



# TELEMEDICINE

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A STEP-BY-STEP GUIDE TO USING, UNDERSTANDING, AND CONNECTING YOUR STUDENTS WITH THE TELEMEDICINE SERVICE.

# WHAT IS TELEMEDICINE

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- Telemedicine allows for students to connect to a network of Canadian-based, licensed doctors for non-emergent support and care, through talk, text, or video consultations.
  - Note: not every health concern can be treated virtually in some cases the doctors may suggest/require an in-person examination
  - If it is a severe medical emergency always call 911



# WHAT IS TELEMEDICINE COVER?

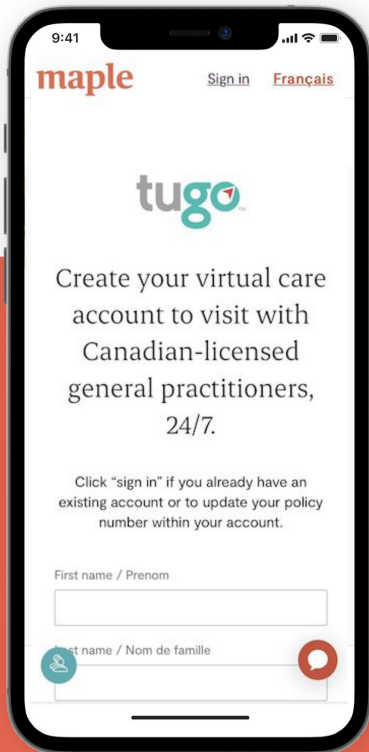
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- Telemedicine can be used for:
  - Minor illnesses
  - Minor injuries
  - Gastrointestinal issues
  - Sexual health issues
  - Urinary Infections
  - Ear/eye/nose/throat issues
  - Requisitions & prescriptions

# CONNECT WITH A DOCTOR AT THE CLICK OF A BUTTON

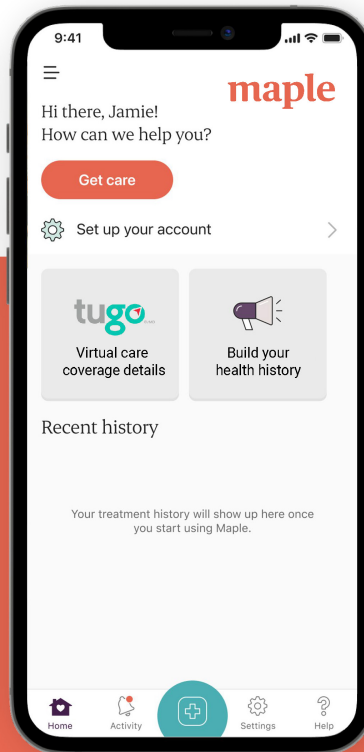
1

Go to [getmaple.ca/tugo](https://getmaple.ca/tugo) and enter the required fields



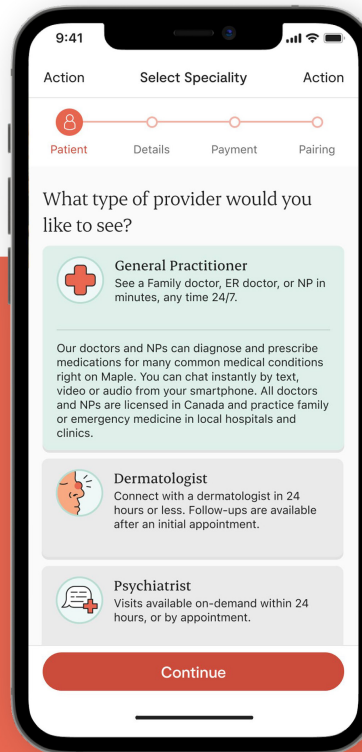
2

After logging in to your Maple account, click "Get care"



