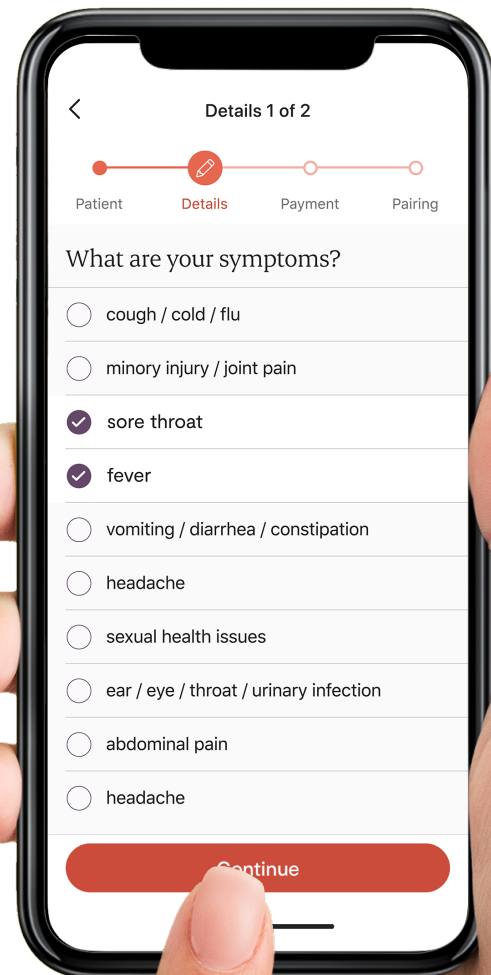




Your virtual care benefits

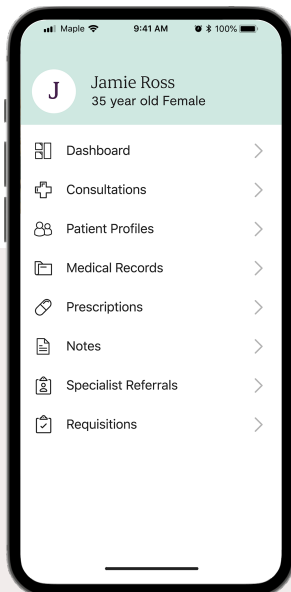
You and your eligible dependents have access to Maple's network of general practitioners through your employee benefits. Read this guide to learn more about your coverage and how to sign up today.



Skip the walk-in clinic and talk to a general practitioner on your schedule

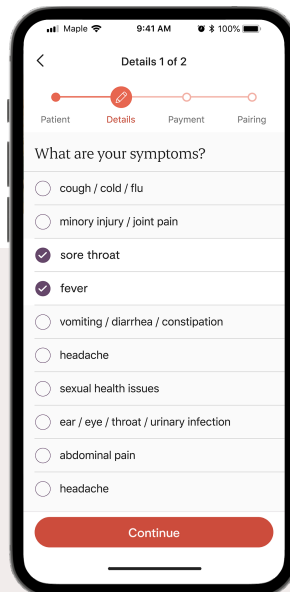
1. Get started

Check your email for your unique registration invitation. Click “Create your account”.



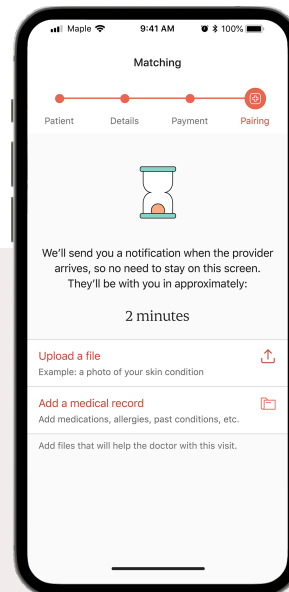
2. Request a consult

When a medical need arises, click “Get care”, choose general practitioner, and enter your symptoms.



3. Match with a doctor

You'll be matched within minutes with a provider. Connect through text, phone, or video chat.



