

# Welcome to your Maple benefit guide

Did you know? Your student benefits give you easy access to trusted doctors and nurse practitioners on Maple. So you can get care from home or on the go.

**This guide will help you learn about your Maple benefit and show you how to get started.**



**maple**

# How to get started



Scan the QR code or visit  
[getmaple.ca/studenttrust](https://getmaple.ca/studenttrust)

**Have questions? We've got answers.**  
Chat with our Customer Support  
team on [www.getmaple.ca/contact-us/](https://www.getmaple.ca/contact-us/)  
or the Maple app.



# Using Maple is as easy as 1-2-3



1

Select “Get care” and enter your symptoms

A smartphone screen displaying a form titled "What are your symptoms?". There is a progress indicator at the top with three dots, the first of which is red. Below the title is a list of symptoms with checkboxes. The "shortness of breath" option is checked and highlighted with a red border. Other options include eye / throat infection, urinary infection, cold / flu, skin problem, headache, anxiety / depression, minor injury / joint pain, diarrhea / constipation, and abdominal pain.

What are your symptoms?

- eye / throat infection
- urinary infection
- cold / flu
- skin problem
- shortness of breath
- headache
- anxiety / depression
- minor injury / joint pain
- diarrhea / constipation
- abdominal pain

2

Connect with a doctor or nurse practitioner

A smartphone screen displaying a consultation status. At the top is a progress indicator with three dots, the second of which is red. Below it is a circular profile picture of a woman with dark hair, wearing a red top. Below the profile picture, the text reads: "Your consultation with Dr. Hawkins will begin shortly."

Your consultation with Dr. Hawkins will begin shortly.

3

Receive advice, prescriptions and more

A smartphone screen displaying a "Consult Summary". At the top is a progress indicator with three dots, the third of which is red. Below the title, there are two sections: "Diagnosis:" with the text "Asthma" and a purple lock icon, and "Prescription for Jamie Ross" with the text "Albuterol (Ventolin)" and a green lock icon.

Consult Summary

Diagnosis:  
**Asthma**

Prescription for Jamie Ross  
**Albuterol (Ventolin)**

## What's included

- ✓ 6 covered visits annually, for you and your eligible dependents.
- ✓ 24/7/Year-round access to a Canadian-licensed primary care provider via your phone, tablet, or computer.
- ✓ Receive trusted medical advice, prescriptions, lab requisitions, diagnostic imaging requests and specialist referrals at the discretion of the provider.
- ✓ Communicate via secure instant messages, video or audio chat — whichever is most comfortable for you.

# Frequently asked questions

## What is 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 Canadian-licensed primary care provider via secure messaging, audio, or video chat. Primary care providers can provide medical advice and issue prescriptions, lab requisitions, medical notes, diagnostic imaging requests, specialist referrals, and more at their discretion.

## Is there a limit to what primary care providers can do on Maple?

Primary care providers on Maple can treat a variety of common health issues virtually. However, not all requests are suitable for virtual care. All consultation requests on Maple are reviewed by primary care providers who will assess 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.

Our primary care providers cannot legally prescribe narcotics or controlled drugs virtually.

## How do I create my account on Maple?

Visit [getmaple.ca/studenttrust](https://getmaple.ca/studenttrust) and enter your 9-digit certificate number and date of birth to confirm your eligibility. You'll then be asked to add a few details to set up your Maple account and create a password.

## Which devices can I use to access Maple?

You can access Maple using your smartphone, tablet, or computer. You can download the Maple mobile app if you have an iOS or Android device. Maple is also available via any modern web browser.

## Can I add family members to my account?

Yes, Maple's quick and convenient care access is available for your eligible dependents. Eligible dependents are limited to those who would also be covered under your benefits, such as spouses and children.

