

Step by step guide to VirtualCareNS

This guide is designed for patients through the VirtualCareNS platform



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Key contacts

Inquiry	Email
For any technical issues with the Maple platform including: <ul style="list-style-type: none"> • Patient registration • Adding dependents • Ordering prescriptions • ...and more 	Maple Customer Support (support@getmaple.ca)
For any program-related questions on VirtualCareNS including: <ul style="list-style-type: none"> • Timeline for an in-person appointment • Booking diagnostic tests ordered through Maple • Patient eligibility • Need a Family Practice registry 	VirtualCareNS Support (virtualcarens@nshealth.ca)

VirtualCareNS patient guide

Creating your account



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Register for your account

1. Enter getmaple.ca/register-vcns into your internet browser
2. Enter your health card number and select “no” to indicate that you have not been assigned a primary care provider
3. Press “continue” to enter your remaining details

Register today to access VirtualCareNS!

About the VirtualCareNS Program

VirtualCareNS is a virtual primary care clinic operated by Nova Scotia Health and funded by the Department of Health and Wellness. The goal of the program is to provide access to primary care for individuals on the Need a Family Practice Registry. Following a robust selection process, Nova Scotia Health has partnered with Maple to provide the technology for VirtualCareNS. The program is available Monday: 9 AM - 7 PM, Tuesday to Friday: 9 AM - 4 PM (AST). To learn more about the VirtualCareNS program, please refer to the [VirtualCareNS information page](#) and the [Patient Information Guide](#).

Who can Participate?

VirtualCareNS is currently available for patients on the Need a Family Practice Registry who do not currently have a primary health care provider. Patients will be contacted in a phased approach based on the community they live in and how long they've been waiting on the Registry.

If you have a dependent under the age of 16 who has been invited to join VirtualCareNS, you can add them to your account, after you register, by creating another "Patient Profile". If you require assistance, please contact VirtualCareNS@nshealth.ca or call 1-888-755-8555.

the community they live in and how long they've been waiting on the Registry. If you have a dependent under the age of 16 who has been invited to join VirtualCareNS, you can add them to your account, after you register, by creating another "Patient Profile". If you require assistance, please contact VirtualCareNS@nshealth.ca or call 1-888-755-8555.

Nova Scotia Health Card

Your NS health card number is required

Since joining the registry, have you been assigned a primary care provider?

Select one

If yes, please contact VirtualCareNS@nshealth.ca

This information belongs to me

Continue

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Tip: If you need help, click this icon to speak with a Maple customer support team.

