

Frequently asked questions



What's Maple?

Maple is a healthcare platform for fast, convenient access to Canadian general practitioners. Simply tap a button to request a consultation and connect with a general practitioner via text message, audio, or video in minutes. General practitioners can provide medical advice and issue digital prescriptions, lab requisitions*, diagnostic imaging requests, and more.

How do I access Maple?

Maple is available via the mobile application or through any modern web browser. To register, visit getmaple.ca/arta and enter your ARTA Member ID. If you already have an existing Maple account, link your coverage by pressing "Sign in" on the top right of the screen.

What are the details of my coverage?

You get access to unlimited general practitioner visits for you and your eligible dependents. To add eligible dependents to your account, add their details to the "patients" tab.

Who are the general practitioners on Maple?

Providers on Maple are Canadian-licensed general practitioners who practice family or emergency medicine in Canada. Providers on our platform are hand-picked and represent the same doctors you might see in person.

What can general practitioners treat?

We can treat many conditions online. Nine out of every ten Maple patients get their issue fully resolved in a matter of minutes. This includes cold / flu symptoms, common infections, chronic conditions, skin problems, prescription renewals, sexual health concerns, mental health issues, and more.

Can I get prescriptions, lab requisitions or specialist referrals?

Yes, at the discretion of the general practitioner. For prescriptions, you'll have the option to pick it up at any pharmacy in Canada or have it delivered to your door for free. If you receive a lab or imaging requisition, it should be printed and taken to a lab or imaging centre. Results will be uploaded to your virtual medical record. Follow-ups can take place virtually or with your family physician. Specialist referrals will require your provincial health information. Our team will coordinate matching you to an in-person specialist.

Frequently asked questions (continued)

Is there a limit to what general practitioners can do?

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

Does Maple replace my family physician?

Maple is not intended to replace the care of a family physician. Maple can be helpful for those that do not have a family physician. For those that do, we provide a way to manage urgent primary care issues that arise when you cannot get in to see your family doctor.

Can I request a specific general practitioner?

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

Is my health information private?

Yes, 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?

Think of Maple as the connecting platform between you and general practitioners. Just like an in-person visit, the provider is responsible for assessing your situation, understanding your medical history, asking you questions about your symptoms, and providing treatment accordingly. If the provider is not able to help on Maple, they'll ask you to visit your family doctor or go to a clinic or a hospital in person instead.

Does Maple offer access to specialists?

Virtual specialist visits on Maple (e.g. with a dermatologist, mental health therapist, etc.) are an out-of-pocket expense. However, these may be reimbursable through your extended health benefits.



For support, you can speak with our team via live chat on the Maple app or website in the bottom right corner at getmaple.ca/arta