

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”**.

Sign in for access to the
Virtual Care Program.



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

Email

youremail@example.com

Password

[Forgot?](#)

Sign in

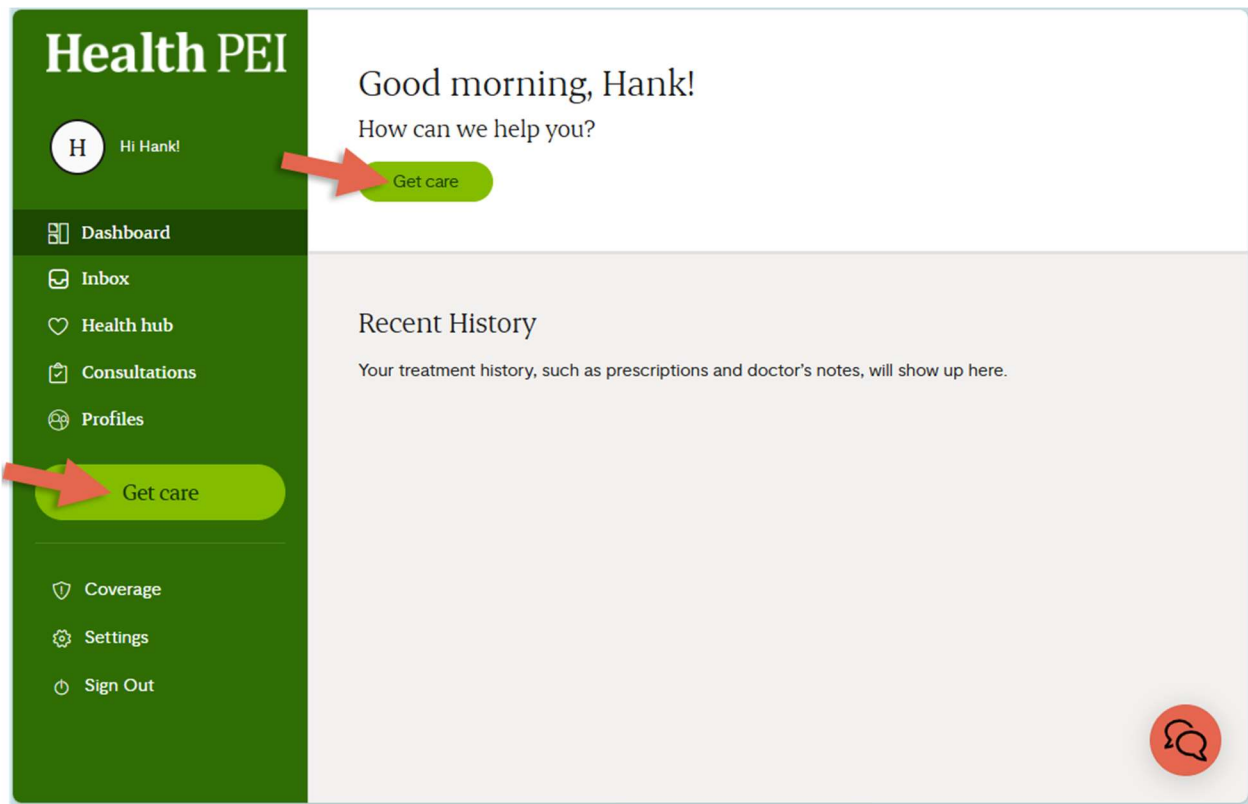
☐ Remember me

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

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

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

Patient
Speciality
Details
Confirm details
Provider pairing

Your location: [Prince Edward Island](#)

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*

Prince Edward Island

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

Patient

Specialty

Details

Confirm details

Provider pairing

Your location: [Prince Edward Island](#)

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.

Hank Snow
Self

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@ihis.org or eHealthSupport@ihis.org.

Health PEI

Your location: [Prince Edward Island](#)

Progress: Patient (●) Specialty (●*) 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](#)

Program: [PEI Unaffiliated Virtual Care Program](#)

Progress: Patient (●) Specialty (●*) Details (○) Confirm details (○) Provider pairing (○)

What type of provider would you like to see?

