



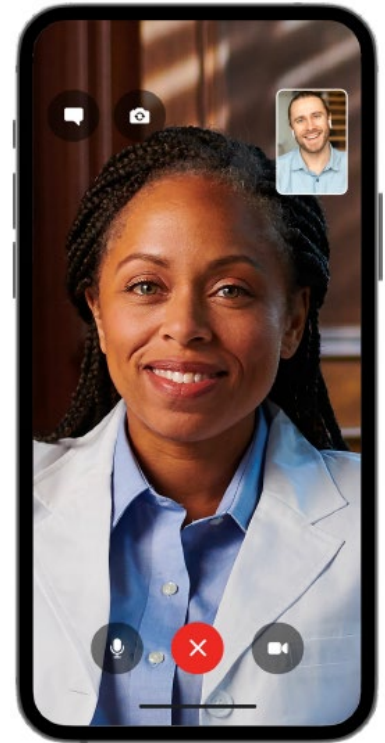
## iMED members get free Virtual Doctor Consultation with

maple



You can use Maple 24/7 to conveniently connect with **Canadian-licensed doctors and nurse practitioners** for online medical care from your phone, tablet, or computer.

Common medical issues attended to over virtual consultation include: cold/flu, cough/sore throat, sinus infection, upset stomach, urinary tract infection, skin problems, allergies, etc.



## How it works

**Step 1** – Create a Maple account at [getmaple.ca/msh](https://getmaple.ca/msh)

Visit [getmaple.ca/msh](https://getmaple.ca/msh) to register for a free Maple account using your **iMED Member Policy Number** (on your iMED Card). In the registration process you will create a login password. You may use the Maple app for free **during your iMED coverage period**.

**Step 2** – Login to your account at [app.getmaple.ca/login](https://app.getmaple.ca/login)

**Step 3** – Click “Get Care” on your Maple app dashboard. Follow the in-app prompts to book a doctor consultation.

**Step 4** – Your Doctor Consultation

Discuss your symptoms with the Maple doctor over secure messaging, audio, or video chat. If you receive a prescription it can be sent to your choice of local pharmacy. As needed Maple doctors can order diagnostic tests, and provide a specialist referral. Your medical records will be accessible to you within the Maple app..



# Health Insurance

## For New International Students

## How does Maple doctor consultation work with the iMED policy terms and conditions?

During your iMED coverage dates your virtual doctor consultation within the Maple app will be free of cost to you, regardless of the reason for the consultation. **NOTE:** Your Maple virtual care account will **not** cover the cost for treatment or medical services recommended or ordered by the Maple doctor. Expenses for prescription medication, diagnostic tests, specialist care, ambulance, hospitalization, etc., remain subject to the iMED policy terms and conditions. Please refer to your **iMED policy wording** for coverage details. To confirm eligibility of medical services recommended by a doctor for your condition, and get help for how to submit a claim to iMED insurance call **MSH Assistance at 1-800-808-2694**, or write to **mshassistance@mshassistance.com**

## User Agreement to use Maple as a benefit from MSH:

MSH International is the claims administrator for iMED health insurance. As a condition of registering for a free Maple account at **getmaple.ca/msh**, you will be required in the Maple app to agree to the terms of Maple's user agreement and the **Supplementary Terms of Use** regarding personal health information shared with MSH International and its insurers. The following is the current text of the Supplementary Terms of Use, and as these can be subject to change please refer to the Maple app and Maple Corporation to verify current terms.

## Maple “Supplementary Terms of Use” with MSH International

NOTICE – In accordance with the **Maple Terms of Use** and **Privacy Policy**, Maple is not at liberty to share any Personal Health Information (“PHI”) with MSH International and its insurers in relation to your use of the Maple Platform, unless you specifically consent by clicking the “I agree” button at the bottom of this form to such information sharing. You acknowledge that MSH International requires access to the consultation summary for any consultation you have with an Authorized Physician through the Maple Platform for which MSH International is providing coverage, for the purpose of administering claims. The information-sharing consent provided by agreeing to this form is strictly limited to sharing the consultation summary of any consultation you have with an Authorized Physician for Healthcare Services through the Maple Platform for which MSH International is providing coverage. The consultation summary may include a diagnosis, treatment or advice based on your Maple consultation with the Authorized Physician. All consultation summaries are to be held in complete confidentiality and are not to be released to any party apart from MSH International.

For questions or concerns about Maple privacy practices, contact Maple's Chief Compliance Officer:  
**Email: privacy@getmaple.ca** Phone: **1 (888) 886-4724**

For help with **other non-medical questions** about the Maple platform, **click here** for online chat with Maple's Customer Support Team.



# Frequently asked questions

## What's Maple?

Maple is a technology platform providing timely and convenient access to Canadian-licensed general practitioners. It allows patients to connect directly with doctors and specialists for medical care in minutes from their smartphone, tablet, or computer. Providers are available within minutes, 24/7, on weekdays, weekends, and holidays.

## How do I access Maple?

Go to [getmaple.ca/msh](https://getmaple.ca/msh). Once you visit the provided link, enter your member policy number in the required field and click "Create your account". If you already have a Maple account, you can link your account to your MSH coverage by pressing "sign in" on the top right of the screen.

## What are the details of my coverage?

Maple is a benefit that allows you to virtually consult general practitioners. Through your iMED coverage, you get access to unlimited general practitioner visits.

To confirm eligibility of further medical services for your condition, and to get help for how to submit claims to iMED insurance, contact MSH Assistance at 1-800-808-2694 (open 24/7), or [mshassistance@mshassistance.com](mailto:mshassistance@mshassistance.com).

## Do Maple doctors speak my language?

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

## Who are the doctors on Maple?

Doctors on Maple are Canadian-licensed practitioners who practice family or emergency medicine in Canada. Each physician has gone through a comprehensive screening and onboarding process which includes a proprietary virtual care training program.

## What can doctors diagnose and treat?

Doctors can safely and accurately diagnose the majority of common illnesses without a hands-on examination, including: cold and flu symptoms, infections, chronic conditions, skin problems, sexual health concerns, mental health issues, and 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 at 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 a lab or imaging centre near you. Results will be uploaded to your virtual medical record.



# Frequently asked questions

## **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 proceed to your nearest emergency room. If you require narcotics or controlled medications, our physicians cannot legally prescribe these on Maple.

## **Does Maple replace my doctor back home?**

Maple is not intended to replace the care of your primary care doctor back home. Maple can be helpful for those who do not have a local primary care doctor or who cannot reach their doctor back home when urgent primary care issues arise.

## **Can I request a specific doctor?**

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

## **Is my health information private?**

Absolutely. Your personal health information is completely private. 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 our [Privacy Policy](#) for a more in-depth description.

## **Is virtual care safe for patients?**

Yes. 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'll ask you to go to a clinic or a hospital in person instead.

## **Can I use Maple while traveling outside of my province of residence?**

Yes. You will have to enter your current location in the consultation request so that you're receiving care suited to each province's care guidelines.

## **Can I use Maple while traveling outside of Canada?**

When you are traveling to the U.S. or internationally, you can access Canadian doctors via Maple for medical advice only (since international pharmacies do not accept prescriptions from non-local doctors).