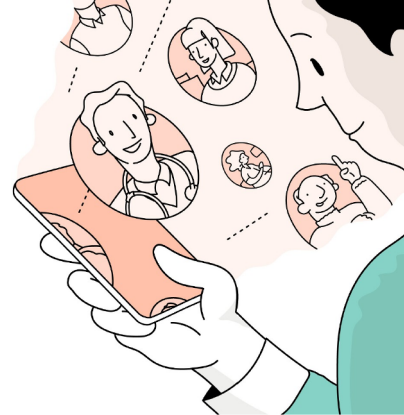


Health PEI maple

Virtual Care Program

For Patients without a Primary Care Provider Frequently Asked Questions



What is the virtual care program for patients without a primary care provider?

PEI has partnered with Maple to provide access to primary healthcare services for Islanders without a family doctor or nurse practitioner. Program members are able to connect with a local doctor from their computer or smartphone.

The virtual clinic is open Monday to Thursday 8AM – 5PM and is available via Maple, Canada’s leading virtual care platform.

What is Maple?

Maple is a healthcare platform that provides fast, convenient access to Canadian licenced general practitioners and other healthcare providers. Through this program, you can connect to a PEI doctor who can treat you via instant messaging, audio, or video chat.

What can doctors diagnose and treat?

Providers can treat a wide variety of primary care issues and conditions, similar to what they would be able to treat and diagnose in a physical clinic setting.

Doctors are able to assess, treat, and digitally write prescriptions as medically indicated that the patient can then choose to have faxed to a pharmacy of their choice.

After each visit, the patient will be provided with a “consult summary” that is saved on profile in the Maple platform, and can be accessed at any point in the future.

How do I complete a doctor visit?

Patients will be contacted with information on how to sign up for the program.

Once registered, patients can submit visit requests through the Maple mobile app, or through a web browser from their computer, to connect to a PEI doctor.

Patients can speak to a doctor through instant messaging, audio and or video chats to receive prescriptions, medication refills, and medical notes through the application.

Who is the program for?

The PEI Virtual Care Program is for PEI residents without a family doctor or a nurse practitioner. Patients will be invited as we make our way through the Patient Registry.

Can I add my children?

Yes, as long as you are the legal guardian or power of attorney for medical decisions. You can easily request a medical consultation on their behalf.

Do I have to pay?

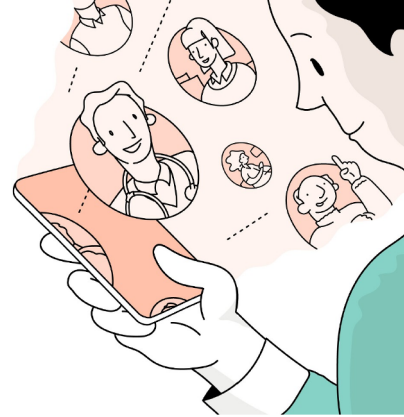
No. This program is covered by Health PEI and thus free of charge to patients with a valid PEI health card. **If you are being prompted to provide payment information or you are about to accept a charge for an appointment stop here and contact the following:**

To speak to a Health PEI representative, contact the team at HealthPEIMaple@ihis.org or call toll-free 1-833-710-1456. To speak with someone from the Maple team, click the chat icon on the webpage or contact support@getmaple.ca

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Virtual Care Program

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Does Maple replace my family doctor?

No. You will continue to wait on the Patient Registry for a primary care provider. This program was developed for Islanders without a primary care provider as a temporary measure to improve access during to care during COVID-19.

Will joining the program remove me from the Patient Registry?

No. You will maintain your place on the Patient Registry.

Is virtual care safe?

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 tell you to visit a walk in clinic or emergency department instead.

Is there a limit to what doctors can do through a virtual visit?

Maple is **not** intended for medical emergencies. If you believe you are experiencing an emergency, please call 911 or proceed to your nearest emergency room. If you require narcotics or controlled medications, our physicians cannot legally prescribe these virtually.

Can I request a specific doctor?

No. Our on-demand service selects the next available physician to start your consultation as quickly as possible.

Is my health information stored and is it private?

Your information is personal. When you use Maple, your data is protected with a comprehensive security infrastructure and stringent data policies to ensure it stays private and secure. Each consultation is always delivered by a PEI licensed practitioner who is required to maintain your confidentiality, just as they would in their office.

Maple provides a comprehensive virtual health record, which allows you to store, share, and transport your healthcare data with you, directly on your computer or smartphone. You always have full control and ownership over your personal health information, and only you decide how you want to share it. You can build your virtual record by uploading previous medical data, outlining pre-existing conditions, surgeries, immunization records, medication lists and more. Additionally, it captures data from each of your interactions with a provider on Maple. You can also digitally share any treatment records from within the Maple platform directly with another health care provider and to your broader circle of care by digital fax.

Do I need a webcam to complete an appointment?

No. A webcam is encouraged, but not needed. You can still communicate with the Maple Doctor through secure text and audio chat, as long as your device is connected to the internet. You can also connect to Maple through your web browser, smartphone, or iPad.

URL to register:
<https://app.getmaple.ca/register/p/PEI-unaffiliated-virtual-care>

URL to log in:
<https://app.getmaple.ca/login/p/PEI-unaffiliated-virtual-care>