PEI General Practitioner

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

● Patient ● Speciality ● **Details** ○ Confirm details ○ Provider pairing

Your location: [Prince Edward Island](#)
PEI Unaffiliated Virtual Care Program

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.

<input checked="" type="checkbox"/> cough / cold / flu	<input type="checkbox"/> minor injury / joint pain
<input type="checkbox"/> chest pain / shortness of breath	<input type="checkbox"/> fever
<input type="checkbox"/> vomiting / diarrhea / constipation	<input type="checkbox"/> headache
<input type="checkbox"/> sexual issues	<input type="checkbox"/> ear / eye / throat / urinary infection
<input type="checkbox"/> abdominal pain	<input type="checkbox"/> skin problems
<input type="checkbox"/> allergies / allergic reaction	<input type="checkbox"/> mental health
<input type="checkbox"/> No symptoms	<input type="checkbox"/> 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**:

☐ I agree to use **Virtual Care**


⚠ You must agree to continue


Please check the box to “Continue” to the next step.

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

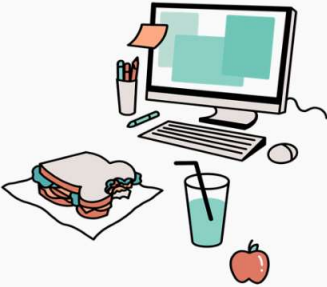
Review the Consultation details, if you need to edit the reason for your visit request select **“Previous”**.

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





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”**.



A few more things...

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

Review information

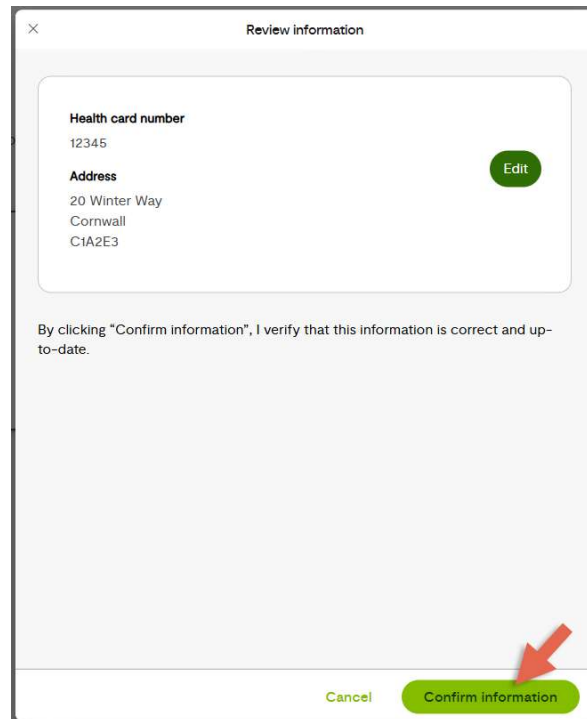
 **Required**
 We need to ensure we have your correct address and patient's health card number on file.

[Review information](#)

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

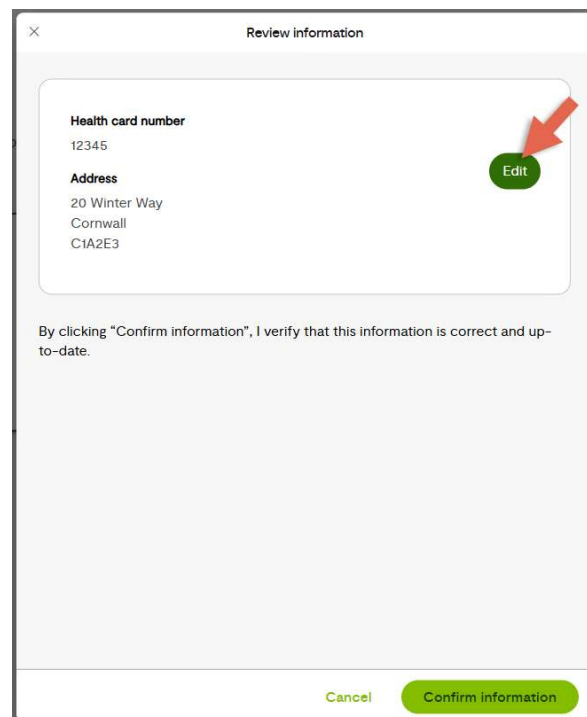
Step 8: Review Information (continued)

