

Request a Get care consultation on Maple

Follow these steps to request a Get care consultation to have a virtual visit on Maple through the PEI Unaffiliated Virtual Care program.

Step 1: Visit URL

Visit the PEI Unaffiliated Virtual Care program page using a laptop or desktop computer, or the browser of a smart phone or tablet. (<https://app.getmaple.ca/login/p/PEI-unaffiliated-virtual-care>)

- A **Health PEI logo** should appear at the top of this page.

Step 2: Log into Maple

Enter your Maple log-in credentials, created when you originally registered for Maple.

Select “**Sign in**”.

Health PEI [Register](#) [Français](#)

Sign in for access to the  Virtual Care Program.

Available Monday through Friday from 8 AM to 8 PM (AT).

Email

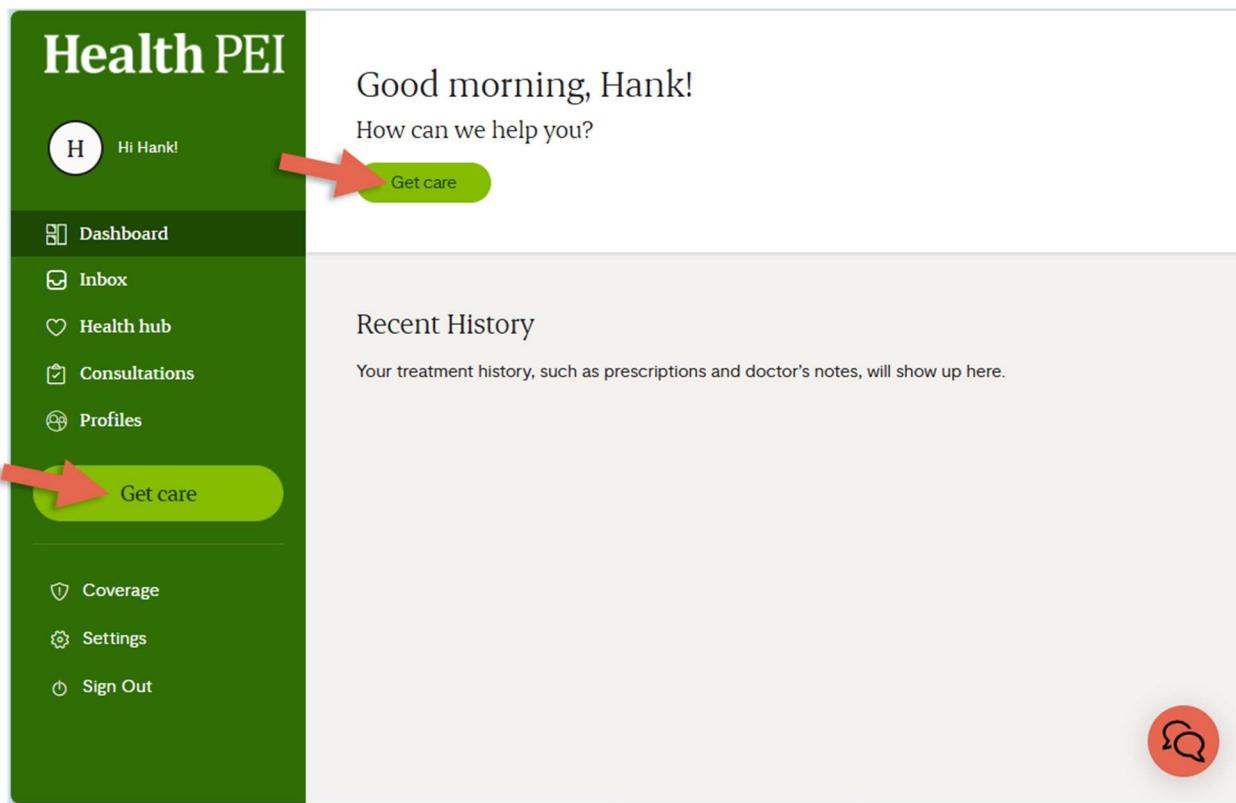
Password [Forgot?](#)

Remember me [Don't have an account? Register.](#)

[In the wrong place? Sign in to Maple.](#)

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Step 3: Request a Get care consultation
Select “**Get care**” to begin a virtual visit request.



Step 4: Request a Get care consultation (Patient)

Enter your “**Location**” from the drop-down menu selection. Select “**Continue**”.

Health PEI

Your location: [Prince Edward Island](#)

Patient Speciality Details Confirm details Provider pairing

We have located you in Prince Edward Island

In order to match you with a provider we require your location. If your automatically determined location is incorrect, you can manually select your location from the list below.

