Patient Guide to VirtualCareNS

The purpose of this guide is to help patients use the VirtualCareNS platform



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For Support

For any technical issues with the Maple platform including:

- Patient registration
- Adding dependents
- Sending prescriptions to your pharmacy

Please contact Hello@GetMaple.ca.

For any other questions, please contact VirtualCareNS@nshealth.ca.

Creating your account



Step 1

Register for your account

1. To register for VirtualCareNS, visit VirtualCareNS.ca
2. Click the blue “Register for VirtualCareNS” button on the homepage.

Watch the video tutorial for how to register for VirtualCareNS: [click here.]



Creating your account

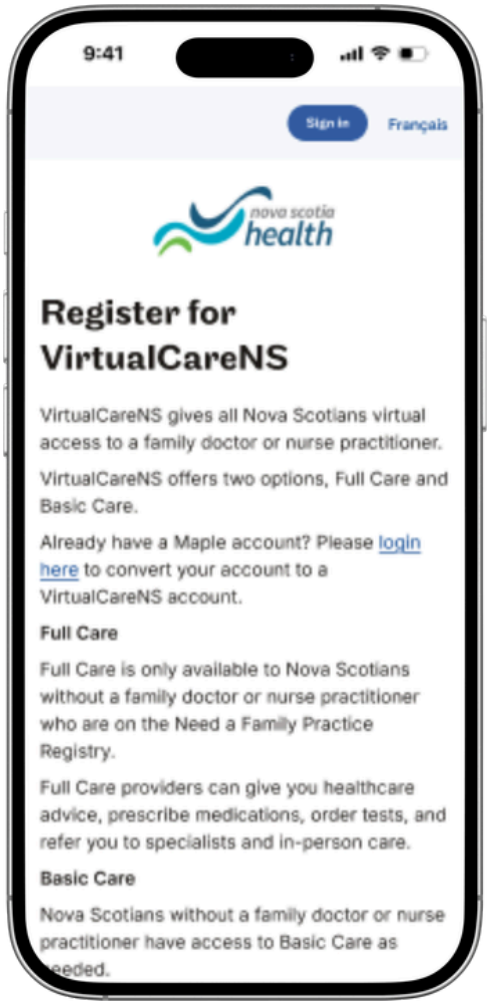


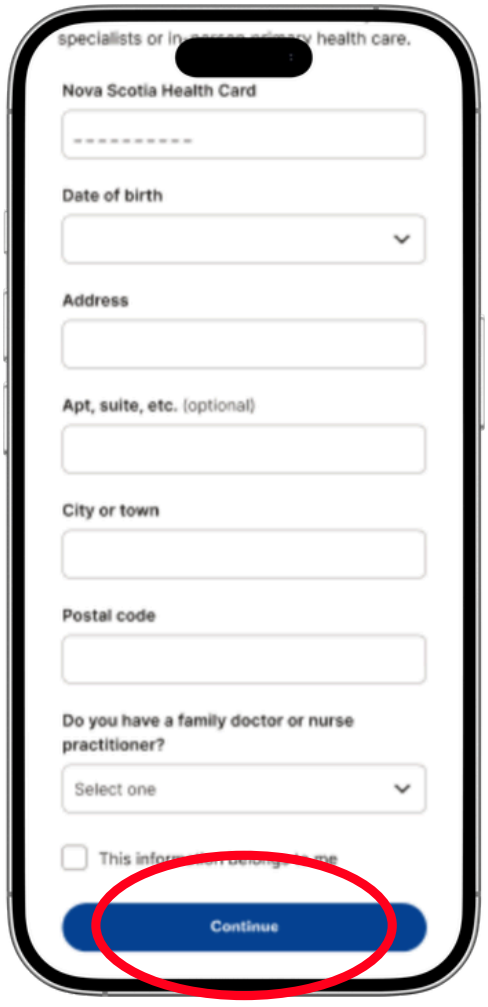
Step 2

Register for your account

1. Enter your Nova Scotia health card number, date of birth, and address.
2. Select whether or not you have a family doctor or nurse practitioner.
3. Press “Continue.”

Watch the video tutorial for converting from a paid Maple account to a free VirtualCareNS: **click here.**





