



Frequently Asked Questions about LifeWorks Telemedicine



What is LifeWorks Telemedicine?

LifeWorks Telemedicine connects you and your family to licensed general practitioners in Canada via audio, video, or instant messaging on a virtual platform.

What can I use LifeWorks Telemedicine for?

The team of doctors and nurse practitioners you can connect with using LifeWorks Telemedicine can help you and your family avoid a trip to the doctor's office when you need convenient access to:

- Medical diagnosis
- Prescriptions and requisitions
- Specialist referrals
- Mental health support
- Chronic illness management and prevention
- Health coaching and advice
- Navigating the Canadian healthcare system

How does LifeWorks Telemedicine work?

Once connected, a general practitioner will evaluate your symptoms and make appropriate recommendations. They can diagnose and treat, order necessary lab work and diagnostic imaging, prescribe medication and even make a specialist referral when medically necessary.

What if LifeWorks Telemedicine cannot resolve my concern?

If a diagnosis cannot be made, the practitioner you connect with can refer you to your family doctor or another healthcare provider for non-urgent concerns. For more urgent issues, the practitioner will guide you to an urgent care centre or the nearest hospital.

Does LifeWorks Telemedicine replace my family doctor?

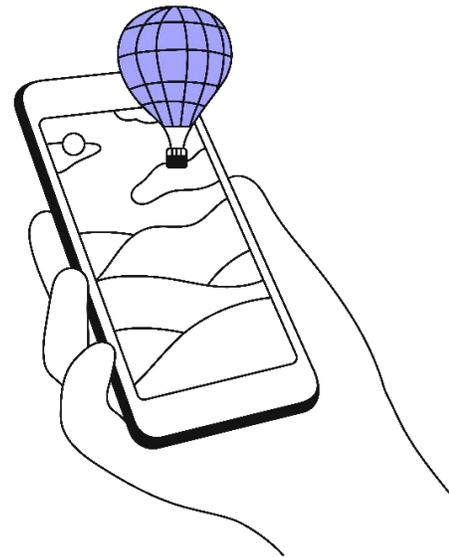
LifeWorks Telemedicine is not intended to replace the care of a family physician. LifeWorks Telemedicine can be helpful for those that do not have a family physician. For those that do, LifeWorks Telemedicine helps you connect with another physician when you cannot get in to see your family doctor.

Can you order diagnostic tests and receive results?

When medically appropriate, the physician you connect with can order diagnostic tests such as x-rays or ultrasounds to confirm a diagnosis or follow up on an issue/abnormality. The practitioner will send you the requisition within your consultation, which you can print and take to any non-hospital imaging centre for completion.

Can you make medical referrals to a specialist?

Yes, at the discretion of the treating provider. General practitioners can refer patients to specialists in the community. After your consultation, you will be subsequently notified of the specialist you were referred to and can proceed with the specialist visit in their local community. Post-visit, all results from the specialist referral are then uploaded to your virtual record on LifeWorks Telemedicine.



Can LifeWorks Telemedicine provide me with a sick note?

When medically appropriate and the condition can be evaluated virtually, the practitioner you connect with on LifeWorks Telemedicine can issue sick notes. General practitioners can't provide sick notes for an illness that occurred in the distant past (i.e. more than a week ago) and sick notes for extended absences cannot be provided either.

Can I use LifeWorks Telemedicine to complete disability forms?

LifeWorks Telemedicine does not complete disability forms.

Can I use LifeWorks Telemedicine when I'm out of the country?

You can access LifeWorks Telemedicine from anywhere with a stable internet connection. General practitioners are licensed in Canada and will be limited to only medical advice and guidance while you are abroad.

Using the LifeWorks Telemedicine platform

How do I register?

Once your employer has launched the service, you should receive a registration email from LifeWorks Telemedicine within a few days. The email will be sent to you from: hello@getmaple.ca. Click on **Create your account**.

You can also go directly to the [Telemedicine website](#) to get started. You'll be asked to confirm your Employee Number and Last Name to register for LifeWorks Telemedicine.

You will then be able to:

- Create a password (to log in to your account)
- Agree to the terms and conditions
- Enter your profile details
- Invite dependents over the age of 14 who will also use the tool (provide their full name and email)

If you need help, you can email us at lifeworks@getmaple.ca

I am having trouble registering, what do I do?

For assistance, please email us lifeworks@getmaple.ca

What do I need to register?

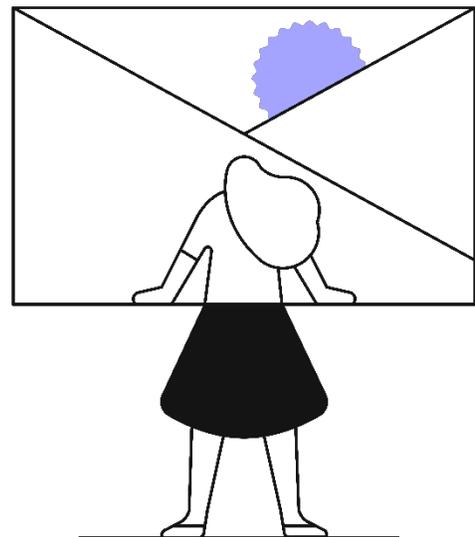
The Telemedicine platform needs some brief personal information to complete your registration (i.e. name, email, province of residence, date of birth, etc.).

How long does registration take?

The registration process generally takes between 1 to 2 minutes to complete.

I've noticed that the email sent to me to register for LifeWorks Telemedicine comes from a Maple email address. It also asks me to download the Maple mobile app. Is this part of LifeWorks Telemedicine?

