



maple

What is Online Doctors?

Online Doctors is a virtual care service for fast, convenient access to Canadian licensed general practitioner through Maple's platform. Simply tap a button to request a consultation with a physician and connect with a GP via text, audio, or video in minutes. GPs can provide medical advice and issue digital prescriptions, lab requisitions, diagnostic imaging requests and medical notes. Online Doctors can be used from anywhere, 24/7/365, including when you're outside Canada for medical advice.

What are the details of my coverage?

You have access to 5 fully covered visits Monday to Friday 7 AM to midnight Eastern Time with a general practitioner. These are shared among you and your family members. Add an eligible dependent by clicking on the "patients" tab and certify that you have a form of legal authority for medical decisions for that 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?

Simply visit getmaple.ca/mbc to create an account. After creating your account, use Maple's free app on your smartphone or tablet (iOS / Android), or directly on their website.

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.

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. As the account holder, the only login will be under the email and password you assign to the account.



What can general practitioners diagnose and treat?

GPs 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 general practitioners 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 general practitioners 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.

All telemedicine consults are governed by provincial regulations. Healthcare providers may not be permitted to conduct some virtual consultation due to restrictions.

*Not available in Nova Scotia

Can I request a specific general practitioner?

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

Can general practitioners 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 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 GPs. Just like an in-person visit, the GP is responsible for assessing your situation, understanding your medical history, asking you questions about your symptoms, and providing treatment accordingly. If the GP 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 or use the chat window at getmaple.ca/mbc



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