

GP WEBSITE QUICK REFERENCE

Where to Place Accurx Patient Triage Links

*For practices moving from another online consultation provider
Accurx Patient Triage link placement only
Version 1.0 – September 2026*

The simple rule

The Accurx Patient Triage link itself must be visible — not just an Appointments link. Place a direct link to Accurx on the homepage and on the Appointments page. Add task-specific Accurx links on relevant pages where those requests are supported.

Where the actual OC link should go

Each section of the Patient Triage form can be accessed directly via its own link. This means you can share links with patients to direct them to specific parts of the form where applicable. See [guide](#) on how to access these direct links.

Website location	Actual OC link?	Exact placement and wording
Homepage	Yes – Main OC Link	Place in the main task area near the top, ideally visible without scrolling. Use 'Request help online' or 'Request an appointment online'. An Appointments tile alone is not enough.
Appointments page	Yes — Main OC link	Place near the top within the section explaining how to request an appointment. Use 'Request an appointment online'.
Fit notes	Yes, if Accurx accepts this task	Link directly to the relevant Accurx option. Use 'Request a fit note'.
Test results	Yes, if Accurx accepts this task	Place beside the guidance for asking about a result. Use 'Ask about a test result'.
Repeat Prescription	Yes, if Accurx accepts this task	Place beside repeat prescription guidance. Use 'Request a repeat prescription'.
Other admin requests	Yes, if Accurx accepts the task	Use on relevant pages for letters, forms or referral queries. Name the task and link directly where possible.

What each link should open

- Use the direct Accurx Patient Triage link supplied for the practice, replacing every old-provider link.
- Where Accurx supports a stable task-specific link, send patients directly to that task. Otherwise open the Patient Triage start page.
- Keep the same link and wording wherever the same task appears; remove duplicate or conflicting routes.

Do not rely on

Avoid	Why
An Appointments tile or menu item without a direct OC link on the page	It leads to appointment information but does not give patients the online request route.
A link only in the footer	Patients may not find it when trying to request help.
A pop-up, floating widget or supplier banner as the only route	It can be missed, dismissed or obscure page content.
A generic Online services page	Patients may not know this is where appointment requests are made.
Old-provider links or mixed supplier names	They create dead ends and uncertainty about which form to use.
Labels such as OC, triage or Accurx alone	Use the patient's task instead: request an appointment, fit note, result or medication help.

Quick placement check

Check	Complete
Direct Accurx Patient Triage link is visible near the top of the homepage	☐
Direct Accurx link is prominent on the Appointments page	☐
Appointments menu item opens a page containing the direct OC link	☐
Contact us and relevant task pages contain the correct Accurx links	☐
Footer link is secondary, not the only route	☐
All previous provider links and names have been removed	☐
Every link opens the correct practice or task-specific Accurx form	☐