



# See a GP, without going anywhere.

Get started with the Bupa Blua Health app



Bupa Blua  
Health

# You don't need to visit a GP surgery for health advice, private prescriptions and referrals.

We know that health is a very personal thing, so one-to-one contact with a doctor and other healthcare professionals is really important. Now with the Bupa Blua Health app, you can talk to a GP, nurse, physiotherapist, mental health nurse and pharmacist 24/7 via live video or telephone chat, just like a normal consultation – without going anywhere.

Making appointments and using the Symptom Checker is included as part of your company health cover.

## How to download the app



1. Search 'Bupa Blua Health' at the App Store or Google Play and download to your smartphone.



2. Open the app and register your details. **You must enter your details exactly as they appear on your health insurance documents or health trust documents. If you're already using Bupa Touch, you don't need to register. You'll be able to use the same log in details.**

## Connected and convenient

The Bupa Blua Health app makes it quick and easy to see a GP, nurse, pharmacist, physio or mental health nurse. Appointments are normally available within the next 24 hours – often sooner – and you can check symptoms instantly using the app's interactive chat. That means minimal disruption to your day, so you can focus on what you need to do.

## Healthcare expertise

Your conversation with a clinician is completely private. Just like when you normally visit a GP and other healthcare professional, your consultation will take place with only yourself and the doctor. And if you choose to save your medical records within the app, they'll be stored securely and protected by a personal password.

## Personal

With our digital GP service, you can have fast and convenient consultations wherever you are 24/7 so you can access the healthcare you need at a time and place to suit you.





## How can the Bupa Blua Health app make life easier?

- Voice or video call a GP 24/7. Appointments are available within 24 hours - often sooner.
- Private prescriptions\* delivered to your door, Monday to Saturday. Select before 5pm for next day delivery or same day in Greater London.
- Click and collect private prescriptions\* from a local pharmacy within 60 minutes, depending on their opening times.
- Get a referral to a specialist as part of your health insurance or health trust. Please note, you must call us to pre-authorise treatment.



\*The cost of prescription and delivery is paid for by the individual

# How to book your first appointment.



1. Once downloaded, open the Bupa Blua Health app and tap the appointment icon. This will take you to your appointment area.



2. Click on the conditions most relevant to your symptoms and we'll recommend the most appropriate clinician to speak to.



3. Select a video or phone call, then book in the next available slot. You can also schedule an appointment at a date and time to suit you.



4. You'll get a reminder notification 5 minutes before your appointment. Find a private space where you feel comfortable and the booked healthcare professional will contact you.

## Need help?

Visit [bupa.co.uk/help-and-support/blua](https://bupa.co.uk/help-and-support/blua)  
or call us on

**0345 608 0898**

We may record or monitor our calls.

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