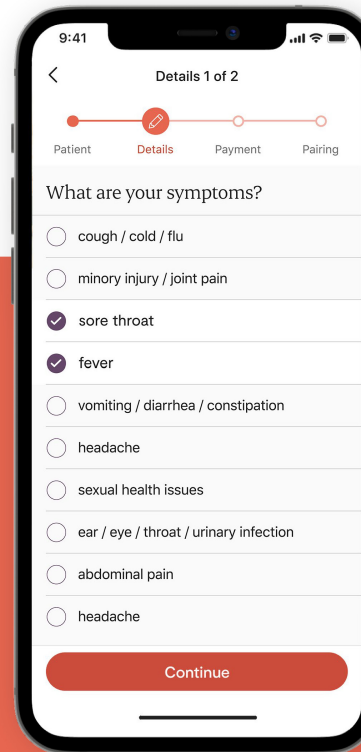
3

Select general practitioner



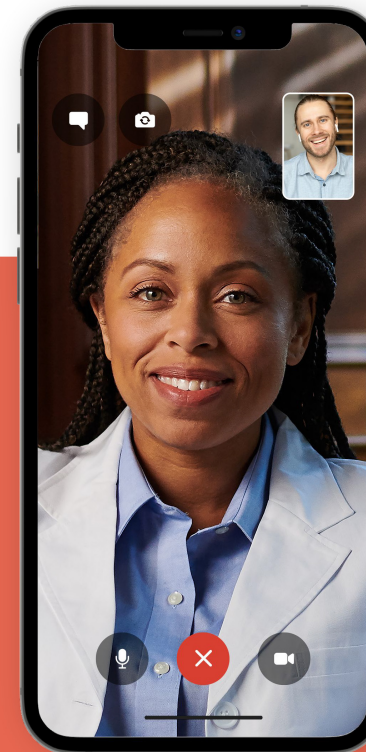
4

Select your symptoms or reason for visit



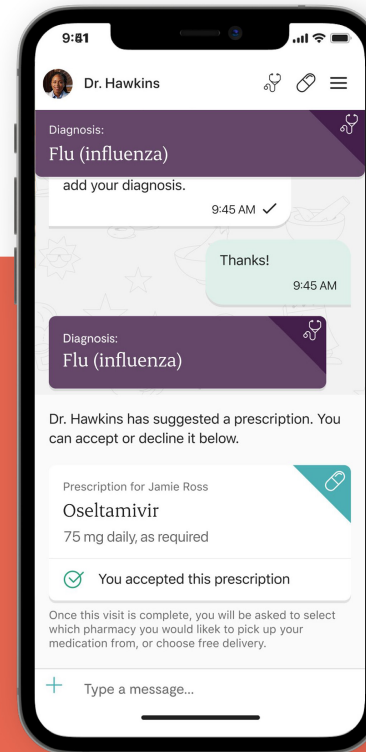
5

Connect virtually via instant message, audio or video



6

Get medical advice, prescriptions, and more





# CREATING A TELEMEDICINE ACCOUNT



Create your virtual care account to visit with Canadian-licensed general practitioners, 24/7.

Click "sign in" if you already have an existing account or to update the policy number associated with your account.

First name / Prénom \*

Last name / Nom de famille \*

TuGo policy number / Numéro de police TuGo \*

Date of birth / Date de naissance \*

Month	Day	Year
month ▾	day ▾	year ▾

Enter all information as it appears on your TuGo policy / declaration

☒ This information belongs to me

Continue

- STEP 1: Visit: [getmaple.ca/tugo](https://getmaple.ca/tugo)
- STEP 2: Create an account for the student requiring Telemedicine
- STEP 3: Enter the student's first and last name as they appear on the policy
- STEP 4: Enter their policy number, these are listed in the [Enrolment Document](#) under **column K** and are formatted SCG6XXXXXXXX.
- STEP 5: Enter the date of birth
- STEP 6: Click **Continue**

Create your account to see a doctor any time, 24/7.

### Account info

Legal first name

Legal last name

[Add preferred first name \(optional\)](#) ▾

Email

Password

### Profile

Date of birth (MM/DD/YYYY)

Sex assigned at birth

[Add gender information \(optional\)](#) ▾

Residence

Phone number

☒ Mobile ☐ Landline

[Have a promo code?](#) ▾

☐ I want to receive trusted health tips and information from Maple (optional).

☐ \*I certify that I am at least 18 years old, and I agree to both Maple's Terms of Use and Privacy Policy.

View Maple's [Terms of Use](#) and [Privacy Policy](#).

# CREATING A MAPLE ACCOUNT

- STEP 1: Once through the coverage confirmation page the administrator will have to create a Maple account on behalf of the student
- STEP 2: Enter the student's legal first and last name
  - This is needed for prescriptions, requisitions, and general assessments
- STEP 4: Enter an email & phone number to associate with the account
  - This can be changed in the Maple Account Settings
- STEP 5: Enter the date of birth and sex of the student
- STEP 6: Click **Create Your Account**



# VERIFY THE ACCOUNT

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## One last thing to do: verify your email

Join our community! More than a million Canadians trust and rely on Maple for fast access to providers and specialists.

We have just sent an email to  
james@elitestudentprotection.com.  
Please open the email from Maple and click the link to  
confirm this address.

[Resend confirmation email](#)

[Edit email address](#) ▼



## Final step: Verify your phone number

We sent a verification code to (819) 446-1969. ?  
To complete your registration, enter it below so we know  
you're a real person.

Verification code (Enter 6-digit code)

Submit

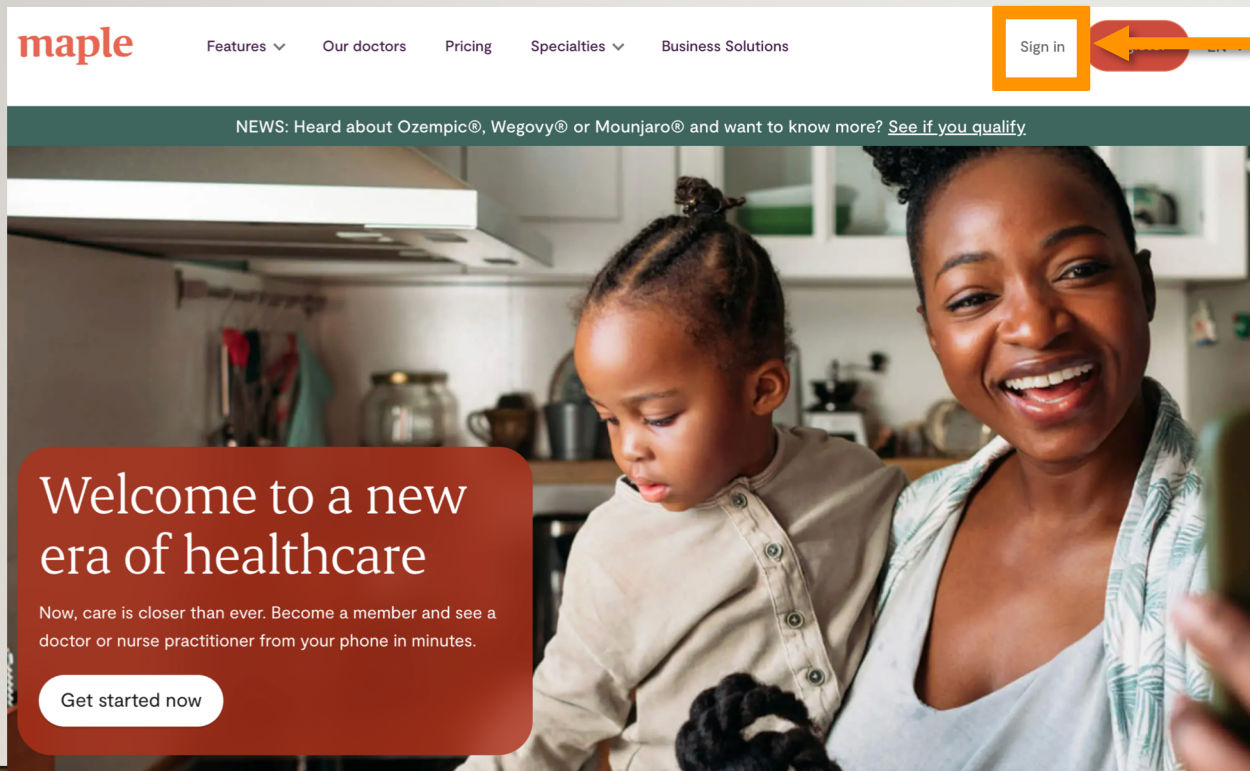
[Resend verification code](#)

