

maple

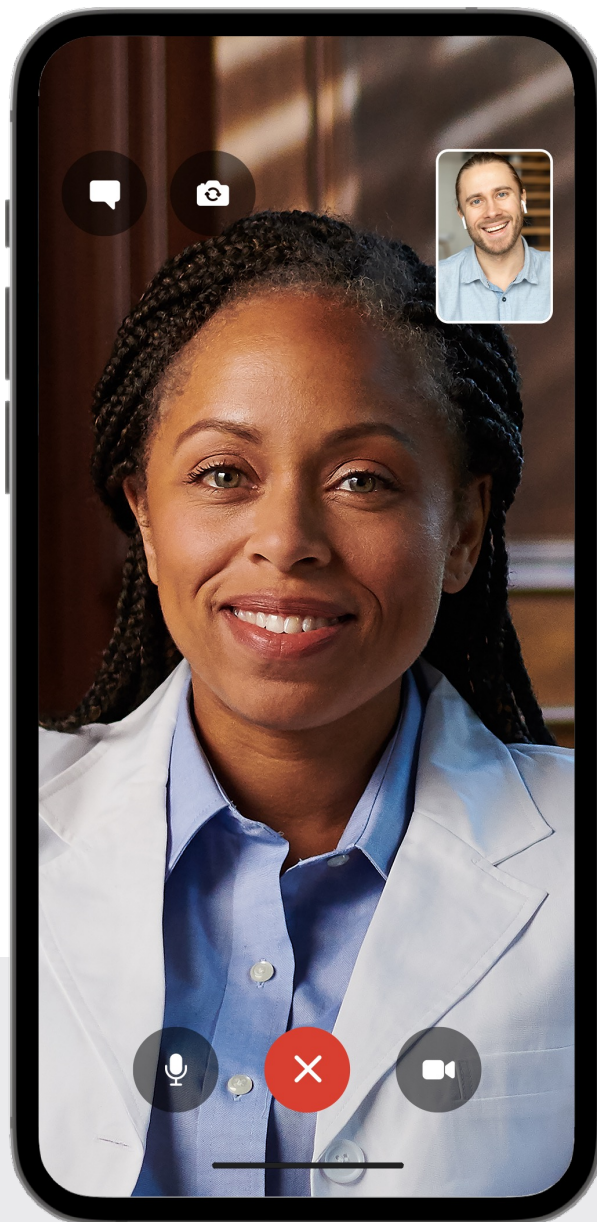


Insurance

Your virtual care benefits

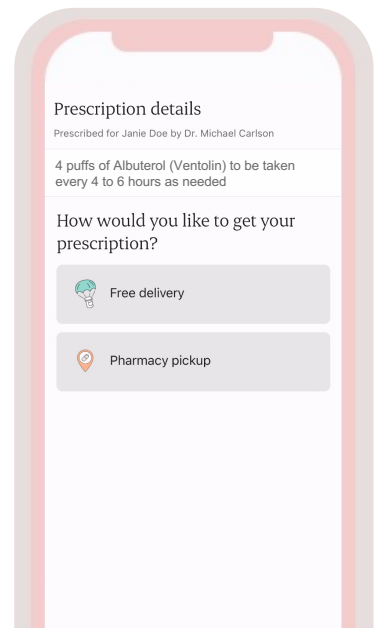
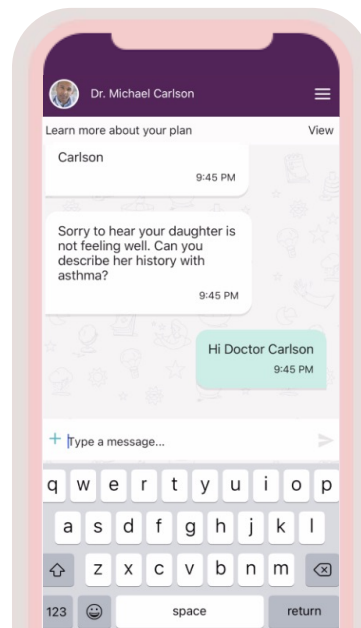
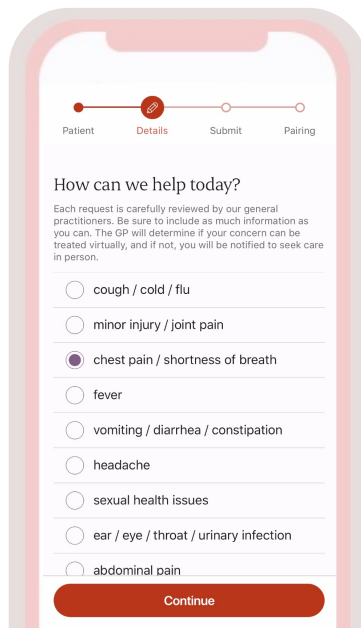
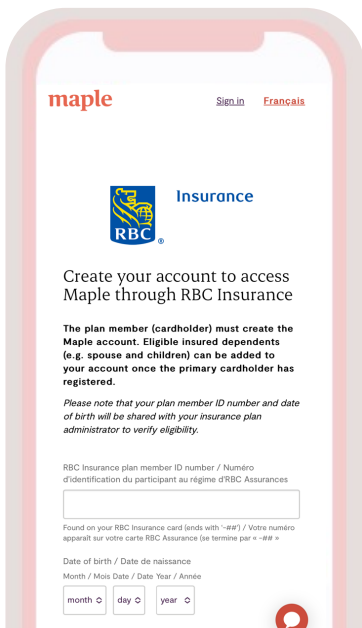
Standard plan

You and your eligible insured dependents can access Maple's network of general practitioners through your benefits. Read this guide to learn more about your coverage and how to sign up today.



