



# Online Doctors Program Guide

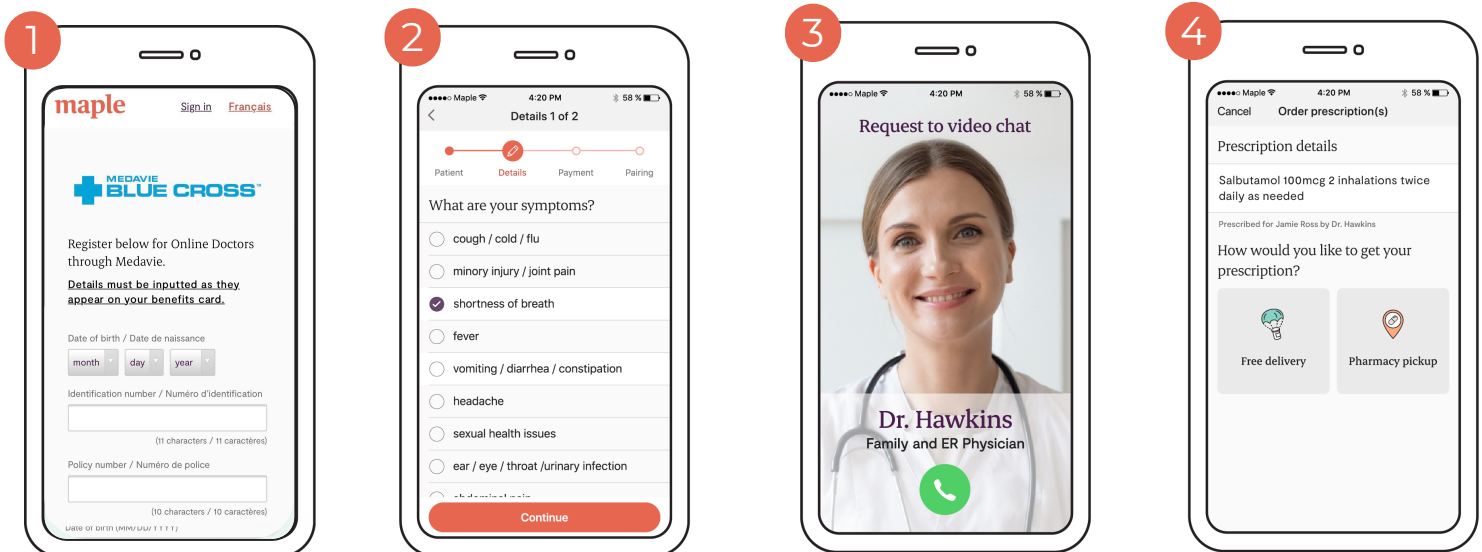
## *Unlimited Virtual Care Program*

You and your eligible dependents have access to Maple's network of Canadian-licensed doctors through your employee benefits with Medavie Blue Cross. Use this guide to learn more about your coverage and how to sign up today.

Enjoy instant access to Canadian doctors through Online Doctors.



Direct connection to doctors in the palm of your hand.



Create your account

Request a consult

Speak with a doctor

Get treatment

Get started at  
[getmaple.ca/medavie](https://getmaple.ca/medavie)  
and enter your  
Medavie ID and policy  
numbers

When a medical need  
arises, click "Get care"  
and describe your  
symptoms

Within minutes,  
connect with a doctor  
via text, video or audio  
chat

Get medical advice,  
diagnosis, and treatment  
incl. prescriptions and  
labs



Get care whenever and wherever you need it – in minutes.



Covered benefit for you and your family – unlimited general practitioner visits on one shared account



Prescriptions, lab requisitions, diagnostic imaging requests, specialist referrals and medical notes

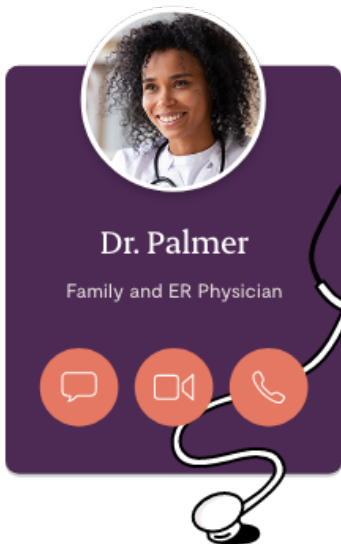


Securely text, audio, or video chat with the doctor on Maple's mobile app or the web, in English and French



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

Skip the germey waiting room and join the **thousands** of other Medavie members who are using Maple to safely and efficiently address common medical issues including:



