

Your Care Guide



Everything you need to get the most from your Maple benefits.

This is your Maple Care Guide. It is designed to help you understand what is included in your program and how to use it when you need it.

Whether you are managing an everyday health concern or simply want to stay on top of your well-being before anything becomes urgent, this guide walks you through what you have access to and how to get started.

Your program

What's included in your coverage and how it works

How to access Maple

Everything you need to register, log in, and invite your family

Your services

Detailed information on each service available to you

FAQs

Answers to common questions about using Maple



Primary Care + Member Assistance Program



What you have access to:

You have unlimited access to Primary Care through Maple 24/7/365, plus comprehensive life support through the Member Assistance Program. The Member Assistance Program gives you access to specialized support across five areas: mental health counselling, health and nutrition advisory, work and career advisory, life transitions advisory, and legal and financial advisory. Your program includes 5 hours for each area of support per year. Your program also includes access to iCBT, self-guided digital therapy programs for anxiety and depression.

Your coverage consists of:

- Primary Care – Unlimited visits with doctors and nurse practitioners 24/7/365
- Member Assistance Program – 5 hours per area of support (individual/couples counselling, health/nutrition, work/career, life transitions, legal/financial)
- iCBT – Self-guided digital therapy programs for anxiety and depression]
- Specialty Care – Book an appointment with a specialist (out-of-pocket cost, may be reimbursable through extended health benefits)

How to Access Maple



How to access Maple

Getting started with Maple is quick and easy.

Follow the instructions below to create your account and access the care you need.

Register Using Your Custom Registration Link

What you'll need: Your organization's custom Maple URL · Your ID number · A valid email address

1

Visit your organization's custom URL:

getmaple.ca/healthplus

2

Enter your verification information when prompted.

3

Complete your profile details.

4

Create a secure password. Review and accept the Terms of Use and Privacy Policy.

5

Verify your email address by clicking the link sent to your email.

Once logged in, all Maple services are available from your personalized dashboard.

Need more information? Head to the Frequently Asked Questions section at the end of this document for additional details.

Product Overviews



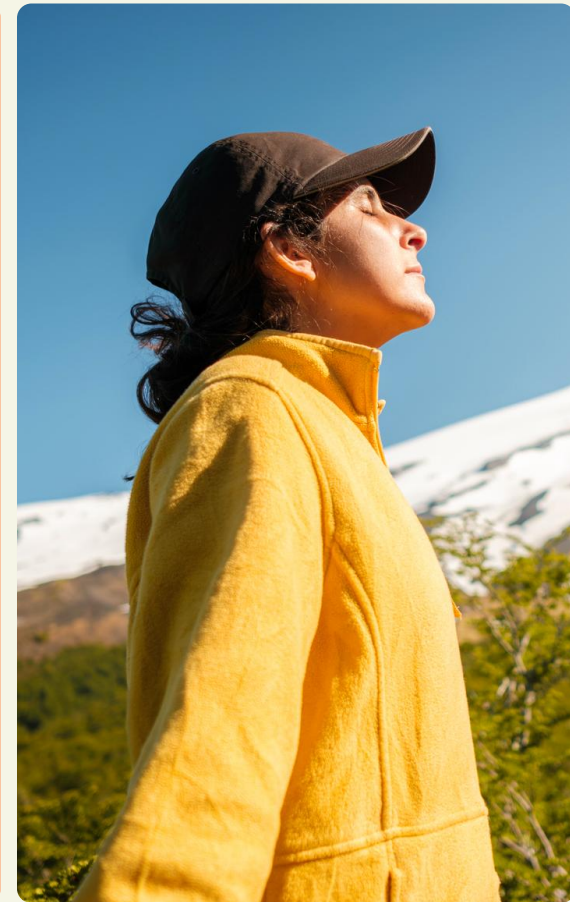
Member Assistance Program

Support for every part of life

The Member Assistance Program gives you confidential support across five key areas of life: mental health, health and nutrition, work challenges, life transitions, and legal or financial concerns. You can connect with specialized counsellors and advisors who help you work through whatever's affecting your well-being, from relationship stress and career decisions to eldercare planning and budgeting challenges.

Each area of support comes with dedicated hours you can use throughout the year, and because different challenges require different expertise, you'll be matched with professionals who specialize in what you're dealing with. Sessions are available in person, by video, or by phone.

This is comprehensive life support that recognizes your challenges don't fit into neat categories, and sometimes you need someone with specific expertise to help you move forward.



Member Assistance Program

Here's what's included

- Individual and couples counselling — with licensed mental health professionals
- Health and nutrition advisory — for wellness planning, illness management, smoking cessation, and weight management
- Work and career advisory — for professional development, career transitions, and workplace stress
- Life transitions advisory — for parenting, eldercare, relationships, and major life changes
- Legal and financial advisory — for budgeting, estate planning, family matters, and property questions
- iCBT — self-guided digital therapy programs for anxiety and depression
- Connect virtually or in person — phone, video, or in-person sessions based on what works for you

How it helps

One place for every kind of support:

You access the Member Assistance Program through your Maple account, where you will be directed to create your Inkblot account to get started. From there, everything you need is in one place without juggling multiple providers or systems.

