

maple

ivari[®]

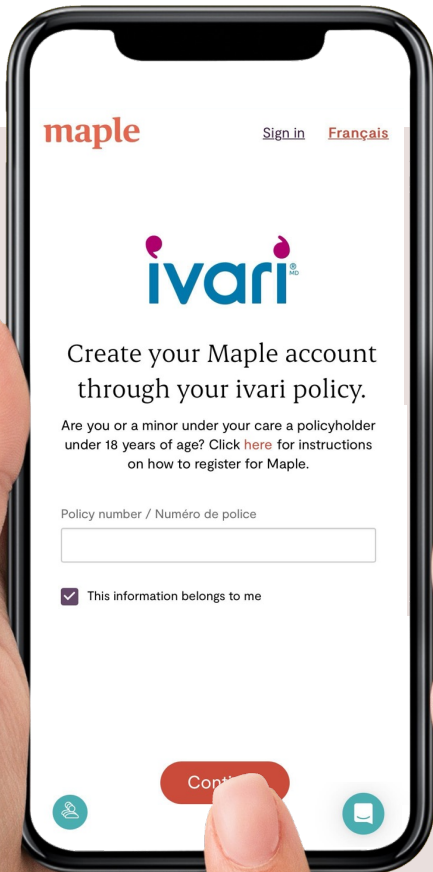
A personalized, whole-person approach for your health

Through your ivari Simply Simplified Issue and Simply Guaranteed Issue policy, you and your eligible dependents have access to Maple to support your physical and mental health. You can connect with Canadian-licensed primary care providers and mental health therapists online, fully covered, on the go or from the comfort of your home.



Getting started

Visit getmaple.ca/ivari and enter your ivari policy ID number to create your account in minutes.



Need support?



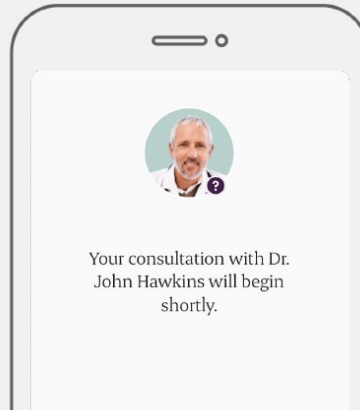
Speak with Maple's customer care team via live chat on the site or mobile app

Overview of your covered services

Through your ivari Simply Simplified Issue and Simply Guaranteed Issue policy, you have access to 4 consultations per year with a primary care provider or mental health therapist. These consultations may be shared with eligible dependents. Your coverage details can be found in the "Coverage" tab on your Maple account.

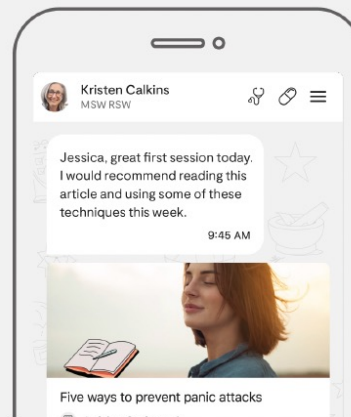
Primary care providers

Speak with Canadian-licensed primary care providers within minutes for medical advice, prescriptions, lab requisitions, and more.



Mental health counselling

Manage whatever challenges life has thrown your way. Choose to schedule an appointment with a mental health therapist or see one as soon as possible.



Frequently asked questions

What is Maple?

Maple is a healthcare platform for fast, convenient access to Canadian-licensed healthcare professionals.

How does Maple work?

Simply tap a button to request a consultation and connect in minutes with a general practitioner or mental health therapist via secure messaging, audio, or video chat.

How do I create my account on Maple?

Visit getmaple.ca/ivari and enter your ivari policy id number. You can access Maple using your phone, tablet, or computer. If you have an iOS or Android device, you can download the Maple mobile app. Maple is also available via any modern web browser.

How does online counselling work?

Online counselling allows you to see a mental health therapist on-the-go, or from the comfort of your home through video, phone, or chat. You're able to book a visit at a time that's most convenient for you, or you can choose to speak with someone as soon as possible. Maple therapists can help patients with a broad variety of mental health conditions and emotional difficulties, including managing anxiety, low moods, relationship challenges, work stress, life changes, and much more.

How do I add my eligible dependents?

Visit the "patient profiles" tab, select "child" or "adult", and fill out the requested information. You will be able to seek care on behalf of any eligible children. For adult dependents, you can invite them to create their own account and share your coverage.

Who are the primary care providers on Maple?

These experts in the medical field are located across Canada. They're the same type of providers you might see in person – licensed family physicians, emergency department doctors, and nurse practitioners.

Can I get prescriptions?

Yes, at the discretion of your treating primary care provider. If you receive a prescription, you will have the option to pick it up at any pharmacy or have it delivered to your doorstep within 1-2 business days.

Can I get referred to a specialist?

Yes, at their discretion, primary care providers on Maple can refer you to specialists in the community, with the aim to find you a specialist in your local area. You'll be notified of the specialist you are referred to and their office will contact you with availabilities. Please note that wait times may vary based on specialist availabilities.

Is there a limit to what doctors can do on Maple?

Doctors on Maple can review your symptoms and medical history to determine if your medical issue can be safely treated through a virtual consultation. 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 situations which require an in-person assessment are chest pain, difficulty breathing, suicidal ideation, significant trauma, and gastrointestinal bleeding. Our doctors cannot legally prescribe narcotics or controlled drugs 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 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.

What languages can doctors speak?

Maple's interface, communications, and doctor language are all available in both English and French. You can switch languages within your account settings.

Will my health information be available on Maple?

Your Maple account captures data from each of your interactions and also allows you to contribute your own medical data including pre-existing conditions, surgeries, immunizations, medications, etc. If you'd like, you can even share your data with your family doctor directly from your account.

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.

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Mental health therapists include social workers. Mental health therapists are not able to diagnose medical illnesses or prescribe any medications as they are not medical doctors.

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). "Partner" means a person with whom the policyholder 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. Read Maple's [privacy policy](#) for more details.

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