

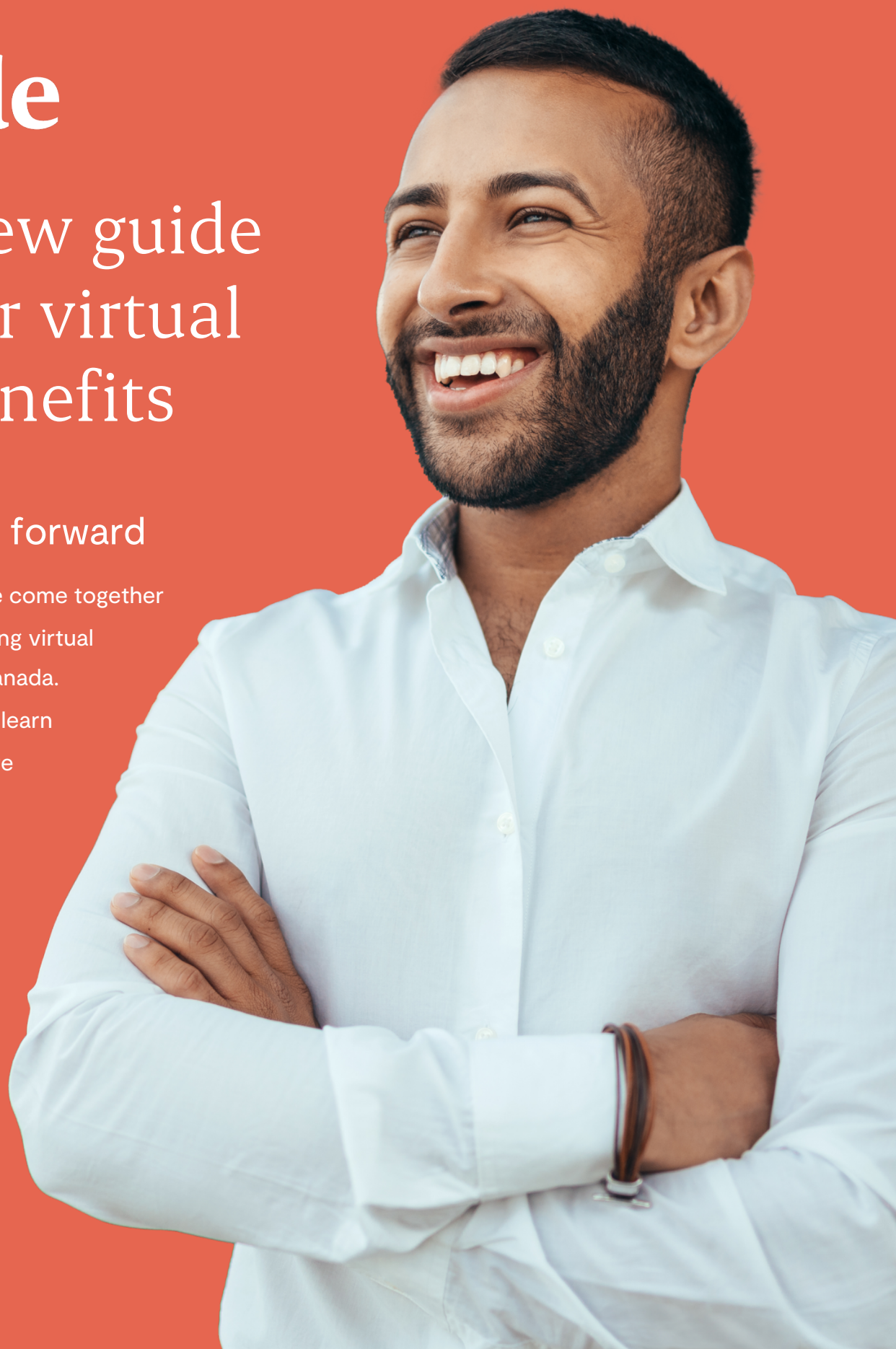
maple

Overview guide for your virtual care benefits

The new way forward

Wello and Maple have come together to offer you the leading virtual care experience in Canada.

Refer to this guide to learn about your virtual care benefits and how to access Maple.