Skip the walk-in clinic. Talk to a general practitioner on your schedule.

- 1. Get started**
Go to getmaple.ca/rbcinsurance and enter your plan member ID and date of birth.
- 2. Request a consult**
Click “Get care”, choose general practitioner, and enter your symptoms.
- 3. Match with a general practitioner***
Connect through secure instant message, audio, or video chat.
- 4. Receive treatment**
If you receive a prescription, you can pick it up at a pharmacy or have it delivered to you.



To see how a visit on Maple works, click [here](#)



*General Practitioners on Maple include family physicians, emergency department doctors, and nurse practitioners

See a general practitioner in minutes on Maple



4 visits with a general practitioner, shared by you and your family, available 7am-midnight, everyday within minutes.



Many medical issues can be safely treated virtually, such as a cold, the flu, infections, chronic conditions, skin concerns, and more.



Providers on Maple can issue prescriptions, order lab work, complete imaging requisitions, write medical notes, and more.



Be proactive about your health by storing, sharing, and managing your health data on Maple.

Save time and reduce stress by using Maple.

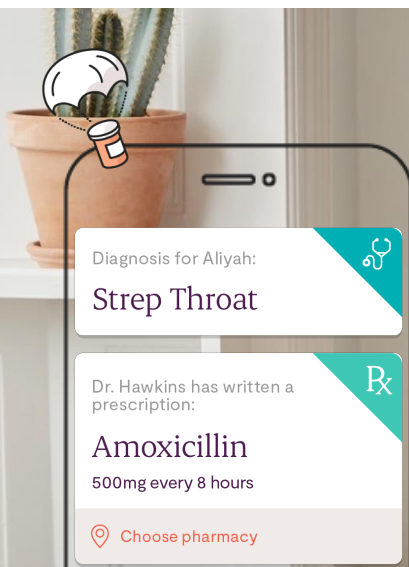


Millions of Canadians have access to Maple and our average patient satisfaction rating is 4.7/5 stars.

“So grateful for this service! A breath of fresh air in a time of need. Got my refills sent to a pharmacy within 20 minutes.”

“I have used Maple three times in the last six months for myself and my daughter. It’s very, very easy to use.”

“The doctor made me feel heard and comfortable, which is hard when dealing with anxiety. Highly recommended!”



Frequently asked questions



What's Maple?

Maple is a healthcare platform for fast, convenient access to Canadian general practitioners. Simply tap a button to request a consultation and connect with a general practitioner via text message, audio, or video in minutes. General practitioners can provide medical advice and issue digital prescriptions, lab requisitions*, diagnostic imaging requests, and more.

How do I access Maple?

Maple is available via the mobile application or through any modern web browser. To register, visit getmaple.ca/rbcinsurance and enter your plan member ID and date of birth. If you already have an existing Maple account, link your coverage by pressing “sign in” on the top right of the screen.

What are the details of my coverage?

You have access to four (4) visits with a general practitioner per year, shared by you and your family, available 7am-midnight. Your coverage details can be found within the “coverage” tab, including how many visits you have left to use. Please visit [this](#) help desk article to learn how to add eligible dependents to your Maple account.

Who are the general practitioners on Maple?

Providers on Maple are Canadian-licensed general practitioners, including family physicians, emergency department doctors, and nurse practitioners. Providers on our platform are hand-picked and represent the same providers you might see in person.

What can general practitioners treat?

We can treat many conditions online. Nine out of every ten Maple patients get their issue fully resolved in a matter of minutes. This includes cold and flu symptoms, common infections, chronic conditions, skin problems, prescription renewals, sexual health concerns, mental health issues, and more.

Can I get prescriptions and lab requisitions*?

Yes, at the discretion of the general practitioner. For prescriptions, you'll have the option to pick it up at any pharmacy in Canada or have it delivered to your door for free. If you receive a lab or imaging requisition*, it should be printed and taken to a lab or imaging centre. Results will be uploaded to your virtual medical record. Follow-ups can take place virtually or with your family physician.

*Lab requisitions are unavailable in Nova Scotia at this time

Frequently asked questions (continued)

Is there a limit to what general practitioners can do?

Maple is not intended for medical emergencies. If you believe you are experiencing an emergency, please call 911 or visit your nearest emergency room. If you require narcotics or controlled medications, our providers cannot prescribe these virtually.

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. For those who do, we provide a way to manage urgent primary care issues that arise when you cannot get in to see your family doctor.

Can I request a specific general practitioner?

No. Maple selects the next available provider to start your consultation as quickly as possible.

Is Maple available in French?

Maple is available in both English and French. You can easily switch languages in your account settings.

Is my health information private?

Yes, your personal health information is completely private. When you use our services, your session is protected by a comprehensive security infrastructure and stringent data policies. You also always retain complete control of your personal health information. Check out our [Privacy Policy](#) for a more in-depth description.

Is virtual care safe for patients?

Think of Maple as the connecting platform between you and general practitioners. Just like an in-person visit, the provider is responsible for assessing your situation, understanding your medical history, asking you questions about your symptoms, and providing treatment accordingly. If the provider is not able to help on Maple, they'll ask you to visit your family doctor or go to a clinic or a hospital in person instead.

Does Maple offer access to specialists?

Virtual specialist visits on Maple (e.g. with a dermatologist, mental health therapist, etc.) are out-of-pocket expenses. However, these may be reimbursable through your extended health benefits. To see a specialist in the public healthcare system, you will be directed back to your primary care provider to obtain the required referral.



For support, you can speak with our team via live chat on the Maple app or website in the bottom right corner.