



COVID-19

Care Assistant

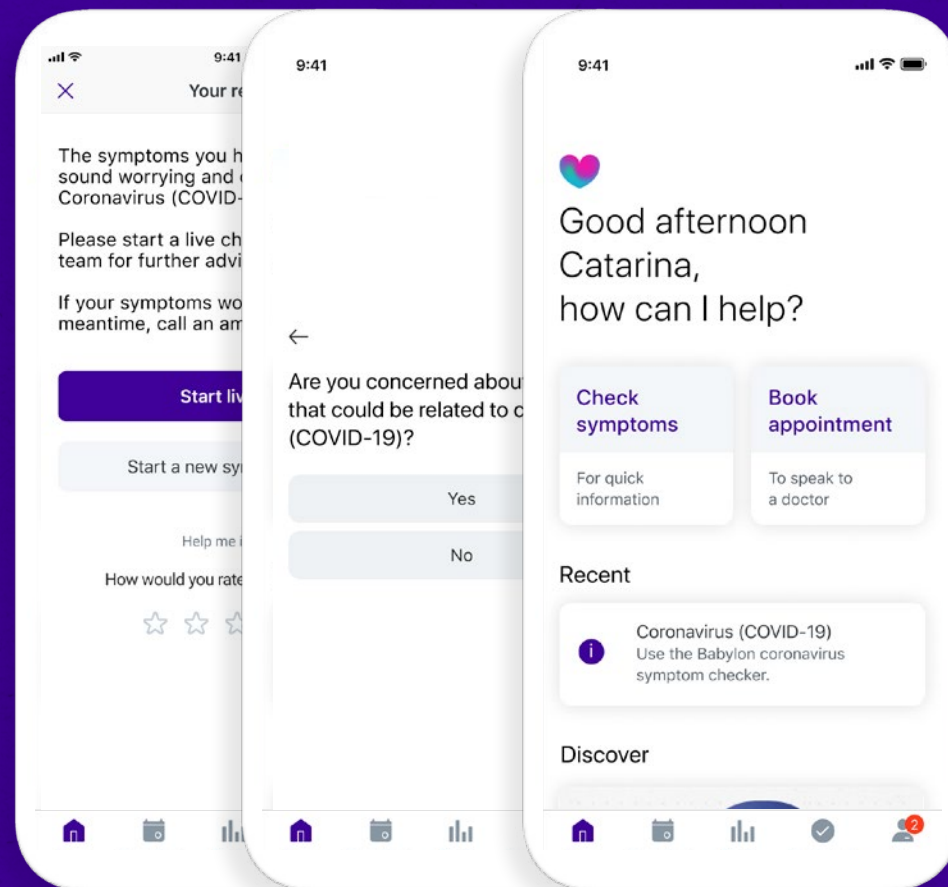
User Guide

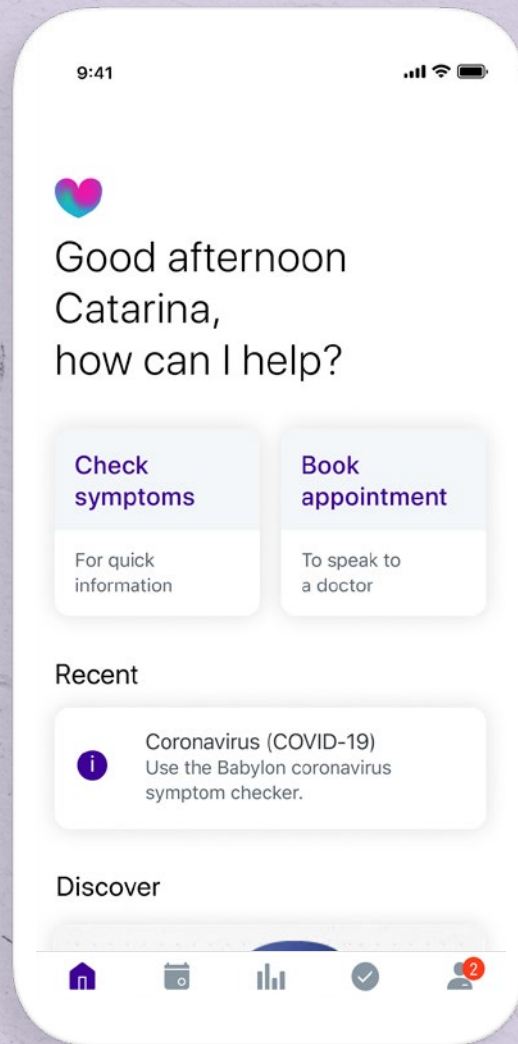
If you're finding it hard to access information for coronavirus (COVID-19), or are self-isolating, we're here to help.