About your virtual care benefits

Through your employer, you and your eligible dependents can access Maple, Canada's leading virtual healthcare platform, to connect with Canadian-licensed general practitioners online from the comfort of home.

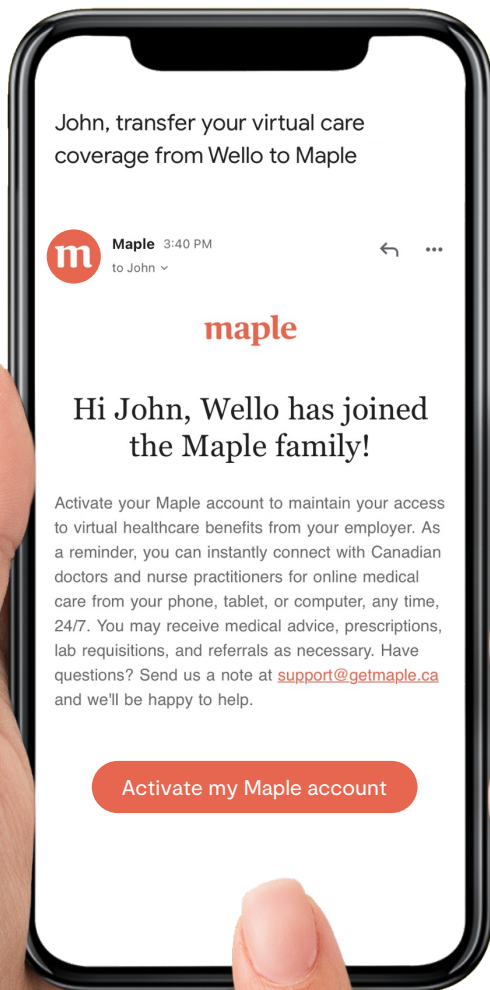
Fully covered, unlimited benefit for you and your family



- ✓ Chat with Canadian-licensed general practitioners within minutes, including family doctors, emergency room physicians, and nurse practitioners
- ✓ Get safely diagnosed and treated for many medical conditions or issues
- ✓ Receive medical advice, digital prescriptions, lab requisitions, diagnostic imaging requests, and specialist referrals at the discretion of the provider
- ✓ Connect via your phone, tablet, or computer, with care available 24/7/365
- ✓ Communicate through secure instant messages, video or audio chat – whichever is most comfortable for you
- ✓ Manage your healthcare data on Maple and easily share your data with your family doctor

Getting started

Check your inbox for an email from hello@getmaple.ca and click the button “Activate my Maple account” to get started.



Need support?

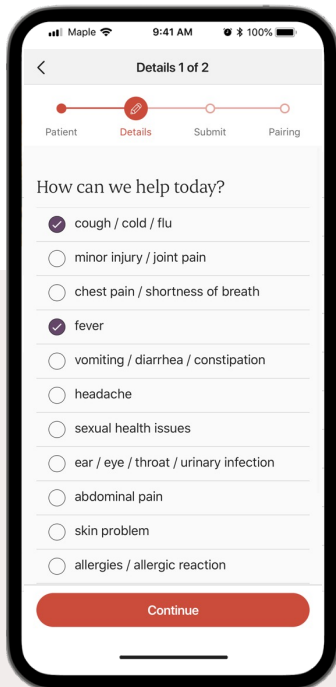
Speak with Maple's customer care team via live chat or by sending an email to support@getmaple.ca

Accessing care is as easy as 1-2-3

It's healthcare that fits your schedule. Simply log into your account and request a visit with a general practitioner – you'll be matched within minutes.

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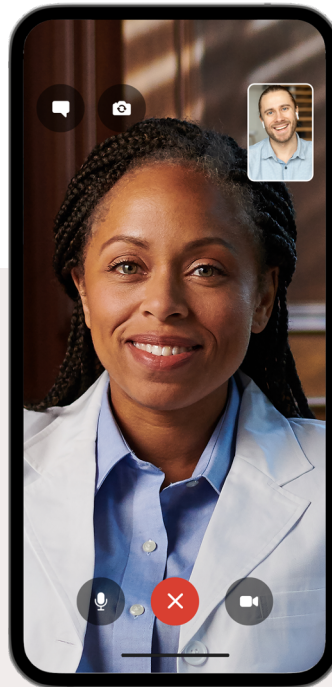
Press “Get care” and describe your symptoms



Using a phone, tablet, or computer, log in to your Maple account. Click the “Get care” button from your dashboard and enter your symptoms to request a consultation.