[Edit phone number](#) ▼



# HOW DO I ACCESS TELEMEDICINE CARE?

- STEP 1: VISIT <https://www.getmaple.ca/>



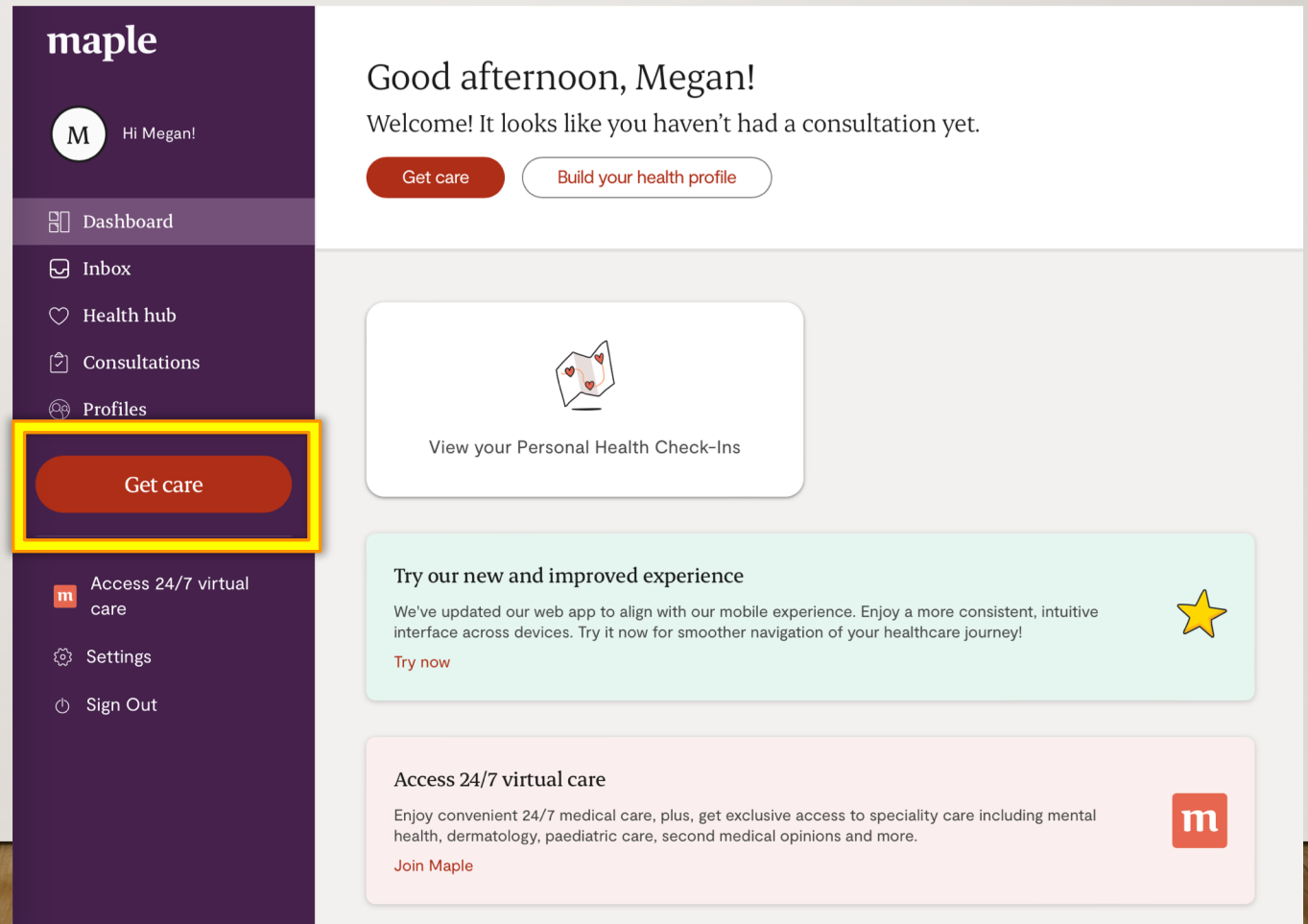
- STEP 2: Sign in to your account

A screenshot of the 'Sign in' form on the Maple website. The form is titled 'Sign in' and includes an SSL icon. It has two input fields: 'Email' with the placeholder 'youremail@example.com' and 'Password'. A 'Forgot?' link is next to the password field. Below the fields is a red 'Sign in' button. At the bottom, there is a 'Remember me' checkbox and a link that says 'Don't have an account? Register.' An orange arrow points from the 'Sign in' button on the website to this 'Sign in' button.



