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 Unaffiliiated Virtual Care program.

Maple cannot be used for emergency healthcare. **If you are experiencing a medical emergency (like trouble breathing), you should call 911 or head to the nearest ER**.

The following are examples of urgent symptoms that **cannot be treated through Maple**:

- Chest pains
- Difficulty breathing
- Fever in children under the age of three months

More information can be found on the Maple help desk page Common ineligible visit requests | Maple help desk.

Prescriptions for controlled substances

Unless a healthcare practitioner has an ongoing treating relationship with you, they're not permitted to prescribe certain kinds of medication including narcotics, controlled substances or other types of controlled medications, non-therapeutic drugs and other drugs, which may be harmful because of their potential for abuse.

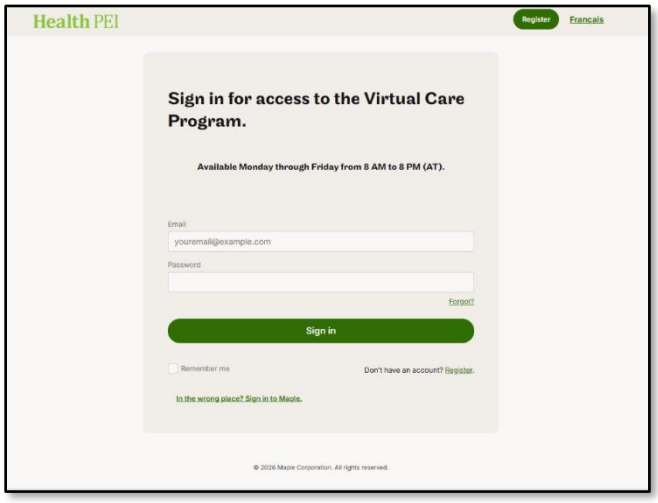
Step 1: Visit URL

Visit the PEI Unaffiliated Virtual Care program page using a laptop or desktop computer, or the browser of a smart phone or tablet. A **Health PEI logo** should appear at the top of this page.

Step 2: Log into Maple

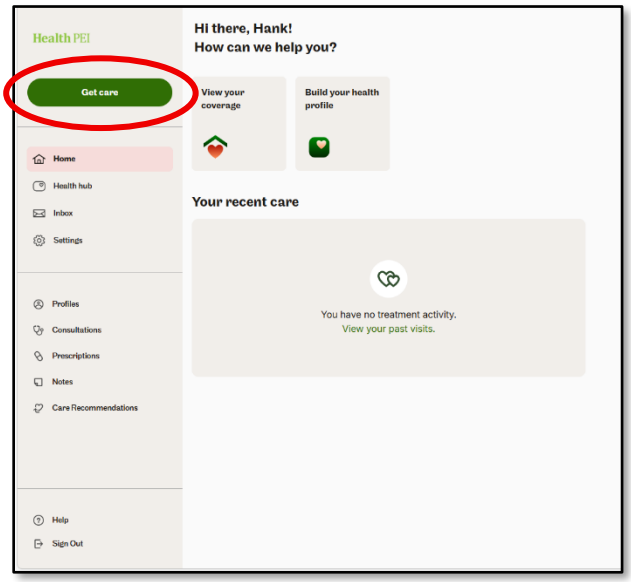
Enter your Maple log-in email and Password from when you registered for Maple.

Select **Sign in**.



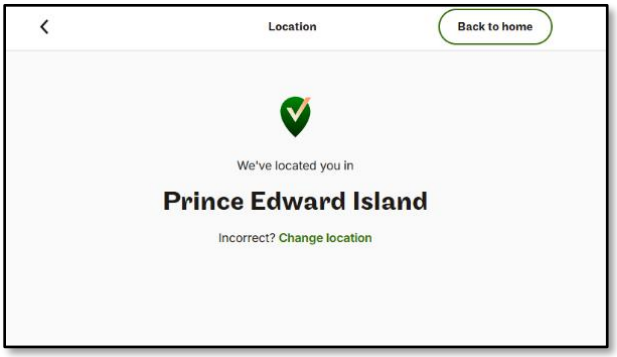
Step 3: Request a Get care consultation

Select **Get care** to begin a virtual visit request.