VirtualCareNS patient guide

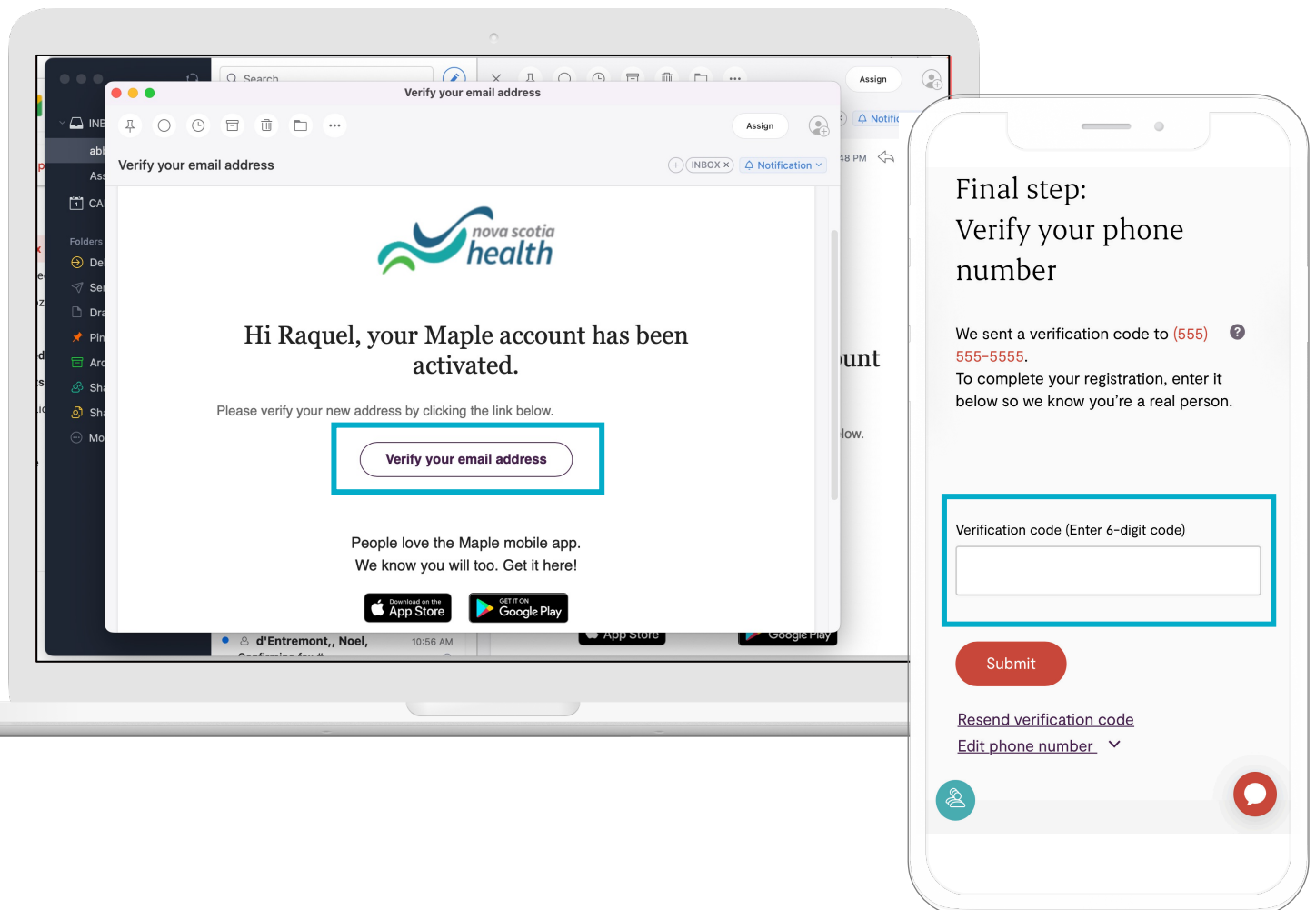
Creating your account



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Verify your identity

1. Enter your personal details and accept the Terms of Use
2. Check your email inbox and click “Verify your email address”
3. Check your mobile phone and enter the 6-digit code sent as an SMS (or via phone call if using a landline phone number)



