

SERVICE DEFINITION

Service name: Smart Triage

Supplier: Rapid Health Ltd

Lot: Lot 2b – Software as a Service (SaaS)

Service overview

Smart Triage is a Software-as-a-Service digital triage and care navigation platform for the NHS, incorporating AI-enabled components to support automation and scale. It supports primary care organisations, PCNs, ICBs, and other NHS bodies to assess patient requests, prioritise urgency, and route patients to appropriate care options in line with clinician-defined protocols.

The service automates key stages of triage and booking while operating strictly within locally agreed clinical and operational rules. It is delivered as a fully web-based SaaS solution with no local installation required.

Intended users

Smart Triage is intended for use across the NHS, including primary care practices, PCNs, ICBs, and centrally coordinated care models. End users may include patients, administrative staff, and clinical teams, depending on the buyer's configuration.

Service features

- Digital patient triage using preconfigured and buyer-configurable clinical pathways.
- Automated prioritisation and routing based on clinician-defined urgency rules.
- Direct navigation to appropriate care options, including appointment booking where enabled.
- Capacity and demand management controls at the practice, hub, or network level.
- Web-based access for patients and staff with role-based permissions.
- Management information and reporting to support demand, capacity and operational oversight.

- Some advanced booking and cross-organisational capabilities are available as optional modules and are priced separately, as set out in the G-Cloud pricing documentation.

Clinical configuration and safety

Smart Triage uses centrally maintained clinical logic and pathways defined and governed by Rapid Health. Buyers do not modify the underlying clinical logic.

Buyers may configure mapping and routing rules that act on the outputs of the clinical logic, such as directing outcomes to local services, appointment types, capacity pools, or workflows. These configuration options do not alter the clinical assessment itself.

Automation supports operational efficiency while ensuring that clinical decision-making remains within governed, pre-defined clinical logic and agreed NHS governance arrangements.

Integrations

Smart Triage integrates with:

- NHS Login and the NHS App
- TPP SystemOne
- EMIS

Service delivery model

The service is delivered as a hosted SaaS solution and accessed through a standard web browser. No software installation is required on buyer or user devices.

Hosting and connectivity

Smart Triage is hosted on Amazon Web Services (AWS) and is available over the Health and Social Care Network (HSCN).

Accessibility

Smart Triage is designed to be accessible and is certified to WCAG 2.2 AA.

Service management and support

Rapid Health is responsible for the operation, maintenance, and ongoing development of the service. Support arrangements, including service hours and response times, are agreed at call-off stage.

Onboarding and implementation

Onboarding is agreed with the buyer and may include configuration, integration setup, and user enablement. The service is designed for rapid deployment without complex technical setup.

Data protection

Buyer data remains the property of the buyer. Data is processed only for the purposes of delivering the service, in accordance with applicable data protection legislation and the agreed contract terms.

Security

Security controls appropriate to a SaaS health service are applied. Specific security and assurance requirements are confirmed at call-off stage and reflected in the applicable call-off schedules.

Pricing

Pricing is set out in the G-Cloud pricing section and the agreed call-off contract. The price covers use of the Smart Triage SaaS service as described in this document.

Contract duration and renewal

Call-off contracts are for a fixed term as agreed with the buyer. Where automatic renewal applies, this is defined in the call-off contract. The buyer retains the right to terminate or prevent renewal in accordance with the agreed terms.

End-of-contract and exit

At the end of the contract, Rapid Health will support an orderly, low-risk exit in line with the agreed call-off contract and Call-Off Schedule 10 (Exit Management), where applied. Buyer data will be returned to the buyer or securely deleted in accordance with the buyer's instructions.

Dependencies

The service requires an internet connection and a modern web browser.

Service constraints

Smart Triage is provided as a standard SaaS solution. Any bespoke development or non-standard functionality is subject to a separate agreement.