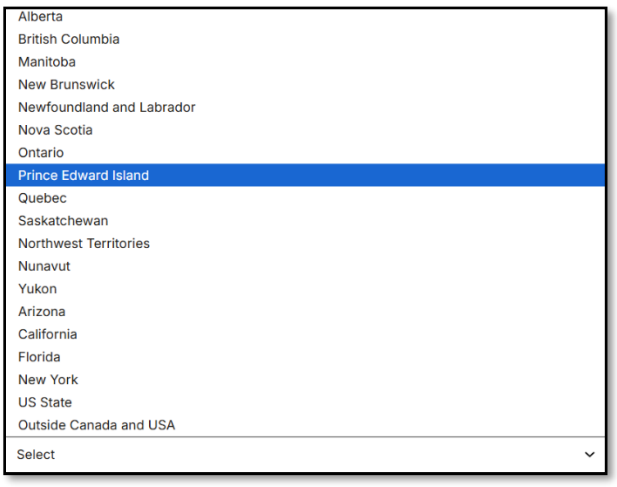


Step 4

The service will prompt you for your location, which could appear as a notification requesting your location; if you select **Agree**, Maple should automatically fill in your current location.



If Maple cannot automatically determine your location, you will be prompted with a drop-down menu.



Select **Prince Edward Island.**

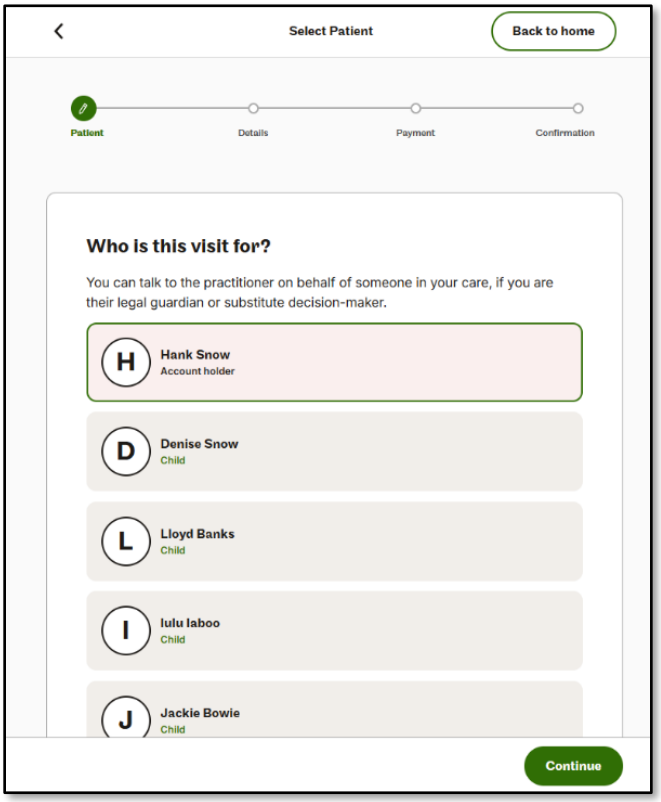
Note Unaffiliated Virtual Care service is intended for permanent PEI residents located in Prince Edward Island.

Select **Continue**.

Step 5

Select who the visit or consultation is for from the displayed profiles or select for **Someone else in my care**.