You're currently located in*



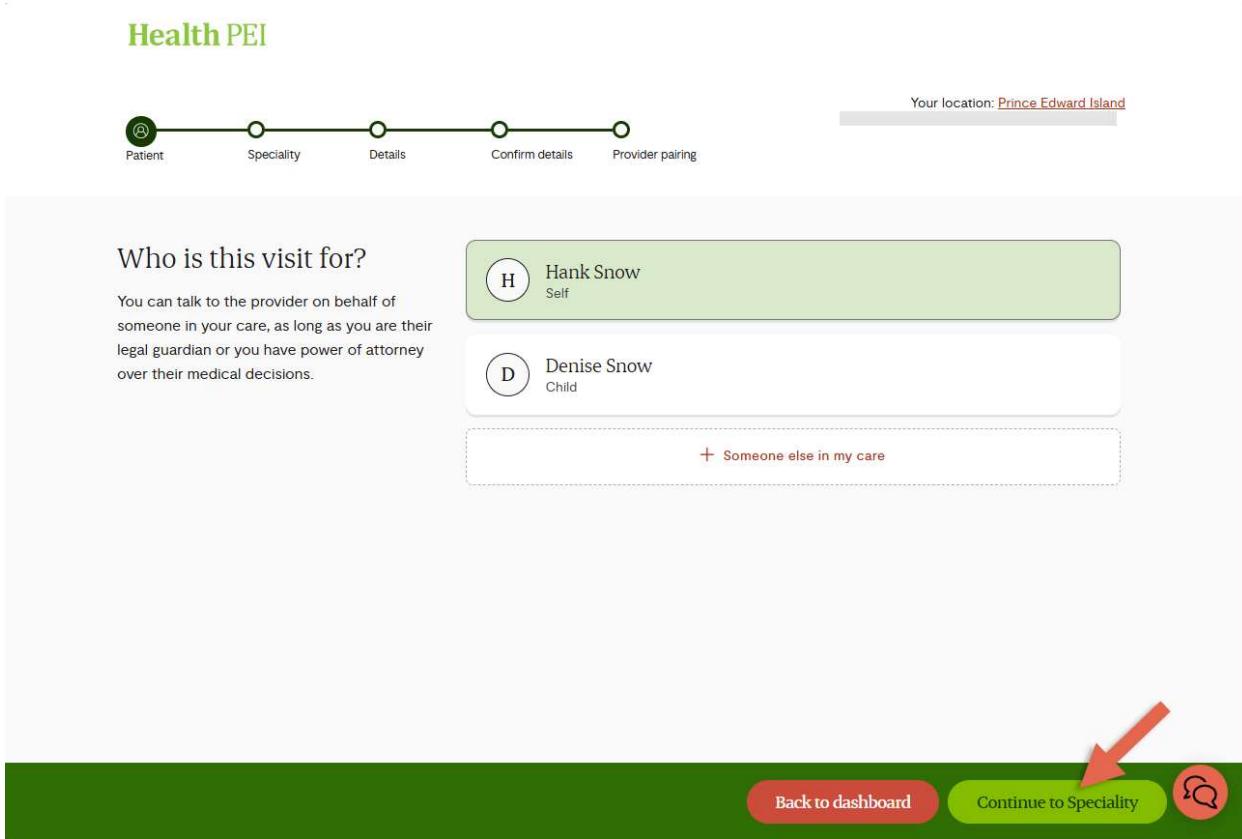




[Back to dashboard](#) [Continue](#) 

Step 4: Request a “Get care” consultation (Patient) – continued

Select who the visit is for from the displayed profiles or select for “**Someone else in my care**”. Select “**Continue to Specialty**”.



Health PEI

Your location: [Prince Edward Island](#)

Patient Speciality Details Confirm details Provider pairing

Who is this visit for?

You can talk to the provider on behalf of someone in your care, as long as you are their legal guardian or you have power of attorney over their medical decisions.

H Hank Snow
Self

D Denise Snow
Child

+ Someone else in my care

Back to dashboard **Continue to Specialty** 

Step 5: Request a “Get care” consultation (Specialty)

Select the type of provider you would like to see. Then select “**Continue to Details**”.

Please note: Under the Health PEI Unaffiliated Virtual Care program there is only one option. If you see other options that mention charges, you are not currently covered under the Health PEI UVC program. Please reach out to healthpeimalple@ihs.org or eHealthSupport@ihs.org.

