

Frequently Asked Questions:

January 2019

Question	Answer
How do I access Maple?	Visit guard.me/mobiledoctor to start using Maple, which is fully covered under your guard.me plan (if you are 14 years old or older). You will first be asked to input your guard.me policy number and date of birth, and then you can proceed to seeing a doctor. If you have any questions, please reach out to the Maple customer support team using the chat function on the Maple home page (www.getmaple.ca) or by sending an email to support@getmaple.ca .
What is Maple? How does it work?	Get your diagnosis, prescription, or medical advice in minutes. Maple is a healthcare app for fast, convenient 24/7 access to Canadian doctors. You simply tap a button to request a consultation with a physician, and we'll immediately connect you to a doctor via live chat or video. You can use the service from anywhere, including when you're out of the country. If you are a visitor to Canada, you can use Maple during your stay.
Do I have to pay to use Maple?	Online medical consultations with Maple are covered under your guard.me plan (if you are 14 years old or older).
What device can I use to see a Maple doctor?	You can see a Maple doctor on your smartphone, tablet, or computer.
What conditions can doctors diagnose and treat on Maple?	Our physicians are able to safely and accurately diagnose the majority of common illnesses without a hands-on examination including: abrasions, bacterial vaginosis, bites and stings, body aches, bronchitis, bruises, cough, dehydration, diarrhea, earache, fever, flu, frostbite, headaches and migraines, hives, insomnia, itchy eyes, lice, mild lacerations, nasal congestion, nausea, pinkeye, respiratory infections, sexually transmitted infections, sinus infections, skin infections, sore throat, sprains and strains, urinary tract infections, vomiting, yeast infections, and many more.
How do I get a prescription on Maple?	Our physicians can prescribe medications online during your consultation. Once you accept a prescription, you'll have the option to pick it up from any pharmacy or we'll deliver it right to your door at no additional cost.
Are Maple doctors qualified?	Yes. Maple doctors are Canadian licensed physicians who are experts in the medical field. They practice family and emergency medicine in Canada. Each physician is passionate about delivering outstanding healthcare and serving the community in new and innovative ways.
Can Maple doctors speak my language?	Since all of our doctors are Canadian, your consultation will be in English. Some doctors can also communicate in French or in other languages, however any languages outside of English are not guaranteed.
Is there a limit to what doctors can do on Maple?	Maple is not intended for medical emergencies. If you believe you are experiencing an emergency, please call 911 or proceed to your nearest emergency room. If you require narcotics or controlled medications, our physicians cannot legally prescribe these on Maple. At this time, our physicians are not able to provide specialist referrals and order tests.
Is Maple safe?	Yes. Think of Maple as the connecting platform between you and doctors. Just like an in-person visit, or a telephone conversation, the 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 (e.g. if you require testing). While doctors on Maple can help with many common medical requests, the service is not intended to replace the care of a family physician.
Can I request a specific doctor on Maple?	Not at this time. Because our promise is to connect you with a physician in minutes, our on-demand service selects the next available physician to start your consultation as quickly as possible.
Is my health information private on Maple?	Absolutely. Your information is personal. When you use our services, it is our duty to protect it with a comprehensive security infrastructure and stringent data policies to ensure it stays private and secure. Each consultation through Maple 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.
Is there a system in place for emergencies?	Yes. In the event a physician receives your request and it is a medical emergency, Maple will notify you right away to call 911 or proceed to your nearest emergency room. If you are experiencing an emergency during your consultation, the attending physician will call 911 on your behalf and may contact the emergency contact on your profile, if one has been added.
Why can't I edit my profile on the app?	If you are under 18 years old and having trouble updating your profile in the Maple application, please update your profile using the web browser. If you are still having issues, please reach out to the Maple customer support team using the chat function on the Maple home page (www.getmaple.ca) or by sending an email to support@getmaple.ca .