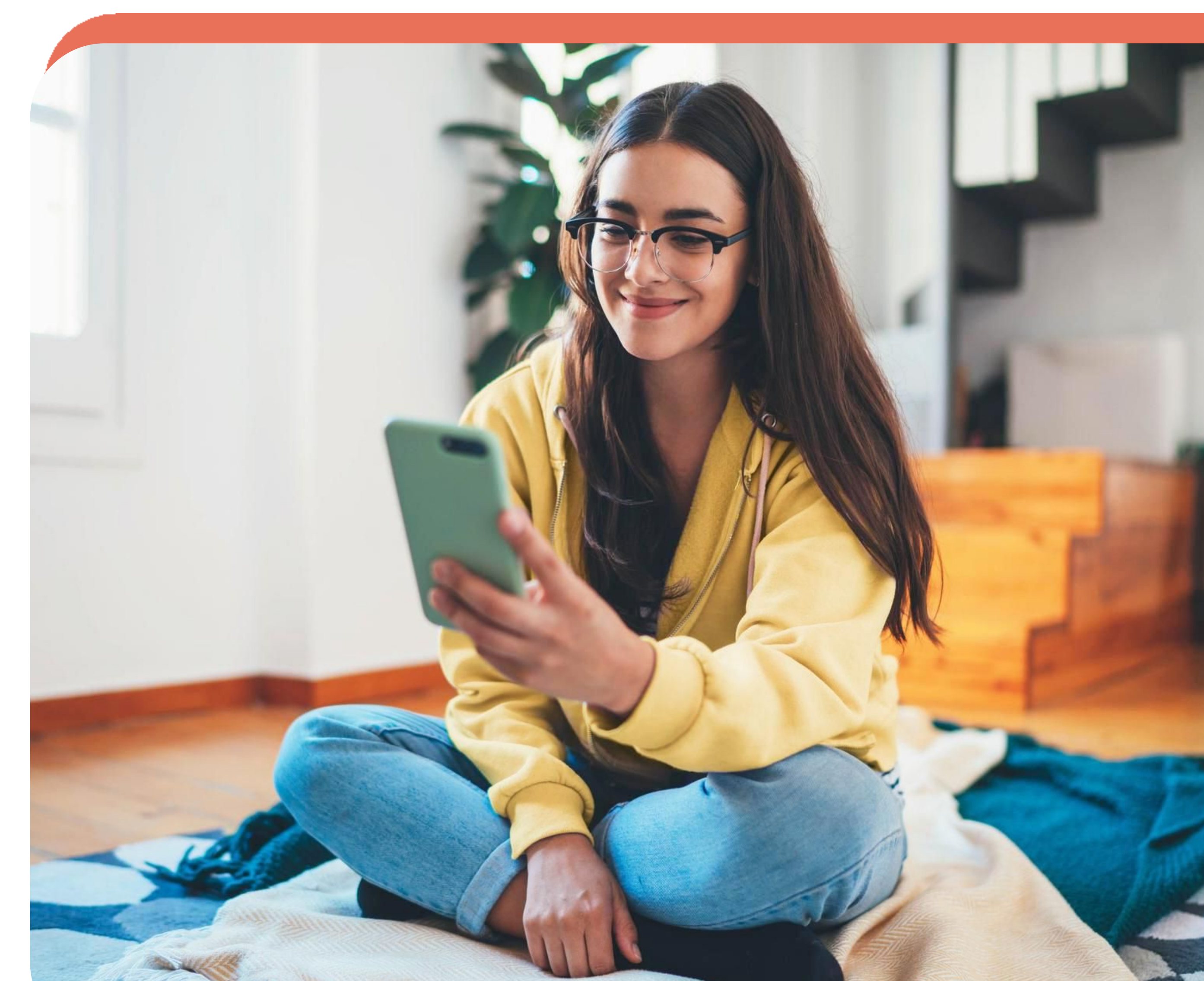
## How do I add my family members?

Dependents who are 18 years of age or older may create their own account. Navigate to your coverage tab from your Maple dashboard and follow the instructions to send an email invitation to them to create their own account.

For dependents under the age of 18 and/or for whom you have Power of Attorney (POA) for medical decision making, your account may be shared to access care on their behalf. To add a profile visit the "profiles" tab, and select "add a new patient".

## Who are Maple's primary care providers?

Maple primary care providers are Canadian-licensed family/emergency room physicians (sometimes known as a general practitioner or GP) or nurse practitioners (NPs) qualified to diagnose and treat a variety of common health issues.



# Frequently asked questions continued

## **Can I get prescriptions?**

At the discretion of your treating primary care provider, prescriptions may be issued to treat your health concern. If you receive a prescription, you will have the option to pick it up at any pharmacy or have it delivered to your doorstep.

## **Can I get requisitions for lab work or diagnostic imaging?**

At the discretion of your treating primary care provider, requisitions for lab work or diagnostic imaging may be issued to diagnose and treat your health concern. 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.

## **Can I get referred to a specialist?**

At the discretion of your treating primary care provider, specialist referrals may be issued 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 to schedule an appointment. Please note that wait times may vary based on public system availabilities.

## **Does Maple replace my family physician?**

Maple is not intended to replace the care of a family physician. Maple can be helpful for those who do not have a family physician and for those who do, Maple provides a way to manage primary care issues that arise when you can't get in to see your family doctor.

## **Can I request a specific primary care provider?**

Maple selects the next available primary care provider to start your consultation as quickly as possible.

## **What languages can primary care providers speak?**

Maple's interface, communications and provider language are all available in both English and French. You can switch languages within your account settings.

## **Will my health information be available on Maple?**

Your Maple account captures data from each of your interactions and also allows you to contribute your own medical data including vitals, pre-existing conditions, surgeries, immunizations, medications, lifestyle factors, etc. If you'd like, you can even share your data with your family doctor directly from your account.

## **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](https://getmaple.ca/privacy).

## **What other features are available on Maple?**

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





Get Maple. Get Care.