4. Receive treatment

If you receive a prescription, you can pick it up at any pharmacy or have it delivered to your doorstep.



Save time and reduce stress by using Maple



Unlimited visits with general practitioners, available 24/7 and shared by you and your family members.



Many medical issues can be safely treated virtually, such as a cold, the flu, infections, chronic conditions, skin concerns, and more.



Doctors on Maple can issue prescriptions, order lab work, complete imaging requisitions, and refer to specialists.



Be proactive about your health by storing, sharing, and managing your health data on Maple.



Over two million Canadians have access to Maple and our average patient satisfaction rating is 4.9/5 stars.

"So grateful for this service! A breath of fresh air in a time of need. Got my refills sent to a pharmacy within 20 minutes."

"I have used Maple three times in the last six months for myself and my daughter. It's very, very easy to use."

"The doctor made me feel heard and comfortable, which is hard when dealing with anxiety. Highly recommended!"



Diagnosis for Aliyah:

Strep Throat



Dr. Hawkins has written a prescription:

Amoxicillin

500mg every 8 hours



Choose pharmacy

Frequently asked questions



What is Maple?

Maple is a healthcare platform for fast, convenient access to Canadian general practitioners. Simply tap a button to request a consultation and connect with a general practitioner via text, phone, or video in minutes. They can provide medical advice and issue digital prescriptions, lab requisitions, diagnostic imaging requests, specialist referrals, and more.

How do I access Maple?

You will receive an email directly from hello@getmaple.ca inviting you to register and join the program – make sure to click on your unique registration link. To register, enter details in the requested fields and click “Create your account”. If you already have an existing Maple account, you can link your account to your employer coverage by pressing “sign in” on the top right of the screen.

What are the details of my coverage?

Maple is a benefit for you and your eligible dependents that allows you to consult general practitioners on an unlimited basis.

Who are the general practitioners on Maple?

General practitioners on Maple are Canadian-licensed physicians and nurse practitioners who practice family or emergency medicine in Canada. They are hand-picked and represent the same providers you might see in person.

What can general practitioners treat?

General practitioners can treat many conditions online. This includes cold and flu symptoms, infections, chronic conditions, skin problems, sexual health concerns, mental health issues, and more.

Can I get prescriptions, blood work, imaging requests, medical notes, and referrals?

Yes, at the discretion of your treating general practitioner.

How do I add my family members?

If your dependent is <18, add their details to your “patient profiles” tab – you can then access care on their behalf within your account. For dependents 18+, go to your “coverage” tab and send them an email invitation to create their own account.

Frequently asked questions (continued)

Is there a limit to what doctors can do?

Maple is not intended for medical emergencies. If you believe you are experiencing an emergency, please call 911 or visit your nearest emergency room. If you require narcotics or controlled medications, our physicians cannot legally prescribe these virtually.

Does Maple replace my family physician?

Maple is not intended to replace the care of a family physician. Maple can be helpful for those that do not have a family physician. For those that do, we provide a way to manage urgent primary care issues that arise when you cannot get in to see your family doctor.

Can I request a specific doctor?

No. Maple selects the next available physician to start your consultation as quickly as possible.

Do Maple doctors speak my language?

Maple is available in both English and French. You can easily switch languages in your settings.

Is my health information private?

Yes, your personal health information is completely private. Check out our [Privacy Policy](#) for a more in-depth description.

Is virtual care safe for patients?

Think of Maple as the connecting platform between you and healthcare providers. Just like an in-person visit, the general practitioner is responsible for assessing your situation, understanding your medical history, asking you questions about your symptoms, and providing treatment accordingly.

Does Maple offer access to specialists?

Virtual specialist visits on Maple (e.g. with a dermatologist, mental health therapist, etc.) are an out-of-pocket expense. However, these may be reimbursable through your extended health benefits.



For support, speak with our team via live chat on the Maple app / website or by sending an email to support@getmaple.ca