



maple



CONCORDIA  
STUDENT  
UNION

## Connect with Canadian doctors online for quality care within minutes.

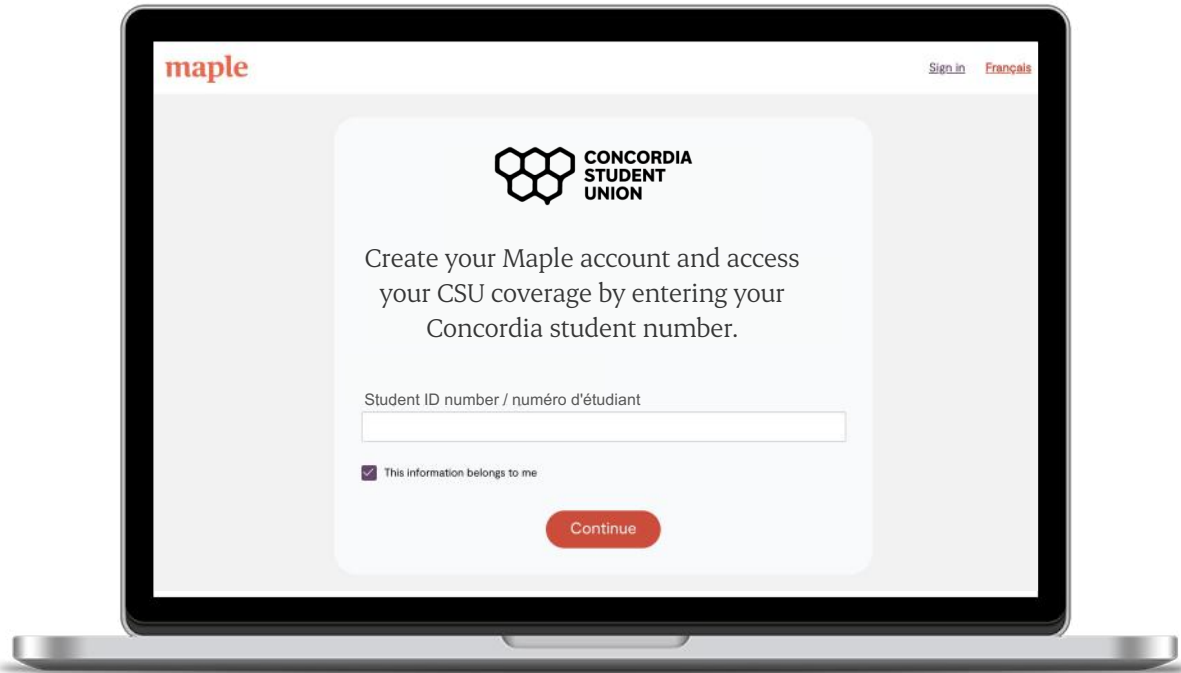
*If you are an Undergraduate student at Concordia University paying federal or provincial tuition rates, you and your eligible dependents have access to Maple's network of general practitioners through your student benefits.*

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Use this guide to learn more about your coverage and how to sign up today.

## Create your Maple account.

- 1 Navigate to [getmaple.ca/csu](https://getmaple.ca/csu) on any modern web browser



- 2 When registering for the first time, enter your Concordia student ID number

- 3 Once your account is created, add any eligible dependents under “Patients”

### I already have a Maple account, how do I add my CSU coverage?

Visit [getmaple.ca/csu](https://getmaple.ca/csu) and click ‘Sign-in’ at the top right corner. Enter your Concordia student number. Next, log in using your existing Maple username and password.

### How do I log in to my Maple account once it’s ready?

Login to your account whenever you need it by going to [app.getmaple.ca/login](https://app.getmaple.ca/login) or by downloading the Maple mobile application on iOS or Android.