Managing your Maple account



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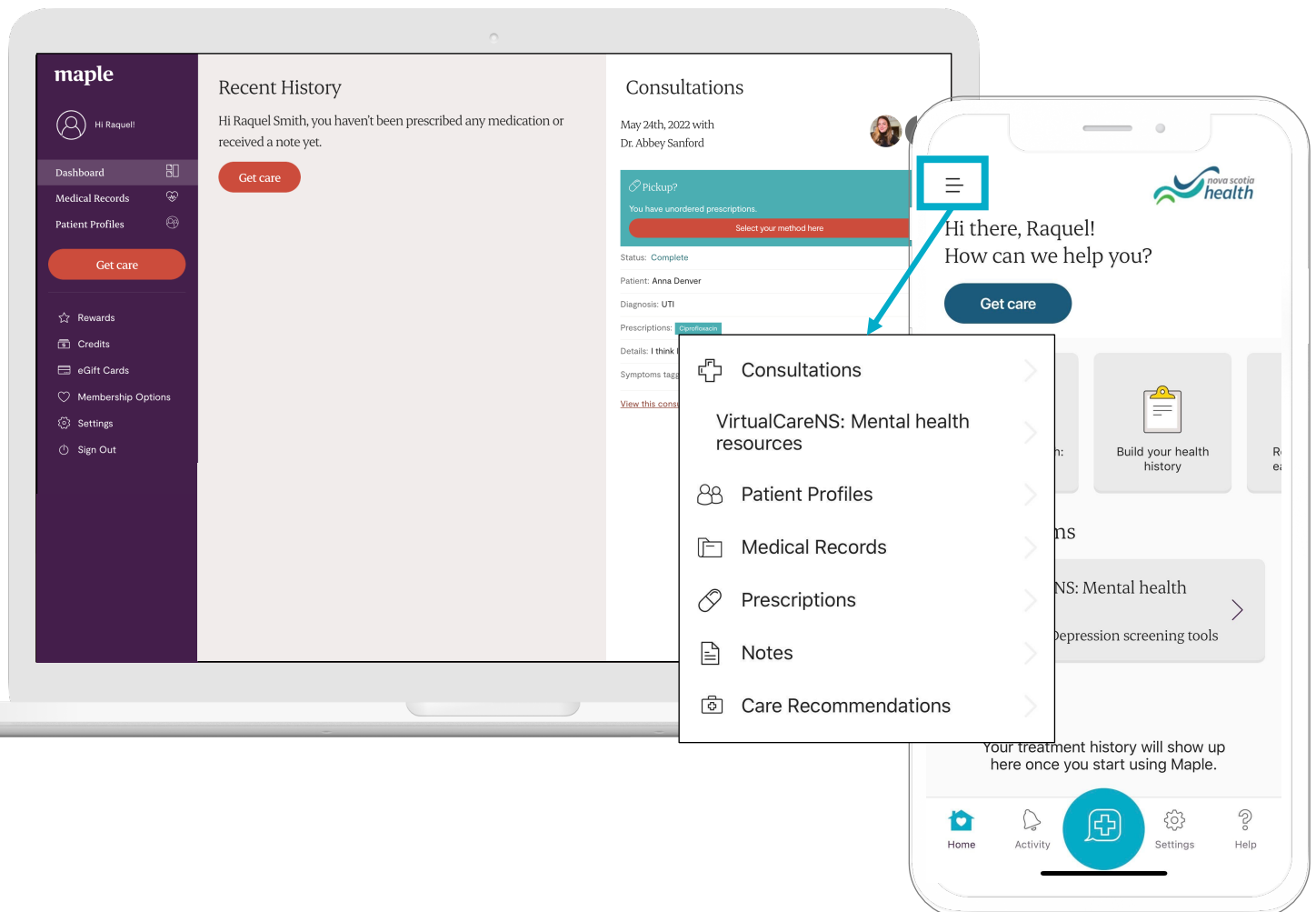
Step 7

Step 8

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Navigate your dashboard

1. From your web view, you will be able to see your past consultations and any action items required from you
2. On your mobile view, access the menu in the top left-hand corner for more options



