

# Online Doctors – Frequently Asked Questions

## For Plan Sponsors and Members

Question	Answer
<b>What is Online Doctors? How does it work?</b>	<p>Online Doctors is a virtual care service which provides fast, convenient access to Canadian licensed doctors. Maple is the provider of this service. Using Online Doctors you can get diagnoses, prescriptions, lab requisitions, or diagnostic imaging requests in minutes. Using Maple’s free smartphone app or website, you simply tap a button to “See the Doctor”, answer a few questions, and you will be connected to a doctor to treat you via live chat, audio, or video. Online Doctors services can be used from anywhere, including for medical advice when you’re out of Canada.</p>
<b>How do I access Online Doctors?</b>	<p>Go to <a href="http://www.getmaple.ca/medavie">www.getmaple.ca/medavie</a> to create an account. After creating your account, use Maple’s free app on your smartphone or tablet (iOS / Android), or access their website (<a href="http://www.getmaple.ca/medavie">www.getmaple.ca/medavie</a>) on your desktop or laptop computers, using Chrome, Firefox, Safari, Microsoft Edge and IE 11 or higher.</p>
<b>How do I request a doctor visit?</b>	<p>Assuming you’ve created your account already, when a medical need arises, log in to Maple’s app or website. If you haven’t created your account, follow the directions in the previous question. Then, click the “See Doctor” button to start the consultation process. You will be asked if the visit is for you or someone else, then you’ll be prompted to enter the symptoms and any additional details to help explain your concern to the doctor.</p> <p>You will be matched with a doctor who will review your information. You will receive a message from the doctor and the virtual consultation begins in a chat room. You can choose to continue in text mode or the consultation into a video chat or phone call.</p>
<b>Do I have to pay to use Online Doctors?</b>	<p>Online Doctors is a fully covered benefit through Medavie Blue Cross for up to 5 consultations with a general practitioner occurring Monday to Friday 7AM to midnight Eastern time. Consultations that exceed 5 in a year or which fall outside of the hours shown are subject to fees.</p>
<b>Do unused consultations carry over to the next year?</b>	<p>Unused sessions do not carry forward. One year after registration, the plan member’s account will lose any unused visits and the account will be replenished with 5 consultations.</p>
<b>How do I know how many consultations I have left each year?</b>	<p>When logged into the Maple app or website the number of consultations and the expiry date will be displayed.</p>
<b>Can my family use Maple as well?</b>	<p>Yes. Online Doctors is a fully covered benefit for yourself and any eligible dependents (under one shared account). “Eligible dependents” includes 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.</p>
<b>How do I get a prescription through Online Doctors?</b>	<p>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 have it delivered to your door at no additional cost.</p>
<b>Are Maple doctors qualified?</b>	<p>Yes. Maple doctors are Canadian-licensed physicians who practice family and emergency medicine in Canada. Each physician is passionate about delivering outstanding healthcare and serving the community in new and innovative ways.</p>

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<b>What conditions can Maple's doctors diagnose and treat?</b>	<p>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, earache, 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 throat, sprains and strains, travel medications, urinary tract infections, vomiting, yeast infections, and many more.</p>
<b>Can Maple doctors speak my language?</b>	<p>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 the app's account settings or onscreen on your computer/laptop.</p>
<b>Is there a limit to what Online Doctors can do?</b>	<p>Online Doctors is not intended for medical emergencies. If you believe you are experiencing an emergency, please call 911 or proceed to your nearest emergency room. Also, Canadian laws prevent virtual prescriptions for narcotics or controlled medications so those are not available through Online Doctors.</p>
<b>Is my health information stored on the Maple app and is it private?</b>	<p>Using Maple's app provides a comprehensive virtual health record which allows you to store, share, and transport your healthcare data directly on to your smartphone. This virtual health record is owned by you and is accessible to you 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. It also captures data from each of your interactions with a Maple provider. Further, you can connect your Maple and Dot Health accounts to import medical records from the physical world such as hospital visits, labs, and x-ray results.</p> <p>Patients are also able to identify their primary healthcare provider in their Maple account and can have their treatment records from within the Maple platform faxed directly to their primary care provider and others in their broader circle of care by digital fax.</p> <p>Your information is personal. Maple is required to protect your personal health information with a comprehensive security infrastructure and stringent data policies to ensure it stays private and secure. Each consultation is completely private and safe, and always delivered by a Canadian licensed physician who is required to maintain your confidentiality, just as they would in their office. You have full control and ownership over your personal health information at all times, and only you decide how you want to share it.</p>
<b>Is using Online Doctors safe?</b>	<p>Yes. Maple is just the connecting platform between you and a real Canadian-licensed doctor. Just like an in-person visit, the Maple 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.</p>
<b>Does Online Doctors replace my family physician?</b>	<p>No. While doctors on the Maple app can help with many common medical requests, the service is not intended to replace the care of a family physician. We strongly advocate for all patients to have a relationship with a family doctor. Maple can act as a helpful stopgap for those that do not have one, and for those that do, we can help provide a way to manage urgent primary care issues that arise when you cannot get in to see your family doctor.</p>

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<p><b>Will my physician be upset if I use Online Doctors?</b></p>	<p>No. Family physicians appreciate Maple's 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 some provinces to not have provided adequate health coverage so they may impose negative financial consequences upon the doctor. Since Maple 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.</p>
<p><b>Can I request a specific doctor on Maple's app?</b></p>	<p>No. Because our 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.</p>
<p><b>Can I access Maple while traveling outside of Canada?</b></p>	<p>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).</p> <p>However, Maple can still be a very valuable service for Canadians when they are out of the country. Many times, travelers will be unsure whether or not their ailment actually needs to be seen by a doctor immediately or not. Maple's service can potentially prevent an unnecessary trip to a foreign medical provider, and the associated cost of that visit, or confirm that the condition does need to be seen by a local doctor and in what timeframe.</p> <p>In addition, countries vary in their regulations about which drugs require a prescription and which can be sold over the counter. So even if a drug may require a prescription in Canada, it may not require one in whichever country you are visiting. In addition, the doctor may be able to recommend over the counter treatments likely to be available in that country.</p>
<p><b>I already have a Maple account through Connected Care. Can I still use it and not get charged to access a doctor?</b></p>	<p>If you already have a Maple account, please go to <a href="http://www.getmaple.ca/medavie">www.getmaple.ca/medavie</a> and sign in at the upper right hand corner to link your existing account with this new coverage account. You should not be prompted for payment for any visits with a General Practitioner. Please ensure you follow directions above to get your account set up properly. Any amounts paid for an Online Doctor visit will NOT be reimbursed by Medavie Blue Cross.</p>
<p><b>If I leave my employer can I still access Online Doctors at no charge?</b></p>	<p>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.</p>
<p><b>Further questions?</b></p>	<p>If you have any further questions about Online Doctors, please reach out to the Maple customer support team by sending an email to <a href="mailto:support@getmaple.ca">support@getmaple.ca</a> or by using the chat function on the Maple application or website (<a href="http://getmaple.ca">getmaple.ca</a>).</p>