

Frequently asked questions

How do I see a doctor online?

After setting up your Babylon account, select the appointments tab. From there, you can

- Select an appointment
- Enter the reason for appointment
- Select the date and time of your appointment
- Request a translator (if needed)

When first booking an appointment with us, you can filter by gender. You can also rebook with a Babylon provider you have seen before. When the day of your appointment comes, your provider will call you through the Babylon app.

What do online doctors treat?

Our online doctors can treat a number of medical conditions. Typically, 80% of health issues can be handled by a video appointment*. From a sore throat or the flu to eczema, skin infections, and other skin conditions to a consultation for COVID-19. Anything you could see a primary care doctor for, we can treat. We also include treatment for developmental disorders like ADHD, pediatric issues, allergies, and more.

*Based on research from Cal Matters, Kaiser Permanente, and internal UK data from Babylon GP at Hand. Virtual doctors can also request lab tests, recommend specialists, prescribe medications, and more.

What will a virtual doctor visit cost?

With a qualified health insurance plan, like [Health Plan], our telehealth services are available at no cost to you, with a \$0 copay.

How fast can I see a doctor?

If you have non-life-threatening concerns about your health and wellness, you can book a virtual appointment to see a doctor on-demand. With Babylon, you can usually see a provider within half an hour.

Can virtual doctors prescribe medications?

Yes, our virtual doctors can prescribe certain medications, like antibiotics, antivirals, birth control, and other medicines. Get treatment for everything from a UTI to the flu. If your medication requires an in-person visit, our providers can refer you to visit a doctor's office.

Frequently asked questions continued

Can I get help for mental health issues online?

We offer therapy and psychiatry services for addressing mental health issues for patients with select health plans. Online therapy services include cognitive behavioral therapy (CBT)/ psychotherapy (talk therapy) and prescriptions. Online counseling from licensed therapists and healthcare providers can help you manage your symptoms for a variety of mental and behavioral health issues.

When can I make a virtual doctor appointment?

You can book an appointment with a healthcare professional any time, 24/7. Whenever is most convenient for you!