



Welcome to Digital GP in partnership with Babylon

User Guide



You now have unlimited access to Digital GP in partnership with Babylon, to offer you 24/7 health information and GP appointments.

If you're signed up to Bupa private medical insurance, you now have free access to the following services:



Talk to a doctor in minutes, 24/7

Talk to a GP, nurse or pharmacist at any time of day or night, directly from your mobile. Appointments are normally available within two hours.



Referrals in minutes

Our GPs can issue open referral letters which can be used in conjunction with Bupa.



Secure clinical records

Store all your records on the app, with the option to share with your NHS GP. View your consultation notes, prescriptions and referral information.



Prescriptions delivered

Have your prescription sent electronically to your chosen pharmacy for collection, or have your medication delivered to your door.



Check your symptoms

Babylon can analyse millions of symptom combinations in seconds to give you the most relevant health information.



Getting Started

- 1 Search for **'Babylon'** in the App Store or Google Play, and look out for our heart logo. You can also sign up on a desktop via the Babylon website.
- 2 Sign up to Babylon using your chosen email address.

*Make sure that the name that you register with matches the details on your Bupa PMI policy. This will ensure that your registration matches with the eligibility details provided by Bupa.

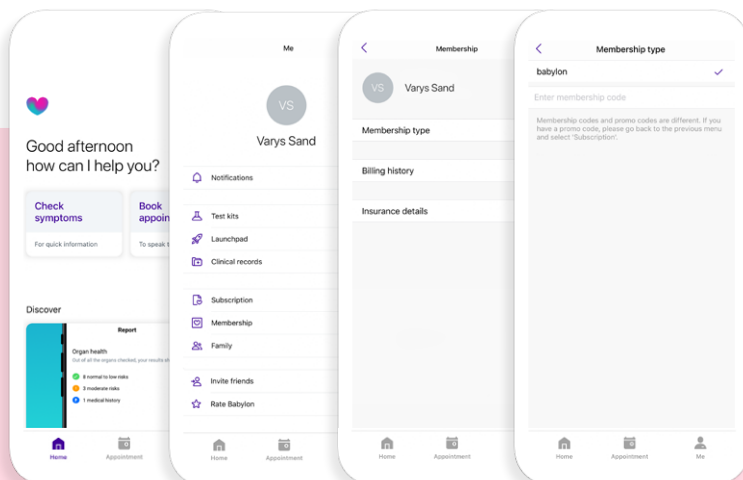


Using your membership code

If you're signed up with Bupa private medical insurance there are two ways to enter your membership code via the app

Enter your code when signing up:

Fill in the required details to set up your profile and, when Babylon asks if you have a code, enter your membership code.



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OR

Enter your code after you've signed up:

If you have a code but have already registered with Babylon, **first make sure you have registered with your Bupa PMI registered name (e.g. Thomas not Tom)**. This will ensure that your registration eligibility details match those of your insurance policy. Then follow these steps:

- 1 Go to the 'Me' tab
- 2 Click 'Membership'
- 3 Select 'Membership type'
- 4 Enter your employee membership code and click 'Done'

To check that your code has successfully been applied, repeat steps 1 - 3, and your membership code should appear with a tick beside it. If you can't see this, please repeat steps 1 - 4. **If your code has been applied successfully, you won't be asked to pay for your consultations.**

***Make sure that the name that you register with matches the details on your Bupa PMI policy.** This will ensure that your registration matches with the eligibility details provided by Bupa. If you have signed up with details that do not match your company registered details you can change and update your account. Go to the 'Me' icon, click on 'Clinical Records', then 'Your Details'. Here you can edit or update your name, email, phone number, address, DOB, and other personal information.

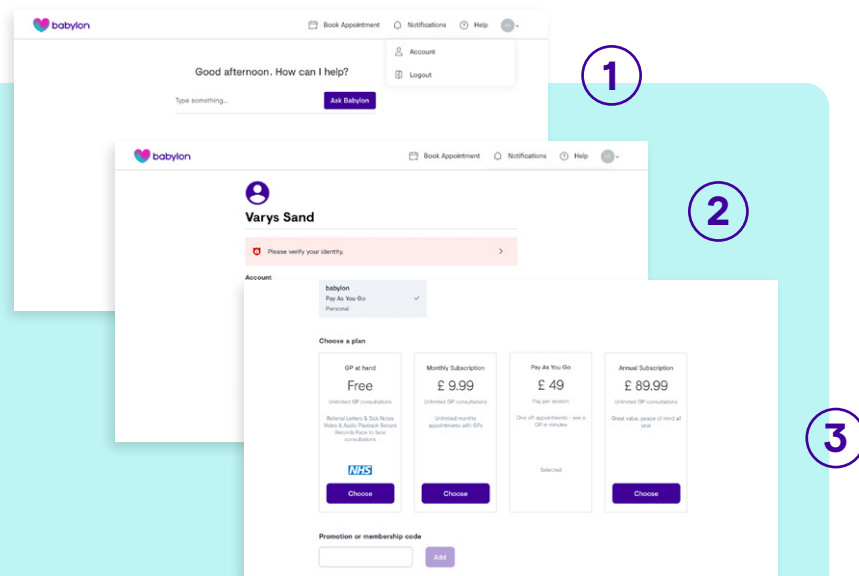


Using your membership code

If you're signed up with Bupa private medical insurance there are two ways to enter your membership code [via a desktop](#)

Enter your code when signing up:

Go to online.babylonhealth.com/get-started/bupa/offer and fill in the required details to set up your profile. When Babylon asks if you have a code, enter your membership code.