Bites and stings

Body aches

Bronchitis

Bruises

Cough

Diarrhea

Earache

Fever

Flu

Headaches

Migraines

Insomnia

Itchy eyes

Mild lacerations

Mental health

Nasal congestion

Nausea

Pinkeye

Sinus infection

Skin infections

Sprains and strains

Urinary tract infections

Yeast infections

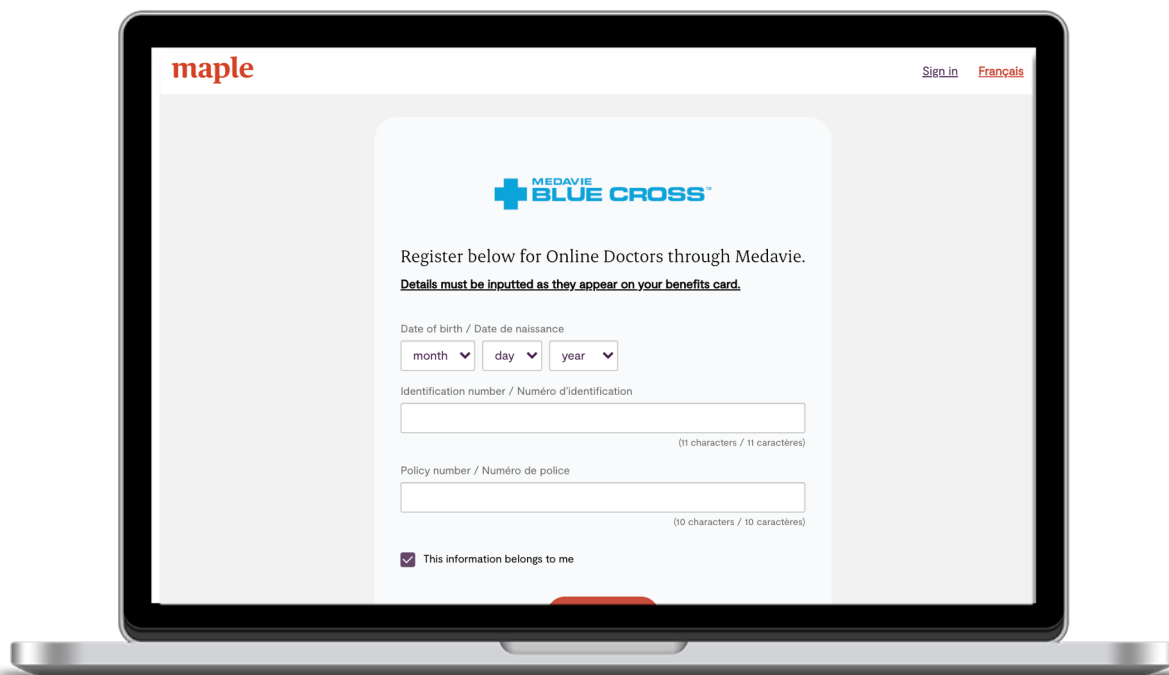
**...and many more!**

For support, speak with us via live chat on the Maple app or website; or by sending an email to [support@getmaple.ca](mailto:support@getmaple.ca)



## Setting up your Online Doctors account.

- 1 Navigate any modern web browser to [getmaple.ca/medavie](https://getmaple.ca/medavie)



- 2 When registering for the first time\*, enter your date of birth, Medavie ID number and policy number
- 3 After your account is created, add family members under “Patients”

**I already have a Maple account, how do I add my Medavie coverage?**

Visit [getmaple.ca/medavie](https://getmaple.ca/medavie) and click ‘Sign in’ at the top right. Enter your Medavie account information and log in using your existing Maple username and password.

**How do I view my coverage details within my account?**

You can confirm your Medavie Blue Cross coverage is attached if you have a “Medavie” tab on the main page of your Maple account. Click it to view your coverage details.

**How do I log in to my Maple account once it’s ready?**

Login to your account whenever you need it by going to [app.getmaple.ca/login](https://app.getmaple.ca/login) or by downloading the Maple mobile application on iOS or Android.



Support.

**Maple’s customer support team is standing by to help you out.**

- Speak to a Maple representative by:
  - Instant chat on the Maple app or website [getmaple.ca/medavie](https://getmaple.ca/medavie)
  - Email at [support@getmaple.ca](mailto:support@getmaple.ca)
- Remember to identify yourself as a Medavie Blue Cross member





## Frequently asked questions.



### What is Online Doctors?

Online Doctors is a virtual care service for fast, convenient access to Canadian licensed doctors through Maple's platform. Simply tap a button to request a consultation with a physician and connect with a doctor via text, audio, or video in minutes. Doctors can provide medical advice and issue digital prescriptions, lab requisitions, diagnostic imaging requests and medical notes. Online Doctors can be used from anywhere, 24/7, including when you're outside Canada for medical advice.

