



maple

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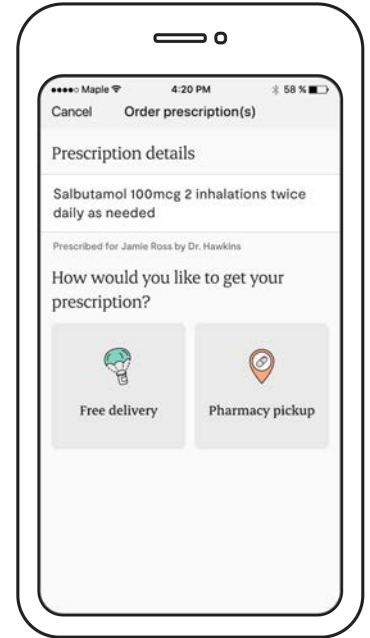
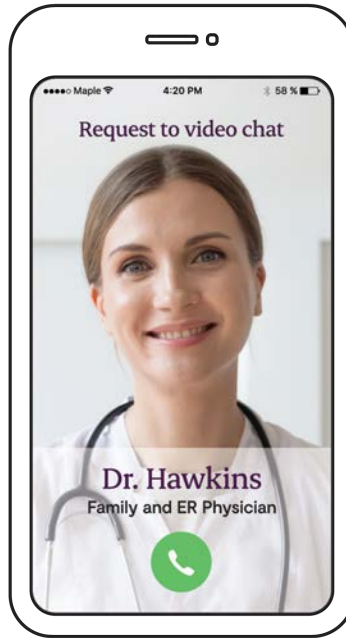
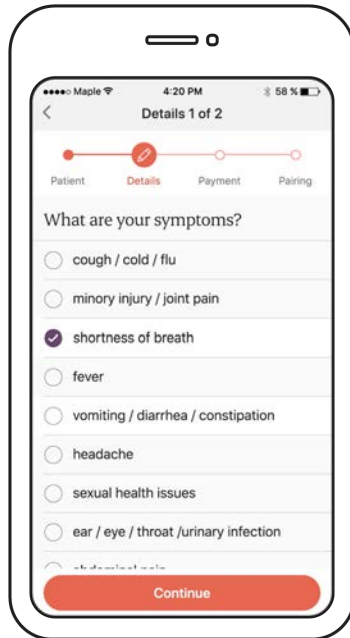
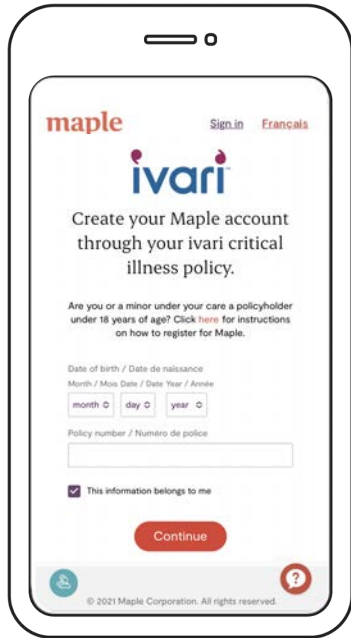
Virtual primary care & expert medical opinions

As a person insured under an ivari critical illness policy, you have access to Maple – Canada's leading virtual healthcare platform. Use this guide to learn more about the services available to you and how to access Maple.

With Maple, you can speak to a General Practitioner or Specialist from the comfort of your home.



How to access your care team on Maple



1. Get started

To register, visit getmaple.ca/ivari with your date of birth and policy ID number.

2. Select symptoms

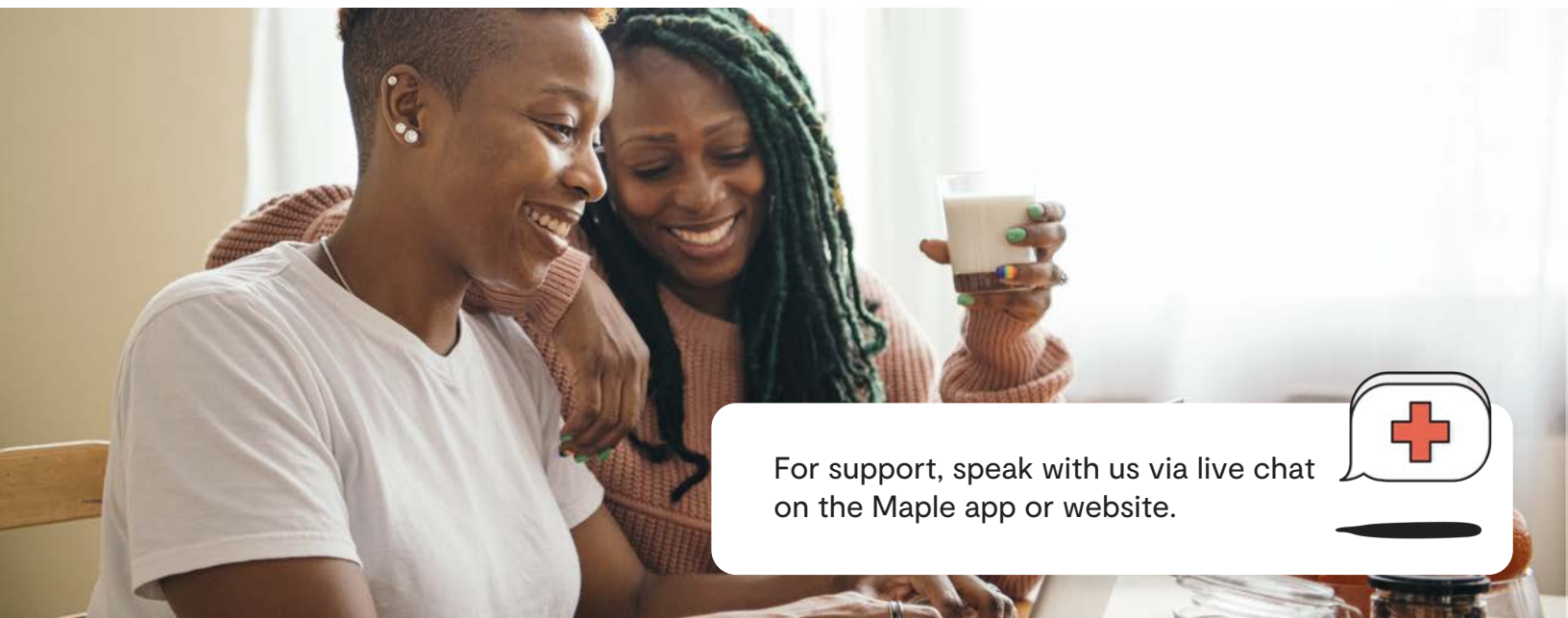
When you'd like to speak to a provider, click "Get care", choose the provider that you'd like to see and select your symptoms.

