

# The Babylon Health App

February 2016, V2.0

It can often be difficult to arrange conveniently timed GP appointments for non emergencies; not to mention the time spent travelling to and from the GP's surgery. The Babylon app is designed to address these issues and we see it as a value added service for members of the RBS Healthcare Trust.

## **Who is Babylon?**

Babylon is a partner of Aviva who administer the RBS Healthcare Trust. They employ only UK qualified doctors and provide them with rigorous industry-leading training. All doctors are NHS approved and any data they gather from you is confidential. It is the first service of its kind to be registered with the Care Quality Commission in the UK and have designated body status from the NHS.

**Please remember: The app is not designed to replace the NHS Emergency Services – if you are calling in an emergency, please call 999.**

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## Handy Tips

### **Logging in to the Babylon App**

- Click “Sign up” at bottom of the screen and complete your details
- You can use your personal email address; it doesn’t need to be your work email.
- The app will then ask for your date of birth.
- To insert your date of birth you’ll need to select your year of birth before you can select the day and month.
- Once you have logged in you can start using the app straight away.

### **Booking a consultation for the first time**

- When you click on “book a consultation” for the first time you need to insert the phone number for the doctor to contact you on.
- The app will then offer you a chance to purchase unlimited prescriptions; you can ignore this and click “continue”. As a member of the RBS Healthcare Trust you’re entitled to 7 free consultations.
- Once you’ve clicked continue you’ll be taken to the booking page (this won’t show again).

### **Logging out of the Babylon App**

- The app will NOT automatically log you out, if you want to log out of the app when you’re not using it, go to: my account icon on top left hand side, click on membership and scroll down, click log out.
- Next time you want to use the app you can log back in via “log in with email”.

### **Monitor your health**

- Connect Babylon to your wearable technology.
- You can sync your fitness tracker or health apps by going into “Monitor your Health”, entering your key vitals (if you haven’t already done this).
- Then click the sync icon on the top right hand corner and choose “Sync apps and devices”, you can then select your device from the list.

## Using the app

### **Can anyone use the app?**

The app is for members of the RBS Healthcare Trust only; this includes any family members added to your cover and who are registered members of the trust.

### **Am I able to use the app at work?**

Just as we would expect you to discuss the need to attend a NHS GP appointment with your line manager we would expect you to do so if making an appointment using Babylon. The choice to use the app is entirely yours and should you wish to make an appointment with your GP rather than use the app, then you can.

### **I opted out of the scheme, however I am still paying for it and I can't get an appointment with my GP – Can I use Babylon?**

Babylon is being made available to those who elect Bronze, Silver or Gold level Private Medical Cover. If you don't currently have cover in place, your next opportunity to elect it will be at the 2016 RBS*elect* Annual Election Window, for an effective date of 1 October.

### **Are you able to use a different email address from work?**

Yes, you can register with any email address – although you will need to enter the promotional code.

### **What kind of phone do I need to have to download the app?**

You can download to any smart phone or tablet using the iOS or Android operation system, from either the App store or Google Play. The app is free to download.

### **What kind of condition can you use the app for?**

The FAQ section of the app features a 'What we treat' section, this details what the app can be commonly used for and what symptoms should require you to seek hospital intervention rather than a GP - <http://www.babylonhealth.com/faq-what-we-treat>

### **Does this link with Aviva for Fast Track Physio?**

No. Fast Track Physio is a separate service provided by the RBS Healthcare Trust. To access treatment via Fast Track Physio, there is no need to see a GP / arrange a Babylon consultation. Just call the RBS helpline on 0800 158 3338.

### **What happens if I leave the scheme?**

In line with your membership with the trust you are able to use the app until the last day of the month in which you leave.

## Consultations

### **What is considered as a consultation?**

A consultation is a session you book via the “Book a Consultation” feature of the App. During the consultation you’ll speak to a doctor.

### **If I text a question am I using one of my consultations?**

You can text with a doctor as many questions as you like - none of which contribute towards the 7 consultations limit. The “ask a question” service is based on the premise of asking one question, and receiving one answer (it’s not a chat service). Members of the Babylon Clinical Team answer your questions and the Clinical Team is made up of fully qualified doctors and nurses. You will always be texting with a real person.

### **What happens once I have used my 7 free consultations?**

7 GP consultations have been included for RBS Healthcare Trust members. If you wish to use further elements of the service, you are able to make a payment via the app direct to Babylon. Additional GP consultations are available to buy.