Requesting a virtual visit



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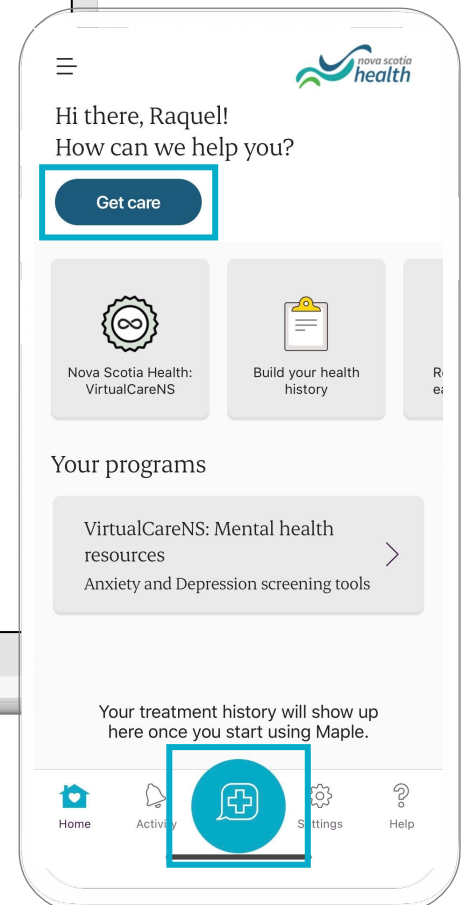
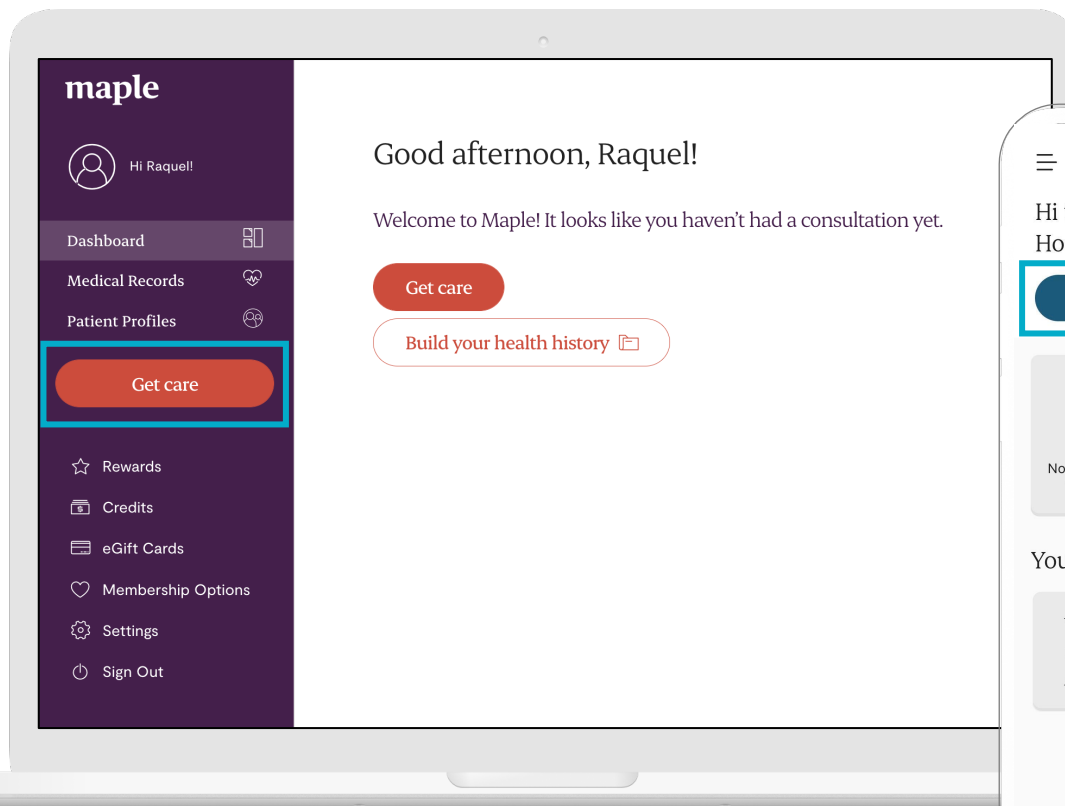
Step 7

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Select “get care” to request a virtual visit

1. From your web view, select the “Get care” icon from the left-hand side of your dashboard
2. On your mobile view, select “get care” at the top of the screen, or press the icon with the plus sign in the bottom centre



Requesting a virtual visit



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Indicate who the visit is for

1. Select your name if you are the one seeking care
2. Choose “someone else in my care” if you would like to request the visit on behalf of a dependent (only if you are the primary caregiver of the patient)

maple

Patient Speciality Details Confirm details Provider pairing

Who is this visit for?

Raquel Smith

Someone else in my care

Who would you like to add?

First name: Raven, Last name: Smith

Add preferred name (optional)

Relationship to you: Child, Sex assigned at birth: Prefer not to say

Health Card (optional): 12345678900, Health Card Province (optional): Nova Scotia

Date of birth: Month: March, Day: 3, Year: 2021

By checking this box, I certify that I am the legal guardian, power of attorney, representative of the custodian, or have another form of legal authority, such as express consent, for medical decisions for this patient.

Cancel Add patient

Select Patient

Patient Details Payment Pairing

Who is this visit for?

Raquel Smith Other

Raven Smith Child

Someone else in my care

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.