Confidential help without disrupting your day:

Sessions are available virtually by phone or video, or in person, which means you can get support in whatever format feels most comfortable and works for your schedule.

Support that covers your whole household:

Your coverage extends to eligible dependents, which means your partner or family members can access the same support when they need it.

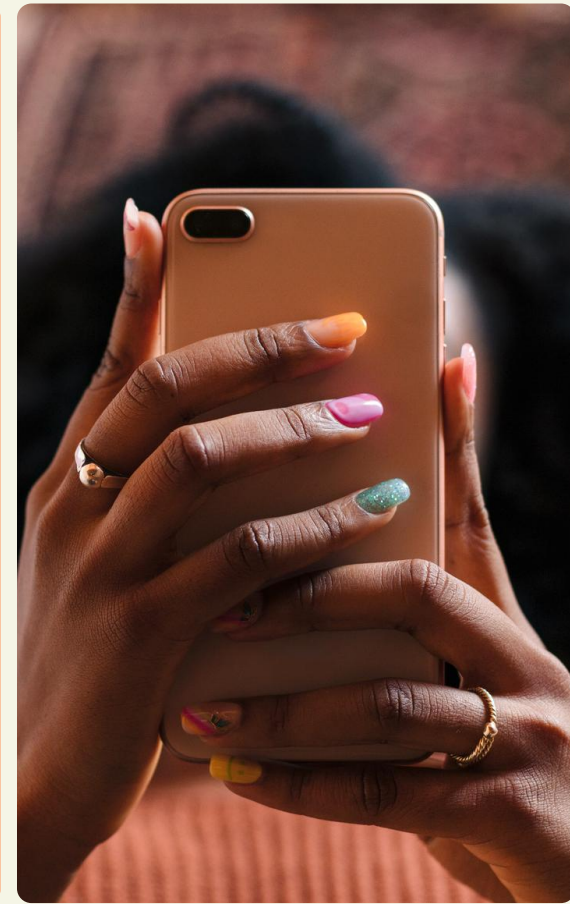
Internet-based cognitive behavioural therapy (iCBT)

Tools to manage anxiety and depression on your terms

iCBT gives you access to self-guided digital therapy programs designed to help you work through mild to moderate anxiety and depression without waiting for an appointment. The program, called Tranquility by Inkblot, is built on a proven cognitive behavioural therapy framework and walks you through a set of structured modules that help you understand your thought patterns, challenge negative thinking, and develop healthier coping strategies that stay with you long after you finish.

You will move through practical sessions covering everything from identifying triggers to building new behavioural skills, with built-in reflection tools and motivational checkpoints that keep you on track as you work at your own pace. Tranquility is available in both a self-led and coach-led model, so you can choose the level of support that works best for you.

The program is accessible on both desktop and mobile browser so you can engage wherever feels most comfortable. This is proactive mental health support you can start right away, designed to help you manage symptoms and build resilience before challenges become overwhelming.



iCBT — Internet-based cognitive behavioural therapy

Here's what's included

- Structured modules — covering psychoeducation, goal setting, cognitive skills, and behavioural strategies across a defined set of sessions
- Self-led and coach-led options — choose the format that works best for your needs and comfort level
- Built-in motivational support — regular reminders and guided coaching to help you stay consistent throughout the program

How it helps

Support you can start right away

You can start working on your mental health immediately without scheduling appointments, joining waitlists, or coordinating around provider availability. Help is accessible the moment you are ready.

Build lasting strategies that work for you

The coping tools and thought-challenging techniques you develop through iCBT stay with you long after you complete the program, giving you practical skills to manage symptoms as they come up in daily life.

Stigma-free support that fits your pace

You work through modules privately and on your own timeline, making it easier to get help without the vulnerability that sometimes comes with talking to someone face-to-face before you are ready.

Proactive care that keeps you well

iCBT helps you address stress, anxiety, and low mood before they escalate into bigger challenges.

Primary Care

For your everyday health concerns

Primary Care from Maple connects you with Canadian-licensed doctors and nurse practitioners. Whether you're managing a cold, need a prescription refill, or want medical advice, you can consult via secure text, audio, or video in English or French. Consultation requests are reviewed by primary care providers using our AI Intake Assistant, which gathers key information to help providers understand your needs and determine next steps.

You get comprehensive care that includes prescriptions, lab requisitions, specialist referrals, and more. Your digital health records stay with you across consultations and can be shared with your family doctor, ensuring continuity of care. Share your coverage with your partner, children, or dependents so everyone in your household can access the care they need when they need it.