### **If I need to see a Specialist or further tests are needed can this be done through my Private Medical Cover?**

The Babylon GP’s can refer you for future treatment via Private Medical Cover. You’ll be given an open referral in these circumstances.

### **Will I always be able to speak to a GP straight away?**

Consultations are available within a 24 hour window but most customers who call during consultation hours (8am-8pm) can get a consultation within a 2 hour timeframe. You also have the option of booking consultations days and weeks in advance by using the diary system feature at the time of booking.

### **Can you speak to the same GP twice (to provide continuity)?**

Unfortunately not, the GP available will depend on the day and time requested. The GP you book a consultation with will, however, be able to refer to your previous appointment notes.

## Prescriptions

### **How does this work across different regions in the UK?**

A Babylon prescription is a private prescription – as such it won't attract the same funding benefits as the NHS, as a private prescription needs to be paid for. The Prescription options and process will work the same across all regions.

### **How do I collect my prescription?**

When your Babylon GP generates your prescription, it is handled by Babylon's Clinical Support team. You'll be given the choice about how you would like to receive your prescription:

- sent direct to pharmacy
- sent to your home address (by first class post)

If you choose to have your prescription sent to a pharmacy, you can collect your prescription along with your medication, usually within an hour. If you choose to have it delivered to your home, you can then take your prescription to a pharmacy in your own time.

### **Do I have to take it to a specific pharmacy?**

Yes, it does need to be one of Babylon's agreed pharmacies; however there are a large range of pharmacies available. You can add a preferred pharmacy in the "clinical records" section by clicking pharmacy. Use your post code to find the nearest approved pharmacy and then click on your choice.

### **What are the prescription costs?**

Private prescriptions can vary but if it's likely to be significantly more expensive than standard medication available on an NHS prescription, the GP will alert you to this during your consultation. If you've been prescribed a branded drug many pharmacies will offer you their own-brand alternative at a much lower cost. The price you pay will depend on the pharmacy you choose, and you do have the option to shop around.

**Remember:** You're not obligated to collect the prescription and if you would like to select an alternative pharmacy please contact Babylon via: [support@babylonhealth.com](mailto:support@babylonhealth.com)

## Confidentiality

**PLEASE NOTE:** The app will NOT automatically log you out, if you want to log out of the app when you are not using it go to: my account icon on top left hand side, click on membership, scroll down, click log out. The “clinical records” section will always ask for a password.

### **Are the calls recorded – and if so what happens to the recording?**

Yes, all of your data is stored on the most advanced servers located here in the UK, and approved by the NHS. No data is stored on your phone, so even if it's lost or stolen your information will be safe.

### **How is my conversation/diagnosis captured and is it sent to my own GP?**

After you book your appointment you can choose to have a summary of your Babylon consultation sent to your own GP. You can enter your GP's details in the 'Clinical records' feature. You can also replay a recording of your Babylon consultation at any time by opening your 'Clinical records' -> tapping on Appointments -> selecting Previous -> and replaying the consultation you wish to revisit. This is useful for your own personal use, but it also provides complete transparency because you can take the recording and show it to your own GP in full.

### **What’s the qualification level of doctors I am talking to?**

All Babylon GPs have full GMC registration and extensive post qualification experience. They are a group diligently selected for the rigour of their academic and professional expertise and depth of experience.

### **How can I be sure of the confidentiality of the app/conversation I am having with a doctor?**

Similar to those conversations you have with your own GP; all conversations are entirely confidential and always conducted in a private room.

### **Can the Babylon doctors access my medical records?**

Yes

### **What protection do I have if I think I have been misdiagnosed or I feel my confidentiality has been breached?**

Please put your complaint in writing and address an email to the Complaints Manager at [support@babylonhealth.com](mailto:support@babylonhealth.com). The Complaints Manager will contact you within two working days of receiving your email to discuss the detail of your complaint.

If you feel your complaint was not resolved to your liking, please contact the Complaints Manager directly on +44 203 637 1273 between the hours of 8:30am - 6pm Monday to Friday, or alternatively, please address an email to the Complaints Manager at [support@babylonhealth.com](mailto:support@babylonhealth.com) who will contact you within two working days.

## More information

### **Where can I find more information about Babylon?**

For more information on who Babylon are please go to: <http://www.babylonhealth.com/>

If you are having any issues viewing the website, please check your browser version as the webpage does require Internet Explorer 11 for optimum viewing.

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