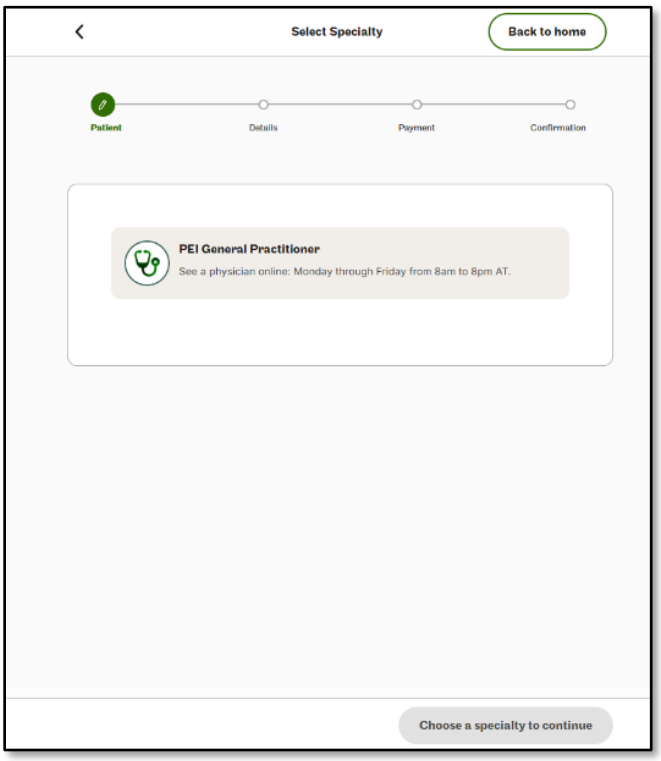
Select **Continue**.



Step 6

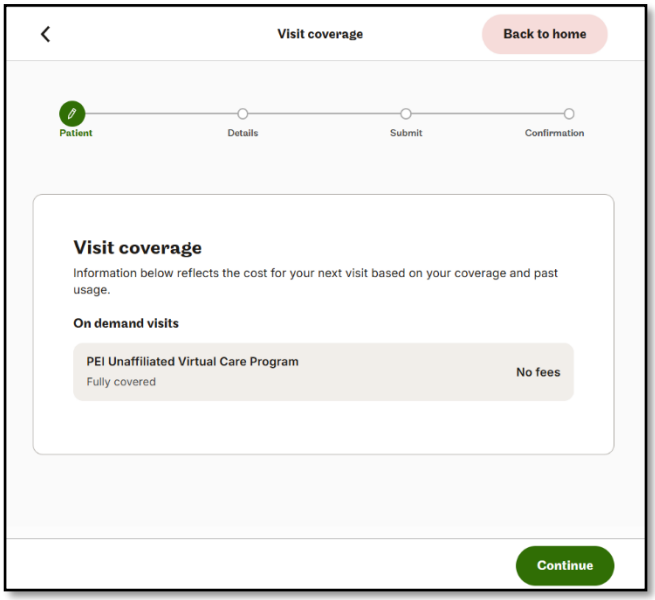
Select the type of provider you would like to see. Then select **Continue.**

Note: Under the Health PEI Unaffiliated Virtual Care program there is only one option. If you see other options or see charges related to services, the current profile is *not* being covered under the Health PEI UVC program. Please reach out to healthpeimaple@ihis.org or eHealthSupport@ihis.org.



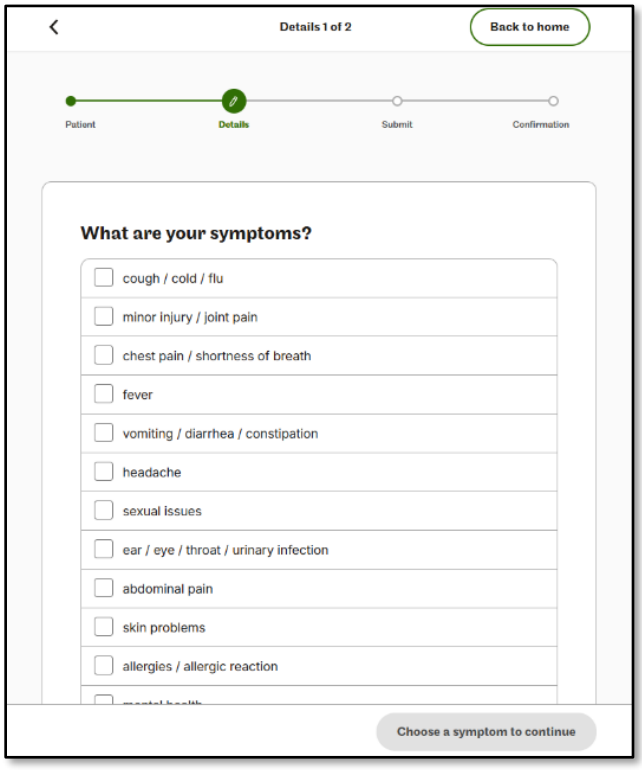
The **Visit Coverage** Page should then appear simply confirming you are doing the consultation under PEI Unaffiliated Program with no fees.

