



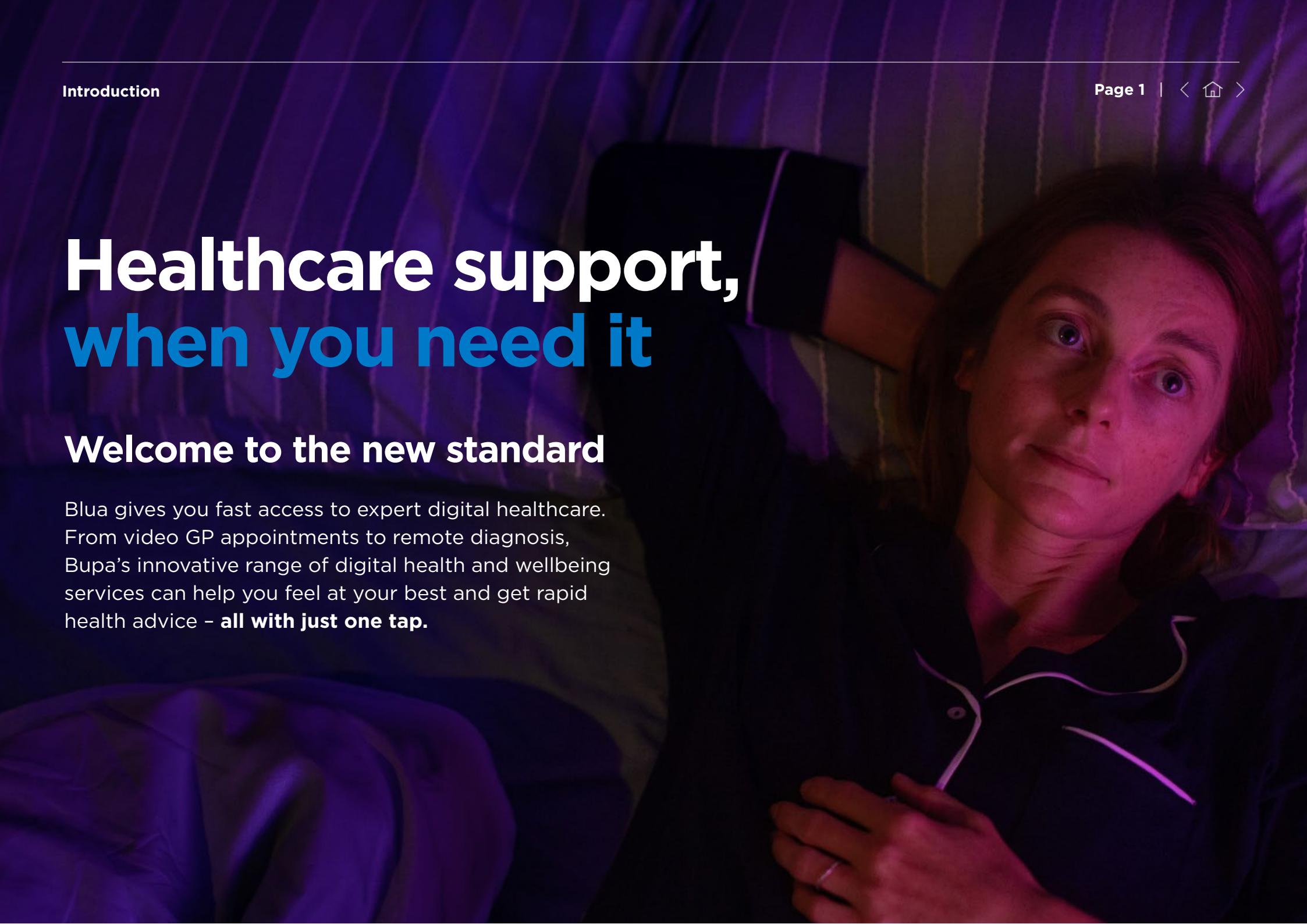
**Setting a  
new standard  
in digital  
healthcare**



# Healthcare support, when you need it

## Welcome to the new standard

Blua gives you fast access to expert digital healthcare. From video GP appointments to remote diagnosis, Bupa's innovative range of digital health and wellbeing services can help you feel at your best and get rapid health advice – **all with just one tap.**