Health PEI

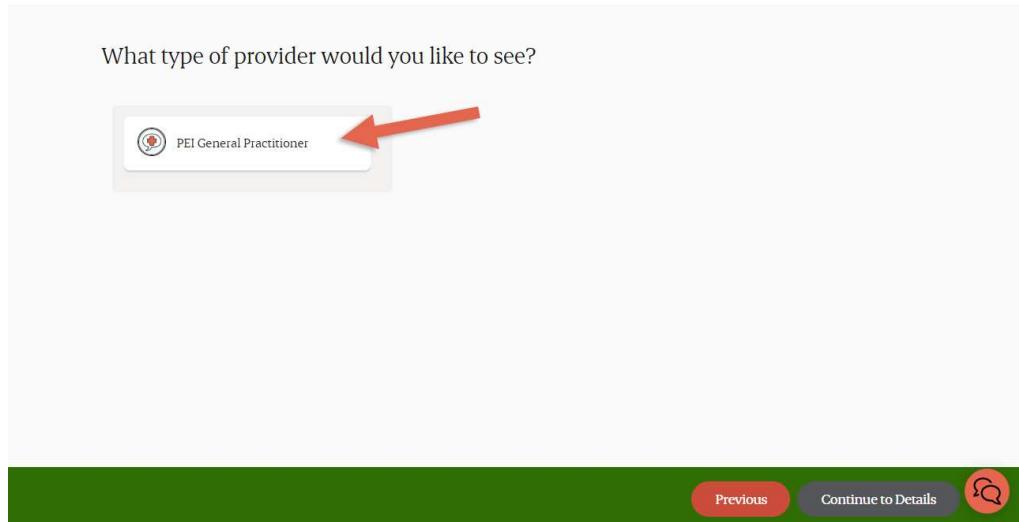
Your location: Prince Edward Island

Patient Speciality Details Confirm details Provider pairing

What type of provider would you like to see?

PEI General Practitioner

Previous Continue to Details 🔍



Health PEI

Your location: Prince Edward Island

Patient Speciality Details Confirm details Provider pairing

PEI Unaffiliated Virtual Care Program

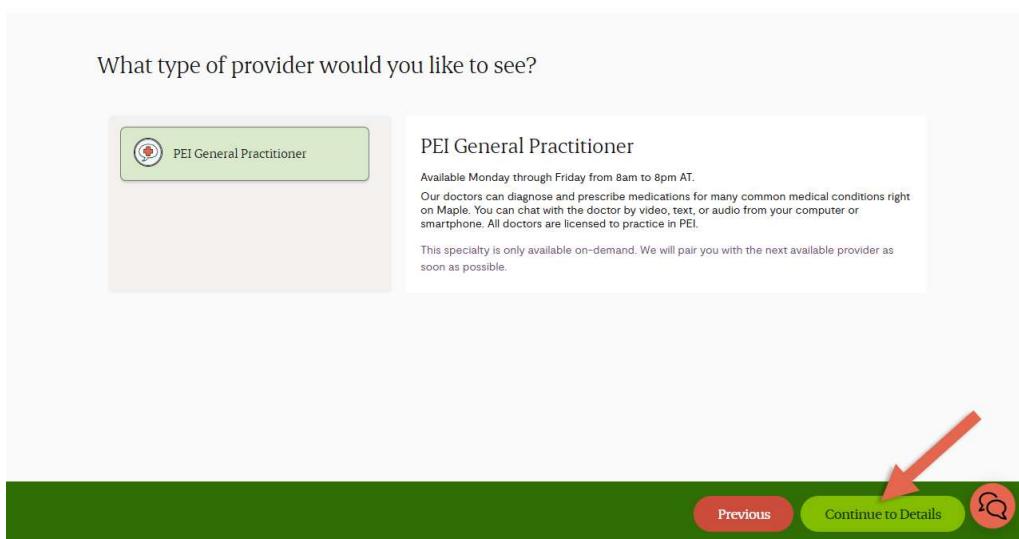
What type of provider would you like to see?

PEI General Practitioner

Available Monday through Friday from 8am to 8pm AT.
Our doctors can diagnose and prescribe medications for many common medical conditions right on Maple. You can chat with the doctor by video, text, or audio from your computer or smartphone. All doctors are licensed to practice in PEI.

This specialty is only available on-demand. We will pair you with the next available provider as soon as possible.

Previous Continue to Details 🔍



Step 6: Request a “Get care” consultation (Details)

Select the reason for your visit and enter any details related to your symptoms.

Check “[I agree to use Virtual Care](#)”. Then select “[Continue](#)”.

Please note: Under “**What details can you tell us?**”, you must enter **at least 25** characters to continue.

Health PEI

Your location: Prince Edward Island
PEI Unaffiliated Virtual Care Program

Patient Specialty  Details Confirm details Provider pairing

What are the reasons for your visit?
See a physician online: Monday through Friday from 8am to 8pm AT.