Meet our free COVID-19 Care Assistant.

It's designed by doctors using the latest guidance and helps make taking care of yourself and the ones you love easier. Our COVID-19 Care Assistant offers you free information from NHS doctors and clinicians.

You can access it through the Babylon app or via the Babylon website.





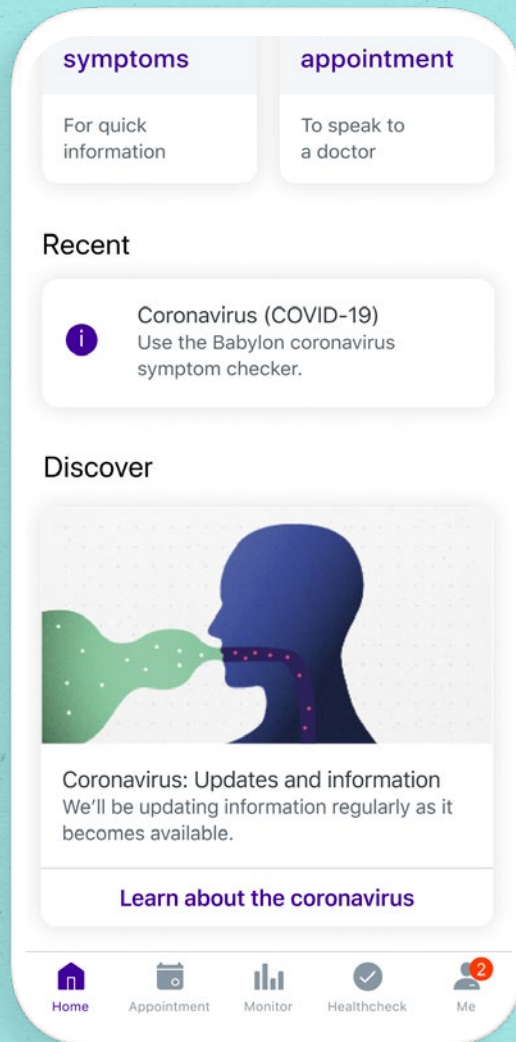
Here's how our COVID-19 Care Assistant can help you, in 4 easy steps.