# Contents

Find out how the Blua features in the My Bupa app can help you live a longer, healthier and happier life:

Digital wellbeing resources	3
Digital GP service	4
Remote diagnosis and referral	5
Virtual treatment	6
Pre-authorised treatment	7
Easier access to services	8



# Take control of your health

## Looking after your mind and body is easier with Blua

Prevention is better than cure, so our digital wellbeing resources are designed to keep you feeling your best, at a time and place that suits you.\*

Boost your energy, improve your fitness and find clarity by accessing digital wellbeing resources in the **My Bupa app**:

- Scheduled and on-demand fitness classes
- Varied exercise plans
- Nutritional advice and recipes
- Wellbeing guides
- Self-guided meditation
- Soundspace podcasts

\*My Bupa and the services can only be accessed whilst you are in the UK.

Wellbeing services are not available for use by customers under the age of 16. Further details regarding eligibility and use of the wellbeing services are provided when you use the app.

The wellbeing services are not intended for use in the event of an emergency, instead call 999 or go to your nearest A&E department. The services are not designed to diagnose or provide medical advice or treatment and should never be used as a replacement for a qualified medical professional.

# Expert care without the wait

## Essential advice from GPs, nurses and experts

When you have health concerns, the last thing you need is to be kept waiting. Use our Digital GP service at any time to book an appointment with a GP, nurse or physiotherapist, without impacting your cover.

- Get a video or audio call with a GP within 24 hours\*
- Speak to a nurse, physiotherapist or mental health nurse
- Your clinician may refer you to a specialist for tests or treatment
- Collect your prescription from a local pharmacy, or have it delivered to your door†

\*Subject to availability.

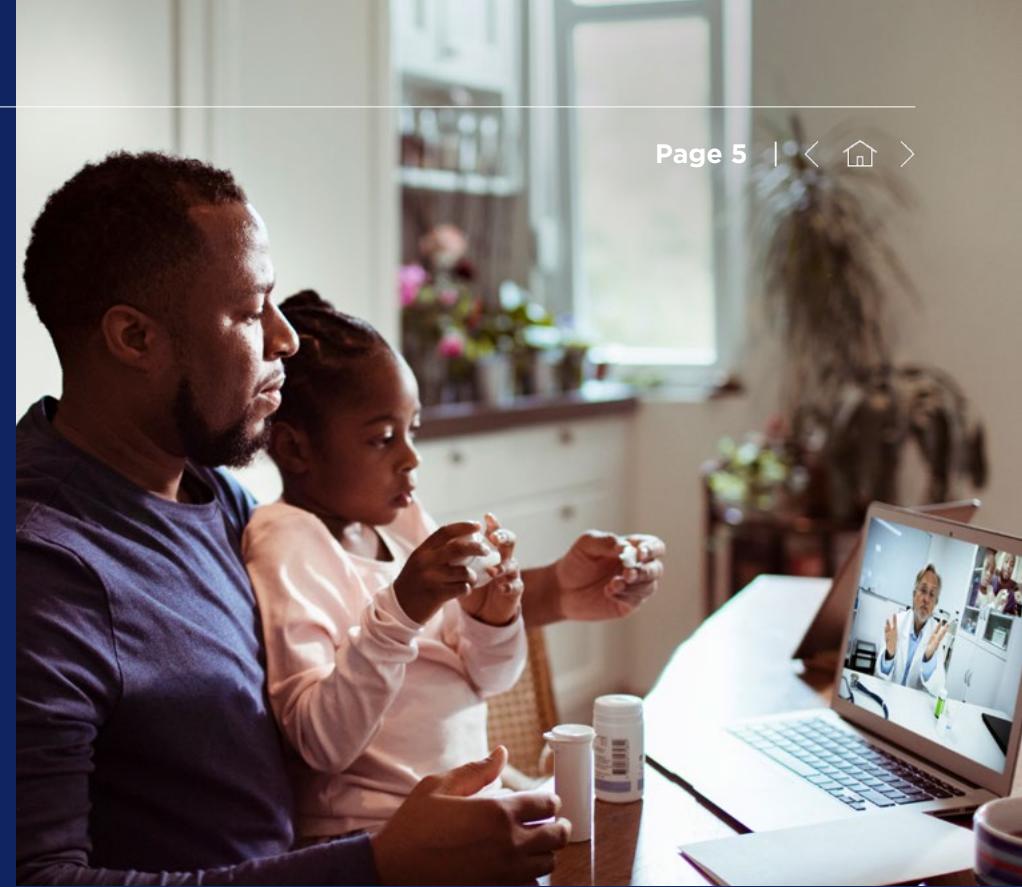
†Private prescriptions with click and collect or home delivery options available.  
The cost of the private prescription is paid for by the individual. Charges for delivery will apply.