# HOW DO I ACCESS TELEMEDICINE?

- STEP 3: Once signed in click **Get Care**



# HOW DO I ACCESS TELEMEDICINE?

**maple**

PatientSpecialityDetailsConfirm detailsProvider pairing

Your location: Ontario

We could not automatically locate you

In order to submit your request we require confirmation of your current location and language preference.

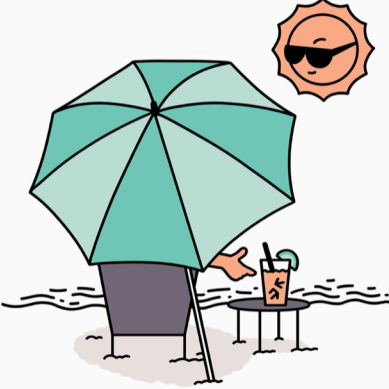
You're currently located in\*

Ontario

A provider will speak to you in

English

Changing this will also update the app's interface language.



Back to dashboard

Continue

- STEP 4: Confirm the location as the current province the student is residing in and then click **Continue**



# HOW DO I ACCESS TELEMEDICINE?

maple



Patient



Speciality



Details



Confirm details



Provider pairing

Your location: [Ontario](#)

## Who is this visit for?

You can talk to the provider on behalf of someone in your care, as long as you are their legal guardian or you have power of attorney over their medical decisions.



Megan Smith  
Self

+ Someone else in my care

[Back to dashboard](#)

[Continue to Speciality](#)

- STEP 5: Confirm the student requesting council
  - The system will default to the profile associated with the account used to sign in
- STEP 6: Click **Continue to Specialty**

# HOW DO I ACCESS TELEMEDICINE?

The screenshot shows a telemedicine selection interface. At the top, a progress bar with five steps is displayed: Patient, Speciality, Details, Confirm details, and Provider pairing. The 'Speciality' step is currently active, indicated by a red circle with a pulse line. To the right of the progress bar, it says 'Your location: [Ontario](#)'. Below the progress bar, the question 'What type of provider would you like to see?' is asked. A single option is visible: 'General Practitioner' with a red cross icon. Below this option, the price is listed as 'CA\$0 Was: ~~CA\$69~~'. An orange arrow points from the right towards the 'General Practitioner' option. At the bottom of the interface, there are two buttons: 'Previous' and 'Continue to Details'. The 'Continue to Details' button is highlighted with a yellow border. To the right of the 'Continue to Details' button is a red circular icon with a white speech bubble.

Progress bar steps: Patient, Speciality, Details, Confirm details, Provider pairing

Your location: [Ontario](#)

What type of provider would you like to see?

General Practitioner  
CA\$0 Was: ~~CA\$69~~

Buttons: Previous, Continue to Details

- STEP 7: Select **General Practitioner**
- STEP 8: Click **Continue to Details**



# HOW DO I ACCESS TELEMEDICINE?

- STEP 9: Here you will identify the reason for the consultation.
  - Select all the applicable symptoms/conditions the student is exhibiting from the options
  - Identify if a prescription is needed
    - If unsure, leave it unchecked and the doctor can determine if one is needed during the consultation
  - Scroll down the page to find the details section. Here you will be required to describe the student's condition, symptoms, severity, etc. in further detail (a minimum of 25 characters is required)
- STEP 10: Check **agree** and then click **Continue**

**General Practitioner**

Patient    Speciality    **Details**    Confirm details    Provider pairing

### What are the reasons for your visit?

Each request is carefully reviewed by our general practitioners. Be sure to include as much information as you can. The GP will determine if your concern can be treated virtually, and if not, you will be notified to seek care in person.

How can we help today?  
Choose at least one option.

<input type="checkbox"/> eye / throat infection	<input type="checkbox"/> urinary infection
<input type="checkbox"/> cold / flu	<input type="checkbox"/> skin problem
<input type="checkbox"/> sexual health issues	<input type="checkbox"/> headache
<input type="checkbox"/> anxiety / depression	<input type="checkbox"/> minor injury / joint pain
<input type="checkbox"/> diarrhea / constipation	<input type="checkbox"/> abdominal pain
<input type="checkbox"/> allergies / allergic reaction	<input type="checkbox"/> back pain
<input type="checkbox"/> ear discharge	<input type="checkbox"/> no symptoms
<input type="checkbox"/> other	

### Do you need a prescription?

Included with the consultation, if needed.

☐ I need a prescription

### What details can you tell us?\*

For example, write down how severe your symptoms are and how long they've lasted for. The more you tell us, the better care we can provide you.

A minimum of 25 characters is required.

1024 characters left

☐ I agree to use [Virtual Care](#)

Previous

Continue



Your location: [Ontario](#)

General Practitioner



## Thanks for providing the details

Click the 'Continue to Provider Pairing' button to submit your request.

### Consultation details

Patient

Megan Smith

Location

Ontario

Language preference

English

Service

General Practitioner

When

As soon as possible

Symptoms

headache

Details

I feel a build up of pressure behind my eyes and at the back of my head. I am also experiencing neck pain.

Previous

Continue to Provider Pairing

# HOW DO I ACCESS TELEMEDICINE?

- STEP 11: Review the consultation details you provided
  - Click **Previous** if you need to make any adjustments
- STEP 12: Click **Continue to Provider Pairing**



# WAITING FOR YOUR CONSULTATION

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- Your request for a consultation has been submitted and will now wait for a doctor to connect
  - You may cancel the request at any time while waiting by clicking **Cancel Request**
- Please note: a government-issued ID will be required to verify the identity of the student


maple



We've sent your request to our network of providers for review.