Lifeworks Telemedicine uses Maple's secure virtual care platform to connect you and your eligible dependents to Canadian-licensed general practitioners. Partnering with a trusted virtual care platform provider like Maple is an efficient and effective way to ensure you and your eligible dependents can enjoy all the enhanced features of LifeWorks Telemedicine safely and conveniently, right now. You may notice Maple mentioned in a few places



during your experience - including system-generated emails about your consultations. Feel free to reach out with any questions to lifeworks@getmaple.ca.

How do I access Telemedicine once I am registered?

The easiest way to access Telemedicine is through the LifeWorks platform or mobile app. This is a great tool that provides a wide variety of resources for you and your dependent family members, that is confidential for you, just like calling the EAP line is!

Once you have registered on both services, you can access LifeWorks Telemedicine via the Support and Resources page (or under Life in the LifeWorks App), just look for LifeWorks Telemedicine! Please note, if you access from the LifeWorks app that you may be prompted to download or access the Telemedicine app. You can also go directly to the [Telemedicine website](#) and click on **Sign in** in the top right-hand corner. From there, look for **Already set up your account with LifeWorks Telemedicine coverage? Click here to sign in.** You will then sign in with your email address associated with your LifeWorks Telemedicine account and the password you set up during registration. If you experience any issues, please contact lifeworks@getmaple.ca.

What internet browser is recommended to complete my registration?

LifeWorks Telemedicine is available through all modern internet browsers, such as Chrome, Firefox, Safari, Microsoft Edge and Internet Explorer. In addition, you can download the Maple mobile app in the Apple App Store or Google Play.

How do I book an appointment?

First, you must complete your registration. Then, simply log in to your account and click **Get care**. You will be asked to select from a list of symptoms and provide a brief description explaining the reason for your appointment. You will then be auto-located based on your province, and matched with a general practitioner within minutes. Every consultation will begin in text, and it is up to you, the patient, whether or not you would like to move the conversation to audio or video chat.

Is there a maximum number of times that my eligible dependents or I can use this service?

No, there is no limit to the number of times you or your eligible dependents use the service. It is unlimited at no cost to you.

When is LifeWorks Telemedicine available?

LifeWorks Telemedicine is available 24/7/365 (note if you are in an emergency situation, call 911).

Where is LifeWorks Telemedicine available?

LifeWorks Telemedicine is available in all provinces and territories in Canada. It is also available to you while travelling abroad for medical advice and guidance.

How long does a visit typically take?

A consultation typically takes 10-15 minutes, however there is no time limit.

How do I add family members?

If your dependent is under the age of 14, add their details to your “patient profiles” tab – you can then access care on their behalf within your account and this includes the authority to view health records for this patient. For dependents 14+, go to your “coverage” tab and send them an email invitation to create their own account.

Our medical team

What are general practitioners?

The general practitioners that you can connect with using LifeWorks Telemedicine all practice family and emergency medicine in Canada. Each physician and nurse practitioner is passionate about delivering outstanding healthcare and serving the community in new and innovative ways.

What conditions can general practitioners diagnose and treat?

General practitioners that you can connect with using LifeWorks Telemedicine can treat many conditions online. 9 out of every 10 patients on LifeWorks Telemedicine get their issue fully resolved in a matter of minutes. This includes but is not limited to: abrasions, acne, allergies, bacterial vaginosis, bites and stings, body aches, bronchitis, bruises, cough, dehydration, diarrhea, earaches, erectile dysfunction, fever, flu, frostbite, headaches and migraines, hives, insomnia, itchy eyes, lice, medication refills, mild lacerations, nasal congestion, nausea, pinkeye, respiratory infections, sexually transmitted infections, sinus infections, skin infections, sore throats, sprains and strains, travel medications, urinary tract infections, vomiting, yeast infections, and more.

Is there a limit to what general practitioners can do?

LifeWorks Telemedicine is not intended for medical emergencies. If patients believe they are experiencing an emergency, they should call 911 or visit their nearest emergency room. If they require narcotics or controlled medications, physicians cannot legally prescribe these virtually.

How do I order and receive prescriptions?

If a general practitioner issues you a prescription during your consultation, your prescription can be faxed to your local pharmacy of choice where you may pick it up at your earliest convenience, or you can access free delivery within 1-2 business days.

Data and privacy

What are the privacy legislation and standards that LifeWorks Telemedicine follows?

We recognize the importance of safeguarding personal information. Because LifeWorks Telemedicine stores health information we have strict guidelines we must adhere to, in accordance with Canadian privacy laws. When employees use our services, LifeWorks Telemedicine protects health data with a comprehensive security infrastructure and stringent data policies to ensure it stays private and secure. We are SOC 2 compliant and adhere to ISO 27001:2013 standard, NIST Special Publication (SP) 800 series and AICPA Trust Service Principles.

- Each consultation is completely private and safe, and always delivered by a Canadian-licensed general practitioner who is required to maintain confidentiality, just as they would in their office. Only the treating physician can view the information. All data is encrypted in transit and at rest. Employees always have full control and ownership over their personal health information, and only they decide how they want to share it.

How do my personal health records work?

LifeWorks Telemedicine provides a comprehensive virtual health record, which allows employees to store, share and transport their healthcare data with them, directly on their smartphone. Employees can build their 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 their interactions with a provider on LifeWorks Telemedicine. Employees can also digitally share any treatment records from within the LifeWorks Telemedicine platform directly with their primary care provider and to their broader circle of care by digital fax.

Will my employer receive any information from LifeWorks Telemedicine?

In accordance with privacy regulations, we will never share any personally identifiable information with your employer.