



# Maple Virtual Care Education session

For MROO Retirees | April 2025



# Here with you today - your dedicated Client Success team

**Raphaella Dagge**



## **Client Success Manager, Embedded Partnerships**

- Based in Toronto, Raphaella is a Client Success Manager at Maple with 5 years of account management experience, supporting organizations in building impactful virtual care programs.
- She partners closely with clients to maximize the value of Maple's services -driving engagement, improving access, and supporting healthier workplaces across Canada.
- Outside of work, she lives with her 13-year-old French bulldog, King -her loyal (and very sleepy) sidekick.

# Today's agenda

**Maple overview**

**Victor/MROO Retiree & Maple virtual care offering**

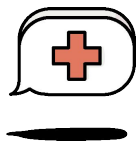
**Patient Experience**

**Support at Maple**

**Q & A**

# Maple Overview

# Canada's leading virtual care platform



Canada's largest online doctor network, with hundreds across the country



E-prescribing, medical notes, lab requisitions & diagnostic imaging requests



Maple provides the quickest access to primary care in Canada



Virtual records and true continuity of care



Fully bilingual mobile & web application



Privacy by design  
[www.getmaple.ca/privacy](https://www.getmaple.ca/privacy)

# Primary care at your fingertips

Our network of doctors and nurse practitioners are safely and accurately able to diagnose and address **the majority of common symptoms and medical issues including but, not limited to:**



## A variety of treatments are safely being issued virtually

- Lab requisitions
- Specialist referrals
- Antibiotics
- Antivirals
- Asthma inhalers
- Allergy medications
- Pain relief
- Topical creams
- And more...

## Plan members use virtual care for their holistic care needs

- Common infections
- Skin problems
- Cold and flu
- Headaches
- Lifestyle and diet
- Women's health
- Mental health
- And more...

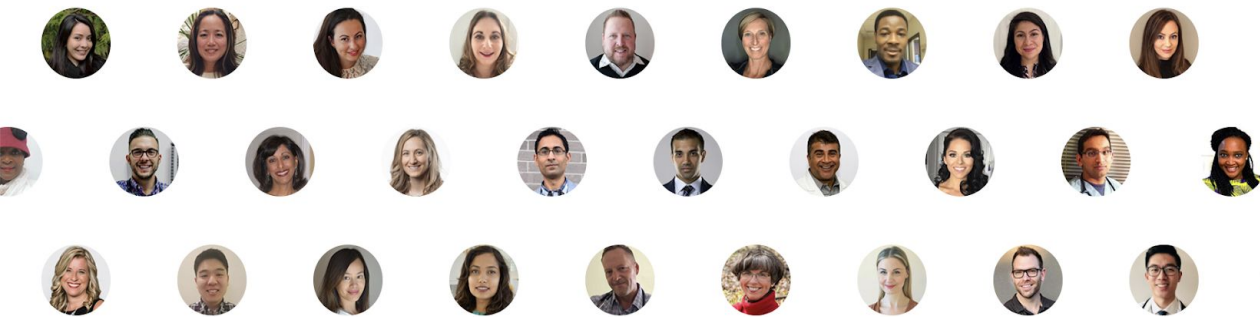
# Limitations of virtual care



- The primary care provider reviewing the consultation will determine if it is suitable for virtual care and triage it accordingly.
- For non-suitable consultation requests, the patient is advised by the PCP asynchronously of next steps to get the care they need.
- Examples of cases that cannot be treated virtually: Chest pain, bleeding, prescribing narcotics / controlled substances, broken limbs, major trauma.



# Our clinical excellence



1,700+

care providers  
in the Maple network

50%

of providers speak more  
than one language with  
36 languages total

9+

average years of  
experience

15+

ethnic  
backgrounds

56%

female-identifying



# MROO Retiree Program

# MROO Retiree Program Details

Victor has added Maple to their Retiree Benefits.