What are your symptoms?
Choose at least one option.

cough / cold / flu minor injury / joint pain
 chest pain / shortness of breath fever
 vomiting / diarrhea / constipation headache
 sexual issues ear / eye / throat / urinary infection
 abdominal pain skin problems
 allergies / allergic reaction mental health
 No symptoms PT / INR testing

Check at least 1 check box

Do you need a medical note or prescription?
Included with the consultation, if needed.

I need a note I need a prescription

What details can you tell us?
For example, write down how severe your symptoms are and how long they've lasted for. The more you tell us, the better care we can provide you.

A minimum of 25 characters is required.

Persistent cough for about a week.

990 characters left

25 characters minimum!

I agree to use [Virtual Care](#)

Previous Continue 

If you do not check off “[I agree to use Virtual Care](#)” you will not be able to “Continue”. You will get the following **warning**:



Please check the box to “[Continue](#)” to the next step.

Step 7: Request a Get care consultation (Confirm details)

Review the Consultation details, if you need to edit the reason for your visit request select “**Previous**”.

If your Consultation details are complete select “**Continue to Provider Pairing**”.

Health PEI

Progress: Patient → Speciality → Details → **Confirm details** → Provider pairing

Your location: Prince Edward Island
PEI Unaffiliated Virtual Care Program



Thanks for providing the details
Click the 'Continue to Provider Pairing' button to submit your request.

Consultation details

Patient: Hank Snow
Location: Prince Edward Island
Service: PEI Unaffiliated Virtual Care Program
When: As soon as possible
Symptoms: Cough / Cold / Flu
Details: this is a test for documentation of the Maple GET CARE

Previous Continue to Provider Pairing 

Step 8: Review Information

It is required at this step to verify that your Health Card number and address are correct. Select “**Review Information**”.

Health PEI

A few more things...

Please complete these steps to submit your request, otherwise it will be cancelled in 2 hours.

Review information

⚠ Required

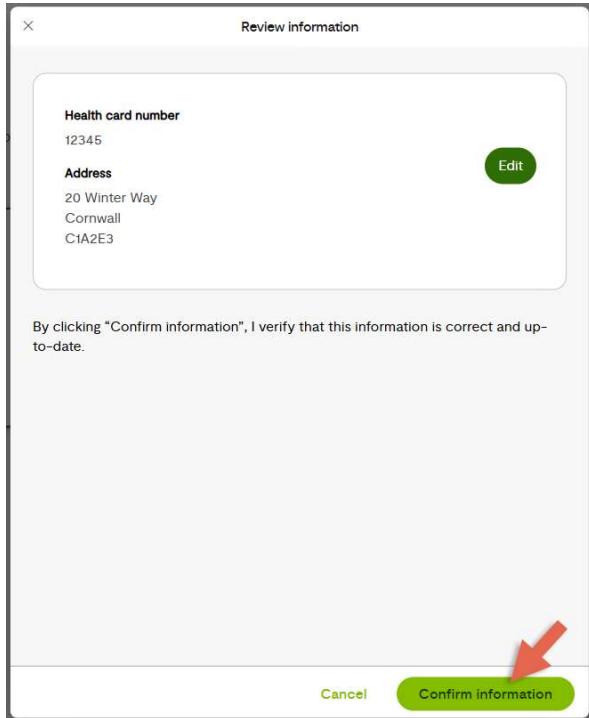
We need to ensure we have your correct address and patient's health card number on file.

Review information 

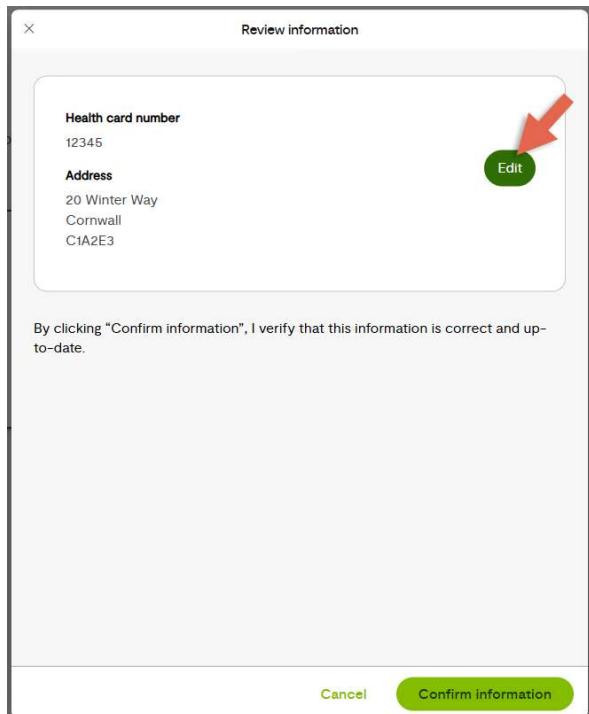
If you require assistance, please [contact support](#).

