



babylon

Welcome to Babylon

User Guide

Your company has partnered with Babylon to offer you unlimited, 24/7 access to GP, Physiotherapist, Nurse, Pharmacist and Mental Health Practitioner virtual appointments.



You now have 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 clinician in minutes, 24/7

Talk to any of our clinicians at any time of the day or night, directly from your device.



Check your symptoms

Babylon can analyse numerous symptom combinations to give you the most relevant health information.



Referrals in minutes

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



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.



Digital self-care with My Health

A digital self-care tool to give you deeper insights into your wellness. My Health also identifies potential health risks and offers guidance to improve your health.



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 Register using the name that matches with the details held by your employer.*



Scan to download the Babylon app & **get started today!**



*This will ensure that your registration matches with the eligibility details provided by your employer.

Using your membership code



There are two ways to enter your company membership code [via the Babylon app](#)

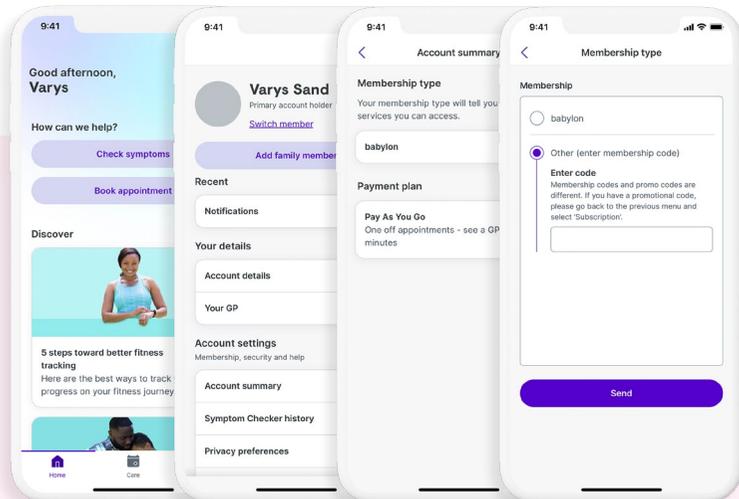
Enter your code when signing up:

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 already signed up with Babylon, **make sure the name you signed up with matches your company registered name** (e.g. Thomas not Tom)*. Then open the Babylon app and follow these steps:



1

2

3

4

1 Click the person icon at the top right of the home screen

2 Select 'Account Summary'

3 Select your current Membership type

4 Select 'Other (enter membership code)' then enter your code and click 'Send'

To check that your code has successfully been applied, repeat steps 1-2, and your membership plan should appear. If it doesn't please repeat steps 1-4. **If your code has been applied successfully, you won't be asked to pay for appointments.**

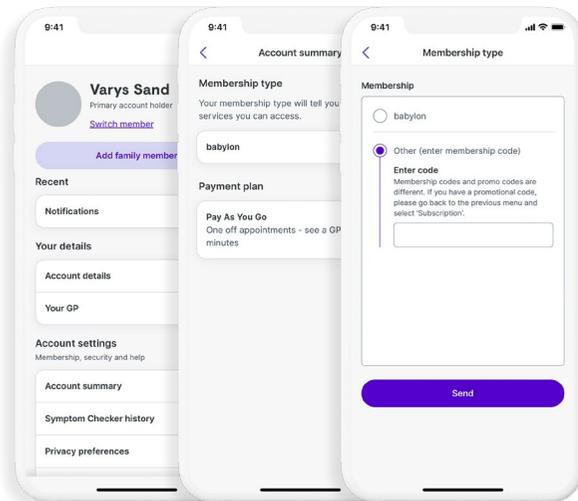
***Make sure you register with your company registered name (eg. Thomas not Tom).** This will ensure that your registration matches with the eligibility details provided by your employer. If you have signed up with details that do not match your company registered details you can change and update your account. Click the person icon at the top right of the home screen, then 'Account details'. Here you can edit or update your name, email, phone number, address, DOB and other personal information.

Adding family members



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 follow steps 1-4 on page 4
- 3 Enter the family membership code



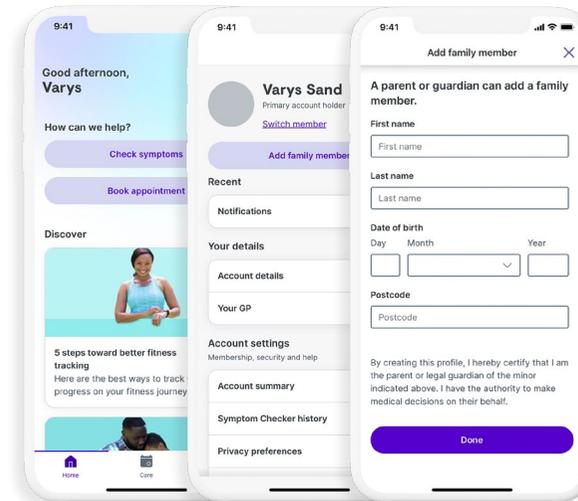
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Adding a child family member

- 1 To add someone under 16, click the profile button on the top right of the app home screen
- 2 Select 'Add family member' and complete the required fields
- 3 Click 'Done'



1

2

3



We're here to help.

If you need any help setting up your account, please get in touch with our Support Team.

Email: support@babylonhealth.com

Phone: +44(0) 330 303 8000