

maple



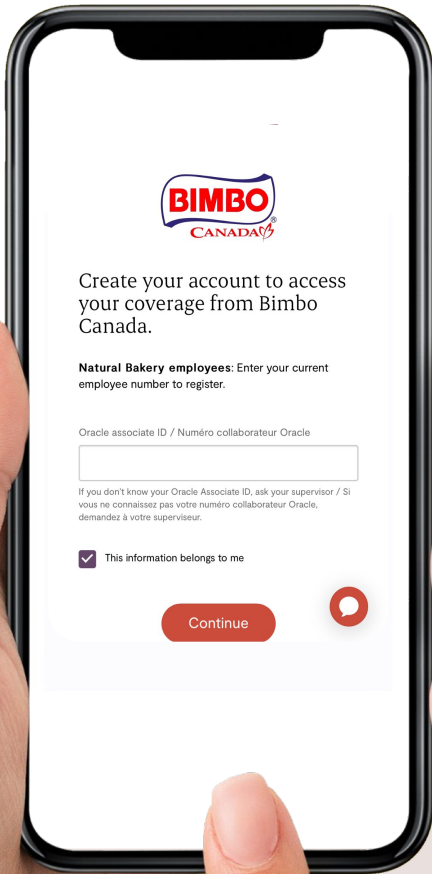
Virtual Care Employee Guide

Included in your workplace benefits, you and your eligible dependents can access virtual healthcare from the palm of your hand. Read this guide to learn more about Maple, your coverage, and how to get started.



Getting started

Visit getmaple.ca/bimboCanada and enter your Oracle Associate ID to create your account in minutes.



Need support?

Speak with our customer care team via live chat on our site or the Maple app

Accessing care is as easy as 1-2-3

It's care that fits your schedule

- ✓ Up to 2 covered visits annually, for you and your family
- ✓ Chat with Canadian-licensed general practitioners within minutes
- ✓ Connect via your phone, tablet, or computer, with care available 24/7/365
- ✓ Receive medical advice, digital prescriptions, lab requisitions, diagnostic imaging requests, and specialist referrals at the discretion of the provider
- ✓ Communicate via secure instant messages, video or audio chat – whichever is most comfortable for you
- ✓ *Note: Bimbo Canada will not accept sick notes provided by Maple doctors*

1

Press “Get care” and enter your symptoms

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

2

Connect with a general practitioner

Your consultation with Dr. Michael Carlson will begin shortly.

Dr. Michael Carlson

Location	Ontario
Specialties	Family Medicine
Education	University of Toronto
Experience	16
Bio	Dr. Michael Carlson is a family and emergency physician with more than 15 years of experience practicing primary care and hospital based medicine. He received his Doctor of Medicine from the University of Toronto and is now a lecturer at the Faculty of Medicine.

3

Receive advice, prescriptions, and more

Learn more about your plan View

Dr. Michael Carlson

Thanks for the added context. Are you available to video chat to discuss further?

9:47 PM

Sure!

9:48 PM ✓

Diagnosis: Asthma

Prescription for Janie Doe

Albuterol (Ventolin)

4 puffs, Every 4 to 6 hours, As needed

✓ You accepted this prescription

Once this visit is complete, you will be asked to select which pharmacy you would like to pick up your medication from, or choose free delivery.

+ Type a message...

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/bimboCanada and enter your Oracle Associate ID 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.