You can close this screen if you'd like. We'll notify you as soon as there's an update.

 Your identity needs to be verified. Please upload a picture of your government-issued ID to prepare for your consultation.

 Typical response times range from 10 to 40 minutes. Our providers are working hard to review every request and deliver the most timely care possible for thousands of patients each day.

**Cancel request**

# WAITING FOR YOUR CONSULTATION

- On the right-hand side of the request screen you can create the health profile for the student
  - This can be done on the main dashboard or while you are waiting for the consultation
- Add all applicable details and then click **Save Health Profile**

## Megan's health profile

We want to understand your medical history and important health details. Make sure you update your health profile with your latest health information to receive the best possible health Check-Ins and care from our care providers.

Megan Smith, 20 years old, Female

[No health card](#)

Edit

## Basic health metrics

### Vitals

Height (feet + inches)

Feet

Inches

Weight (lbs)

### Medical History

Do you have any known allergies?

If yes, please specify any known allergies you have that a doctor should know about.

Examples: Pollen, Peanuts, Seafood, Shellfish

☐ Yes

☐ No

## Other Health Information

Do you currently have a family doctor?

☐ Yes

☐ No

☐ Yes, but I am looking for a new one

When was your last physical exam with a General Practitioner?

If you are unsure about the exact date, please select an approximate date.

Are you aware of any medical conditions in your family history?

Only include medical conditions from your immediate family member such as your mother, father, or siblings.

☐ Yes

☐ No

Do you currently take any over-the-counter supplements?

☐ Yes

☐ No

## Assessments

+ Add an assessment

## Medical Tests

+ Add a test

Save health profile



# WAITING FOR YOUR CONSULTATION

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- You may also add a maximum of 2 additional guests to the consultation (e.g. faculty, family members, etc.)
  - To do so click **Manage Guests**
- Upload photos or videos (if applicable) to assist during the consultation

## Guest access (optional)

Invite up to 2 guests to join this consultation. Guests will only be able to participate in video calls.

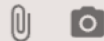
[Manage guests](#)

## Upload photos, videos or files (optional)

Have a file that will help with this visit?

Example: a photo of your skin condition or a video of your cough

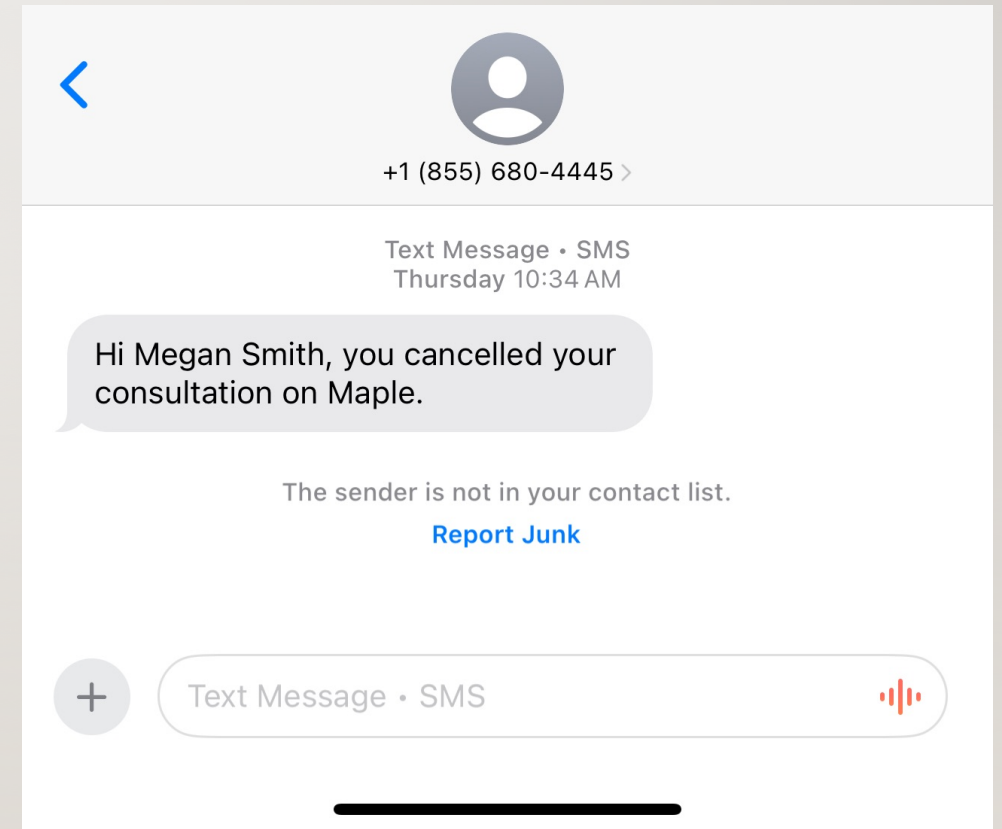
Please have your ID ready. The provider will need to verify your identity during the consultation.



