

Online Doctors **group benefit**

Instant medical care for your members-anytime, anywhere

An affordable option that delivers greater productivity, reduced absenteeism and promotes engagement.

Bring best-in-class virtual health care to your workplace by adding the Online Doctors benefit to your plan. Your plan members and their dependents get year-round access to Canadian-licensed physicians, making it easier for them to take care of their health!

Key Features



Connect directly with a doctor in under 2 minutes for diagnosis, treatment and prescriptions



100% doctor network to provide the right care, right away - no waiting or triage process



Bilingual availability through chat, voice or video call from any mobile device or computer



Access anywhere in Canada or around the world while travelling



Flexible benefit options to suit your plan budget and objectives



Prescriptions are sent directly to a local pharmacy or delivered anywhere in Canada, free of charge



Other services include medical notes, lab requisitions, diagnostic imaging requests and electronic medical records

**Medavie Blue Cross members
love Online Doctors**

4.9
★★★★★

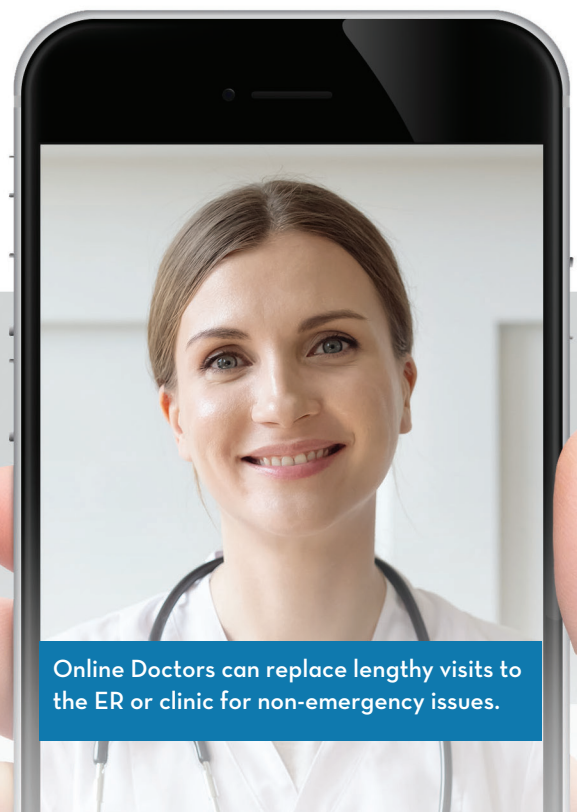
Average satisfaction rating
by members who have used
Online Doctors

1.4 
MINUTES*

Average wait time of our
members to begin consultation*

Source: January 2020 Medavie Blue Cross members' usage report

*Maple makes no guarantee regarding the timelines of the services requested on the platform.

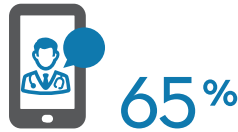


Online Doctors can replace lengthy visits to the ER or clinic for non-emergency issues.



The average employee misses 8 days of work per year for health-related reasons

Source: Maple



of Maple visits prevent a workplace absence

Source: Maple

75%
OF **CANADIANS**
say **TECHNOLOGY** is important
to **MANAGING THEIR HEALTH**

Source: Accenture 2018 Consumer Survey on Digital Health, 2018

Reflecting your plan objectives

Satisfied members	91% of employees using Online Doctors have their medical issues fully resolved
Greater productivity	65% of Online Doctor visits successfully prevent a workplace absence for an in-person visit to the clinic
Fully measurable	Regular reports detailing utilization, satisfaction and other feedback
100% confidential and secure	Robust patient-owned medical record management for continuity of care and collaboration across health care providers

Source: Maple

Important questions to ask if you are considering adding virtual care to your benefits:

- Are consultations with 100% Canadian-licensed doctors?
- Does the member speak with a doctor immediately, or is there a triage with nurses or other professionals before a potential callback or consultation?
- Does the provider's model allow them to adapt quickly in the case of increased volume?
- Is the administrative process convenient and efficient?

Online Doctors is powered by Maple, Canada's leader in virtual medical care

An easy plan sponsor experience



Eligibility checked every time, in real time against Medavie's system



Comprehensive onboarding with member education and training program



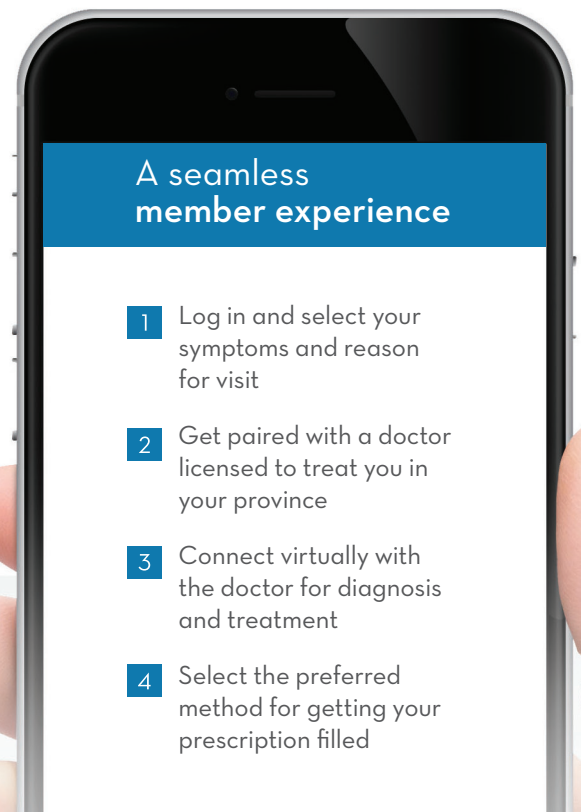
Attractive recruitment and engagement tool

Adding Online Doctors to your benefits plan is a simple, impactful way to support your members' health while strengthening your organization, all at a small monthly cost!

For more information, please contact your Medavie Blue Cross representative.



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A seamless member experience

- 1 Log in and select your symptoms and reason for visit
- 2 Get paired with a doctor licensed to treat you in your province
- 3 Connect virtually with the doctor for diagnosis and treatment
- 4 Select the preferred method for getting your prescription filled