OR Enter your code after you've signed up:

If you have a code but have already registered with Babylon, **first make sure you have registered with your Bupa PMI registered name (e.g. Thomas not Tom)**. This will ensure that your registration eligibility details match those of your insurance policy. Visit online.babylonhealth.com, and log into your account. Then follow these steps:

- 1 Go to the dropdown menu in the top right and click 'Account'
- 2 Select 'Membership'
- 3 Enter your employee membership code and click 'Add'

To check that your code has successfully been applied, repeat steps 1 - 2, and your membership code should appear with a tick beside it. If you can't see this, please repeat steps 1 - 3. **If your code has been applied successfully, you won't be asked to pay for your consultations.**

***Make sure that the name that you register with matches the details on your Bupa PMI policy.** This will ensure that your registration matches with the eligibility details provided by Bupa. If you have signed up with details that do not match your company registered details you can change and update your account. Go to the 'Account' tab in the top dropdown menu. Click on 'Personal Details'. Here you can edit or update your name, email, phone number, address, DOB, and other personal information.



Adding family to your account

If your dependents are covered by your Bupa private medical insurance, they can also receive 24/7, unlimited GP appointments with Babylon.

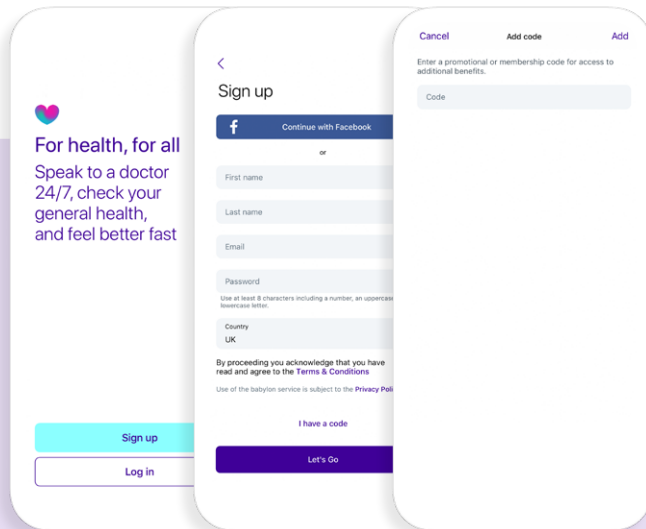
*Please note that a child can only be added to one adult account. Make sure they register with their full name (e.g. Thomas not Tom). This will ensure that their registration matches with the eligibility details provided by Bupa.



Adding an adult family member

- 1 Family members aged 16 or over need to download the app themselves and sign up
- 2 Set up a profile and select 'I have a code'
- 3 Enter code

If you sign up using Facebook, please make sure that the name that you register with matches the name on your Bupa PMI policy.



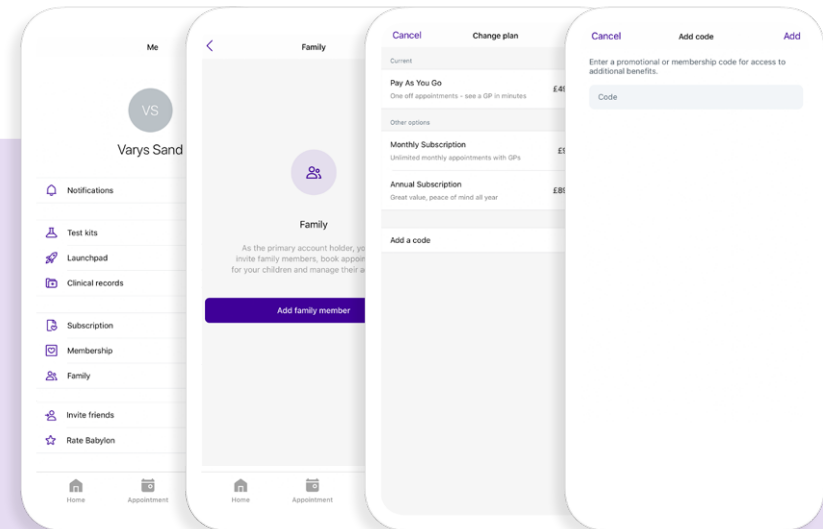
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Adding a child family member

- 1 To add someone under 16, go to the 'Me' tab
- 2 Select 'Family'
- 3 Select 'Add' in the top right corner and enter dependent details
- 4 Enter code



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babylon

Help and Support

If you need any help setting up your account,
please get in touch with our Support Team.

Email: support@babylonhealth.com

Phone: 0330 2231 008