



Babylon Digital GP. The new GP surgery.

Providing you and your dependants covered on your policy, access to 24/7 health advice and online GP consultations.

For your wellbeing.
For Living



The benefits of Babylon Digital GP

This handy app gives you access to:

- 24/7 online GP appointments
- a clinical triage service (artificial intelligence powered), with the option to text questions to a GP afterwards
- a UK-wide pharmacy network offering a same day or a next day delivery prescription service
- click and collect private prescriptions, which can be picked up within two hours from your chosen pharmacy, Monday to Friday from 8am to 8pm. (You will be required to pay the cost of medication.)
- referrals for further treatment if needed.

Getting started

We recommend using your smartphone to download the Babylon Digital GP app, (search for Babylon health). Or visit online.babylonhealth.com/signin from your computer. Please note, accessing in this way may reduce functionality.

How to register

1. Open the Babylon app
2. Set up your account by adding your email and a password
3. Click on 'I have a code' section
4. Enter the code* **BUPADHC**
5. Enter your personal details (Please note: you must enter these exactly as they appear on your membership certificate)

Already registered?

1. Go to the 'ME' tab
2. Select the 'membership' tab
3. Enter the code* **BUPADHC**

Any of your dependants who have Bupa cover can access the app.

How to add child dependants

You can add your children aged under 16 to your Babylon account.

1. Go to the 'Me' tab
2. Select 'Family'
3. Select 'Add' in the top right hand corner and enter their details (how they appear on your membership certificate)
4. Enter the code* **BUPADHC**

How to add adult dependants

Your children aged 16 or older and your partner will need to register separately.

Please ask them to follow the section 'How to register'.

Referrals

If you have Bupa health insurance and are referred by a Babylon GP to see a specialist, or need diagnostic tests, it's important to contact us. We'll check if your treatment will be covered, and check if any benefit allowances apply. Call Bupa on **0345 604 0623**^.

Important information

These terms are a summary only. Always seek advice from a medical practitioner if:

- you're unsure that you were able to express your medical needs through the app
- you have any concerns about the advice you receive from Babylon or if it's different to other advice you've received.

Please note

- Some medical conditions aren't suitable for remote consultations.
- The app shouldn't be used in a medical emergency.

Useful contact information

Questions about the app?

Email support@babylonhealth.com or call the Babylon Support Helpline on **0330 223 1008**. It's open seven days a week from 8am to 8pm.

Questions about your health insurance?

Call us on **0345 604 0623**^.

*If you do not enter this code you may be charged for appointments at the current prices: £89.99 for an annual subscription, £9.99 per month (minimum three month contract) or £49 for a one-off Virtual GP appointment.

^We may record or monitor our calls. Lines are open 8am to 8pm Monday to Friday and 8am to 4pm on Saturday.

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