

Telemedicine Frequently Asked Questions



What is Maple?

TuGo Elite Student Protection Telemedicine, for International Students, is powered by Maple; a technology platform providing timely and convenient access to Canadian licensed General Practitioners. It allows patients to connect directly with doctors and nurse practitioners for medical care within minutes from their smartphone, tablet, or computer. Providers are available 24/7/365, including weekdays, weekends, and holidays.



How do I access Maple?

Go to getmaple.ca/tugo. Once there, enter your TuGo policy details and click “Create your account.” If you already have a Maple account, you can link your account to your TuGo coverage by pressing “sign in” on the top right of the screen. After registering via web, you can download the Maple app, or continue to access via web.



What can doctors diagnose and treat?

Doctors can safely and accurately diagnose the majority of common medical issues without a hands on examination including: cold and flu symptoms, infections, skin problems, mental health issues, and more. However, not every health concern can be treated virtually, for a variety of reasons. Multiple doctors will review your request and determine if it’s appropriate for virtual care.



Can I have more than one online visit?

Yes, the policy includes unlimited virtual consultations and covers up to 5 follow up visits if medically necessary, within 14 days of the initial online visit.



Can I get prescriptions or requisitions?

Yes, at the discretion of your treating physician. If you receive a prescription, you’ll have the choice to pick it up at a local pharmacy 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. Follow ups can take place virtually or with your family physician. Prescriptions and tests are only covered for medical emergencies.



How quickly should I go for lab work?

Since this policy is for medical emergencies, lab work or diagnostic tests need to be done within one business day of the online visit, to be covered. If lab work or diagnostic tests are needed, you’ll need to complete a claims form and email it to one of your Elite Student Protection account managers:

megan@elitestudentprotection.com

james@elitestudentprotection.com



How do I pay for my prescriptions?

You’ll need to pay the pharmacy at the time of purchase. Official prescription pharmacy receipts are required; this must include doctor’s name, medication name and dosage.

Email one of your Elite Student Protection account managers and include the student’s policy number and attach all receipts.

megan@elitestudentprotection.com

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Is there a limit to what doctors can do?

Yes, TuGo Elite Student Protection Telemedicine powered by Maple isn't intended for life threatening medical emergencies. If you believe you're experiencing a life threatening medical emergency, please call 911 or proceed to your nearest emergency room. If you require narcotics or controlled medications, Maple's physicians can't prescribe them virtually.



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

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



Can I use Maple while travelling outside of Canada?

No, TuGo Elite Student Protection Telemedicine powered by Maple is only available within Canada.



Who are the doctors on Maple?

Doctors on Maple are Canadian licensed physicians 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.



Can I request a specific doctor?

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



Do Maple doctors speak my language?

TuGo Elite Student Protection Telemedicine powered by Maple is available in both English and French. You can easily switch languages in your settings.



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 don't have a local primary care doctor or who can't reach their doctor back home when urgent primary care issues arise.



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 instead.



Is my health information private?

Absolutely. Your personal health information is completely private. When you use TuGo Elite Student Protection Telemedicine powered by Maple, your session is protected by a comprehensive security infrastructure and stringent data policies. You also always retain complete control of your personal health information. Review [Maple's Privacy Policy](#) for more information.