

Maple Virtual Care Service



MROO health care policyholders have access to Maple's virtual care service, which provides direct and instant access to doctors, without the need to wait in a doctor's office or triage through a nurse or health care co-ordinator.

Highlights of Maple's Virtual Care Service

Maple is Canada's leading virtual care provider and the only 24/7, coast-to-coast provider of virtual care. Here are a few of the highlights of Maple's virtual care service:

- Health concerns can arise at any time. That's why Maple offers 24/7 coverage – so the health of our policyholders never skips a beat.
- Maple provides immediate access to high quality doctor care on every interaction, with no barriers or intermediaries. This means no waiting, and no unnecessary trips to the ER or clinic.
- Maple's best-in-class virtual medical record makes it easy to access health records on the go and share with other providers to improve care. Prescriptions and other features are managed directly on the app.

Benefits

Maple found that over half (68%) of Canadians skipped seeing a doctor for a variety of reasons, the most common being the wait time to see a doctor (42%). All you need is your smartphone or a computer to access Maple and see a doctor in minutes.

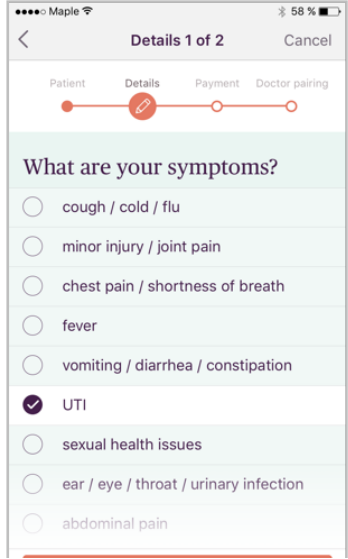
Use Maple Anytime, for Many Common Medical Issues

Maple doctors are safely and accurately able to diagnose and address the majority of common illnesses and medical issues,

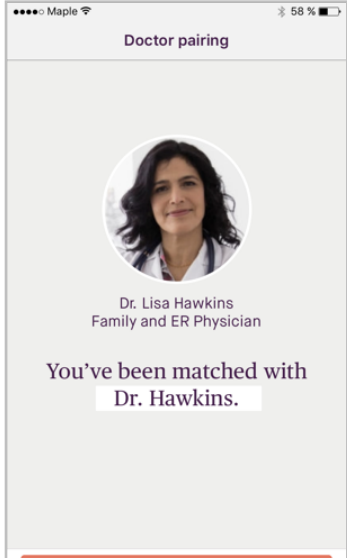
- Abrasions
- Bites and stings
- Body aches
- Bronchitis
- Earaches
- Fever
- Flu
- Insomnia
- Migraines
- Mild lacerations
- Nasal congestion
- Pinkeye
- Respiratory infections
- Sinus infections
- Skin infections
- Sore throats
- Sprains and strains
- Urinary Tract Infections

How it Works:

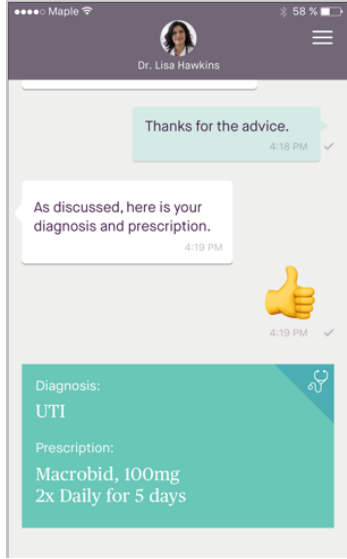
Click "see doctor" and select symptoms/reason for visit



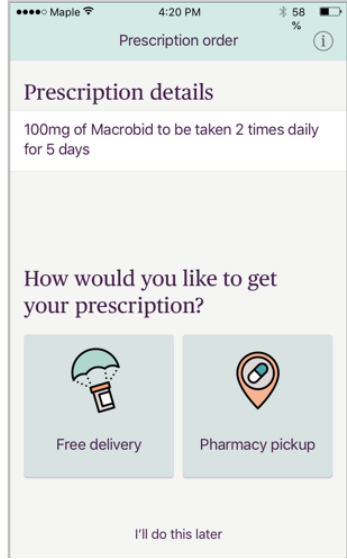
Get paired with a doctor licensed to provide treatment in your province



Connect with doctor for diagnosis and treatment (text, phone, or video)




Select preferred method for getting prescription filled




Fee Structure


MROO health care policyholders can access Maple at deeply discounted rates.



\$10 ~~\$49~~
DAYTIME
7 a.m. - 11:59 p.m.
Monday - Friday



\$15 ~~\$79~~
WEEKEND
7 a.m. - 11:59 p.m.
Saturday, Sunday & Holidays



\$25 ~~\$99~~
OVERNIGHT
midnight - 6:59 a.m.
Everyday

About Maple

Maple is a technology platform that tackles some of the world's most meaningful issues in health care, starting with timely and convenient access to doctors and other health care providers. It allows patients to connect directly with doctors for medical care in minutes from their smartphone or computer 24/7, and also provides custom technology solutions for hospitals looking to advance their delivery of care. All you need to get started is your Victor health care certificate number. Be sure to register at getmaple.ca/victor-retirees to receive your discount. For assistance call Victor at 1-800-363-7861.

About the Victor Retiree Benefits Program

Group and retiree benefits. That's what we do. We know the challenges employers and retired individuals face when they're looking for the right coverage. We help by working with first-rate partners and drawing on their expertise to provide clients and plan members with an outstanding range of options for sustainable coverage.

We're not a traditional insurer; we work with carefully selected partners, all leaders in our industry. By dealing with highly-rated benefits providers, we offer stable, well-established insurance markets for your insurance. Victor Canada is part of Victor Insurance Holdings, the largest Managing General Underwriter (MGU) in the world, and we benefit from its scale, strong governance and regulatory compliance.

Visit getmaple.ca/victor-retirees to start using Maple.



MROO | Municipal Retirees
ORGANIZATION ONTARIO

The Virtual Care Service is provided by Maple.

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