# THE CONSULTATION

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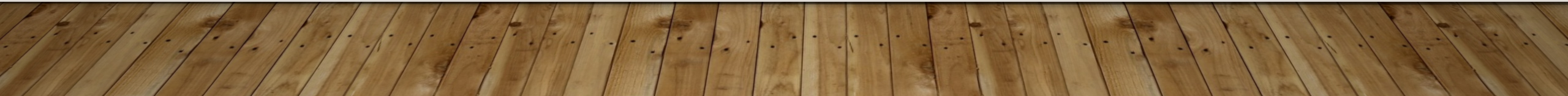
- Upon connecting with a doctor you will receive a text from a **1-855** phone number
  - Note: You will also receive texts regarding consultation status (e.g. confirmation, cancellation of the request, and pairing)
- Following the text the doctor will call the phone number listed on the account to begin the consultation





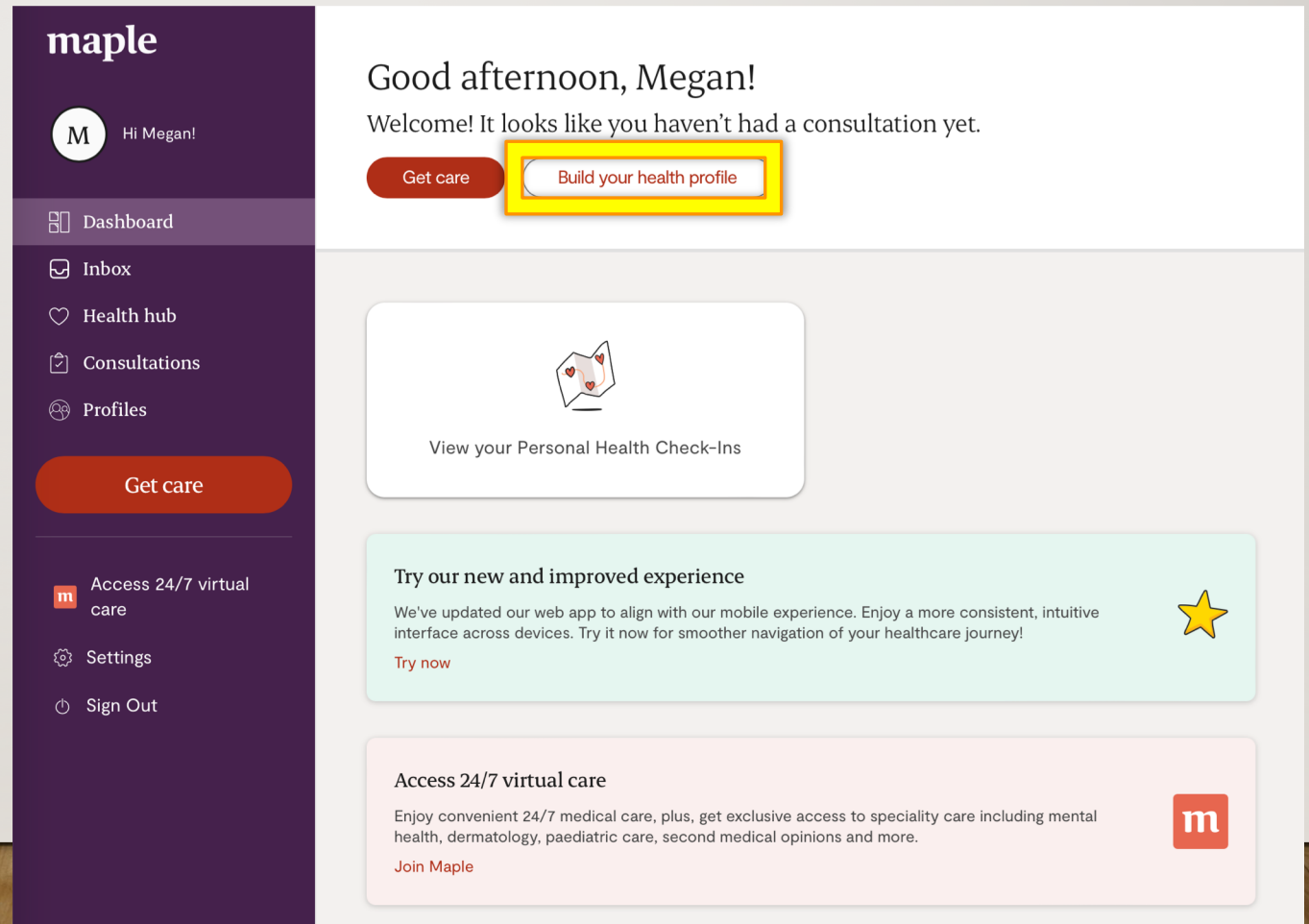
# NAVIGATING THE MAPLE DASHBOARD

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# CREATING A HEALTH PROFILE IN PREPARATION FOR A CONSULTATION


- Before your first consultation you will be prompted to set up your health profile, click **Build Your Health Profile**
  - Health profile details can also be added while waiting for the consultation
- *Please note, this button will only appear here the first time you log in*





# TUGO SUPPORT

- Here you can
  - Review relevant Q&A's
  - Access the myTugo portal
  - Access the contact information for TuGo



M

Hi Megan!

Dashboard

TuGo Support

Inbox

Health hub

Consultations

Profiles

Get care

Coverage

Settings

Sign Out

## We're here to help!

**Welcome to TuGo Telemedicine powered by Maple!**  
We connect you to Canadian-licensed general practitioners online. Click "Get care" for medical advice, and treatment, within minutes 24/7/365.

[In a serious medical emergency situation?](#)

If you believe you're experiencing a serious medical emergency, please call 911 or proceed to your nearest emergency room.

[I received a prescription; what do I do?](#)

If you receive a prescription, you can pick it up at a local pharmacy or have it delivered to your door. Prescriptions are only covered for medical emergencies. You'll need to pay the pharmacy at the time of purchase. Official prescription pharmacy receipts are required. Email receipts to [maplescanning@tugo.com](mailto:maplescanning@tugo.com) or fax to 604-276-4593, including your TuGo policy number.