# Trusted healthcare from your home

## Early diagnosis saves lives

If you're worried about cardiac symptoms or changes to your skin, Blua can help give you peace of mind. Access quick, specialist advice and diagnostic tests to get symptoms checked from your home, with onward referral if needed.



### Remote skin assessment service

Have moles or unusual patches of skin checked by a dermatologist, with no need for GP referral\* and results within three working days. This service may not be suitable for all types of skin lesions or moles.

- Receive pre-authorisation for skin assessment
- Use a home assessment kit to take images of your symptoms
- Get quick results from a trusted dermatologist

\*Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility.

### Rapid cardiac assessment service

Get cardiac symptoms checked without delay using our rapid assessment service:

- Virtual consultation with a cardiologist<sup>^</sup> within 1.5 working days
- Some diagnostic tests can be carried out at home
- You'll need a referral from your GP, or from our Digital GP service

<sup>^</sup>This service is subject to the benefits and limitations of the policy or health trust. This service will only be offered if it's appropriate for the case.

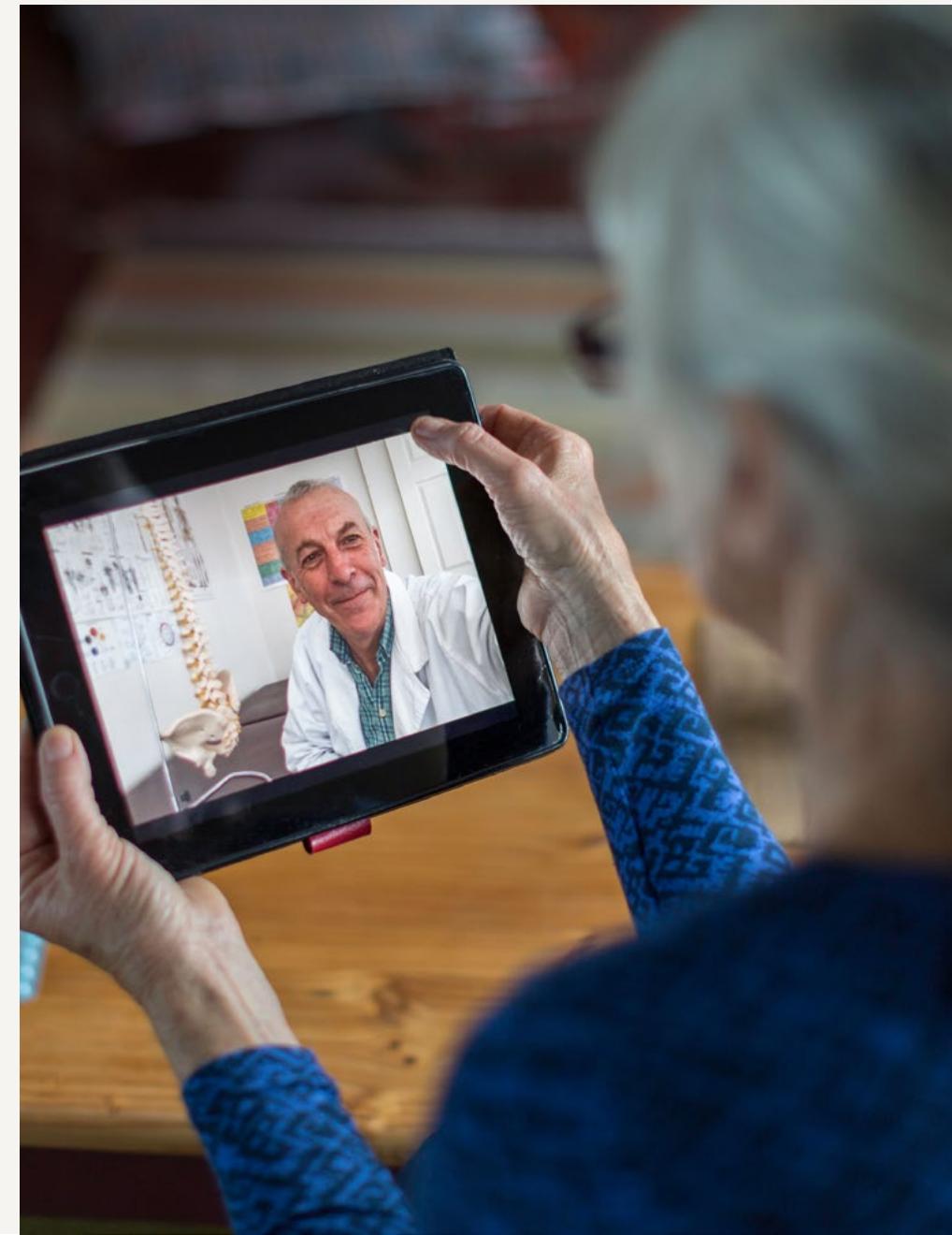
# Expert support for faster recovery

## Get the right support, when you need it

Blua makes it simpler and more convenient to start onward treatment from the comfort of your home. Get a quick referral to a Bupa clinician and begin virtual programmes to treat a range of symptoms, from mental health conditions to muscle, bone or joint issues.

Get back to your best with specialist, digital treatment programmes including:

- **Mental health** – our new, digital mental health service has been developed to get you started with treatment in just 10 days
- **Muscles, joints and bones** – talk to us if you've got a niggle that might need the help of our digital physiotherapy programmes





# Request treatment quickly and easily

## Getting the help you need shouldn't be difficult

From diagnostics to expert consultations, Blua makes accessing specialist treatment more convenient. If following a Blua digital appointment you need onward care for a certain condition, we can pre-authorise and organise your treatment seamlessly in the **My Bupa app**.

### How to access treatment options

Get started using the 'request treatment' form in the pre-authorisation or claims section of the My Bupa app. Before you begin, we'll let you know which details you should have ready to hand. You can use the app to:

- Provide details of the treatment you need
- View pre-authorisations for treatment
- Find useful information to guide you through the process

# Get started today

## Access digital healthcare in just one tap

You'll find all Blua services in the **My Bupa app**. Download My Bupa today to book an appointment, order private prescriptions, or get referred to a specialist.

### Download the My Bupa app

Search '**My Bupa**' in the App Store or Google Play and download the app to your smartphone.

You'll be asked to create a digital account using the details from your health cover documents, so make sure you have them to hand.



### Manage your healthcare needs

You can use the My Bupa app to:

- Make voice or video calls to a GP
- Get private prescriptions delivered to your door, or click and collect from a local pharmacy\*
- Get a referral to a specialist
- Access wellbeing services
- Manage your health scheme

If specialist support is needed, the app will guide you through a step-by-step journey.

\*Private prescriptions with click and collect or home delivery options available.  
The cost of the private prescription is paid for by the individual. Charges for delivery will apply.

# Get the expert healthcare you need

**Download the My Bupa app today**  
to access fast, digital healthcare support.

Digital wellbeing, digital GP and Bupa Health Trusts are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

Bupa digital GP services are provided by Bupa Occupational Health Limited. Registered in England and Wales No. 631336.  
Registered office: 1 Angel Court, London, EC2R 7HJ

Bupa health trusts are administered by: Bupa Insurance Services Limited. Registered in England and Wales with registration number 3829851.  
Registered office: 1 Angel Court, London EC2R 7HJ

The wellbeing services are provided by both Bupa Insurance Services Limited and Spectrum Wellness UK. Spectrum Wellness UK Limited registered in England with company number 11815511. Registered office: Huckletree, Ancoats, 9 Great Ancoats Street, Manchester M4 5AD

My Bupa is provided by Bupa Insurance Services Limited. Registered in England and Wales with registration number 382985.  
Registered office: 1 Angel Court, London EC2R 7HJ

Bupa health insurance is provided by Bupa Insurance Limited. Registered in England and Wales with registration number 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 with registration number. 3829851. Registered office: 1 Angel Court, London EC2R 7HJ

**blua.**

 *Digital health  
by Bupa*

OCT24 BINS 15465