



maple



Insurance

## Plan Sponsor Welcome Guide Standard Virtual Care Program

The complete guide to understanding virtual care for your employees.

Welcome to Maple! We're thrilled that you chose virtual care to support your employees' healthcare needs. To get started, review this guide to learn more about your virtual care program.

# Understanding your virtual care program.

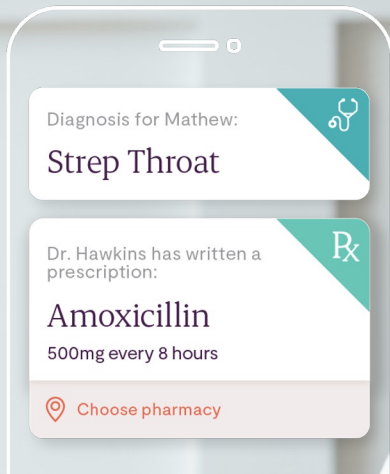
Employees can now skip the waiting room by instantly connecting with Canadian general practitioners\* from their phones, tablets or computers.

## Key program details:

- Consult with general practitioners online, available 7am to midnight, seven days a week within minutes
- Direct access to 4 general practitioner visits each calendar year for the employee and their insured eligible dependents
- Receive medical advice and treatment (including prescriptions, lab requisitions, diagnostic imaging and more)
- Manage, store and share personal health data
- To see how a visit on Maple works, click [here](#)

Employees must register with their group benefits plan member ID and DOB at

[getmaple.ca/rbcinsurance](https://getmaple.ca/rbcinsurance)



# Spreading the word to your employees.

Launch an effective communications plan to introduce the virtual care benefit and help employees manage their health & wellbeing.

Engagement levels are strongest when plan sponsors focus on communications and outreach with their employees. Check out our [proven communications toolkit](#), which includes a plan member guide, poster, video and email templates to help you promote the program.

## Best practices:

- Keep communications concise with one clear call to action – to register
- Send email communications from HR leaders or the executive team
- Share program details regularly to keep it top of mind
- Reach your employees through various communication channels



### Before Program Launch

Objective:

Introduce Maple to your employees and educate them about their upcoming virtual care benefit

Resources:

**Email templates**

Channels:

Email, internal messaging



### Program Launch

Objective:

Encourage employees to register so their account is ready when they need medical care

Resources:

**Email templates**

Channels:

Email, company town halls



### After Program Launch

Objective:

Continue to promote the program to ensure virtual care stays top of mind for employees and their eligible dependents

Resources:

**Guide, poster, video**

Channels:

Email, internal portals, team meetings, screensavers, etc.

# Answering frequently asked questions.

## How does an employee access Maple?

To register, employees should first navigate to [getmaple.ca/rbcinsurance](https://getmaple.ca/rbcinsurance) and enter their group benefits plan member ID and date of birth. If they already have a Maple account, they can link it to their RBCI coverage by pressing “sign in”. After registering, Maple is available via the mobile app or through any web browser.

## What are our coverage details?

Consultations with general practitioners on Maple is a covered benefit for employees and their insured eligible dependents, with access to 4 visits per year available 7am to midnight, seven days a week.

## How does an employee add eligible dependents?

Please visit [this](#) help desk article to learn how to add eligible dependents to your Maple account.

## What can an employee expect during their consult with a general practitioner?

Maple general practitioners are Canadian licensed and experts within the medical field. The platform selects the next available provider in order to start the consult as quickly as possible. Employees can connect with the general practitioner via instant message, video, or audio in English or French. During the visit, the employee can receive medical advice, diagnoses, prescriptions, lab requisitions, or diagnostic imaging requests. As per provincial medical college legal requirements, general practitioners may ask employees to confirm their identity. This ID verification can be done on Maple through video chat, or by uploading a photo of their government-issued photo ID.

## Can employees use Maple when travelling outside of Canada?

Employees can access Canadian general practitioners even when travelling outside of Canada for medical advice. Please note that Canadian general practitioners cannot provide prescriptions or lab requisitions across international borders. Maple can still be a very valuable service for Canadians when they are out of country. Many times, travellers will be unsure whether or not their ailment actually needs to be seen by a doctor immediately (especially if they are returning to Canada within a few days or weeks). Maple’s service can potentially prevent an unnecessary trip to a foreign medical provider (and the associated cost of that visit), or confirm that the condition does need to be seen by a local doctor and in what timeframe.

## Are specialist visits covered?

If an employee would like to see a private specialist provider on Maple (e.g. a dermatologist), they will be prompted for payment for these visits as they are not covered under this program. They can then choose to submit for reimbursement, if applicable. To see a specialist in the public healthcare system, the employee will be directed back to their primary care provider to obtain the required referral.

## How does Maple manage privacy and security?

Personal health information is completely private on Maple, all sessions are protected by a comprehensive security infrastructure and stringent data policies. Maple is SOC-2, PCI, PIPEDA and PHIPA compliant, and uses AWS Canada for data storage and MedStack for secure hosting. Maple has gone through rigorous privacy reviews completed by Canada’s leading health privacy lawyers and multiple provincial authorities. Privacy policy: [getmaple.ca/privacy](https://getmaple.ca/privacy).

maple



Insurance

Collaborating for program success.

The RBCI and Maple teams are here for you every step of the way.

### Here for you

Ongoing support – If you have any questions or want additional communications support, reach out to your RBCI account management team.

### Here for your employees

Ongoing support – If your employees have questions or need help registering for an account, they can contact Maple’s customer support team directly, who is standing by to help them via chat on the Maple app or website.