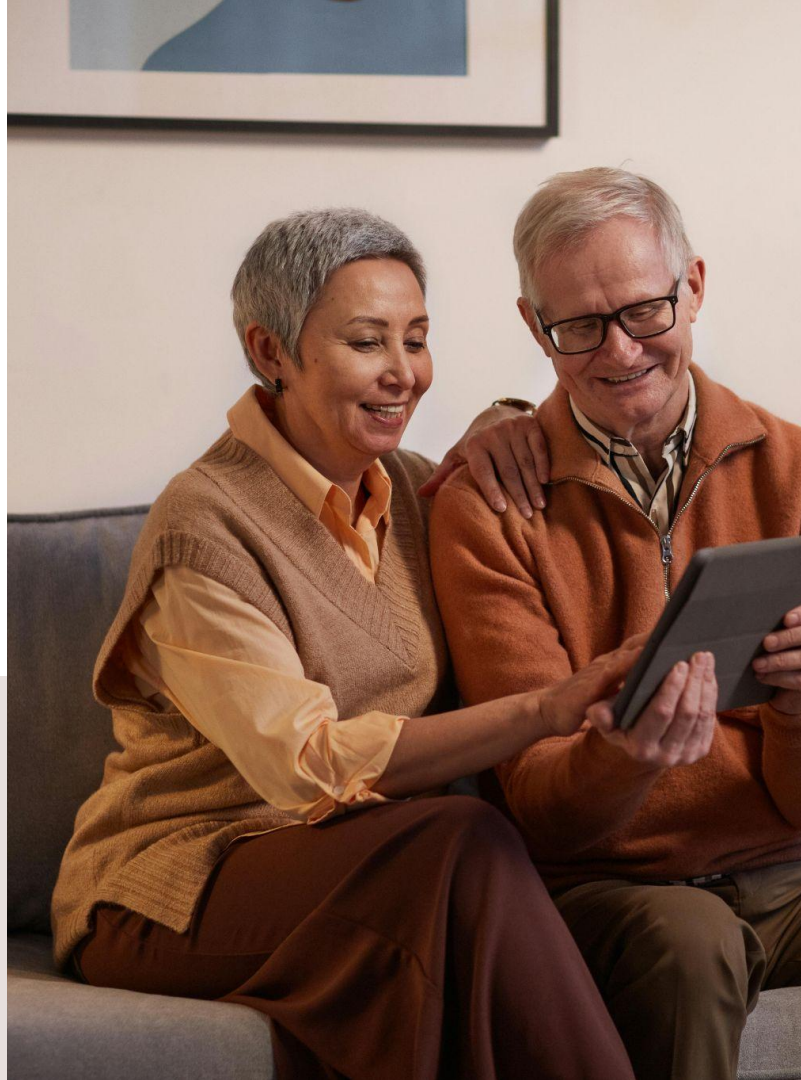
Register today at [www.getmaple.ca/victor](http://www.getmaple.ca/victor).

## Unlimited primary care

Unlimited online visits with a Primary Care Provider, available 24/7/365 in under an average of 10 minutes. Receive prescriptions, medical notes, requisitions and referrals.

- Maple is a service that is available **ONLY** to MROO members who are enrolled in the MROO health insurance plan
- MROO has negotiated an arrangement with Maple so that MROO health insurance policyholders do not pay fees when they use Maple
- If you wish to use Maple and you are not a MROO health insurance policyholder the subscription cost is \$79.99 a month

maple



# Patient Experience

# Registration

Victor/MROO retirees should navigate to [getmaple.ca/victor](https://getmaple.ca/victor). You will require your date of birth and Victor insurance certificate number to register.

After registering, if you have an iPhone / iPad or Android device, you can download the **Maple mobile application** for convenient access.



## Are you a Victor retiree benefits plan member?

If so, please create your Maple virtual care account below. If you have already created a Maple account, click "Sign in" in the upper right-hand corner of this page.

**Victor group benefits plan member:**

If you are a Victor group benefits plan member, please log into your **Victor GB Connect** account to access Maple through Victor Central.

Date of Birth / Date de Naissance

Month / Mois    Date / Date    Year / Année

month ▾	day ▾	year ▾
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Certificate Number / Numéro de Certificat

Found on your benefits card – please use numeric values only (e.g. 999999) / Trouvé sur votre carte d'avantages sociaux – veuillez utiliser uniquement les valeurs numériques (par exemple, 999999)

☒ This information belongs to me

Continue

# Consulting with a Primary Care provider

Open the Maple app and press  
“Get care” from your  
dashboard

Select Specialty

Patient Details Submit Pairing

What type of provider would you like to see?

**General Practitioner**  
See a Family doctor, ER doctor, or NP, any time 24/7. Please have your ID ready to show the provider during your consultation.  
**CA\$0**

Our doctors and NPs can diagnose and prescribe medications for many common medical conditions right on Maple. You can chat instantly by text, video or audio from your smartphone. All doctors and NPs are licensed in Canada and practice family or emergency medicine in local hospitals and clinics.  
Available on demand only

Continue

Check off your symptoms and  
describe how you're feeling

Patient Details Submit Pairing

How can we help today?