Continue

Requesting a virtual visit



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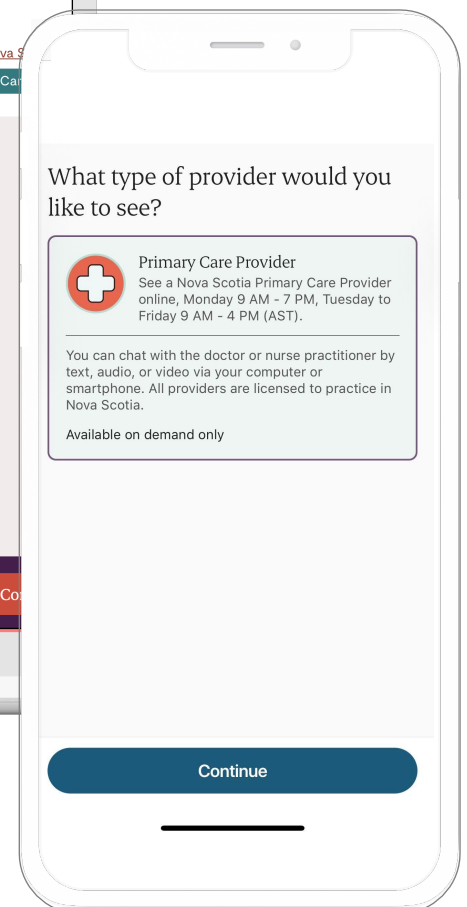
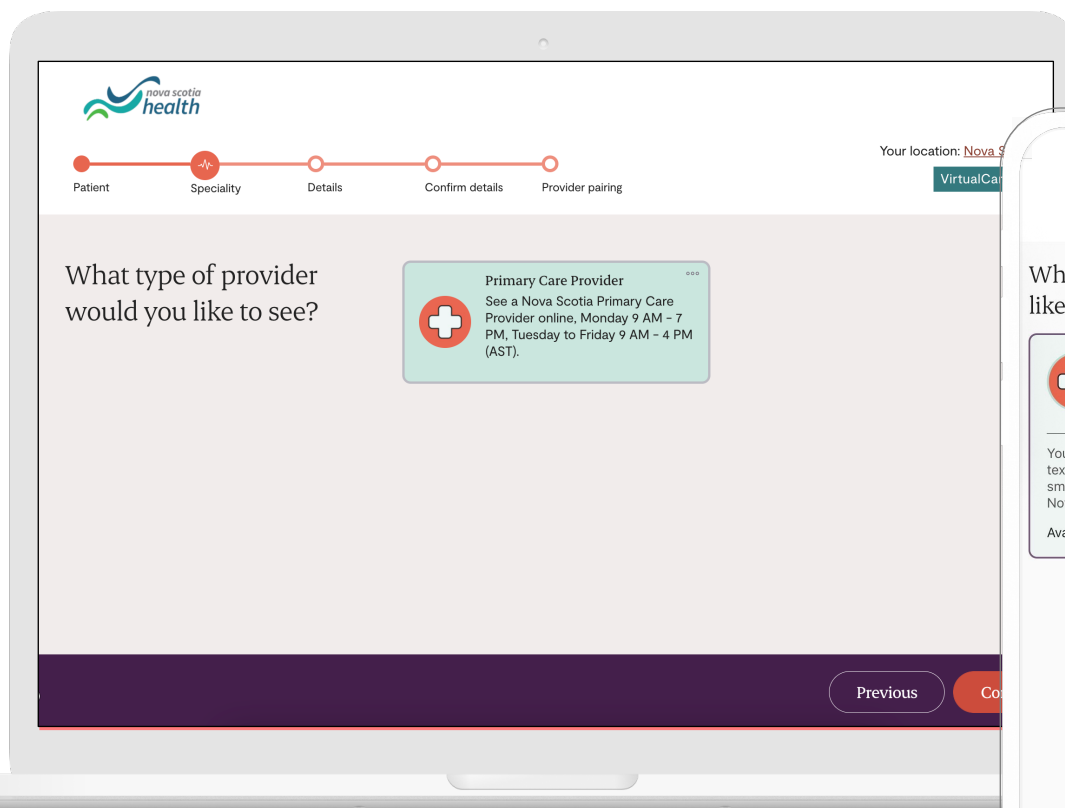
Step 7

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Select the provider you'd like to see

1. Select the option for “primary care provider” and press continue
2. If the options on this screen look different, or you are being prompted for payment, please contact support@getmaple.ca



Requesting a virtual visit



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Describe why you are requesting care

1. Choose at least one (or more) symptoms from the list
2. Use the “Tell us more” section to describe your condition in more detail

The image displays two views of the VirtualCareNS patient guide form. On the left, a laptop screen shows the desktop version of the form. On the right, a smartphone displays the mobile version of the form.