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



The screenshot shows a 'Review information' form with a close button (X) in the top left. The form contains two sections: 'Health card number' with the value '12345' and an 'Edit' button, and 'Address' with the value '20 Winter Way, Cornwall, C1A2E3'. Below these sections is a disclaimer: 'By clicking "Confirm information", I verify that this information is correct and up-to-date.' At the bottom of the form are two buttons: 'Cancel' and 'Confirm information'. A red arrow points to the 'Confirm information' button.

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



The screenshot shows the same 'Review information' form as above. In this instance, a red arrow points to the 'Edit' button next to the 'Health card number' field.

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.

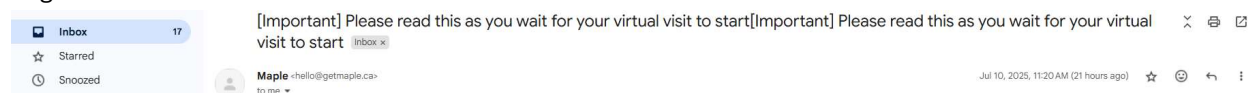
Cancel

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



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.

- ① Your identity needs to be verified. Please upload a picture of your government-issued ID to prepare for your consultation.
- ② 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

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.



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)

Feet: Inches:

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.

Examples: Pollen, Peanuts, Sesame, Shellfish

☒ 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.

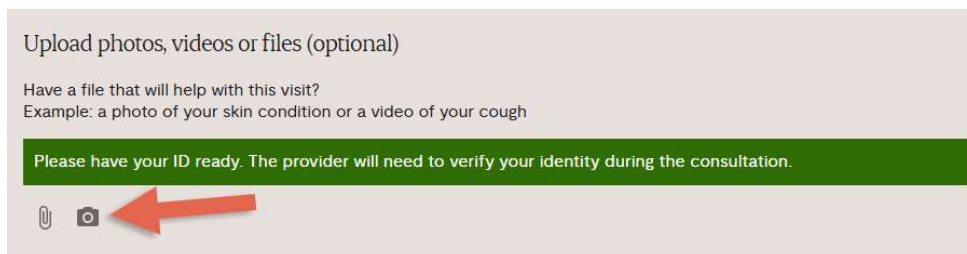


Your identity needs to be verified. Please upload a picture of your government-issued ID to prepare for your consultation.

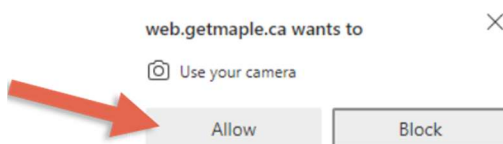
Step 9: Upload photos or videos to a Get care consultation request (Snapshot capture from a web cam).

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.



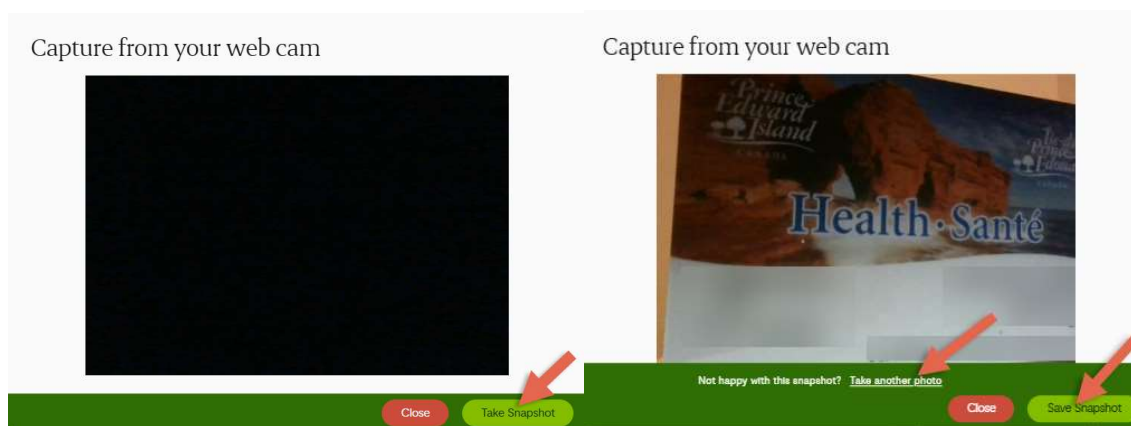
Please note: A message may appear asking permission to “Use your camera” to capture the snapshot from your web cam.



