

# Babylon Digital Healthcare

Information about the Babylon app  
and instant GP access



**Bupa** 



**babylon**

# Introducing the Babylon Digital Healthcare app

Babylon Digital Healthcare is the app that offers 24/7 rapid health advice with online video GP consultations via your phone or other digital devices.

Please read this addendum and keep it in a safe place for future reference.

## Access to Babylon

The Babylon app is available to download on Apple and Android devices. The app can also be accessed via a computer with reduced functionality at [online.babylonhealth.com/sign-in](https://online.babylonhealth.com/sign-in)

To get **FREE** virtual GP appointments, please make sure you enter your code **BUPADHC\*** when registering for the app or booking an appointment.

For as long as you are eligible for Bupa health insurance via your company, you'll be able to use the Babylon app, giving you access to the following functions:

- virtual GP appointments via the app, available 24/7
- clinical triage service (artificial intelligence powered), with the option to text questions to a GP afterwards
- prescription writing with a delivery or 'click and collect' service (prescriptions paid for by you, the customer, as this is a private prescription service)
- synchronise your wearable technology (supports iOS and Android)
- referral for further treatment if applicable. You must call Bupa customer services first to pre-authorise. Out-patient limits apply.

## Referrals

If you have a Bupa health insurance policy and are referred by a Babylon GP or require diagnostic tests, you'll need to follow the standard Bupa pre-authorisation process.

- To obtain a pre-authorisation code, call Bupa on **03456 040 623^**.

It is important you follow this process to ensure you are not charged for treatment that is not covered under your Bupa health insurance policy.

## Prescriptions

In the UK, Babylon provides both delivery and 'click and collect' private prescriptions services.

- Deliveries can be on the same or next day depending on availability and your location.
- Click and collect private prescriptions can be picked up within two hours from your chosen pharmacy, Monday to Friday within the hours of 8am to 8pm.

## Direct Access

If you have a Bupa health insurance policy, you can get fast access to support for the following conditions, usually without having a consultation with a GP†:

- muscles, bones and joints
- cancer
- mental health
- eye care

For more information, visit [bupa.co.uk/direct-access](https://bupa.co.uk/direct-access)

## Important information

These terms are a summary only.

Always seek advice from a medical practitioner in person if:

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

### Please note

- Some medical conditions are not suitable for remote consultations.
- The Babylon App is not suitable for managing medical emergencies. For medical emergencies, please call 999.

## Babylon Digital Healthcare application

Bupa Insurance Services Limited ('Bupa') and Babylon Healthcare Services Limited ('Babylon'), will provide you with access to the Babylon Digital Healthcare app.

Babylon Healthcare Services Limited is a limited company registered in England and Wales No. 9229684 ('Company'). Registered office: 60 Sloane Avenue, London SW3 3DD.

You must read and agree to Babylon's terms and conditions and privacy statement to be able to use the app. By downloading and registering, you are accepting Babylon's terms and conditions.

Babylon's terms and conditions can be found on the app, or online at [babylonhealth.com/terms](https://babylonhealth.com/terms)

To ensure you are comfortable with Babylon's privacy statement, please go to [babylonhealth.com/terms/privacy](https://babylonhealth.com/terms/privacy) to read it.

New features may be added to improve the app over time.

## Useful contact information

For queries relating to the Babylon app, please email [support@babylonhealth.com](mailto:support@babylonhealth.com) or call the Babylon Support Helpline on **0330 223 1008**. Available seven days a week 8am to 8pm.

For queries relating to your health insurance policy, please contact Bupa Member Services on **03456 040 623^**.

\*If you do not enter this code you may be charged for appointments at the current prices: £50 for an annual subscription, £5 per month (minimum three month contract) or £25 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.

†Direct Access telephone services are available as long as the symptoms are covered under the policy. If your cover excludes conditions you had before your policy started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from policy start date (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.