Step 8: Review Information (continued)

If everything is correct, select “**Confirm information**” to go to the next step.



If your information is incorrect, select “**Edit**”.



Step 8: Review Information (continued)

Review your information and correct any errors. **“Save changes”** then **“Confirm information”** to continue to the next step.

Review information

Health card number *

12345

Address *

Please enter the account holder's home address

20 Winter Way

Apt, suite, etc. (optional)

City or town *

Cornwall

Postal code *

C1A 2E3

Save changes

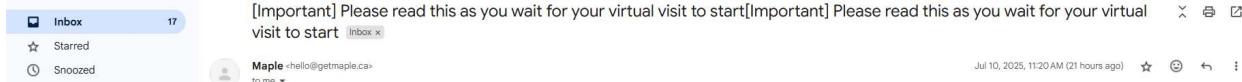
By clicking “Confirm information”, I verify that this information is correct and up-to-date.

Cancel **Confirm information**

Step 8: Request a Get care consultation (Provider pairing)

You will be placed in a virtual consultation waiting room where your request is reviewed, and you will be connected to a physician.

Please note: You will receive an email from hello@getmaple.ca “[Important] Please read this as you wait for your virtual visit to start” with steps you can complete while you wait for your consultation to begin.



This is the message you will receive in your email. If you select “**View consultation**”, you will be brought into your current consultation session with Maple.

Health PEI

Hi Hank,

Please complete the steps below as you wait for your visit to begin.

While you wait

You do not need to stay on the waiting room screen. You will receive an email or text notification when a provider is ready to see you
To change how you are contacted, you can go to “settings”, then “notifications” and pick how you would like to be notified

Requesting care for a child/dependent?

If the visit is for a child/dependent, both the account holder and the child/dependent must be present for the visit
We cannot provide any healthcare to a patient who is not present for the visit
Uploading healthcard / ID to your account:

A healthcard / ID must be uploaded for the provider to view for each virtual visit

You can upload your healthcard and ID while you are in the waiting room, or during the consultation for every consultation

On the mobile app:

From the waiting room, click “Upload a file”
You will be asked to either take a photo of the ID or to upload a photo from your files
If the visit has already started, you can click the “+” sign to the left of where you would type a message to take a photo or upload a file

On a web browser:

From the waiting room, click “Upload a file”
You will be asked to either take a photo of the ID, or upload a picture from your files
If the visit has already started, you can click the “+” sign to the left of where you would type a message to see the options to take a photo or upload a file

Still need help? Find more information by clicking here: https://helpdesk.getmaple.ca/en/articles/3528339-how-do-i-add-or-update-medical-records-on-maple#h_707e51018c

Limits of virtual care

Some medical issues can't be treated virtually. In this situation the provider that you are matched with will assess you and then advise you on where to seek in-person care

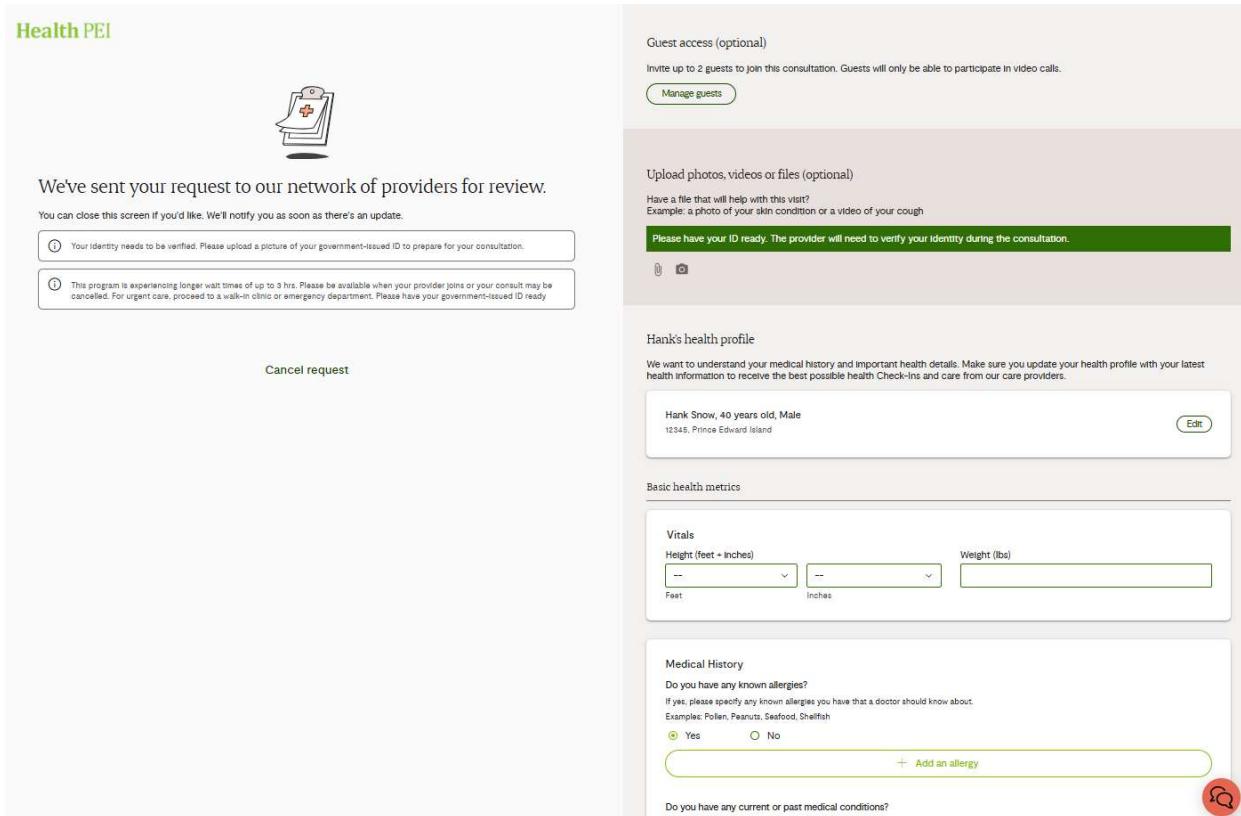
You may be directed to go to the emergency department, a walk-in clinic, or referred to an in-person clinic, depending on how urgently you need to be seen