Step 1 - Get the latest information

Step 2 - Access our Symptom Checker and live chat

Step 3 - Receive a Care Plan

Step 4 - Speak to a healthcare expert

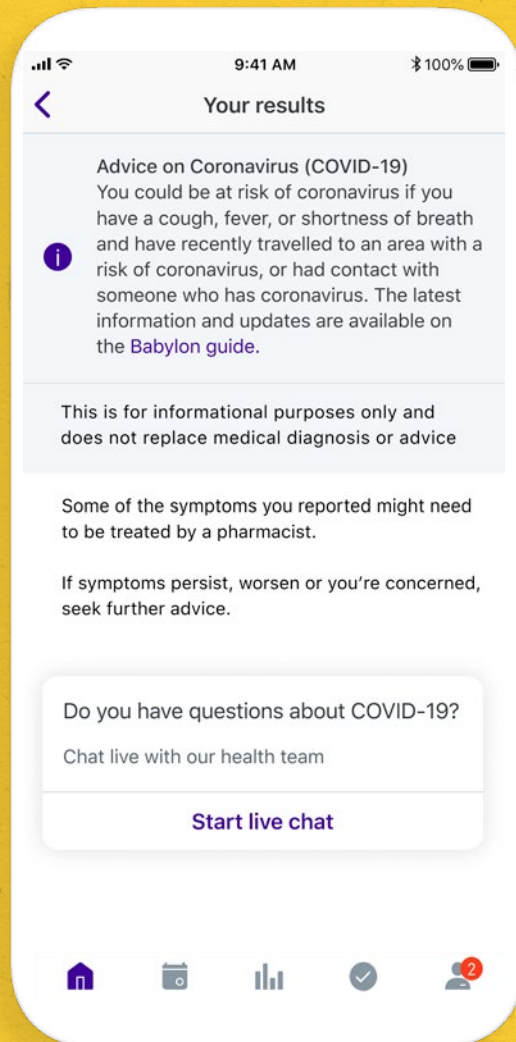


Step 1

Get the latest information

Our COVID-19 Care Assistant gives you continually-updated information about coronavirus. Learn about topics such as how to self-isolate and how to take care of someone with coronavirus.

Our information comes from NHS doctors and Public Health England.

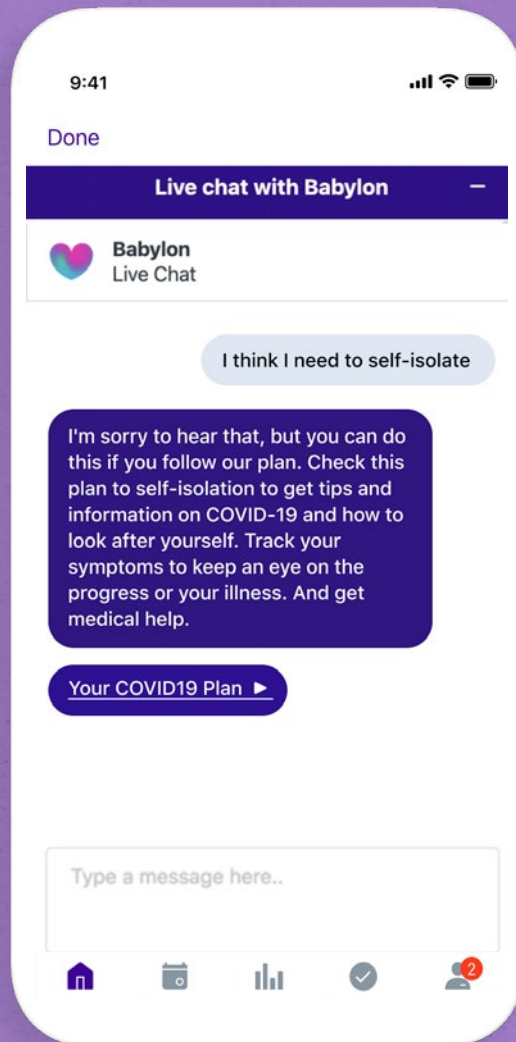


Step 2

Access our Symptom Checker and live chat

Our Symptom Checker has the ability to recognise what might be COVID-19 symptoms and suggest possible next steps, such as to monitor your symptoms over the coming days.

You can access our Symptom Checker via the app or web. Use the live chat feature to ask questions and receive answers from a member of our team.



Step 3

Receive a Care Plan

After you get information about your symptoms, our COVID-19 Care Assistant will give you a Care Plan, based on the latest guidance.

You'll get daily notifications to track your symptoms, including your temperature plus information for the 14-day isolation and general tips for your physical and mental wellbeing.



Step 4

Speak to a healthcare expert

Our COVID-19 Care Assistant allows you to have a video consultation with a clinician, via your smartphone or web. It might save you a trip to the GP.

After you enter your symptoms into our Symptom Checker, it will indicate possible next steps.

But, if you believe you need to speak to a healthcare professional, you can book a video consultation.





babylon

Help and Support

If you need any help, please get in touch
with our Support Team.

Email: support@babylonhealth.com

Phone: 0330 2231 008