3. Pair with a provider

Pair with a healthcare provider and connect through instant message, video or audio.

4. Receive treatment

Discuss your reason for visit with the provider. If you receive a prescription, select delivery or pick-up.



For support, speak with us via live chat on the Maple app or website.



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With Maple, connect to a doctor online within minutes



Four consultations with a general practitioner, per insured, available 24/7, and can be shared with a partner and eligible dependents*.



Many medical issues can be safely treated virtually – cold & flu, infections, chronic conditions, skin concerns, and more.



Doctors can issue prescriptions, order lab work, complete imaging requisitions, and write medical notes.



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

Save time and reduce stress by using Maple

Thousands of patients across Canada use Maple with an average patient satisfaction rating of 4.7/5 stars on the iOS app store.



“

Very accessible and helpful for people who cannot easily find an available walk-in clinic or who does not have a family doctor yet.”

“

I have used Maple 3 times in the last 6 months for myself and my daughter. It's very, very easy to use.”

“

Thank you for your assistance especially for those who don't have a family doctor here and are new to the country!”

Your symptoms

- cough / cold / flu
- sore throat
- fever
- minor injury / joint pain
- vomiting / diarrhea / constipation
- sexual health issue





Frequently asked questions

What is Maple?

Maple is a virtual healthcare platform for fast, convenient access to Canadian-licensed general practitioners. Simply tap a button to request a consultation with a physician and connect with a doctor via instant message, audio, or video in minutes. Doctors can provide medical advice, issue digital prescriptions, lab requisitions, diagnostic imaging requests, and more.

How do I access Maple?

To register, visit getmaple.ca/ivari with your date of birth and policy ID number. If you already have an existing Maple account, link your account to your member coverage by pressing “Sign-in” on the top right of the screen. After registering, you can download the Maple app from the Apple App Store or Google Play Store.

What are the details of my coverage?

Maple is a covered benefit for you (the person insured), your partner and your eligible dependents* to consult with general practitioners on the platform. The Maple benefit also covers your access to expert medical opinion services for the health conditions covered under your critical illness policy from ivari. You can view your specific coverage details within the “Coverage” tab within your account.

Who are the Maple doctors?

Maple doctors are Canadian-licensed physicians who practice family and emergency medicine in Canada, and other specialists in the medical field. Maple doctors are and represent the same providers you could see in person.

What can doctors diagnose and treat?

Doctors can treat many conditions online. Nine out of every ten Maple patients get medical advice that addresses their concerns in a matter of minutes. This includes cold and flu symptoms, infections, chronic conditions, skin problems, sexual health concerns, mental health issues, and many more.

Can I get prescriptions or a lab requisition?

Yes, at the discretion of your treating physician. If you receive a prescription, you'll have the option to pick it up from any pharmacy in Canada or have it delivered to your door. If you receive a lab or imaging requisition, it should be printed and taken to any lab or imaging centre in Canada. Test results will be uploaded to your virtual medical record on Maple. Follow-ups can take place virtually or with your family physician.



Frequently asked questions (continued)

Is there a limit to what doctors 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 physicians cannot legally 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 that do not have a family physician. For those that 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 doctor?

No. Maple selects the first available physician to start your consultation as quickly as possible.

Can Maple doctors speak my language?

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

Is my health information private?

Yes. 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 Maple's [Privacy Policy](#) for a more in-depth description.

Is virtual healthcare safe for patients?

Think of Maple as the connecting platform between you and doctors. Just like an in-person visit, 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 your family doctor, a clinic or a hospital instead.

If you have any additional questions about Maple or how to set up your account, you can reach us via live chat on the Maple app or website. If you have any questions about your ivari policy, you can email conversation@ivari.ca.



* Eligible dependents are anyone in the policyholder's household for whom the policyholder is legally authorized to make healthcare decisions (e.g., a partner, a child under 18, or an elderly dependent). Read Maple's [Privacy Policy](#) for more details. "Partner" means a person with whom the Insured is (a) legally married, (b) in a civil union, (c) in common law relationship, (d) live together in domestic partnership, or in an adult interdependent relationship and either have lived together for at least one (1) year or are together the parents of a child.

Virtual Healthcare Services by Maple is a non-contractual benefit and is subject to program availability. Maple Corporation is the sole provider of the Virtual Healthcare Services available with ivari Critical Illness policies. ivari and its affiliates are not liable for the quality or availability of the products or services offered by Maple Corporation or any of its affiliates. Maple Corporation is not an agent or broker of ivari.

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