[How do lab requisitions work?](#)

If you receive a lab or imaging requisition, it should be printed and taken to a lab or imaging centre near you. Since this policy is for medical emergencies, lab work or diagnostic tests must be done within 1 business day of the online visit, to be covered. If lab work or diagnostic tests are needed, you'll need to complete a Claims at TuGo claim form. Download a claim form from [tugo.com/en/claims/how-to-make-claim/](https://tugo.com/en/claims/how-to-make-claim/), email [claims@tugo.com](mailto:claims@tugo.com) or call 1-800-663-0399. Lab results will be uploaded to your virtual medical record on Maple.

[myTugo Portal](#)

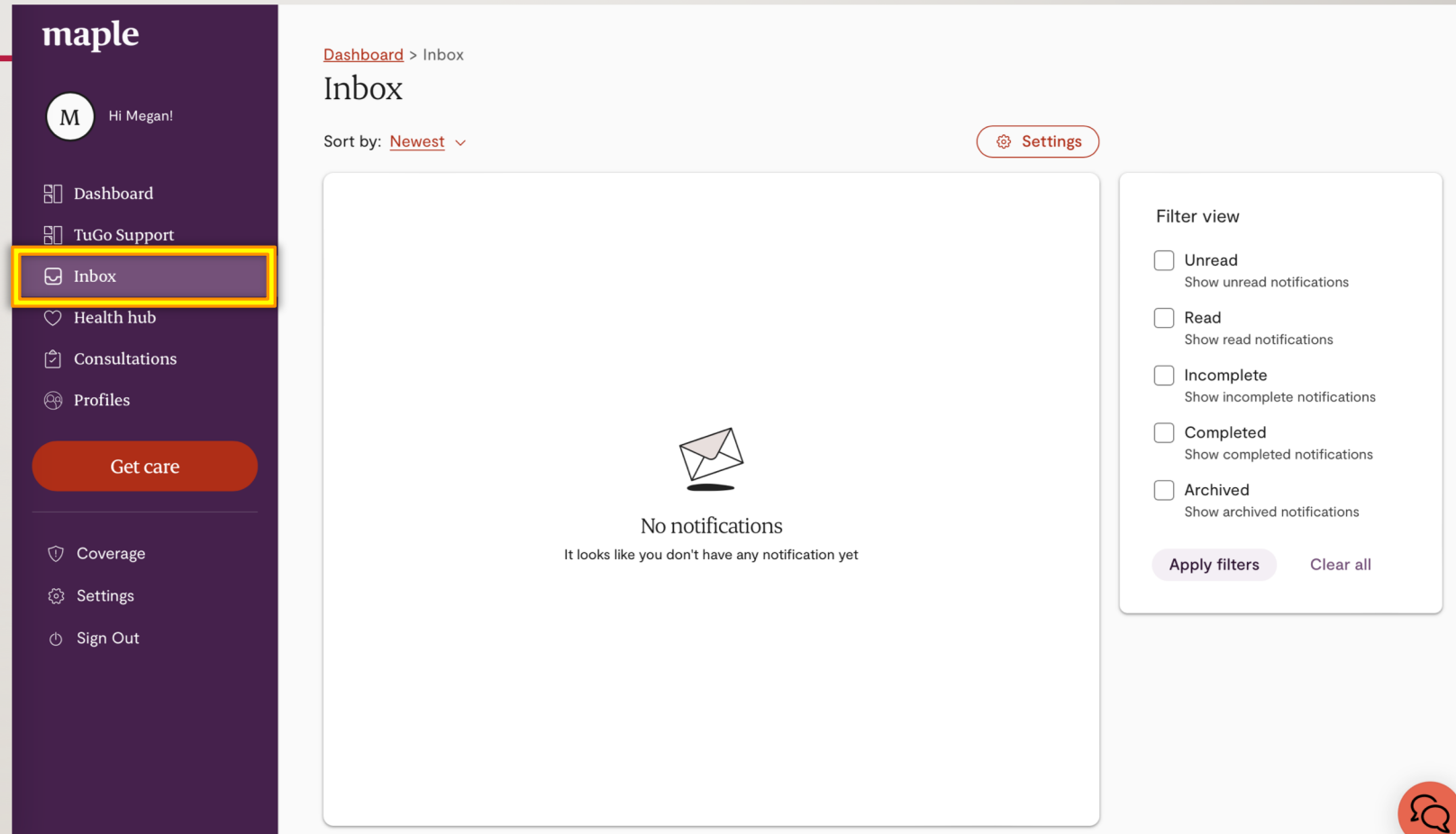
Access your myTuGo portal here.

[General questions?](#)

Check out our FAQs [here](#).  
Or, call TuGo anytime, from anywhere:  
♦ From Canada and USA: 1-800-663-0399

# INBOX

- Here you will receive any relevant notifications pertaining to the patient consultation





# HEALTH HUB

- Here you can create, adjust, and review the patient's health profile
- To do so click  
**Manage Health Profile**

The screenshot displays the Maple Health Hub interface. On the left is a dark purple sidebar with the 'maple' logo at the top. Below the logo is a user profile section with a circular icon containing the letter 'M' and the text 'Hi Megan!'. A list of navigation items follows: 'Dashboard' (with a grid icon), 'TuGo Support' (with a document icon), 'Inbox' (with an envelope icon), 'Health hub' (with a heart icon and highlighted by a yellow border), 'Consultations' (with a clipboard icon), and 'Profiles' (with a person icon). At the bottom of the sidebar is a red 'Get care' button. Below this is a horizontal separator line, followed by 'Coverage' (with a shield icon), 'Settings' (with a gear icon), and 'Sign Out' (with a power icon). The main content area on the right has a white background. At the top, it shows a breadcrumb trail: 'Dashboard > Health hub'. Below this is the heading 'Megan's health hub'. The first card, titled 'Health profile', contains the text 'Manage your health history and records, including allergies, medical conditions, lifestyle, and more.' and a red button labeled 'Manage health profile' (highlighted with a yellow border). The second card, titled 'Personal Health Check-Ins', features a red 'm' icon and the text 'Maple premium feature'. It includes the text 'Stay on top of your health with proactive assessments and screenings.' and a red 'Learn more' button.

maple

M Hi Megan!

