



Your Digital GP provided by Babylon.

This app is available to you as a Bupa member and your dependants covered on your policy. It gives you unlimited, 24/7 access to video GP appointments. You can also use the Symptom Checker for instant health information.

The benefits of your Digital GP service

- **See a GP from your home** – your Digital GP connects you to a registered doctor, within 24 hours. Appointments are available 24/7.
- **Get instant health information** – type your symptoms into the Symptom Checker and the app will use artificial intelligence to advise you on your potential next steps.
- **Prescriptions delivered to your door** – either the next day or, if you want it earlier, sent to a pharmacy of your choice for free[†]. You'll need to pay the cost of your medicine when you receive it. Note: this service may vary due to the COVID-19 outbreak.
- **Get a referral for further treatment** – you must always call us first to check you're covered. Call **0345 604 0623**[^].

How to set up your Digital GP using the Babylon app

1. Search 'Babylon' in your app store and download to your smartphone or tablet.
2. Open the app and the first screen you see will have a purple 'Sign up' button. Tap it.
3. Type your first and last name exactly as they appear on your Bupa membership documents. You'll also need to type your email address and a password to create your account.
4. Tap 'I have a code' – it's above the purple 'Let's go' button. Next, enter this code to make sure you don't get charged for appointments: **BUPADHC**

You can access Digital GP from your computer too.

Visit www.babylonhealth.com/business/bupa/digital-gp

Already have a Babylon account?

Make sure you don't get charged for appointments*. Go to the person icon in the bottom right-hand corner of your screen, tap 'Membership' and enter this code: **BUPADHC**

How to add dependants

Any dependants who are covered under your health insurance can use the app too.

Children (younger than 16)

1. Tap the person icon in the bottom right-hand corner of your screen
2. Tap 'Family'
3. Tap the purple plus button, then enter your child's details exactly how they appear on your membership certificate
4. Now they're added to your account, tap their name, then 'Membership' and enter the code **BUPADHC** to make sure they don't get charged for appointments.

Adults (older than 16)

They must register separately by following the steps in the 'How to register' section.

Important information

This is just a summary. For some medical conditions you might want to visit a health professional in person. For example if:

- you aren't able to express your health needs through the app
- you're worried about the health information the app gives you or it's different to other health information.

Please don't use this app in a medical emergency.

Questions about the app?

Email support@babylonhealth.com or call the Babylon Support Helpline on **0330 223 1008**. It's open every day from 8am to 8pm.

Customers who live in the Isle of Man do not have access to Digital GP provided by Babylon but can access GP24 provided by HealthHero. Some corporate schemes don't include access to Digital GP or GP24, please check your scheme documents or give us a call.

*If you don't enter this code you may be charged for appointments at the current prices: £149 for an annual subscription, £44.97 billed every three months or £49 for a one-off GP appointment.

[†]Click and collect private prescriptions can usually be picked up within 60 minutes from your chosen pharmacy, depending on your pharmacy opening hours. You can collect over the weekend at selected pharmacies. Prescription delivery is available Monday to Saturday – same day delivery in Greater London and next day delivery in the rest of the UK if you select before 5pm.

[^]We may record or monitor our calls. Lines are open 8am to 8pm Monday to Friday and 8am to 4pm on Saturday.

Digital GP is not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

Digital GP services are provided by Babylon Healthcare Services Limited. Registered in England and Wales No. 09229684. Registered office: 60 Sloane Avenue, London SW3 3DD
Bupa health insurance is provided by Bupa Insurance Limited. Registered in England and Wales No. 3956433. Bupa Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Arranged and administered by Bupa Insurance Services Limited, which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales No. 3829851. Registered office: 1 Angel Court, London EC2R 7HJ