Select **Continue.**

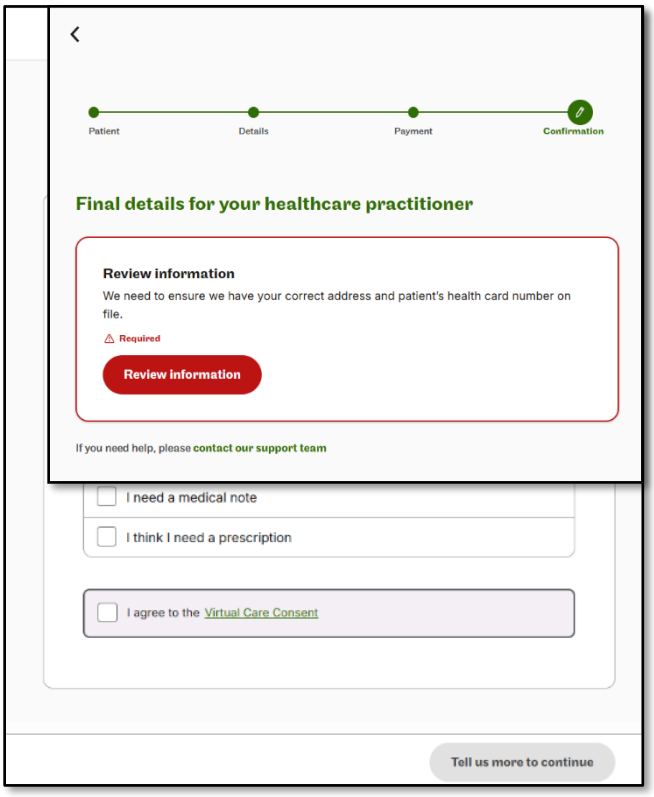


Step 7: Consultation details

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



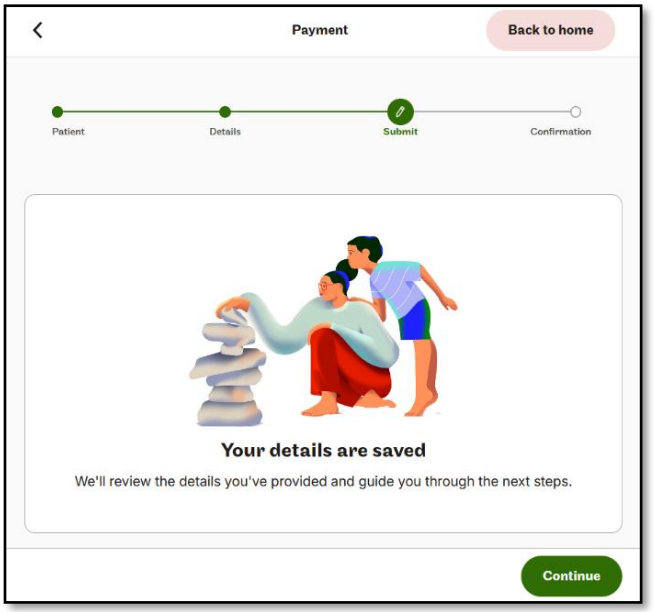
Note: In the **What's the main reason for your visit?** section you must enter ***at least 25 characters*** to continue.



After reading the consent form, click the checkbox for **I agree to use Virtual Care**, then select **Continue**.

You should then see a page confirming **Your Details are Saved**.

