



Insurance



**maple**

Connect with Canadian doctors  
online for quality care within minutes.

For RBC Insurance® plan members and their families

With Maple, connect to a doctor online within minutes.



Insurance



Access to general practitioner visits for you and your eligible dependents, available within minutes.



Many medical issues can be safely treated virtually – cold & flu, infections, chronic conditions, skin concerns, and more.



General practitioners can issue prescriptions, order lab work, complete imaging requisitions, and more.



Be proactive about your health by storing, sharing and managing your health data on Maple.

Save yourself time and stress by using Maple.

Over 1 million Canadians use Maple with an average patient satisfaction rating of 4.9/5 stars.



“So grateful for this service! A breath of fresh air in a time of need. Got my refills sent to a pharmacy within 20 minutes.”



“I have used Maple 3 times in the last 6 months for myself and my daughter. It’s very, very easy to use.”



“The doctor made me feel heard and comfortable, which is hard when dealing with anxiety. Highly recommended!”

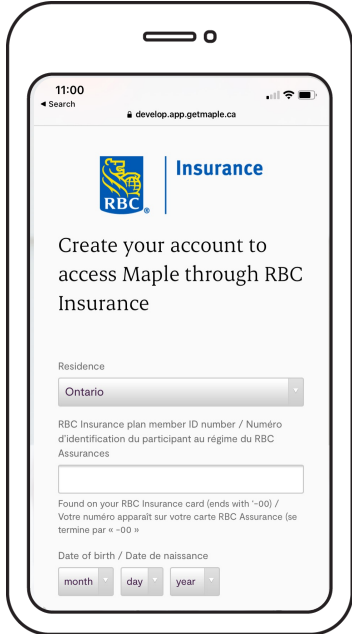
Dr. Palmer  
Family and ER Physician

Sign up today at [getmaple.ca/rbcinsurance](https://getmaple.ca/rbcinsurance)

# Instant access to doctors in the palm of your hand.

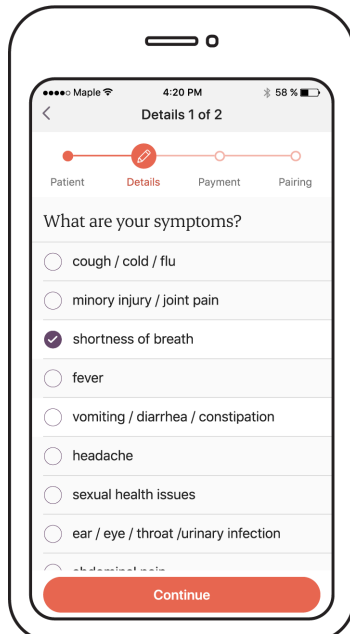


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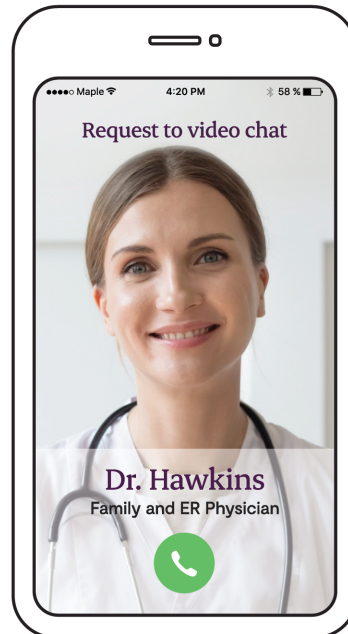
## Get started

To get started, visit [getmaple.ca/rbcinsurance](https://getmaple.ca/rbcinsurance) and enter your RBC Insurance plan member ID number. Then, download the Maple app.



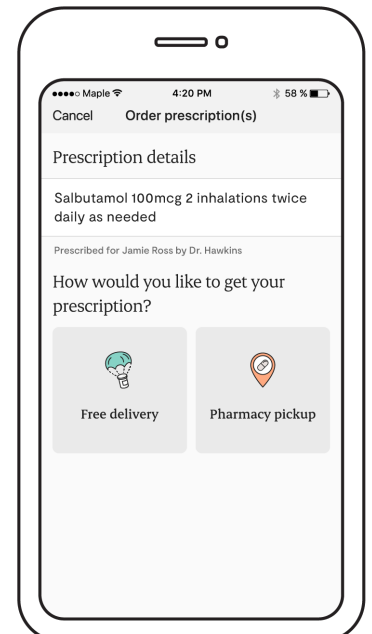
## Request a consult

When a medical need arises, click “get care”, choose general practitioner and enter your symptoms.



