

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 via secure messaging, audio, or video chat. GPs can provide medical advice and issue digital prescriptions, lab requisitions, medical notes, diagnostic imaging requests, specialist referrals, and more.

How do I create my account on Maple?

Visit getmaple.ca/inkblot and enter your email address to get started. 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.

Which devices can I use to access Maple?

You can access Maple using your smartphone, tablet, or computer. You can download the Maple mobile app if you have an iOS or Android device. Maple is also available via any modern web browser.

How do I add my family members?

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 general practitioners on Maple?

These experts in the medical field are located all 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 general practitioner. 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 requisitions for lab work or diagnostic imaging?

Yes, at the discretion of your treating general practitioner and provincial regulations. Secure electronic forms are generated on Maple and can be printed and taken to any local lab / non-hospital imaging centre for testing. Results will be uploaded to your Maple medical record and follow-up care can take place virtually on Maple or with your family physician.

Can I get referred to a specialist?

Yes, at their discretion, general practitioners 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 were 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's 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.

Can I request a specific general practitioner?

Maple selects the next available general practitioner to start your consultation as quickly as possible.

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.

What other features are available on Maple?

Maple also allows you and your dependents to consult specialists and paramedical providers on the platform (i.e. dermatologists, endocrinologists, etc.). While these visits will represent an out-of-pocket expense, they may be reimbursable through your extended health benefits.