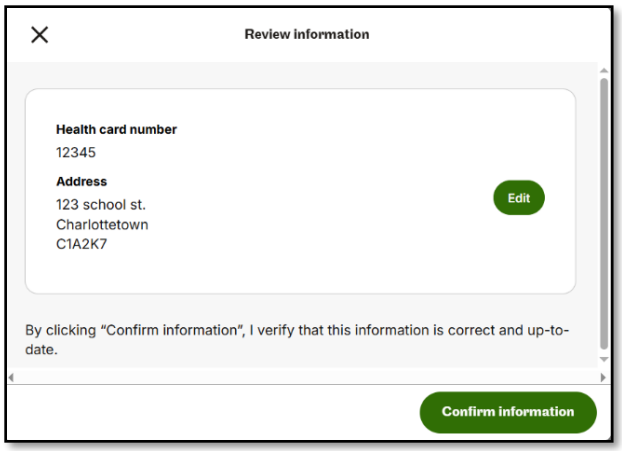
Select **Continue.**



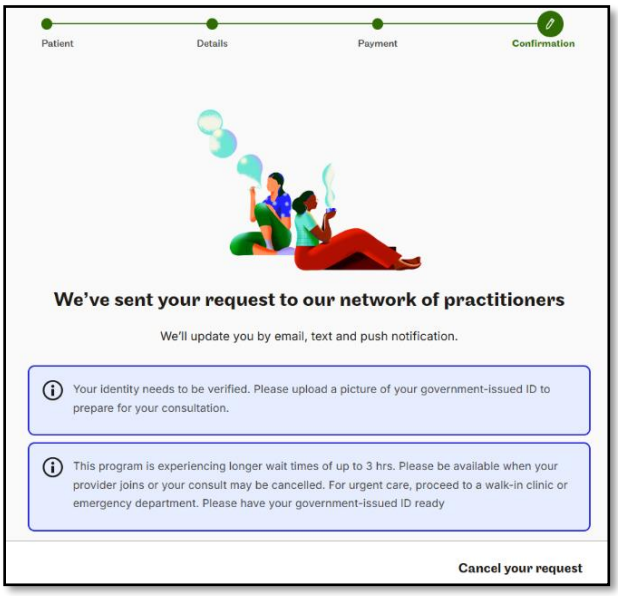
You will be asked to review the information you've submitted – Select **Review Information**.

Please review this information and if it is correct select **Confirm Information.**

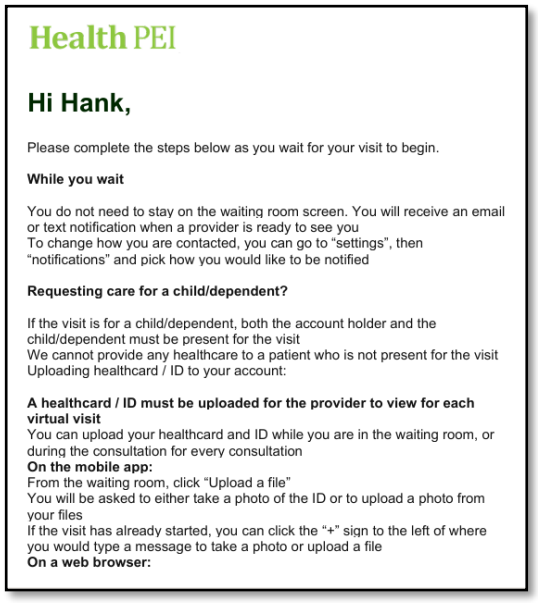
If any information is wrong or incomplete you may select **Edit** to make changes or additions.



When you receive the notification **We've sent your request to our Network of Practitioners,** this means your request has been received and you are now in the virtual waiting room and will be notified when a provider is ready to consult with you.