### What are the details of my coverage?

You have access to unlimited general practitioner visits for you and your family. Add an eligible dependent by clicking on the "Patients" tab and certify that you have a form of legal authority over medical decisions for the individual.

### Do I have to pay to use Online Doctors?

No. Online Doctors is a fully covered benefit through Medavie Blue Cross. Please ensure you follow directions provided to get your account set up properly. Any amounts paid for an Online Doctor visit will NOT be reimbursed by Medavie Blue Cross.

### How do I access Online Doctors?

Go to [getmaple.ca/medavie](https://getmaple.ca/medavie) to create an account. After creating your account, use Maple's free app on your smartphone or tablet (iOS / Android), or by logging in on your desktop or laptop computers at <https://app.getmaple.ca/login>.

If you already have an existing account on Maple, link your account to your Medavie Blue Cross by visiting [getmaple.ca/medavie](https://getmaple.ca/medavie) and clicking on the "Sign in" button at the top right.

### How do I complete a doctor visit?

1. Log in to your Maple account
2. Click "See the doctor"
3. Select who the visit is for and enter your symptoms
4. Connect with a doctor. The consultation begins in a chat room – you can choose to remain in instant message or request to convert the consultation into a video or audio call.



## Frequently asked questions (*continued*).

### Can my family use Maple as well?

Yes. Online Doctors is a fully covered benefit for yourself and any eligible dependents, under one shared account. Eligible dependents include anyone in your family who is covered under your Medavie Blue Cross plan. Eligible dependents can be added to the account at any time, by clicking the "Patients" tab.

### What can doctors diagnose and treat?

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

### Can doctors issue prescriptions, notes, and/or lab requisitions?

Yes, When appropriate, general practitioners can issue prescriptions, lab / diagnostic imaging requisitions and medical notes.

- Prescriptions: You'll have the option to pick it up from any pharmacy in Canada or have it delivered to your door at no additional cost.
- Lab or diagnostic imaging requisition: The electronic form can be printed and taken to any local lab or imaging centre. Results will be uploaded to your virtual medical record and follow-ups can take place with Maple doctors or your family physician.
- Medical Note: You can download and print the note directly.

### Is there a limit to what doctors can do?

Online Doctors 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.

### Can I request a specific doctor?

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

### Can doctors speak my language?

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

### Does Online Doctors replace my family physician?

Online Doctors is not intended to replace the care of a family physician. Online Doctors can be helpful for those that do not have a family physician, and 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.

### Will my physician be upset if I use Online Doctors?

No. Family physicians appreciate Online Doctors' role in providing after hours care to their patients. If a patient goes to a walk-in clinic, the physician is sometimes deemed by the provinces to not have provided adequate health coverage so they may impose negative financial consequences upon the doctor. Since Online Doctors is privately funded by the employer, there is no negative financial impact to the physician for patients using Maple. In fact, many physicians prefer patients use Maple (opposed to the ER or walk-in clinic) as medical records can be shared back to them. Maple has generated a lot of support from





## Frequently asked questions *(continued)*.

physician offices because it helps to bear the burden of providing round the clock care, with no impact to their billings.

### Is my health information private?

Yes, your personal health information is completely private. When you use our services, your session is protected by a comprehensive security infrastructure and stringent data policies. Each consultation is always delivered by a Canadian licensed physician who is required to maintain your confidentiality, just as they would in their office. Check out Maple's [Privacy Policy](#) for a more in-depth description.

### Is using Online Doctors safe?

Think of Maple as the connecting platform between you and doctors. Just like an in-person visit, the doctor is responsible for assessing your situation, understanding your medical history, asking you questions about your symptoms, and providing treatment accordingly. If the doctor is not able to help on Maple, they will let you know to visit a clinic or a hospital instead.

### Can I access Online Doctors while traveling outside Canada?

Yes. Maple is available globally for Canadian residents. This means patients who are traveling outside of Canada can use the service anywhere in the world to connect with a Canadian physician. There is a limitation with prescriptions, as Canadian physicians do not have jurisdiction to prescribe outside of Canada. Not every medical issue requires a prescription (only approximately 40% do, which is aligned with physician office visits).

### If I leave my employer, can I still access Online Doctors at no charge?

No. But you will still be able to access the Maple app and manage your health record information that exists in the app. If you click on "See the doctor", you will be required to pay for your visit.

### More questions?

Email [support@getmaple.ca](mailto:support@getmaple.ca) or use the chat window at [getmaple.ca/medavie](https://getmaple.ca/medavie)

