

# Convert your Standard Maple account to Health PEI + Maple account

## Description


Follow these steps if you registered for Maple and are prompted for a consultation fee.

## Step 1: Visit URL

- Log into Maple using the following link: <https://app.getmaple.ca/login/p/PEI-unaffiliated-virtual-care>
- The page should look like the following. There should be a Health PEI logo in to top left corner.

Health PEI

Register Français

Sign in for access to the  Virtual Care Clinic.

Available Monday, Tuesday 8 AM to 5 PM (AT) and Wednesday, Thursday 12 PM to 9 PM (AT).

PEI Health Card Number


Your PEI health card number is required

This information belongs to me

[Continue](#)

[Already registered with HealthPEI or on the wrong page? Sign in here.](#)


© 2021 Maple Corporation. All rights reserved.



## Step 2: Enter your PEI Health Card Number and hit “Continue”

- No leading zeroes are needed for your PEI Health Card Number
  - Ex. If your PHN is “0012345”, you can simply enter “012345”

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

Sign in for access to the  Virtual Care Clinic.

Available Monday, Tuesday 8 AM to 5 PM (AT) and Wednesday, Thursday 12 PM to 9 PM (AT).

PEI Health Card Number

12345\_ \_ \_ \_


Your PEI health card number is required

This information belongs to me

**Continue**

[Already registered with HealthPEI or on the wrong page? Sign in here.](#)

© 2021 Maple Corporation. All rights reserved.



- If you get the error “Information Provided was invalid, Please Try Again.”, please contact your team at [HealthPEI@ihis.org](mailto:HealthPEI@ihis.org).

PEI Health Card Number

Your PEI health card number is required


This information belongs to me

**Continue**

Information provided was invalid,  
Please try again.

**Dismiss**

© 2021 Maple Corporation. All rights reserved.



○

### Step 3: Log into your Maple Account

- You should see your PEI Health Card Number above.
- Enter your Maple Log in credentials and click “Sign In”
- If you forgot your password, you can reset your password by following these steps:
  - <https://helpdesk.getmaple.ca/en/articles/830050-i-forgot-my-password-how-do-i-reset-it>

Health PEI

[Register](#) [Français](#)

Sign in for access to the  
Virtual Care Clinic.



Available Monday, Tuesday 8 AM to 5 PM (AT) and  
Wednesday, Thursday 12 PM to 9 PM (AT).

PEI Health Card Number: 0001234

Edit

Email

youremail@example.com

Password

Forgot?

Sign in

Remember me

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

[Already registered with HealthPEI or on the wrong page?  
Sign in here.](#)

Your PEI Health Card  
Number from Previous step

Enter your Email  
and Password  
for your Maple  
Account.

## Step 4: Complete Consultation without Charge

- If successful, when you should see the Health PEI Logo in the top corner:

The screenshot displays the Health PEI application interface. On the left is a dark purple sidebar with the 'Health PEI' logo at the top. Below the logo is a user profile icon and the text 'Hi [redacted]'. The sidebar contains a menu with 'Dashboard', 'Medical Records', and 'Patient Profiles', each with an icon. A prominent orange 'Get care' button is located below the menu. At the bottom of the sidebar are 'HealthPEI', 'Settings', and 'Sign Out' options. The main content area is divided into three sections. The 'Recent History' section shows a prescription card for a patient, with a status of 'Ordered for pickup (order # [redacted])'. The 'Consultations' section shows a consultation from July 23rd, 2021, with a status of 'Complete'. It lists patient information, diagnosis, and prescriptions, with some details redacted. A 'Symptoms tagged' section is also visible at the bottom right.

- When you select "Get Care", your location in the top corner should say "Prince Edward Island"

## Health PEI

A progress indicator consists of five circular nodes connected by a horizontal line. The first node is highlighted in red and labeled 'Patient'. The other nodes are labeled 'Speciality', 'Details', 'Confirm details', and 'Provider pairing'. To the right of the progress indicator, the text 'Your location: [Prince Edward Island](#)' is displayed.

The screen is titled 'Who is this visit for?'. It features two selectable options. The first option is a teal square with a white circle containing the letter 'I' and a redacted name below it. The second option is a white square with a grey circle containing a person icon and the text 'Someone else in my care' below it. A question mark is located in the bottom right corner of the second option.