### What are the fees associated with this service?

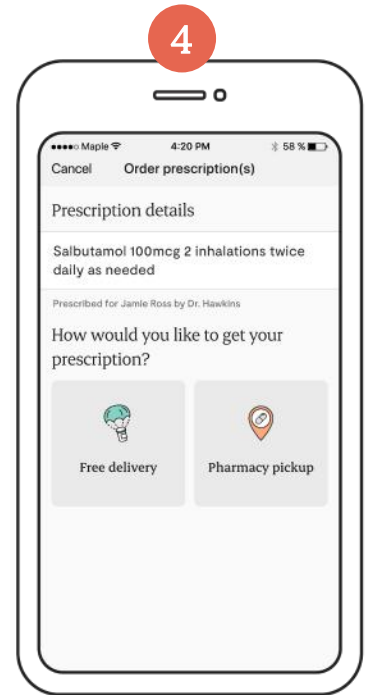
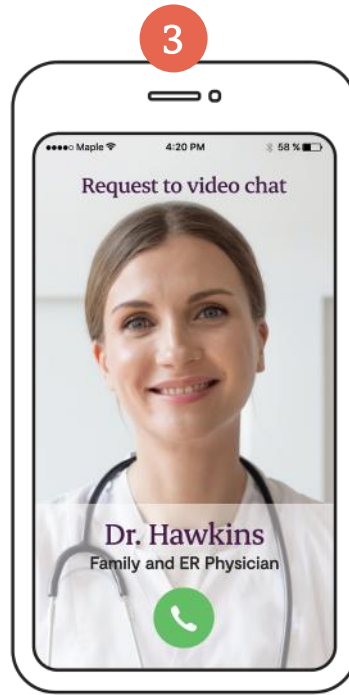
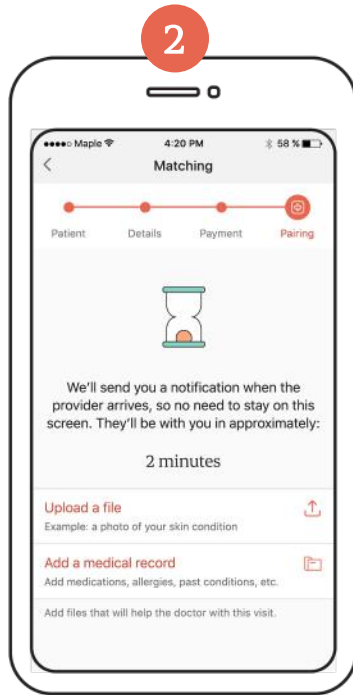
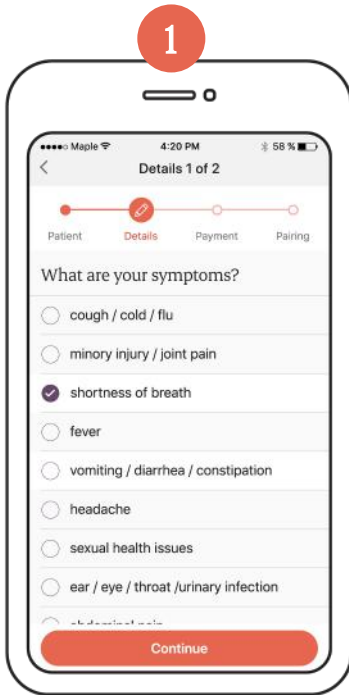
You will automatically be billed \$2.75 in the Fall semester and \$5.31 in the Winter semester. Please check your tuition statement to confirm these charges or opt-out at [getmaple.ca/csu](https://getmaple.ca/csu).



### Maple’s customer support team is standing by to help you out.

Speak to a Maple representative via live chat on the Maple app or website [getmaple.ca/csu](https://getmaple.ca/csu); or by email at [support@getmaple.ca](mailto:support@getmaple.ca). Don’t forget to identify yourself as a CSU member.

Complete a virtual care consultation.



## Request a consult

When a medical need arises, click “Get Care” and enter your symptoms

## Match with a doctor

Within minutes, you'll be matched with a doctor

## Discuss your issue

Review your symptoms and medical history with the doctor by text, audio, or video

## Receive treatment

If you receive a prescription, select delivery or pick-up



## After each consultation

You will have access to a full consultation summary, including:

- ✓ Messages exchanged with the doctor
- ✓ Uploaded photos / documents
- ✓ Prescription details and lab requisitions
- ✓ Other treatment information

Following your Maple experience you will have the opportunity to leave any feedback and provide a satisfaction rating out of 5 stars.



# maple

With Maple, connect to a doctor online within minutes.



Unlimited visits with a general practitioner, shared by you and your eligible dependents, available 24/7.



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



Doctors can issue prescriptions, order lab work, complete imaging requisitions, and write medical notes.



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

Save time and reduce stress by using Maple.

Over 21,000 students across Canada 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.”