If you have any questions, please don't hesitate to reach out to our Customer Support team.

All the best,
Maple

[View consultation](#)





Health PEI

Guest access (optional)

Invite up to 2 guests to join this consultation. Guests will only be able to participate in video calls.

Manage guests

Upload photos, videos or files (optional)

Have a file that will help with this visit?
Example: a photo of your skin condition or a video of your cough

Please have your ID ready. The provider will need to verify your identity during the consultation.

Cancel request

Hank's health profile

We want to understand your medical history and important health details. Make sure you update your health profile with your latest health information to receive the best possible health Check-ins and care from our care providers.

Hank Snow, 40 years old, Male
12345, Prince Edward Island Edit

Basic health metrics

Vitals

Height (feet + inches)
Foot: Inch: Weight (lbs)

Medical History

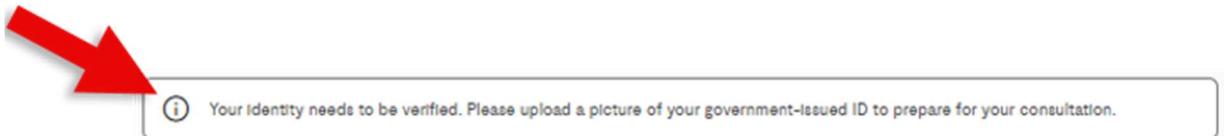
Do you have any known allergies?
If yes, please specify any known allergies you have that a doctor should know about.
Example: Pollen, Peanuts, Seafood, Shellsfish

Yes No Add an allergy

Do you have any current or past medical conditions?

🔍

The message on the screen says **“You can close this screen if you’d like. We’ll notify you as soon as there’s an update”**. Before you leave the screen, make sure your **government-issued ID** (e.g. Health PEI card, Driver’s License) has been uploaded in preparation for your consultation.



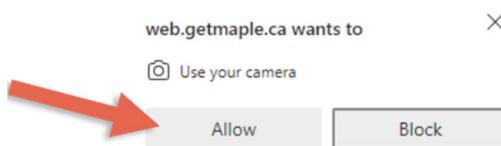
Step 9: Upload photos or videos to a Get care consultation request (Snapshot capture from a web cam).

The provider will need to verify your identity during the consultation.

Select the camera icon to take a snapshot or video from your web cam.



