



babylon

Welcome to Babylon

User Guide



Your company has partnered with Babylon, to offer you free 24/7 health information and GP appointments.

You now have free access to the following Babylon services:



Prescriptions delivered

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



Talk to a doctor in minutes, 24/7

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



Check your symptoms

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



Referrals in minutes

Our GPs can issue open referral letters which can be used in conjunction with private medical insurance providers.



Monitor your health

Manage your health all in one place. Track your mood to better understand your state of mind, sync all your health data and get helpful tips on how to look after your health.



Order Test kits

Get to know what's going on inside your body with a Babylon test kit. Choose from a range of blood tests and take them from the comfort of your own home.



Healthcheck

Answer questions to assess your current health and get predictions for future disease risks. This builds your Digital Twin which is a visual model of your health record.



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, and replay your appointments at any time.



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



There are two ways to enter your membership code
via the app when using your company subscription

Enter your code when signing up:

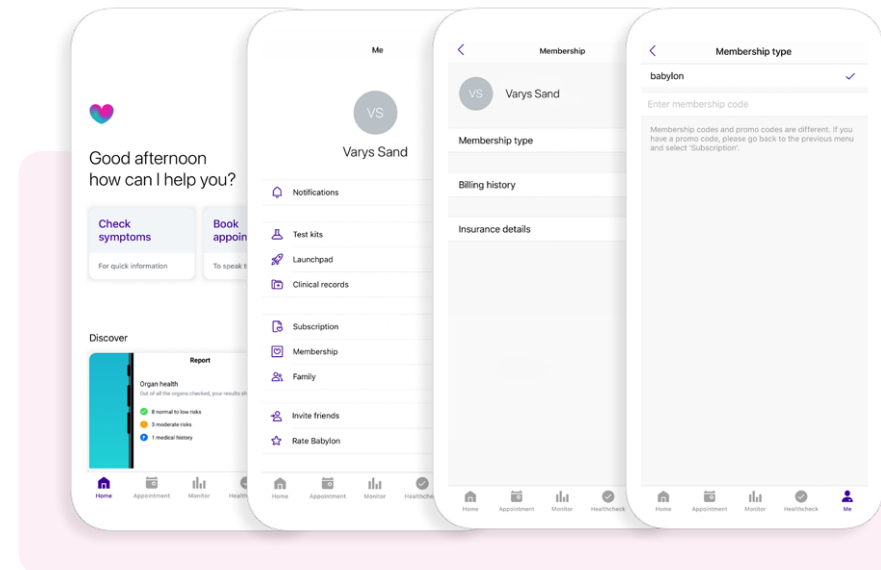
Fill in the required details to set up your profile and, when Babylon asks if you have a code, enter your membership code.

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 signed up with your company registered name (e.g. Thomas not Tom). This will ensure that your registration matches the eligibility details provided by your employer. 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'



①

②

③

④

*Make sure you register with your company registered name (eg. Thomas not Tom). This will ensure that your registration matches with the eligibility details provided by your employer. 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



There are two ways to enter your membership code **via a desktop** when using your company subscription

Enter your code when signing up:

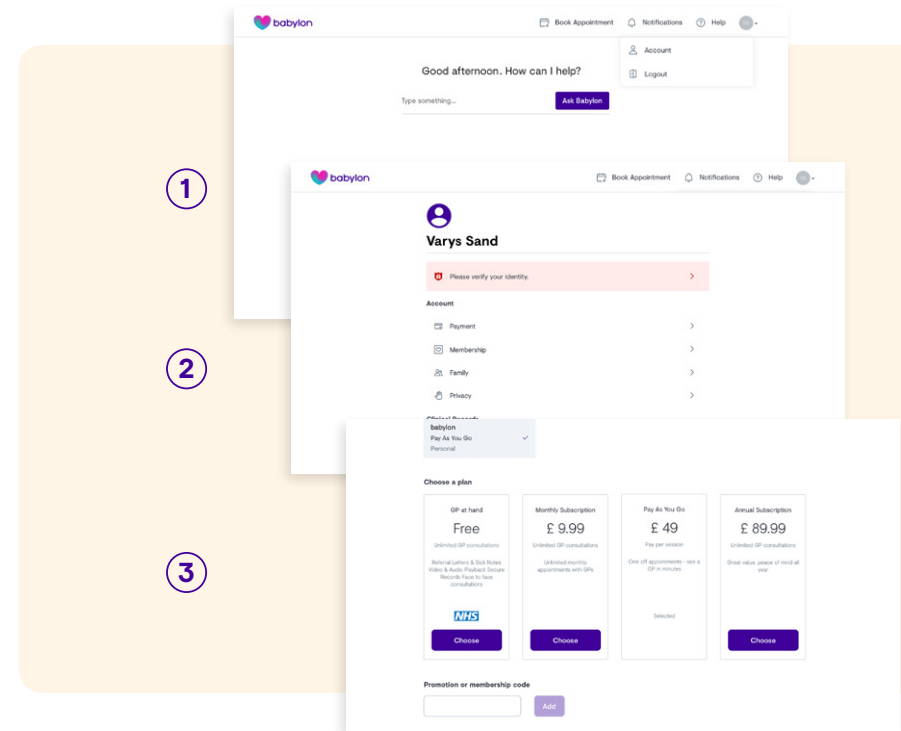
Go to <https://online.babylonhealth.com/register> and fill in the required details to set up your profile. When Babylon asks if you have a code, enter your membership code.

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 signed up with your company registered name (e.g. Thomas not Tom). This will ensure that your registration matches the eligibility details provided by your employer. 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'



*Make sure you register with your company registered name (eg. Thomas not Tom). This will ensure that your registration matches with the eligibility details provided by your employer. 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 company have opted in to cover your dependents with Babylon, they can also receive 24/7, unlimited GP appointments.

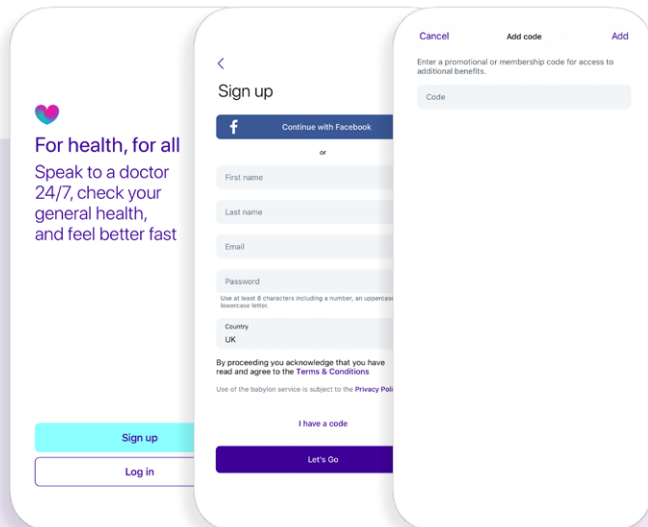
If not, you can still add family to your account with our standard pricing.

*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 your employer.



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



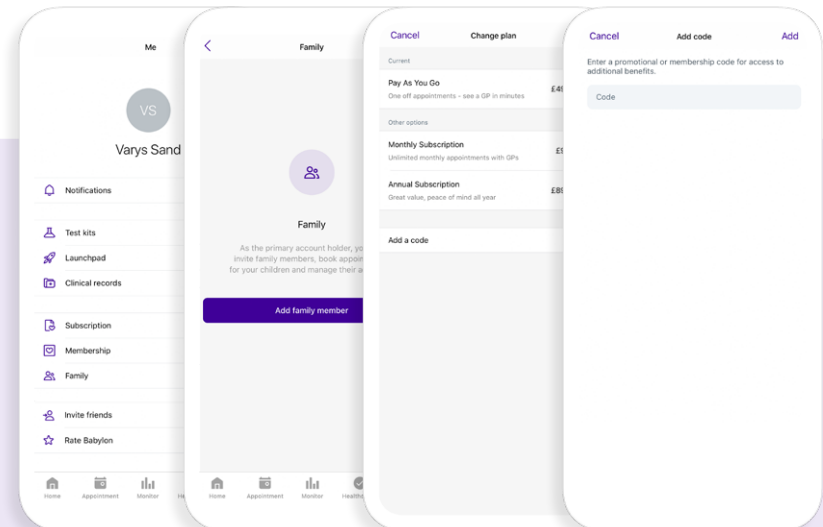
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Adding a child family member

- 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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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

