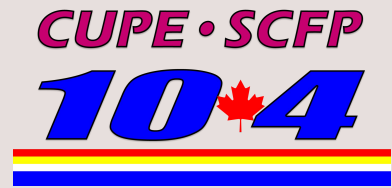


maple



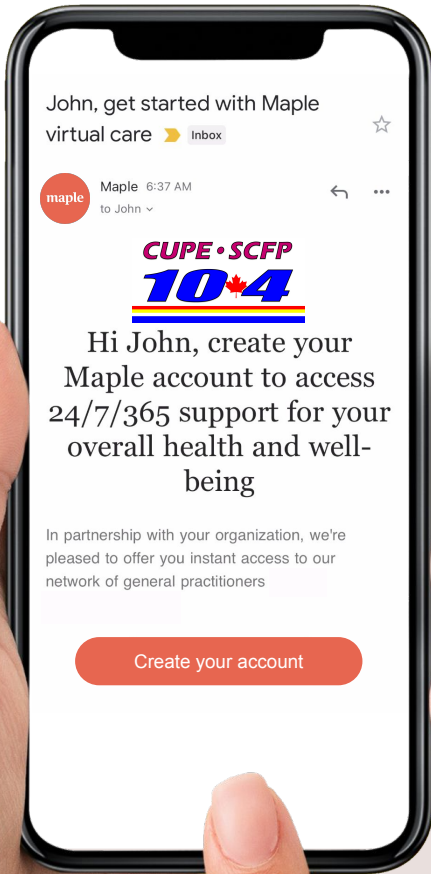
Virtual Care Member Guide

Did you know virtual care is being made available to CUPE 104 members to support them in their health and mental care needs? That means you and your eligible dependents can see Canadian-licensed providers online from your phone, tablet, or computer. Keep reading to learn more about Maple, your coverage, and how to get started.



Getting started

Check your inbox for an email from hello@getmaple.ca and click “Create your account” to get started.



Need support?

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

Overview of available services

General practitioners

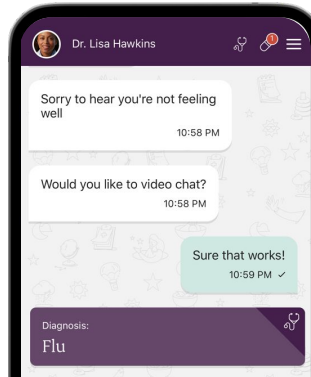
Speak with a Canadian-licensed general practitioner in minutes for medical advice, prescriptions, lab requisitions, and more.

Details 1 of 2

Patient Details Payment Pairing

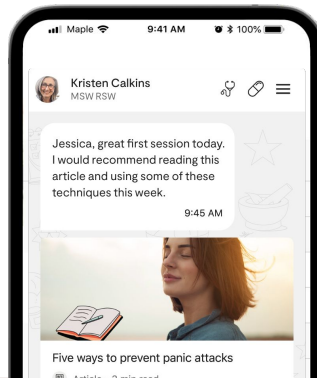
What are your symptoms?

- cough / cold / flu
- minor injury / joint pain
- sore throat
- fever
- vomiting / diarrhea / constipation
- headache



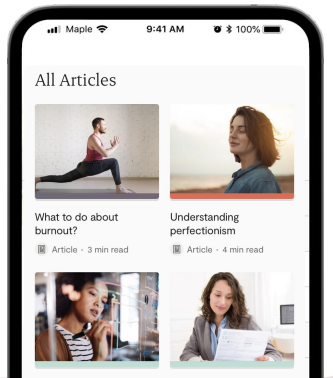
Mental health counselling

Get help managing the challenges that life has thrown your way. Schedule an appointment with a mental health therapist or see one as soon as possible. **Counselling is private pay.**



Mental health resources

Complete clinically-validated questionnaires and explore a curated library of mental health resources to support your mental well-being.



Care Concierge Team

The Care Concierge Team is a helping hand who can support members in navigating care, benefit programs, services in the community and more.

Connect via asynchronous text messaging

Details 1 of 2

Patient Details Submit Pairing

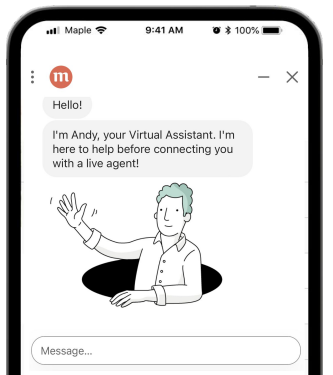
How can our Care Concierge help today?

- Looking for help in selecting a provider that best suits my needs
- Wondering if my issue is appropriate for virtual care
- Questions about a specific Maple service
- Questions about an upcoming appointment
- Not sure where to start
- Other

Continue

Dedicated customer support

If you have any additional questions about the Maple program or your coverage, you can reach our team via live chat on the Maple app or website. Daily 7am-10pm Eastern Time



Frequently asked questions

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?

You'll receive an email from hello@getmaple.ca, inviting you to create your Maple account. After clicking the email link, you'll be asked to add a few details and create a password. 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.

How do I add my family members?

If your dependent is younger than 18, add their details under your "Patient profiles" tab – you'll then be able to access care on their behalf. For dependents 18 or older, you can send them an email invitation to create their own account from your "Coverage" tab.

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 pick it up at any pharmacy 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 province. 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?

Yes, at their discretion, general practitioners on Maple can refer you to specialists in the community. A few days after your Maple consultation, you'll be notified of the specialist you were referred to and can proceed with the specialist visit in your local community.

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

Is there a limit to what doctors can do on Maple?

Maple's not intended for medical emergencies. If you believe you're experiencing an emergency, please call 911 or visit your nearest emergency room.

Does Maple replace my family physician?

Maple's 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 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.

What's a mental health therapist?

Mental health therapists hold special degrees or certifications in their field and can help patients with a range of mental conditions and emotional difficulties. Mental health therapists use counselling, also known as talk therapy, to facilitate personal change through self-knowledge, emotional acceptance, and growth with the optimal development of personal resources.

What can an online mental health therapist treat?

Mental health therapists can help with many issues, including managing anxiety, exploring depression or low moods, discussing relationship challenges, addressing work stress, helping navigate life changes, increasing focus, performance, and motivation, and exploring grief or loss.

What mental health supports do I have access to?

Through Maple you can quickly and easily book counselling sessions but these visits are NOT covered under the CUPE 104 plan and are on a pay per visit basis. You can submit receipts to your benefits plan for reimbursement (if applicable). It is your responsibility to confirm coverage before booking.

Maple does provide access to their Care Concierge team to help you navigate your healthcare journey if you have questions about resources, providers, etc. You also have access to a resource library and tracking tools to help manage and monitor your self care and mental well being. These components are covered under your plan.

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.