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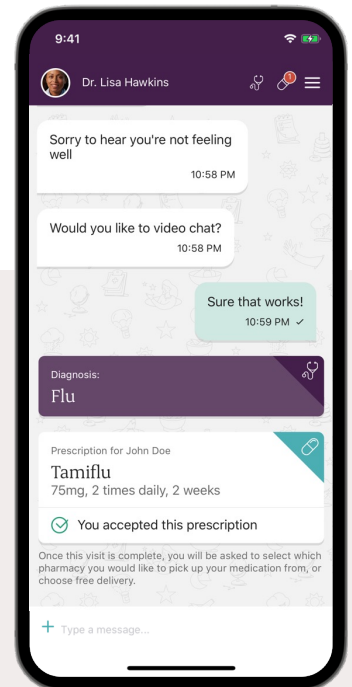
Chat with a general practitioner



A Canadian-licensed general practitioner will connect with you within a few minutes and the consultation begins via instant message. The consultation can be converted into a video or audio call.

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Get medical advice and treatment



Based on the doctor's evaluation, receive medical advice, a diagnosis, and appropriate treatment including prescriptions, lab or imaging requisitions, and specialist referrals.

Frequently asked questions

Are there any changes to my virtual care coverage?

You and your dependents will continue to have fully covered primary care coverage on an unlimited basis.

How will my experience on Maple compare to Wello?

Maple's care model is on-demand and led by general practitioners, eliminating the need to book appointments. You and your dependents will now be able to access care 24/7/365, in an average of less than 5 minutes.

How do I activate my account on Maple?

You will receive an email from hello@getmaple.ca, inviting you to activate your Maple coverage. After clicking the email link, you will be asked to confirm your details and create a Maple password.

Which devices can I use to access Maple?

You can access Maple using your smartphone, 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.

How do I add my family members?

If your dependent is <18, add their details to your "patient profiles" tab – you can then access care on their behalf within your account. For dependents 18+, go to your "coverage" tab and send them an email invitation to create their own account.

Who are the general practitioners on Maple?

General practitioners on Maple are experts in the medical field. They are located across Canada and represent licensed family physicians, emergency department doctors, as well as 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. Secure electronic forms are generated on Maple and can be printed and taken to any local lab / non-hospital imaging centres 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. After your Maple consultation, you will be subsequently notified of the specialist you were referred to and can proceed with the specialist visit in your local community.

Is there a limit to what doctors can do on Maple?

Maple is not intended for medical emergencies. If you believe you are experiencing an emergency, please call 911 or visit your nearest emergency room.

Does Maple replace my family physician?

Maple is not intended to replace the care of a family physician. Maple can be helpful for those that do not have a family physician and for those that do, Maple provides a way to manage primary care issues that arise when you cannot 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 easily switch languages within your account settings.

Will my health information be available on Maple?

Each patient has a secure virtual medical record on Maple. It captures data from each interaction on Maple (which can be shared with your family physician directly from the platform) and also allows patients to contribute their own medical data (pre-existing conditions, surgeries, immunizations, medications, etc.). If you would like to upload your previous health history from Wello, you can do so until March 31, 2022 by logging into Wello and speaking with a care coordinator within the secure messaging area. After March 31, the records will be in a secure records storage facility managed by DOCUdavit Solutions and held for the requisite time according to provincial regulations. You can access them at any time by contacting DOCUdavit Solutions at 1-888-781-9083, by fax at 1-866-297-9338 or by email to medicalrecords@docudavit.com. There is a charge of \$25 to \$90 depending on the amount of data in your medical record with Wello.

Is my information private on Maple?

Yes. Maple's systems are built and maintained to specifically meet applicable laws and regulations. To read Maple's full Privacy Policy, visit getmaple.ca/privacy.

What other features are available on Maple?

Maple provides the ability for you and your dependents to visit with 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 extended health benefits.