babylon

Welcome to Babylon

User Guide

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

If you're signed up to Bupa private medical insurance through your company, you now have free access to the following Babylon services:

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.

Referrals in minutes
Our GPs can issue open referral letters which can be used in conjunction with Bupa and some NHS pathways (at their discretion).

Secure clinical records
Store all your records on the app, available to share with your NHS GP. View your consultation notes, prescriptions and referral information, and replay your appointments at any time.

Prescriptions delivered
Your GP can send your prescription straight to the pharmacy of your choice for collection within the hour, or you can have your medication delivered to your door.

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

Getting Started

1. Search for ‘Babylon Health’ 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 Health website.

2. Sign up to Babylon using your chosen email address.

*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.

Using your membership code

OMNI1PMI

If you're signed up with Bupa private medical insurance, there are two ways to enter your membership code via the app when using your company subscription

Enter your code when signing up:

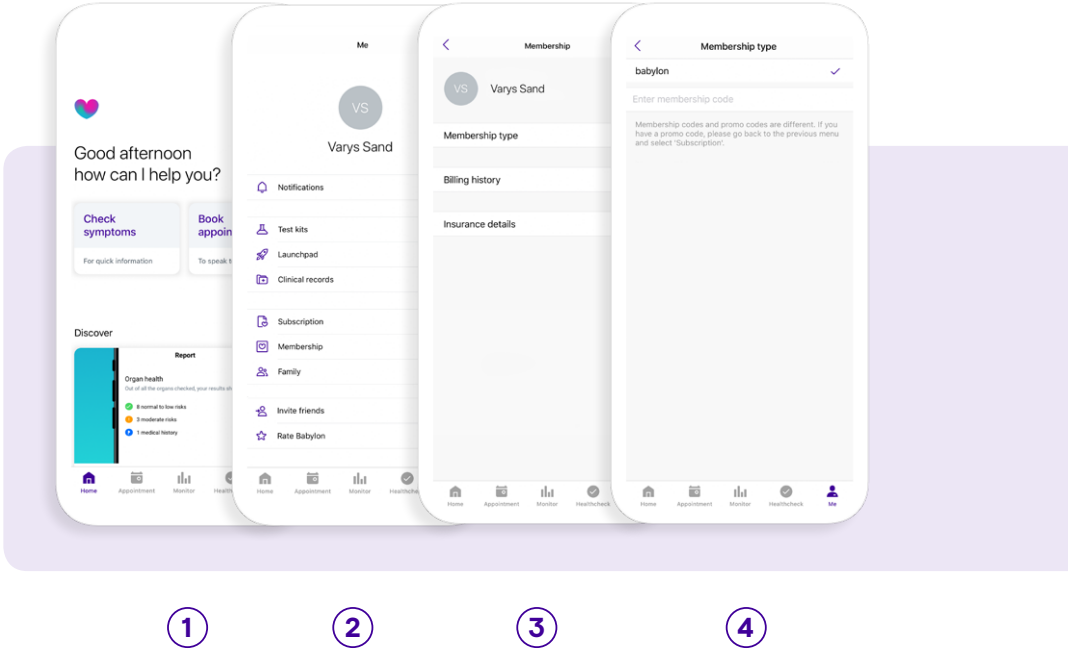
Fill in the required details to set up your profile and, when Babylon asks if you have a code, enter your membership code.

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'



*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

OMNI1PMI

If you're signed up with Bupa private medical insurance, there are two ways to enter your membership code via a desktop when using your company subscription

Enter your code when signing up:

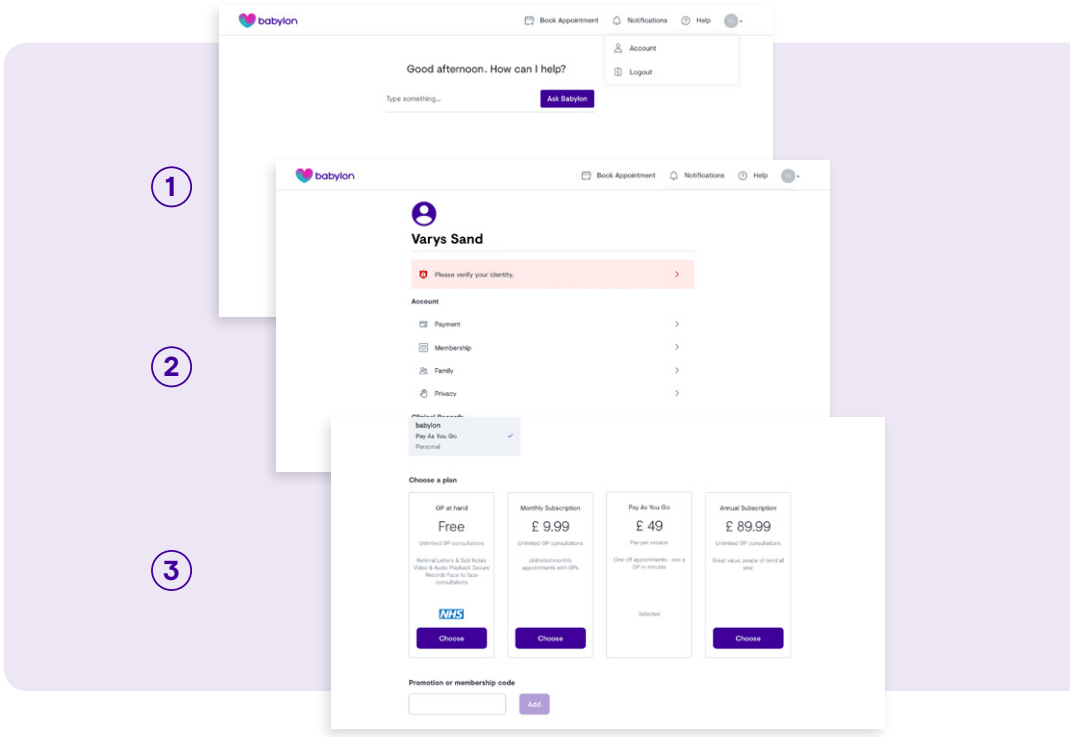
Go to **https://online.babylonhealth.com/register** and fill in the required details to set up your profile. When Babylon asks if you have a code, enter your membership code.

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

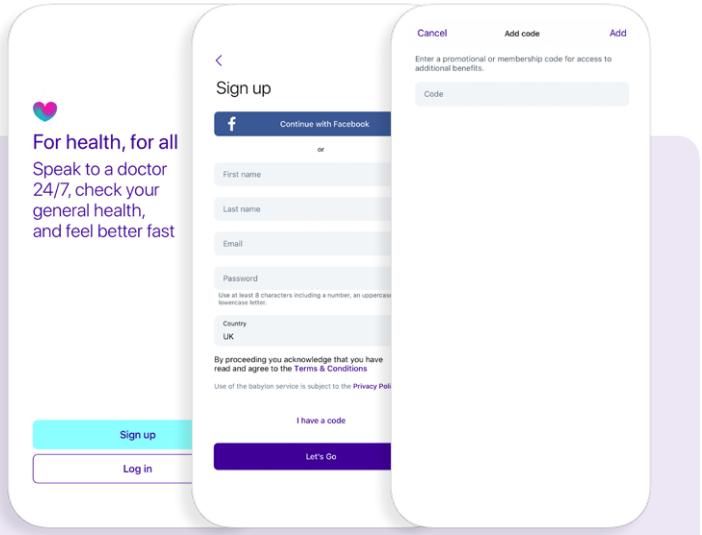
If your dependents are covered by your Bupa private medical insurance they can use the following code:

OMNI1PMI

*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 **OMNI1PMI**



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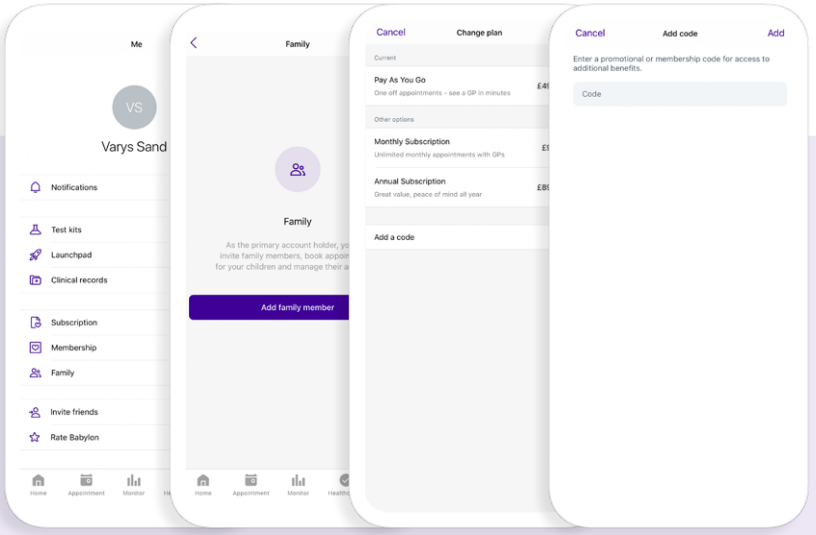
Adding a child family member

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 **OMNI1PMI**



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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