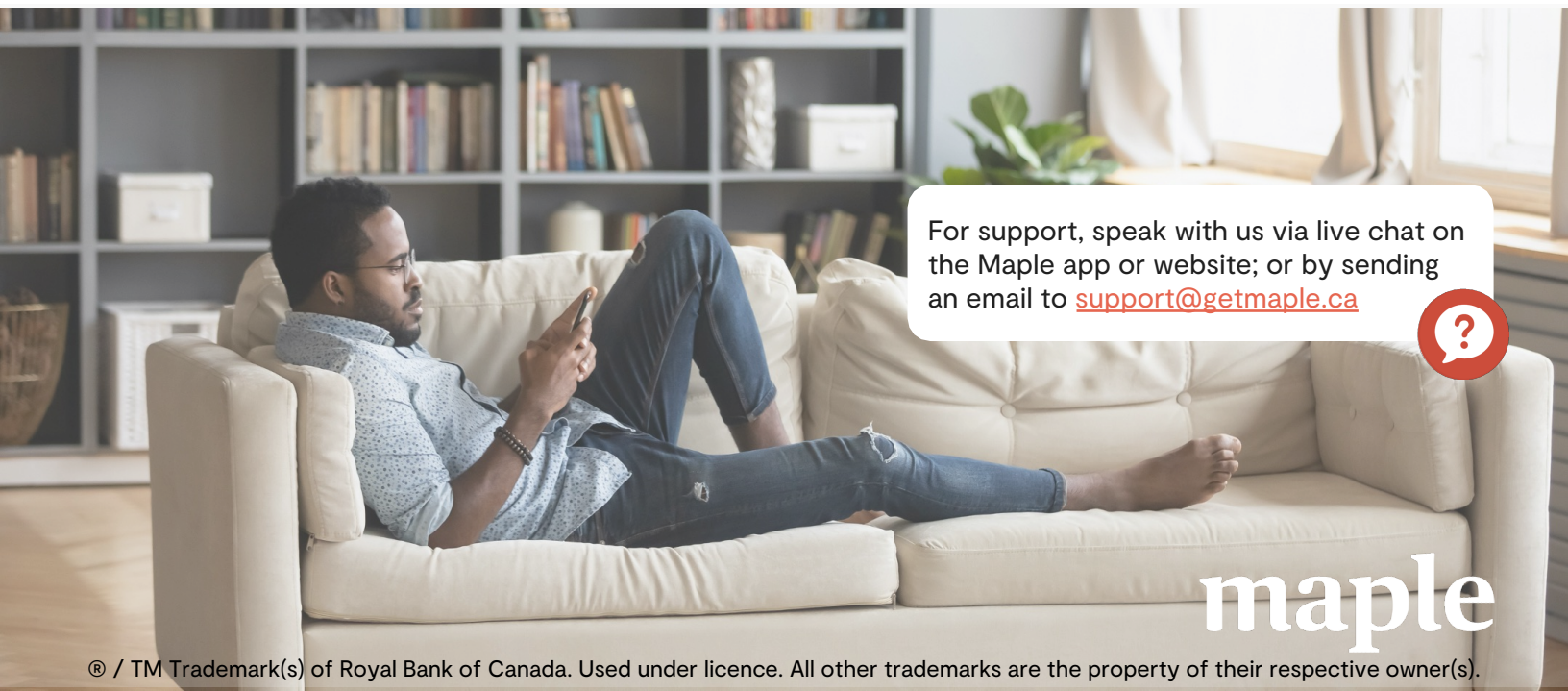
## Match with a doctor

Within minutes, you'll be matched with a doctor. Connect through instant message, video or audio.



## Receive treatment

Discuss your symptoms and medical history with the doctor. If you receive a prescription, select delivery or pick-up.



For support, speak with us via live chat on the Maple app or website; or by sending an email to [support@getmaple.ca](mailto:support@getmaple.ca)



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# Frequently asked questions.



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## What is Maple?

Maple is a healthcare platform for fast, convenient access to Canadian general practitioners. Simply tap a button to request a consultation with a physician and connect with a doctor via instant message, audio, or video in minutes. Doctors can provide medical advice and issue digital prescriptions, lab requisitions, diagnostic imaging requests and more.

## How do I access Maple?

Maple is available via the mobile application or through any modern web browser. To register, visit [getmaple.ca/rbcinsurance](https://getmaple.ca/rbcinsurance) and enter your RBC Insurance plan member ID number. If you already have a Maple account, link your RBC Insurance coverage by clicking [here](#).

## What are the details of the program?

You have access to general practitioner visits on Maple. Your coverage will vary based on your RBCI benefits plan. Details can be found within the “coverage” tab within your Maple account.

## How do I add family members to Maple?

To add eligible dependents to your account, add their details to the “patients” tab. Then, add their RBC insurance plan member ID number within the “coverage” tab.

## Who are the Maple doctors?

Maple doctors are Canadian licensed physicians who are experts in the medical field. They practice family and emergency medicine in Canada. Maple doctors are hand-selected and represent the same providers you could see in person.

## What can doctors diagnose and treat?

Doctors can treat many conditions online. 9 out of every 10 Maple patients get their issue fully resolved in a matter of minutes. This includes cold & flu symptoms, infections, chronic conditions, skin problems, sexual health concerns, mental health issues and many more.

## Can I get prescriptions or lab requisitions?

Yes, at the discretion of your treating physician. If you receive a prescription, you’ll have the option to pick it up from 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 any local lab or imaging centre. Results will be uploaded to your virtual medical record. Follow-ups can take place virtually or with your family physician.

# Frequently asked questions.



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## 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 visit your nearest emergency room. If you require narcotics or controlled medications, our physicians cannot legally prescribe these virtually.

## 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, we provide a way to manage urgent primary care issues that arise when you cannot get in to see your family doctor.

## Can I request a specific doctor?

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

## Can Maple doctors speak my language?

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

## Is my health information private?

Yes, 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 Maple's [privacy policy](#) for a more in-depth description.

## Does Maple offer access to specialists?

Virtual specialist visits on Maple (e.g., with a dermatologist, mental health therapist, etc.) are an out-of-pocket expense, however, some may be reimbursable through your extended health benefits.

## Where do I go for technical support?

If you have any questions about Maple or how to set up your account, you can reach out through live chat or by emailing [support@getmaple.ca](mailto:support@getmaple.ca).



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