

# maple

## Nurturing optimal health outcomes through whole-person care



### Quality matters

We're Canada's leading virtual care provider, helping thousands of Canadians coast-to-coast get quality care every day.

**See a doctor in minutes, 24/7** — Employees can consult a doctor at any time for medical advice, prescriptions, lab work, and more.

**Mental health with Mind by Maple** — Personalized mental health support, including online therapy and clinically validated check-ins.

**Care Concierge** — A helping hand to support employees in navigating care, benefit programs, and services in the community.

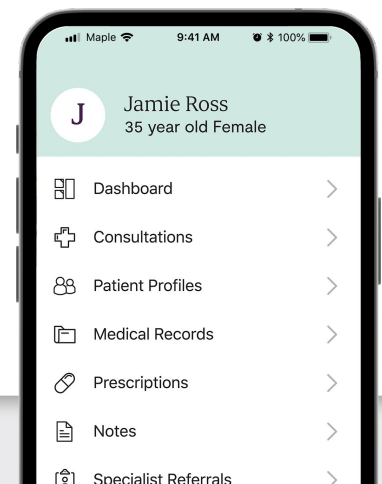
**Whole-person care** — Primary care, mental healthcare, chronic care, and speciality care, all working together in one platform.

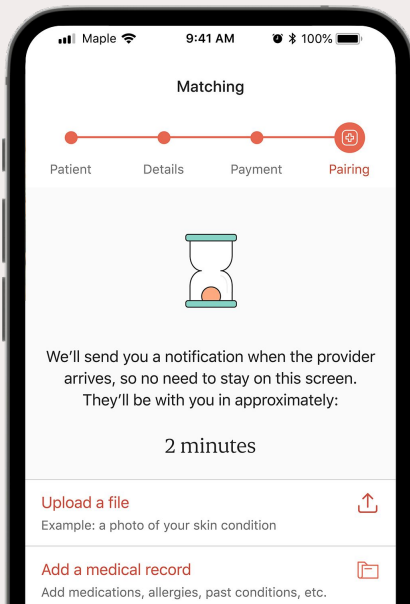
**True continuity of care** — Shared medical records for continuity of care between providers, including multidisciplinary care.

**Dedicated account management** — We're with you every step of the way to drive employee engagement and strong utilization.

### Our all-in-one platform to improve employee health and care

- Covers employees and dependents
- Same-day prescription pickup or free delivery
- PHI protection and privacy
- Lab work requisitions and specialist referrals
- Coordinated care journeys between virtual care and EAP
- Portable medical records





## How our unique doctor-led model makes a difference



- Direct connection to a doctor (no triage agent) in minutes, 24/7.
- Physicians and specialists help manage high blood pressure, asthma, COPD, diabetes, insomnia, and more.
- The speed and ease of use of our platform encourages employees to solve health issues proactively.

## High-quality standards mean quality results

The right virtual care program can have a transformative impact on your organization.

60%

average  
signup rate

4.9/5

average patient  
satisfaction rating

60%

utilization rate

91%

first time  
resolution rate

4

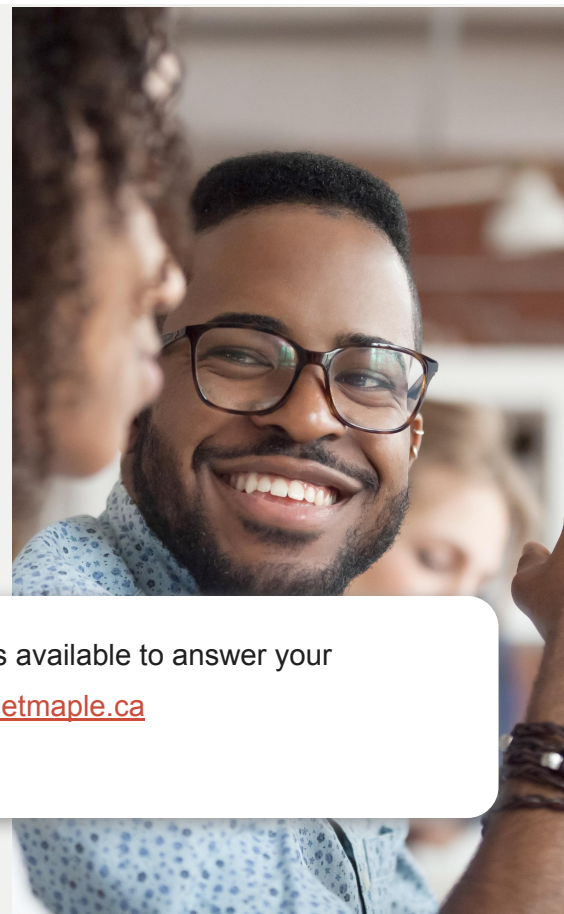
hours saved per  
consultation on  
average

65%

of Maple visits  
prevented a  
workplace absence

“ Virtual care from Maple was a game changer for us. It's the most used benefit we offer.

— Andrea Wynter, VP of HR at ADP



If you're interested in exploring virtual care, our team is available to answer your questions. Please reach out to us at [mario.zakhour@getmaple.ca](mailto:mario.zakhour@getmaple.ca)