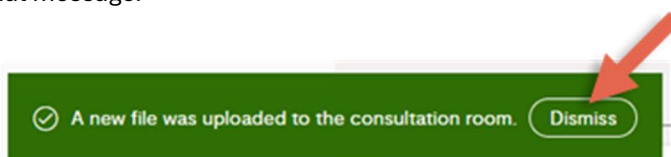
Select **“Allow”** to access the camera.

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 your 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.

Upload a photo or file

Accepted file formats: GIF, JPG, JPEG, PNG, BMP, DOC, DOCX, PDF, HEIC (less than 10MB each)

To upload, drag and drop below or [Browse files](#)

Drop files here

Cancel Save File

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

Upload a photo or file

Accepted file formats: GIF, JPG, JPEG, PNG, BMP, DOC, DOCX, PDF, HEIC (less than 10MB each)

To upload, drag and drop below or [Browse files](#)

Sample Health Card.png

Cancel Save File

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



✓ A new file was uploaded to the consultation room. [Dismiss](#)



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

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.


 

 
snapshot.jpg

You now wait for the physician to arrive.


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


Health PEI




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

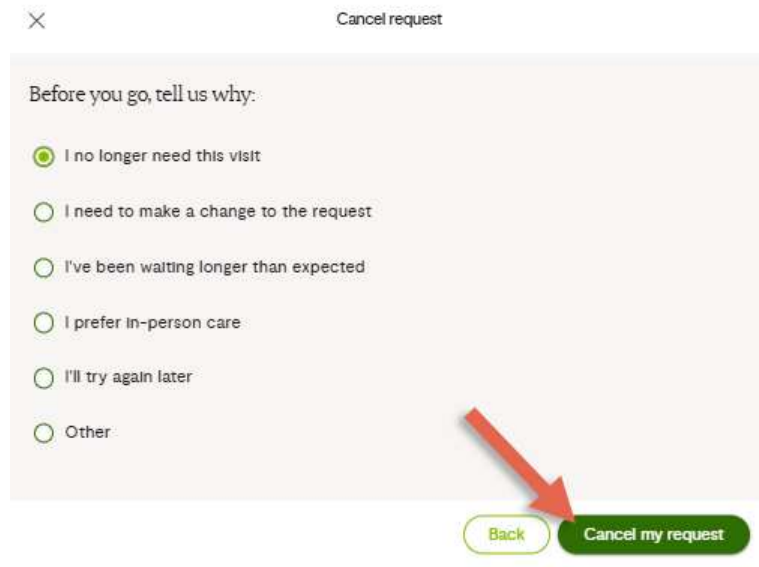
You can close this screen if you'd like. We'll notify you as soon as there's an update.

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

 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”**.



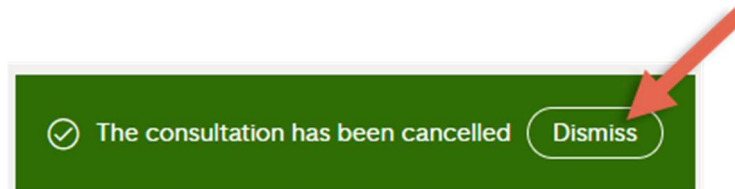
Cancel request

Before you go, tell us why:

- ☒ I no longer need this visit
- ☐ I need to make a change to the request
- ☐ I've been waiting longer than expected
- ☐ I prefer in-person care
- ☐ I'll try again later
- ☐ Other

Back Cancel my request

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



✓ The consultation has been cancelled Dismiss