

# Maple Frequently Asked Questions

## What is Maple? How does it work?

Get a diagnosis, prescription and treatment in minutes. Maple is a health care app for fast, convenient 24/7 access to Canadian licensed doctors. You simply tap a button to request a consultation with a physician, and they will immediately connect you to a doctor licensed to treat you via live chat, audio or video. Maple services can be used from anywhere, including when you're out of the country, for medical advice. However, it does not replace travel insurance.

Maple does more than just online doctor visits. Maple also provides a comprehensive virtual health record, which allows you to store, share and transport health care data with you, directly on your smartphone, tablet or computer. This virtual health record is owned by you and is accessible at any time. You can build your virtual record by uploading previous medical data, outlining pre-existing conditions, surgeries, immunization records, medication lists and more. Maple also captures data from each of your interactions with a provider on Maple, which you can choose to share with your family doctor.

## How do I access Maple?

Visit [getmaple.ca/victor](https://getmaple.ca/victor) to start using Maple. You will first be asked to input your Victor Canada certificate number and date of birth, and then you can proceed to seeing a doctor. Please note, when registering on the Maple site, be sure to access the site through the [getmaple.ca/victor](https://getmaple.ca/victor) link to ensure you receive correct pricing. Enter the numerical part of your certificate number only. For example, if your certificate number is EG1000123456-00, only register 123456.

It's free to sign up and create an account on Maple; there is only a fee when you need to see a doctor overnight. With your health benefits, you have access to deeply discounted rates including \$0 on weekdays or weekends. If you have any questions, please reach out to the Maple customer support team using the chat function at [getmaple.ca/victor](https://getmaple.ca/victor) or by sending an email to [support@getmaple.ca](mailto:support@getmaple.ca).

## Do I have to pay to use Maple?

For the most part, virtual care is not currently covered by provincial health plans. With your health benefits, you have access to exclusive Maple rates for visits with a general practitioner:

- **Weekday:** \$0 per consultation from Monday to Friday between 7:00 a.m. and 11:59 p.m. (regularly \$49)
- **Weekend & Holiday:** \$0 per consultation between 7:00 a.m. and 11:59 p.m. (regularly \$79)
- **Overnight:** \$4.50 per consultation everyday between 12:00 a.m. and 6:59 a.m. (regularly \$99)

Maple accepts Visa, MasterCard, Apple Pay, Google Pay and Visa Debit.

## What device can I use to see a Maple doctor?

You can see a Maple doctor on your smartphone, tablet or computer. Patients who have an iPhone/iPad or Android device can download the Maple application. Maple is also available on desktop/laptop computers, via modern browsers such as Chrome, Firefox, Safari, Microsoft Edge and IE 11.

## Can I request a specific doctor on Maple?

Not at this time. Because their promise is to connect you with a physician in minutes, Maple's on-demand service selects the next available physician to start your consultation as quickly as possible.

## Can Maple doctors speak my language?

Maple's in-app experience, communications, on-boarding and physician consultations are all available in both English and French. You can easily switch language preferences within your account settings.

## What conditions can doctors diagnose and treat on Maple?

Maple doctors can treat many conditions online including, but not limited to abrasions, acne, allergies, bacterial vaginosis, bites and stings, body aches, bronchitis, bruises, cough, dehydration, diarrhea, earaches, erectile dysfunction, fever, flu, frostbite, headaches and migraines, hives, insomnia, itchy eyes, lice, medication refills, mild lacerations, nasal congestion, nausea, pinkeye, respiratory infections, sexually transmitted infections, sinus infections, skin infections, sore throats, sprains and strains, travel medications, urinary tract infections, vomiting, yeast infections, and many more.

## How do I get a prescription on Maple?

Maple physicians can prescribe medications during your consultation. Once you accept a prescription, you'll have the option to pick it up from any pharmacy in Canada or Alliance Pharmacy Group will deliver it right to your door at no additional cost.

## Are Maple doctors qualified?

Yes. Maple doctors are Canadian licensed physicians who are experts in the medical field. They practice family and emergency medicine in Canada. Each physician is passionate about delivering outstanding health care and serving the community in new and innovative ways.

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

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

## Are specialist providers on Maple covered under my benefits?

In addition to general practitioners, you can access private specialists. These include psychiatrists, dermatologists, endocrinologists, lactation consultants, and more. To find out which specialists are available in your province, visit [getmaple.ca/providers](https://getmaple.ca/providers). To understand if you have coverage for specialist providers on Maple, you can check your benefits booklet on Group Benefits Connect.

## Is Maple safe?

Yes. 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 (e.g. if you require testing). While doctors on Maple can help with many common medical requests, the service is not intended to replace the care of a family physician.

**Visit [getmaple.ca/victor](https://getmaple.ca/victor) to start using Maple.**



This brochure is for illustrative purposes only and is not a contract. Please remember that only the insurance policy can give actual terms, coverage, amounts, conditions and exclusions. Program availability and coverage are subject to individual underwriting criteria.

© 2021 Victor Insurance Managers Inc.