“

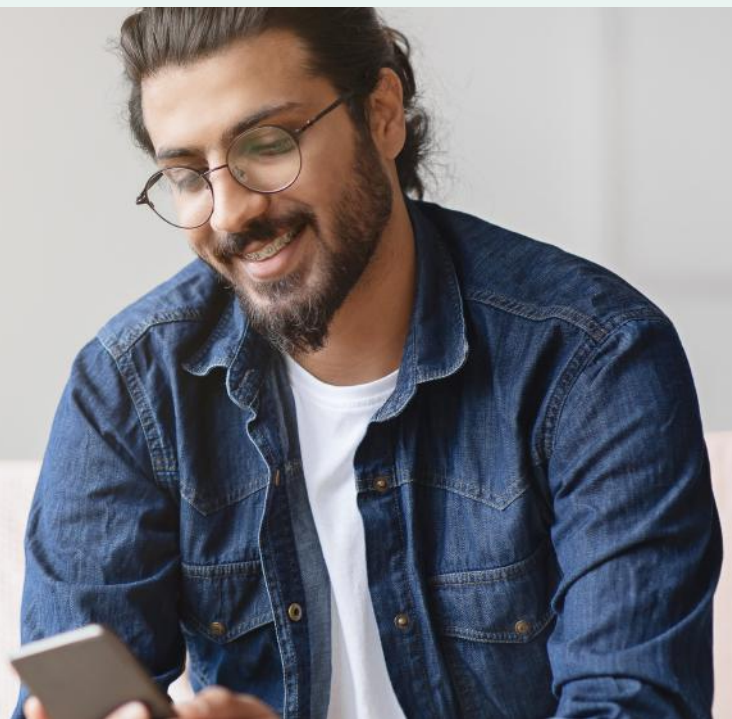
“I have used Maple 3 times in the last 6 months for myself and my daughter. It’s very, very easy to use.”

“

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

Your symptoms

- cough / cold / flu
- sore throat
- fever
- minor injury / joint pain
- vomiting / diarrhea / constipation
- sexual health issue





## Frequently asked questions.

### 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, issue digital prescriptions, lab requisitions, diagnostic imaging requests, and more.

### How do I access Maple?

Visit [getmaple.ca/csu](https://getmaple.ca/csu) and enter your Concordia student number to get started. If you already have an existing Maple account, link your account to your CSU coverage by clicking “Sign-in” at the top right corner of the screen.

### Who are 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 would see in person.

### What can doctors diagnose and treat?

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

### What are the details of my coverage?

Maple is a covered benefit for you and your eligible dependents to consult with general practitioners on an unlimited basis.





## Frequently asked questions (continued).

### How do I know if I'm eligible for this coverage?

Undergraduate students at Concordia University who are paying federal or provincial tuition rates are eligible for this service.

### Are there any fees associated with accessing this service?

You will automatically be charged \$2.75 in the Fall semester and \$5.31 in the Winter semester to remain eligible for this service from September 1, 2021, to August 31, 2022. Please check your tuition statement to confirm these charges.

### Do I have the option to opt-out?

Yes, if you have reviewed what the service has to offer and you would like to opt out, you can do so during the Change-Of-Coverage and Opt-out period. Go to [getmaple.ca/csu](https://getmaple.ca/csu) and click 'Opt-out now' under the Opting out section. Please note that Concordia University will be responsible for refunding the fee on your tuition statement and not Maple.

### If I am not eligible, can I self-enrol for virtual care coverage on Maple?

Graduate students and international students are not eligible to self-enrol in this program. International students can register for Maple with their Medavie Blue Cross coverage by going to [getmaple.ca/mbc](https://getmaple.ca/mbc).

Students who become eligible for the service after the Change-Of-Coverage and Opt-out period may request to self-enrol in the program. Visit [getmaple.ca/csu](https://getmaple.ca/csu) and click 'Self-enrol' under the Self-enrolment section.

### Where do I find information about the other student benefits that I have through CSU?

Along with virtual care on Maple, CSU has ensured that you have access to many other benefits and programs needed to best support your overall physical and mental well-being. Visit the [Studentcare website](#) to learn more, including your 24/7 mental health support program through [Empower Me](#).

## Frequently asked questions (continued).

### 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 who do not have a family physician. 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 account 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.

### Is virtual care safe for patients?

Think of Maple as the connecting platform between you and doctors. 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 will let you know to visit your family doctor, a clinic or a hospital instead.

### Does Maple offer access to specialists?

Virtual specialist visits on Maple (e.g. with a dermatologist) are an out-of-pocket expense. If you choose to use a paid service on Maple, you can contact your health insurance provider to see whether you can submit a claim for reimbursement.



If you have any additional questions about Maple or how to set up your account, you can reach us via live chat on the Maple app or website; or by sending an email to [support@getmaple.ca](mailto:support@getmaple.ca)