your own internal teams).
- De-integration of the service from other 3rd party platforms which you have integrated.

Data Security & Disaster Planning

The team here at Toca are committed to providing a seamless service to ensure the smooth flow of business for our customers. Data is held in the clients own IT environment under the full control of the client. The client would provide the back up and restore service.

Non urgent software patches are planned and an agreed timeline with the customer (in conjunction with a network lockdown if necessary).