maple | MEDPOINT HEALTH CARE CENTRE

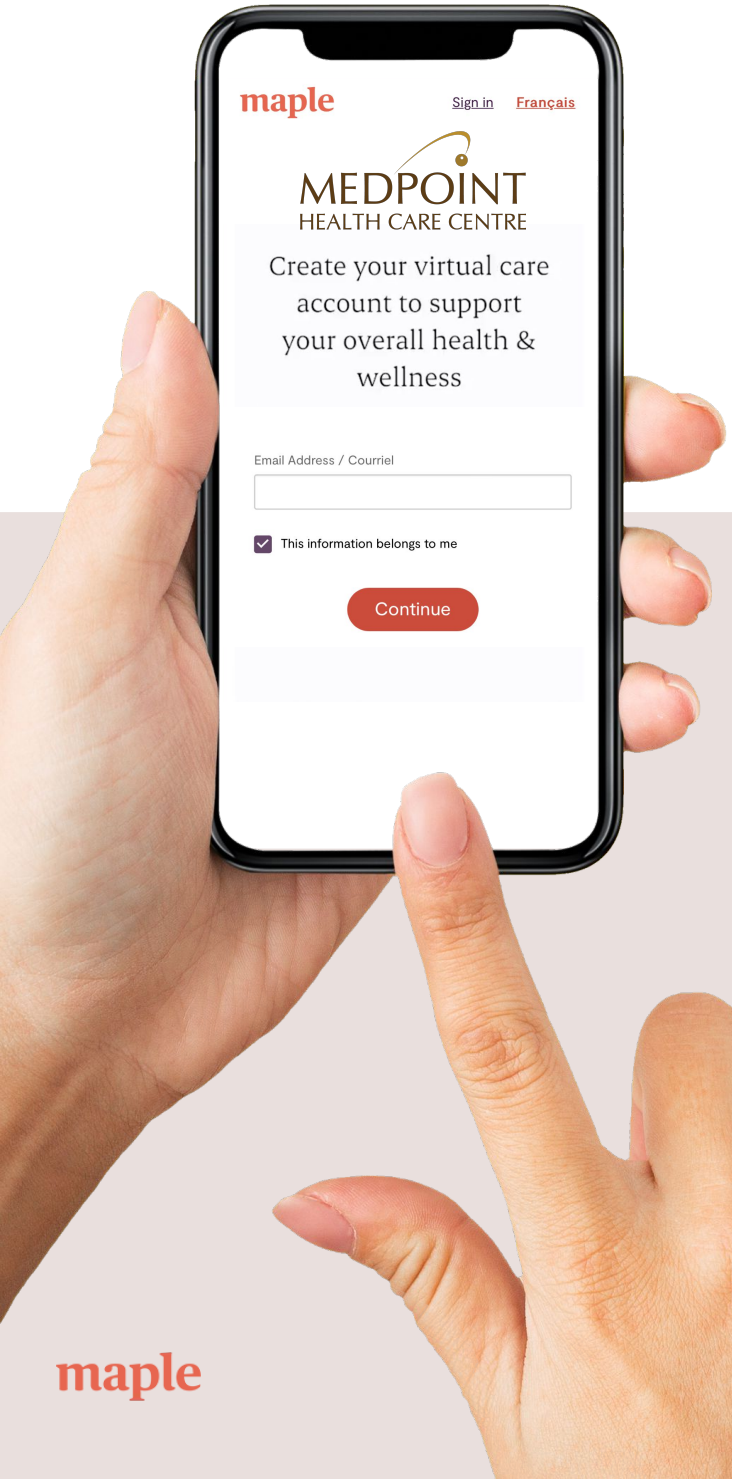
A personalized, whole-person approach for your health

Did you know virtual care is included as part of your Medpoint benefits? That means you and your eligible dependents can see Canadian-licensed general practitioners online from your phone, tablet, or computer. Keep reading to learn more about Maple, your coverage, and how to get started.



Getting started

Visit getmaple.ca/medpoint and enter your email address to create your account in minutes.





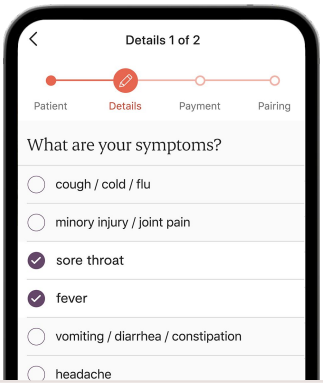
Need support?

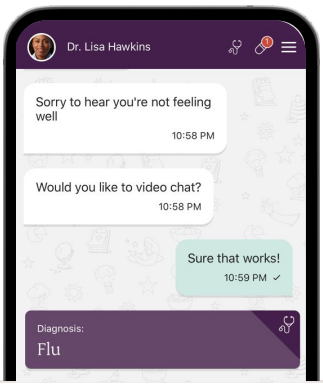
Speak with our customer care team via live chat on our site or the Maple app

Overview of your covered services

General practitioners

Speak with a Canadian-licensed general practitioner in minutes for medical advice, prescriptions, and more.