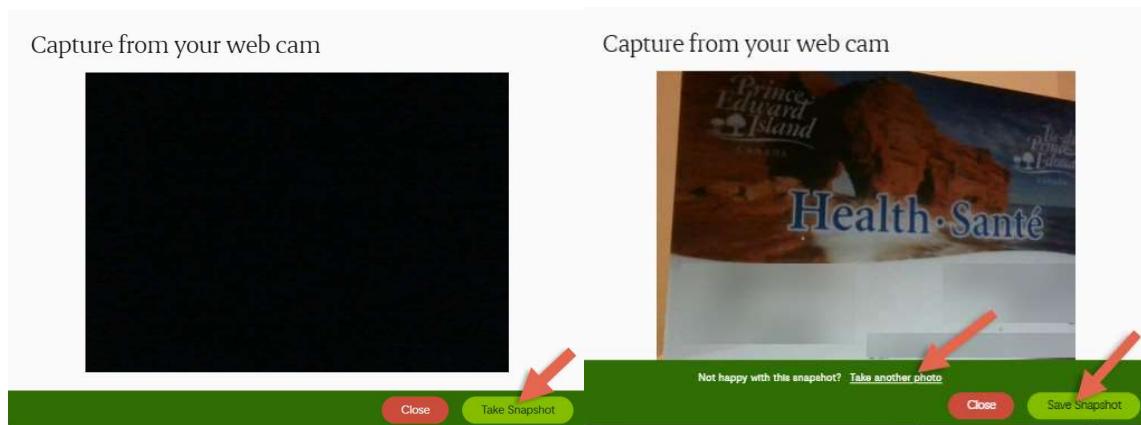
Please note: A message may appear asking permission to “Use your camera” to capture the snapshot from your web cam.



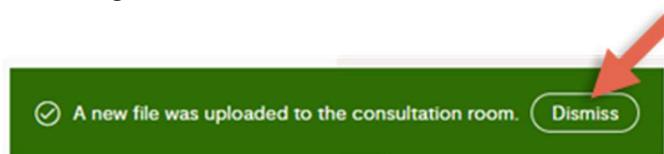
Select “Allow” to access the camera.

A snapshot preview of the picture or video will appear in the “Capture from your web cam” box. Select “Take Snapshot”.

- If you’re not happy with the snapshot, select “Take another photo” to try again.
- If you’re happy with the snapshot, select “Save Snapshot”.



A message confirming that “A new file was uploaded to the consultation room” will appear. Select “Dismiss” to close that message.

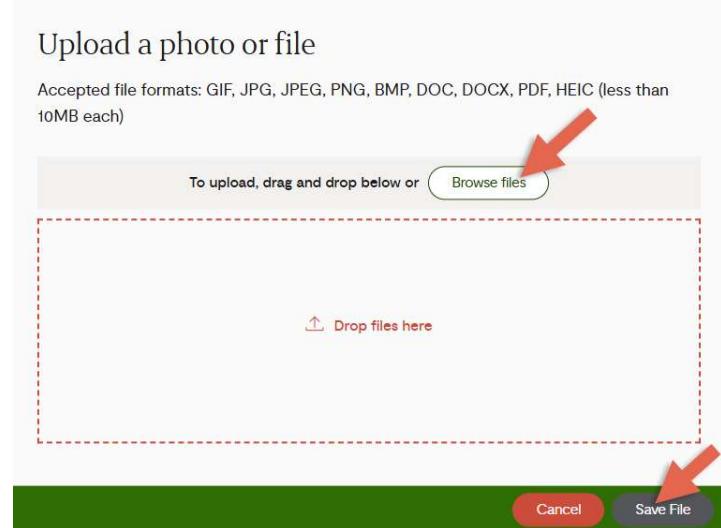


Step 10: Upload photos or files to a Get care consultation request (photo or file saved on a device)

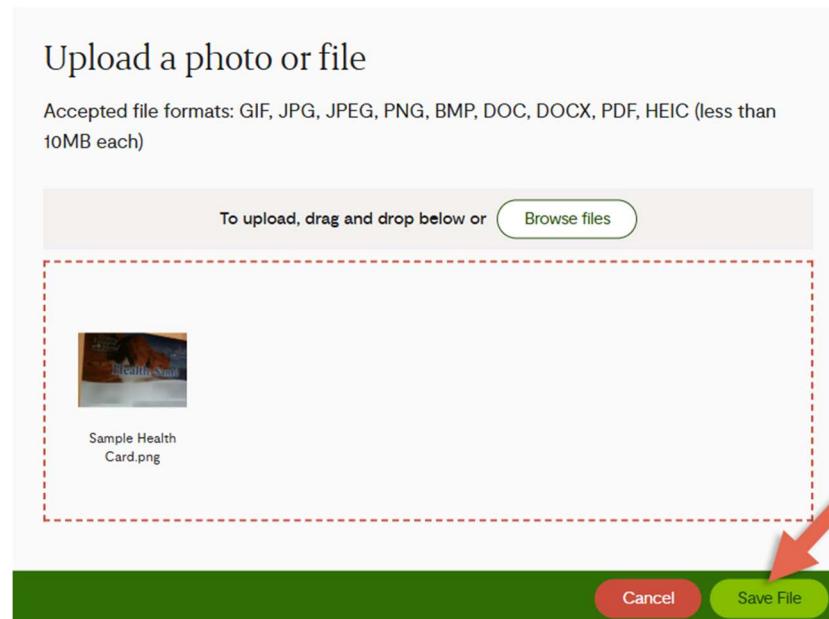
Select the paper clip icon to upload a photo or file saved on your computer, laptop, smart phone, or tablet.

