



How to book your first appointment.



1. Once downloaded, open the Babylon app and tap the appointment icon. This will take you to your appointment area.



2. Choose an appointment with a GP and whether you want them to voice or video call you.



3. Book the next available time slot or schedule an appointment at a date and time to suit you.



4. You'll get a reminder notification 5 minutes before your appointment. Find a private space where you feel comfortable and a GP will video call you.



Babylon Digital GP. The new GP surgery.

Need technical support?

0330 223 1008

We may record or monitor our calls.

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You don't need to visit a GP surgery for health advice.

Sometimes you can't plan on needing to see a GP. You might be at your desk, on your commute or in bed at 2am and need to check something quickly. Download the Babylon app to talk to a GP 24/7 – wherever you are, whenever you're in need.

Making appointments and using the symptom checker is included **free** as part of your company health insurance. You just need to enter the PIN **BUPADHC** when you first register.

How to download the app



1. Search 'Babylon' at the App Store or Google Play and download to your smartphone.



2. Open the app and register your details. **You must enter your details exactly as they appear on your health insurance documents.**



3. Enter PIN **BUPADHC** to make sure that everything you do in the app is free.

Fast

When life's non-stop, it can feel like there aren't enough hours in the day to visit a GP. Babylon makes it quick and easy. Appointments are normally available within the next two hours – often sooner – and you can check symptoms instantly using Babylon's interactive chat. That means minimal disruption to your day, so you can focus on what you need to do.

Confidential

Your conversation with a Babylon GP is completely private. Just like when you normally visit a GP, your consultation will take place with only yourself and the doctor. And if you choose to save your medical records within the app, they'll be stored securely and protected by a personal password.

Convenient

Don't want to go out of your way to see a GP? With Babylon, you can have an appointment while you're at work if you need to. Find somewhere private or schedule an appointment for your lunch break and have a chat with a GP without having to take time off. You can have appointments outside working hours, too – even if it's 2am.

How can Babylon make life easier?

- Voice or video call a GP 24/7. Appointments are normally available within two hours – often sooner.
- Ask the Babylon app to check symptoms and get an instant response 24/7.
- Order prescriptions and collect within the hour from a pharmacy of your choice.
- Arrange a free* delivery. Your prescription will arrive either the same day if you live in London or the next if you live elsewhere in the UK.
- Get a referral to a specialist as part of your health insurance. Please note, members must call us to pre-authorise treatment.

*You'll have to pay for your prescription.