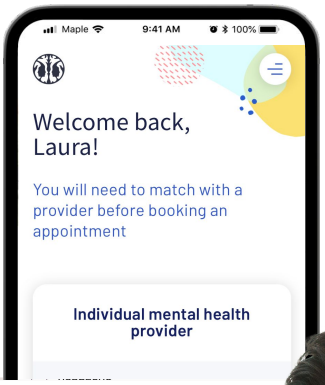






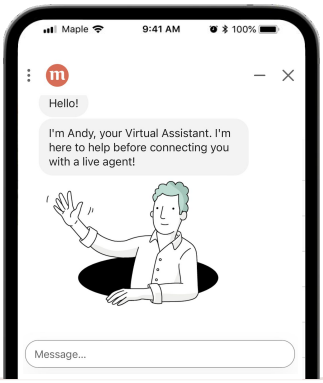
Member assistance program

Get help managing the challenges that life has thrown your way. Connect with counsellors for support and access advisory services, including, legal, financial, career coaching, and more.



Dedicated customer support

If you have any additional questions about the Maple program and your coverage, reach us via live chat on our site or the Maple app.





Frequently asked questions

What's Maple?
Maple is a healthcare platform for fast, convenient access to Canadian-licensed healthcare professionals.

How does Maple work?
Simply tap a button to request a consultation and connect in minutes with a general practitioner via secure messaging, audio, or video chat. GPs can provide medical advice and issue digital prescriptions, lab requisitions, medical notes, diagnostic imaging requests, specialist referrals, and more.

How do I create my account on Maple?
Visit www.getmaple.ca/medpoint to get started. After registering for an account, you can access Maple using your phone, tablet, or computer. If you have an iOS or Android device, you can download the Maple mobile app. Maple is also available via any modern web browser.

If you already have an account on Maple, visit www.getmaple.ca/medpoint and click the "Sign in" button at the top right corner of the page to link your account to your Medpoint coverage.

How do I add my family members to Maple?
Visit the "profiles" tab, select "child" or "adult", and fill out the requested information. You will be able to seek care on behalf of any eligible children. For adult dependents, you can invite them to create their own account and share your coverage.

Who are the general practitioners on Maple?
These experts in the medical field are located all across Canada. They're the same type of providers you might see in person – licensed family physicians, emergency department doctors, and nurse practitioners.

Can I get prescriptions?
Yes, at the discretion of your treating general practitioner. If you receive a prescription, you'll have the option to fax it directly to any pharmacy for pickup or have it delivered to your doorstep within 1-2 business days.

Can I get requisitions for lab work or diagnostic imaging?
Yes, at the discretion of your treating general practitioner and provincial regulations. Secure electronic forms are generated on Maple and can be printed and taken to any local lab / non-hospital imaging centre for testing. Results will be uploaded to your Maple medical record and follow-up care can take place virtually on Maple or with your family physician.

How do I create my account on Inkblot?
After registering for Maple, click the "Member Assistance Program" tile within your Maple account dashboard.

Can I get referred to a specialist?
Please note that private specialties on Maple are an out-of-pocket expense. General practitioners on Maple can refer you to specialists in the community at their medical discretion, with the aim to find you a specialist in your local area. You'll be notified of the specialist you were referred to and their office will contact you with availabilities. Wait times may vary based on availability.

Is there a limit to what doctors can do on Maple?
Doctors on Maple can review your symptoms and medical history to determine if your medical issue can be safely treated through a virtual consultation. Maple should not be used for medical emergencies. If you believe you have a medical emergency, please call 911 or go to the nearest emergency room. Examples of situations which require an in-person assessment are chest pain, difficulty breathing, suicidal ideation, significant trauma, and gastrointestinal bleeding. Our doctors cannot legally prescribe narcotics or controlled drugs virtually.

Can I request a specific general practitioner?
Maple selects the next available general practitioner to start your consultation as quickly as possible.

What languages can doctors speak?
Maple's interface, communications, and doctor languages are all available in both English and French. You can switch languages within your account settings.

Is my information private on Maple?
Yes. Our systems are built and maintained to specifically meet applicable Canadian laws and regulations. To read our full Privacy Policy, visit getmaple.ca/privacy.

What are other features available on Maple?
Maple also allows you and your dependents to consult specialists and paramedical providers on the platform (i.e. dermatologists, endocrinologists, etc.). While these visits will represent an out-of-pocket expense, they may be reimbursable through your extended health benefits.

Following your consultation on Maple, you can choose to fax your consultation summary to Medpoint to ensure continuity of care with the Medpoint Navigator Team, at **519-432-9529.**

What's included in my MAP program powered by Inkblot?
You have 5 hours each of individual and couples counselling per calendar year for mental health-related assistance. You also have access to Inkblot's advisory services, including legal, financial, career coaching, health coaching and life transitions. You may reach out for legal and financial assistance as often as required. For life transitions and career coaching, you have an additional 5 hours available for each type of service per calendar year.