Each request is carefully reviewed by our general practitioners. Be sure to include as much information as you can. The GP will determine if your concern can be treated virtually, and if not, you will be notified to seek care in person.

☐ cough / cold / flu

☐ minor injury / joint pain

☒ chest pain / shortness of breath

☐ fever

☐ vomiting / diarrhea / constipation

☐ headache

☐ sexual health issues

☐ ear / eye / throat / urinary infection

☐ abdominal pain

Continue

Consult with a primary care  
provider through text, phone or  
video

Dr. Michael Carlson

Learn more about your plan View

Carlson

9:45 PM

Sorry to hear your daughter is not feeling well. Can you describe her history with asthma?

9:45 PM

Hi Doctor Carlson

9:45 PM

+ Type a message...

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

123 space return

Receive medical advice,  
prescriptions, and more

Prescription details

Prescribed for Janie Doe by Dr. Michael Carlson

4 puffs of Albuterol (Ventolin) to be taken Every 4 to 6 hours for As needed

How would you like to get your prescription?

Free delivery

Pharmacy pickup

# Adding family members

Maple services can be shared **up to 4 eligible dependents** by using one of the two options below:

**1** - You can access care on behalf of your children (>18 years old) by adding them to your profile

The screenshot shows a mobile app interface for adding a patient. At the top, there are two buttons: 'Add a patient' and 'Cancel'. Below them is a section titled 'Patient info'. It contains several input fields: 'First name' with the text 'Janie', 'Last name' with the text 'Doe', 'Add preferred first name (optional)' with a dropdown arrow, 'Relationship' with a dropdown menu showing 'Child', 'Date of birth' with a date picker showing 'Apr 6, 2014', and 'Sex assigned at birth' with a dropdown menu showing 'Female'. At the bottom, there is another optional field 'Add gender information (optional)' with a dropdown arrow.

**2** - You can invite adult dependents 18 years or older, to create their own Maple account

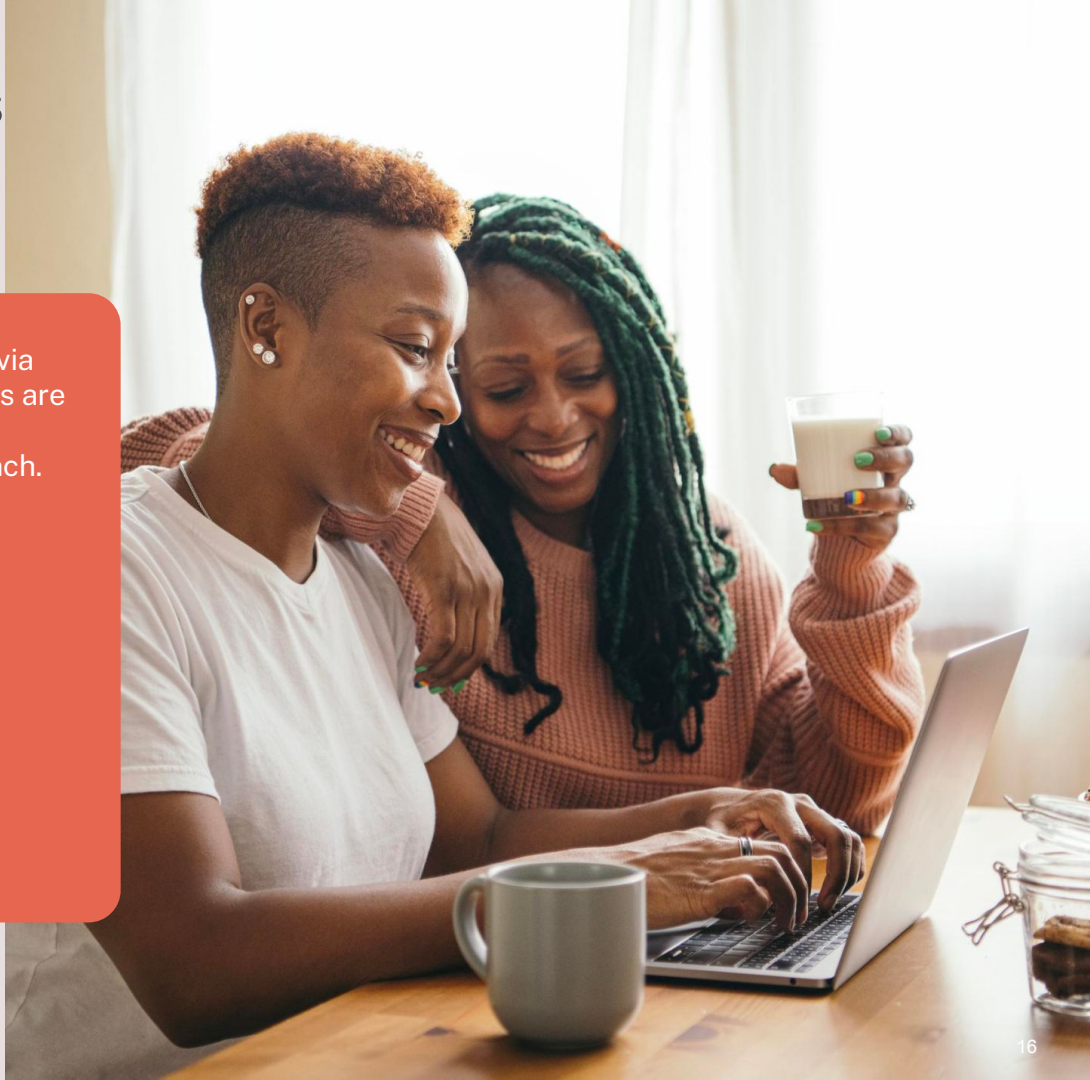
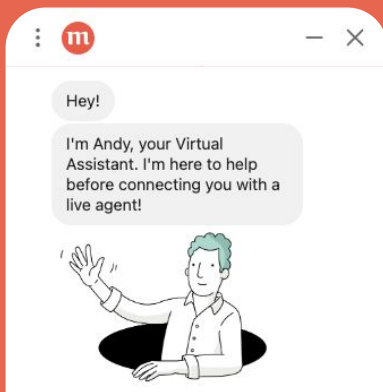
The screenshot shows a mobile app interface for sharing coverage. It starts with the title 'Share your coverage'. Below this is a paragraph: 'Family members aged 18 or older can benefit from your Maple coverage via their own account.' This is followed by another paragraph: 'Family members must meet certain criteria such as being your spouse, common-law partner, or child. Contact your plan administrator if you're unsure of who qualifies as an eligible user.' Below the text is a section titled 'Send an invitation' with a subtext: 'Your eligible family member must accept their invitation within 30 days or this invitation will expire.' There is an 'Email address' input field, and at the bottom, a red button labeled 'Send invitation'.