Dashboard

TuGo Support

Inbox

Health hub

Consultations

Profiles

Get care

Coverage

Settings

Sign Out

[Dashboard](#) > Health hub

## Megan's health hub

### Health profile

Manage your health history and records, including allergies, medical conditions, lifestyle, and more.

Manage health profile

### Personal Health Check-Ins

**m** Maple premium feature

Stay on top of your health with proactive assessments and screenings.

Learn more

# CONSULTATION

- Here you can review all consultations associated with the patient
  - Cancelled Consultations
    - Click **View Details** to see what details were provided
  - Draft
    - If you start a consultation, but do not proceed to pair, it will be saved here.
    - You can pick up where you left off by clicking **Continue with this Consultation**
  - Completed Consultations
    - Click **View Details** to see the details of the consultation

The screenshot displays the Maple mobile application interface. On the left is a dark purple sidebar with the 'maple' logo at the top. Below the logo is a user profile section with a circular icon containing the letter 'M' and the text 'Hi Megan!'. A list of navigation options follows: 'Dashboard', 'TuGo Support', 'Inbox', 'Health hub', 'Consultations' (which is highlighted with a yellow rectangular border), and 'Profiles'. At the bottom of the sidebar are buttons for 'Get care', 'Coverage', 'Settings', and 'Sign Out'. The main content area on the right is titled 'Consultations' and shows '2 items'. The first item is dated 'September 11th, 2025' and states 'This consultation has been cancelled.' with a 'View details' link. The second item is titled 'Draft' and states 'You have not submitted this request to the provider.' with a 'Continue with this consultation.' link. Both items have a circular icon with the letter 'M' on the right. At the bottom of the main area, it says 'You've viewed 2 of 2 items in your consult history.'



# PROFILES

- Here you can add additional family members by clicking **New Patient**
- To add or adjust a health profile, select the patient and click **View Health Profile**

The screenshot displays the Maple app interface. On the left is a dark purple sidebar with the 'maple' logo at the top. Below the logo is a user profile section with a circular icon containing the letter 'M' and the text 'Hi Megan!'. A list of navigation options follows: 'Dashboard', 'TuGo Support', 'Inbox', 'Health hub', 'Consultations', and 'Profiles'. The 'Profiles' option is highlighted with a yellow rectangular border. Below this list is a red button labeled 'Get care'. At the bottom of the sidebar are three more options: 'Coverage', 'Settings', and 'Sign Out'. The main content area on the right has a light gray background. At the top, it shows a breadcrumb trail 'Dashboard > Profiles'. The title 'Profiles' is centered at the top of the main area. In the top right corner of the main area is a red button labeled 'New patient' with a person icon. Below the title, there is a white card containing a circular icon with the letter 'M' and the name 'Megan Smith'. To the right of the name is a red button labeled 'View health profile'. Below this card are two red buttons: 'Transfer profiles' and 'View coverage'.

maple

M Hi Megan!

Dashboard

TuGo Support

Inbox

Health hub

Consultations

**Profiles**

Get care

Coverage

Settings

Sign Out

Dashboard > Profiles

Profiles

New patient

M Megan Smith

View health profile

Transfer profiles

View coverage

# COVERAGE

- Here you can review your coverage by clicking **View Coverage**

## Send an invitation

Family members must meet certain criteria such as being your spouse, common-law partner, or child. Contact your plan administrator if you're unsure of who qualifies as an eligible user.

Your eligible family member must accept their invitation within 30 days or this invitation will expire.

Email address

Relationship to you

Select relationship



Send invitation

M Hi Megan!

Dashboard

TuGo Support

Inbox

Health hub

Consultations

Profiles

Get care

Coverage

Settings

Sign Out

## Your coverage

Family members covered under your plan are listed here.

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### Patient profiles on this account sharing your coverage

Family members who are sharing your coverage and sharing your account are listed here.

MS Megan Smith  
You

View coverage

Go to patient profiles

---

### Other Maple accounts sharing your coverage

Family members who are sharing your coverage but using their own account are listed here.

- You can also add family members to the account by sending an invitation using their email









# SETTINGS

- Here you can review all the account settings
  - Update patient information
  - Add emergency contacts
  - Close the account
  - Access **Security** settings
    - Update account password
    - Turn on two-factor authentication
    - Review recent activity

maple

M Hi Megan!

 Dashboard  
 TuGo Support  
 Inbox  
 Health hub  
 Consultations  
 Profiles

Get care

 Coverage

 Settings

 Sign Out

Account Health hub **Security** Notifications Languages Coverage Credits Billing Pharmacies

## Your information



Megan Smith



First name

Megan

Last name

Smith

Preferred first name (optional) ?

Email

megan@elietestudenprotection.com

Phone

+1 (819) 446-1969

Residence

Ontario

☒ Mobile ☐ Landline

Update account

## Emergency contacts



Add an emergency contact

## Account closure

Close account

# HELPFUL LINKS

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- TuGo Telemedicine
  - <https://www.tugo.com/en/telemedicine/international-students/>
- TuGo Telemedicine account registration
  - <https://app.getmaple.ca/register>
- Maple account registration
  - <https://app.getmaple.ca/register>
- Maple account sign in
  - <https://app.getmaple.ca/login>