Additionally, you should expect to receive the following **email confirmation**:



Health PEI

Hi Hank,

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

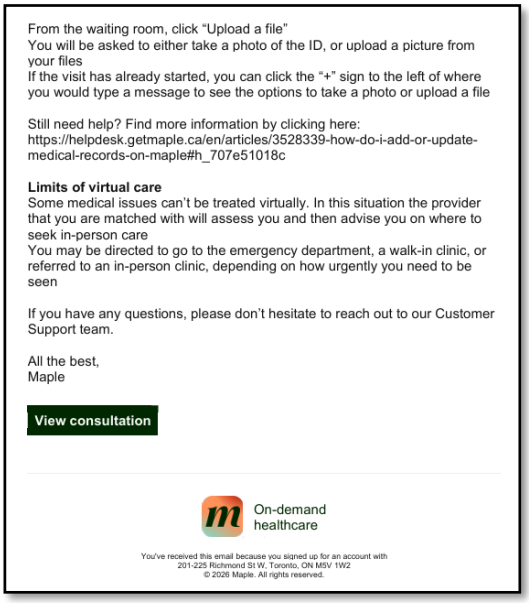
While you wait

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

On-demand healthcare

You've received this email because you signed up for an account with
201-225 Richmond St W, Toronto, ON M5V 1W2
© 2026 Maple. All rights reserved.

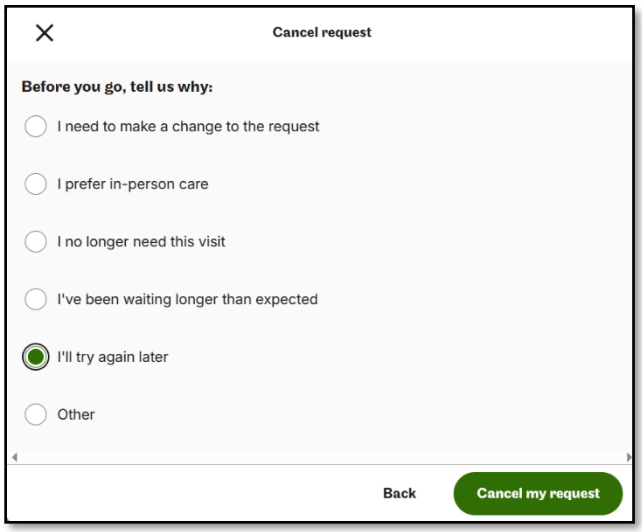
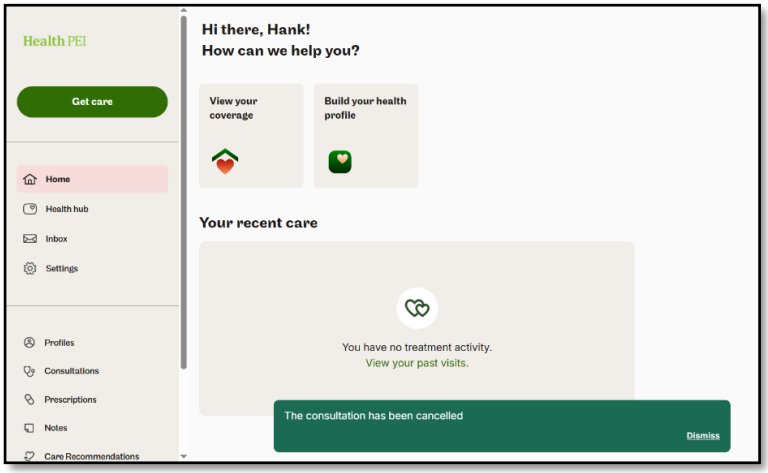
While you wait to connect with a provider

There are some additional steps to take while in the virtual waiting room. At this time, you can upload documents or files relevant to your current consultation request. The PEI Unaffiliated Virtual Care program also ***requires you to include your PEI Provincial Health Card***– please reference the document "**Add a Health Card Picture Snapshot or file to your Patient Profile**" for instructions on how to complete this. Instructions are also provided in your consultation confirmation email.

Depending upon provider availability and the current number of other requests, wait times can vary on this program. Not all consults are guaranteed to be picked up by a provider. You will be notified on Maple as well as by email and text message when a care provider is ready for you.

You have the option to **cancel your request.** If you select **Cancel your request**, you should see the following box appear asking you to select a reason for cancelling.

Choose the relevant option, then select **Cancel my request.**



You should then be brought back to the home page for your account with a confimation indicating **The Consultation has been cancelled.**