Support at Maple



# Support for MROO Retirees

Maple's Customer Support team is ready to help via live-chat from the Maple website or app. Live agents are available everyday (including holidays) from **7am - 10pm ET**, offering support in English & French.



Thank you

Any additional questions?

# Frequently Asked Questions

# Common questions from customers

Questions	Answers
What is Maple, and what do I get access to with my coverage?	<p>Maple is a technology platform providing timely and convenient access to primary care providers and other healthcare providers including mental health counsellors. It allows patients to connect directly with primary care providers and specialists for medical care from their smartphone or computer. With your coverage, you and your family members have access to:</p> <ul style="list-style-type: none"><li>• <b>Unlimited consultations with Primary Care providers:</b> Available on weekdays from 7am to 11:59pm.</li></ul>
How do I add my family members?	<p>Account holders can create patient profiles for each eligible dependent on their Maple account. Click on the “Patients” tab to add their personal details.</p>
How do I register for Maple to get access to my covered visits?	<p>You must register at <a href="https://getmaple.ca/victor">getmaple.ca/victor</a> by entering your Victor Insurance Certificate # and Date of Birth to confirm your eligibility. You'll then be asked to add a few details to set up your Maple account and create a password. If you are being asked for payment you may have registered on Maple's public site by mistake. For further help, contact Maple's support via live chat at <a href="https://getmaple.ca/contact-us">getmaple.ca/contact-us</a> or in-app.</p>
I already have a Maple account; how can I get my coverage on that account?	<p><u>Already have a Maple account:</u> they can link their coverage by opting to “Sign in” at <a href="https://getmaple.ca/victor">getmaple.ca/victor</a></p> <p><u>Coverage from multiple providers:</u> If a user is eligible through more than one provider (e.g., employer and a rewards program), Maple keeps them on the plan they first opted into. If they want to switch to a different provider coverage, they need to contact our Customer Support team.</p>
Why did the primary care provider tell me to go to in-person services?	<p>Just like in-person visits, all medical decisions are at the discretion of each individual provider. If they think a condition cannot be safely addressed online, they may tell a patient to go to a clinic for an in-person, physical examination.</p>
Can I access the service outside of my province of residence?	<p>Yes! You'll just want to make sure to select your current location in the consult request so that you're receiving care suited to each province's care guidelines.</p>