Desktop View:

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

<input type="checkbox"/> cough / cold / flu	<input type="checkbox"/> minor injury / joint pain
<input type="checkbox"/> chest pain / shortness of breath	<input type="checkbox"/> fever
<input type="checkbox"/> vomiting / diarrhea / constipation	<input type="checkbox"/> headache
<input type="checkbox"/> sexual health issues	<input type="checkbox"/> ear / eye / throat / urinary infection
<input type="checkbox"/> abdominal pain	<input type="checkbox"/> skin problem
<input type="checkbox"/> allergies / allergic reaction	<input type="checkbox"/> mental health
<input type="checkbox"/> other	

Do you need a prescription? I need a prescription
Included with the consultation, if required

Tell us more
Describe the details for your visit (Minimum 25 characters required).

1024 characters

Previous

Mobile View:

Details 1 of 2

Patient Details Submit Pairing

How can we help today?

- cough / cold / flu
- minor injury / joint pain
- chest pain / shortness of breath
- fever
- vomiting / diarrhea / constipation
- headache
- sexual health issues
- ear / eye / throat / urinary infection
- abdominal pain
- skin problem
- allergies / allergic reaction

Continue

Requesting a virtual visit



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Upload a picture of your health card and ID

1. Please upload a picture of your health card, ID, and any other important documents by attaching or taking a photo
2. Once the provider is ready to begin, you'll receive a notification that the virtual visit has started

novascotia health

We're connecting you with a provider now...

IMPORTANT: please upload a picture of your healthcard and ID while waiting. Requests are answered in order of submission and wait times can be up to 3 hours. When the provider is ready, you'll receive a notification – so no need to stay on this screen.

Hourglass icon

Guest access (optional)
Invite up to 2 guests to join this consultation
Manage guests

Upload photos, videos or files
Have a file that will help with this visit.
Example: a photo of your skin condition

Add medical records (optional)
This helps provide the most effective care.
Add medications, allergies, past conditions etc.

+ Create a medical record

Matching

Patient Details Payment Pairing

Hourglass icon

IMPORTANT: please upload a picture of your healthcard and ID while waiting. Requests are answered in order of submission and wait times can be up to 3 hours. When the provider is ready, you'll receive a notification – so no need to stay on this screen.

Manage guests (optional)
Invite up to 2 guests to join this consultation

Upload a file (optional)

Add a medical record (optional)
Add medications, allergies, past conditions etc.

Add files that will help the primary care provider with this visit.

Tip: Upload important documents by attaching or taking a photo here

Tip: Upload important documents by attaching or taking a photo here

Reviewing your virtual visit



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Review your visit and order prescriptions

1. View your past consultations and any action items required from you
2. If you need to order any prescriptions, you will be prompted to do so immediately after the visit is complete

The image illustrates the process of reviewing a virtual visit and ordering prescriptions. It features three main components:

- Laptop Screen:** Displays a 'Consultation summary' for Anna Denver, including patient information, visit dates, and options to download PDFs or transcripts. A notification banner indicates 'You have unordered prescriptions' with a button to 'Order your prescriptions'.
- Mobile Phone:** Shows the 'Order prescription(s)' screen with details for a 1000mg Ciprofloxacin prescription. A blue box highlights the 'Pharmacy pickup' option.
- Add a Pharmacy Interface:** A search modal with a 'Go to address' field containing 'Kentville, Nova Scotia, Canada' and a map. Below the map is a search by pharmacy name field and a list of results including 'Lawton's Drug Store Ltd. #2555' and 'Wilson's Pharmasave'.

Tip: Search for your preferred pharmacy by typing the name and/or address