- Select “**Browse files**” and navigate to the location of the saved photo or file.
- Select your photo or file and drag it into the “**Drop files here**” box.

Please note: Depending on the device you are uploading the photo or file from, how you navigate to the saved location will vary.



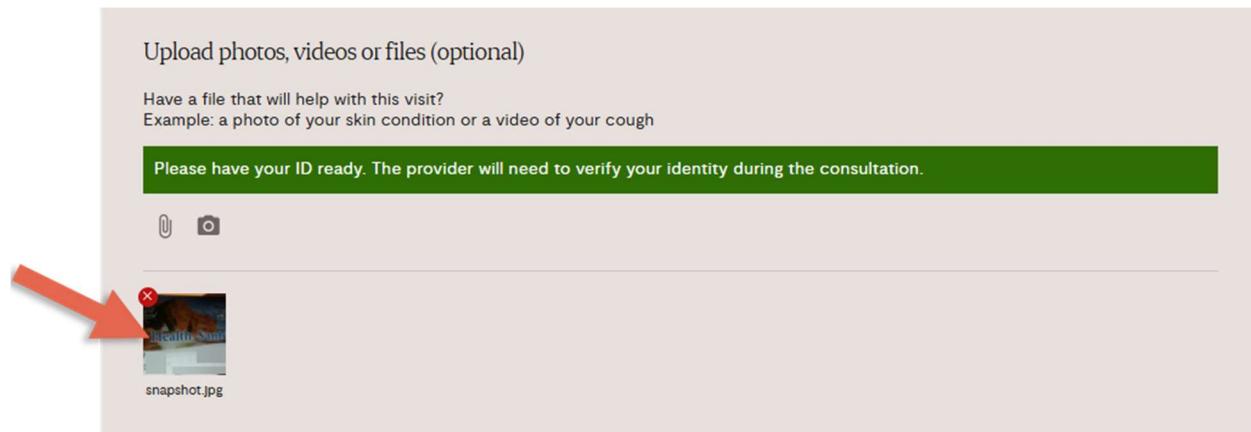
The photo or file to be added appears in the “**Upload a photo or file**” box. Select “**Save file**”.



A message confirming that “**A new file was uploaded to the consultation room**” will appear. Select “**Dismiss**” to close that message.



The photo file can now be seen in the consulting room.



You now wait for the physician to arrive.

Step 11: If you need to cancel your consultation, select “**Cancel request**”.



We've sent your request to our network of providers for review.

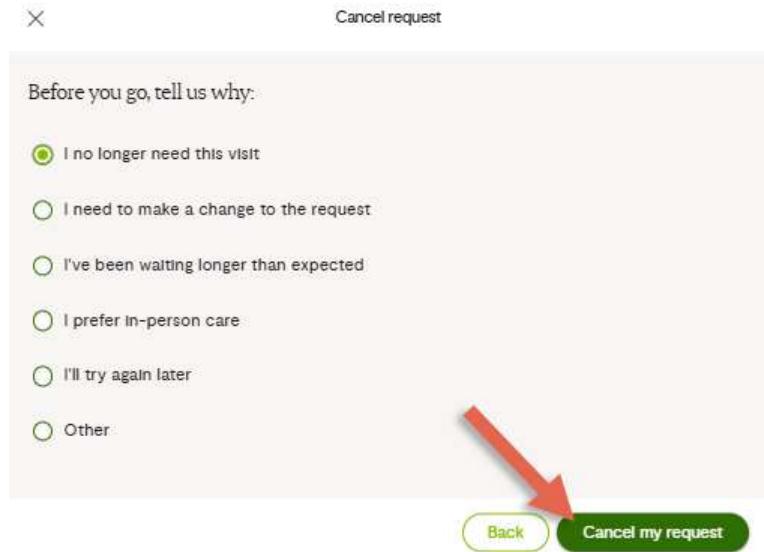
You can close this screen if you'd like. We'll notify you as soon as there's an update.

i Your identity needs to be verified. Please upload a picture of your government-issued ID to prepare for your consultation.

i This program is experiencing longer wait times of up to 3 hrs. Please be available when your provider joins or your consult may be cancelled. For urgent care, proceed to a walk-in clinic or emergency department. Please have your government-issued ID ready

 **Cancel request**

The “Cancel request” window will pop up. Select the reason why the request is being cancelled, then select “Cancel my request”.



Maple will confirm your consultation cancellation. Select “Dismiss” to close.

