



Frequently asked questions

What's Maple?

Maple is a technology platform providing timely and convenient access to Canadian-licensed general practitioners. It allows patients to connect directly with doctors and specialists for medical care in minutes from their smartphone, tablet, or computer. Providers are available within minutes, 24/7, on weekdays, weekends, and holidays.

How do I access Maple?

Go to getmaple.ca/msh. Once you visit the provided link, enter your member policy number in the required field and click "Create your account". If you already have a Maple account, you can link your account to your MSH coverage by pressing "sign in" on the top right of the screen.

What are the details of my coverage?

Maple is a benefit that allows you to virtually consult general practitioners. Through your iMED coverage, you get access to unlimited general practitioner visits.

To confirm eligibility of further medical services for your condition, and to get help for how to submit claims to iMED insurance, contact MSH Assistance at 1-800-808-2694 (open 24/7), or mshassistance@mshassistance.com.

Do Maple doctors speak my language?

Maple is available in both English and French. You can easily switch languages in your settings.

Who are the doctors on Maple?

Doctors on Maple are Canadian-licensed practitioners who practice family or emergency medicine in Canada. Each physician has gone through a comprehensive screening and onboarding process which includes a proprietary virtual care training program.

What can doctors diagnose and treat?

Doctors can safely and accurately diagnose the majority of common illnesses without a hands-on examination, including: cold and flu symptoms, infections, chronic conditions, skin problems, sexual health concerns, mental health issues, and more.

Can I get prescriptions or a lab requisition?

Yes, at the discretion of your treating physician. If you receive a prescription, you'll have the option to pick it up at any pharmacy in Canada or have it delivered to your door. If you receive a lab or imaging requisition, it should be printed and taken to a lab or imaging centre near you. Results will be uploaded to your virtual medical record.



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Is there a limit to what doctors can do?

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 on Maple.

Does Maple replace my doctor back home?

Maple is not intended to replace the care of your primary care doctor back home. Maple can be helpful for those who do not have a local primary care doctor or who cannot reach their doctor back home when urgent primary care issues arise.

Can I request a specific doctor?

No. Maple selects the next available physician to start your consultation as quickly as possible.

Is my health information private?

Absolutely. Your personal health information is completely private. When you use our services, your session is protected by a comprehensive security infrastructure and stringent data policies. You also always retain complete control of your personal health information. Check out our [Privacy Policy](#) for a more in-depth description.

Is virtual care safe for patients?

Yes. 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'll ask you to go to a clinic or a hospital in person instead.

Can I use Maple while traveling outside of my province of residence?

Yes. You will have to enter your current location in the consultation request so that you're receiving care suited to each province's care guidelines.

Can I use Maple while traveling outside of Canada?

When you are traveling to the U.S. or internationally, you can access Canadian doctors via Maple for medical advice only (since international pharmacies do not accept prescriptions from non-local doctors).