Primary Care

Here's what's included

- Direct access to Canadian-licensed providers — consultation requests reviewed by doctors and nurse practitioners who can diagnose and treat
- Flexible consultation options — choose secure text, audio, or video based on what works for you
- Physician-led triage — consultations are reviewed by a doctor or nurse practitioner
- Comprehensive medical services — get diagnosis, prescriptions, lab requisitions, specialist referrals, and medical advice
- Centralized digital health records — store, manage, and share consultation notes with your family doctor in-app
- Whole household coverage — your partner and children (dependents) all get access

How it helps

A complement to your family doctor, not a replacement

Maple is not intended to replace your family physician. It gives you a way to manage health concerns that come up when you cannot get in to see your family doctor, and because your consultation notes can be shared directly with them, your care stays connected.

Care that follows you across consultations

Your health records are stored in your Maple account and carry forward each time you consult, so providers have the context they need to support you without you having to repeat your history from scratch.

A starting point when you are not sure what you need

If you have a concern but are unsure whether it needs a prescription, a lab test, or a referral to a specialist, a consultation on Maple helps you figure out the right next step without having to navigate the healthcare system on your own.

Primary Care FAQ

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

Primary care practitioners on Maple can treat a variety of common health issues virtually. However, not all requests are suitable for virtual care. Requests on Maple are reviewed by primary care practitioners who will assess your symptoms and medical history to determine if your medical issue can be safely treated through a virtual visit.

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 practitioners cannot legally prescribe narcotics or controlled drugs.

Who are Maple's primary care practitioners?

Maple primary care practitioners are Canadian-licensed doctors and nurse practitioners qualified to diagnose and treat a variety of common health issues.

Can I get prescriptions?

At the discretion of your treating primary care practitioner, 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 request a specific primary care practitioner?

Maple selects the next available primary care practitioner to start your visit as quickly as possible.

Can I get requisitions for lab work or diagnostic imaging?

At the discretion of your treating primary care practitioner, 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 practitioner, 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.

Frequently Asked Questions

About Maple

What is Maple?

What started with the goal to reduce emergency room congestion has grown into a leading platform connecting patients to a diverse network of healthcare practitioners, helping millions of Canadians take control of their health.

How does Maple work?

Sign up, request a visit and connect with a Canadian-licensed doctor or nurse practitioner anytime, anywhere via secure text, audio or video. Then, get your care plan or prescription, pending a diagnosis and the practitioner's discretion. We'll be there for you every step of the way.

A starting point when you are not sure what you need

If you have a concern but are unsure whether it needs a prescription, a lab test, or a referral to a specialist, a consultation on Maple helps you figure out the right next step without having to navigate the healthcare system on your own.

Privacy & Security

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.

Technical & Device Support

Which devices can I use to access Maple?

Access Maple on your smartphone, tablet, or computer. Download the app for iOS and Android, or sign in via any modern web browser.

Frequently Asked Questions

Managing Your Account & Family

Can I add family members to my account?

Yes, Maple's quick and convenient access to care 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.

When can I access Maple?

Maple is accessible 24/7 from any smartphone, tablet, or computer. Service availability may vary depending on your program, so refer to the Your Program section for details on what's included in the specific plan.

Primary care programs include one visit per day with a primary care practitioner, and mental health programs include one visit per week with a mental health practitioner.

Getting Started & Registration

I already have a Maple account. How do I add my new coverage?

Log out of your current account by visiting app.getmaple.ca/logout. Follow your organization's registration process – Either click your email invitation or visit your organization's custom registration URL. When you reach the registration page, click "Sign In" at the top right corner. Log in with your existing Maple username and password. Your new coverage will automatically link to your existing account.

My verification information isn't working. What's wrong?

If you're having trouble verifying your information when trying to register: Double-check that you're entering your unique identifier exactly as it appears on your documents (e.g., employee ID, policy number, student number, etc.). Try different formats if applicable – For example, try with or without dashes or spaces. Still not working? Contact your organization's benefits administrator.

I didn't receive my email invitation. What should I do?

If you were expecting an email invitation from hello@getmaple.ca but haven't received it: Check your spam or junk folder – The invitation email may have been filtered. Visit getmaple.ca/invitations to retrieve your invitation yourself. Still can't find it? Contact your organization's benefits administrator to confirm they have the correct email address on file for you.

Frequently Asked Questions

Using Maple Services

How long will it take to hear from a provider?

When you submit a request, you'll see the typical response time displayed on your waiting room screen. The displayed time is an average, and your actual response time may vary based on your location, time of day, request volume, and the type of healthcare provider you're requesting to speak with. You'll receive a notification by email or text when a healthcare provider is ready to start your visit.

When should I NOT use Maple?

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. Examples of emergencies include chest pain, difficulty breathing, severe injuries, or stroke symptoms.

What happens if my request isn't suitable for virtual care?

If one or more providers determine your request is not appropriate for virtual care, you'll receive a clear explanation of why and recommended next steps to guide you toward the most appropriate and safe way to get care. You can view this information in your consultation summary.

**Have more questions?
We're here for you.**

Visit helpdesk.getmaple.ca or use the chat feature in your Maple app or on the website.