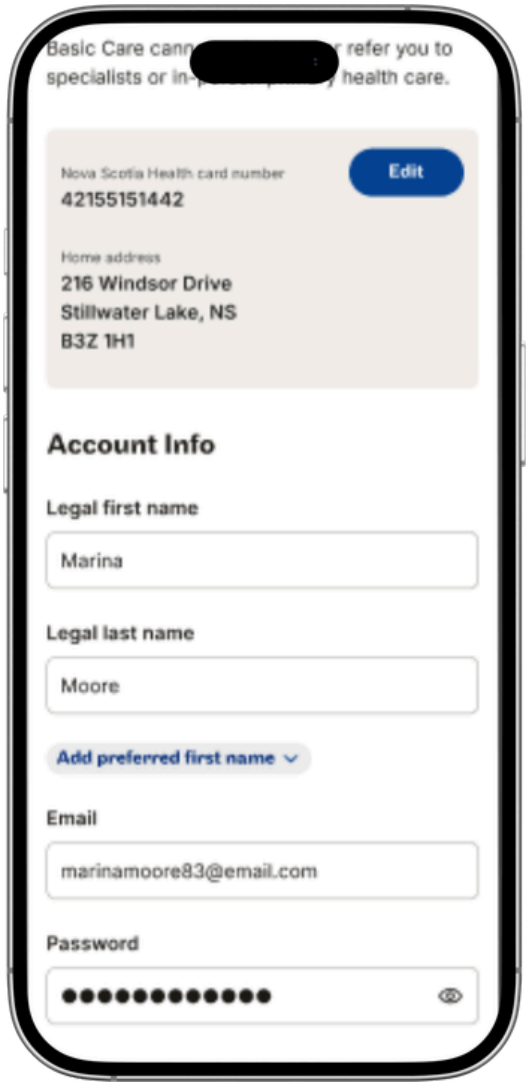
Creating your account

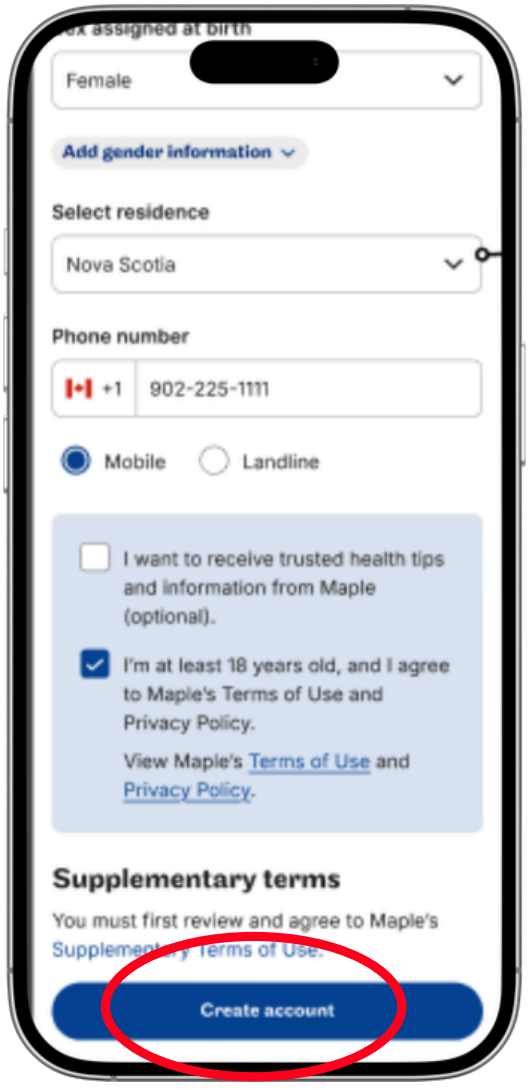


Step 3

Enter your information

1. Enter your personal details.
2. Review the “Supplementary terms of Use.”
3. Click “Create account.”





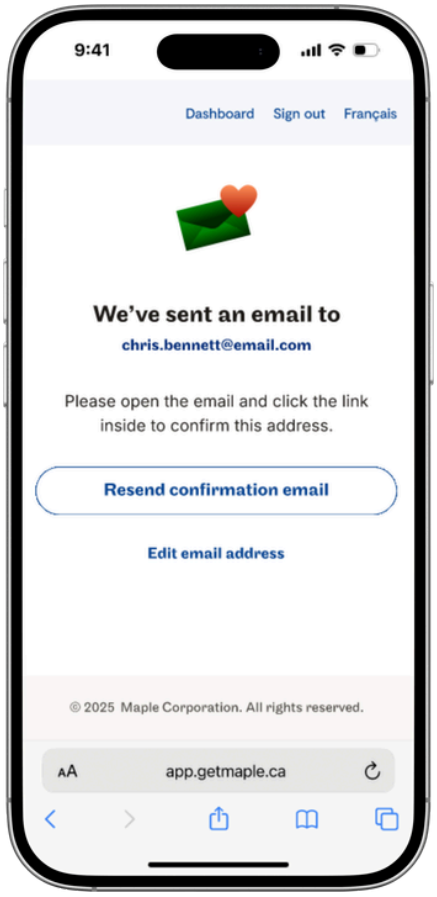
Creating your account

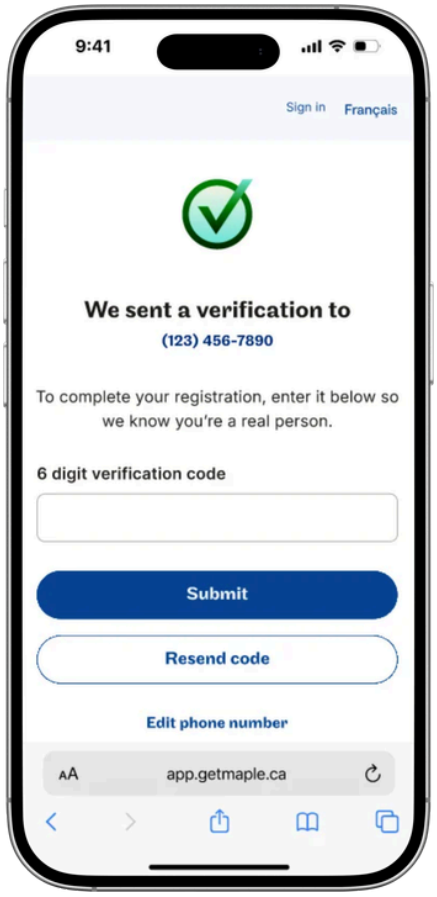


Step 4

Confirm your identity

1. Check your email inbox, open the e-mail from Maple and click “Verify your email address.”
2. Check your mobile phone, enter the 6-digit code received, and click ‘Submit’. **Please note:** if you used a cell phone, you will get the code as a text message. If you used a land line you will get it by phone call.





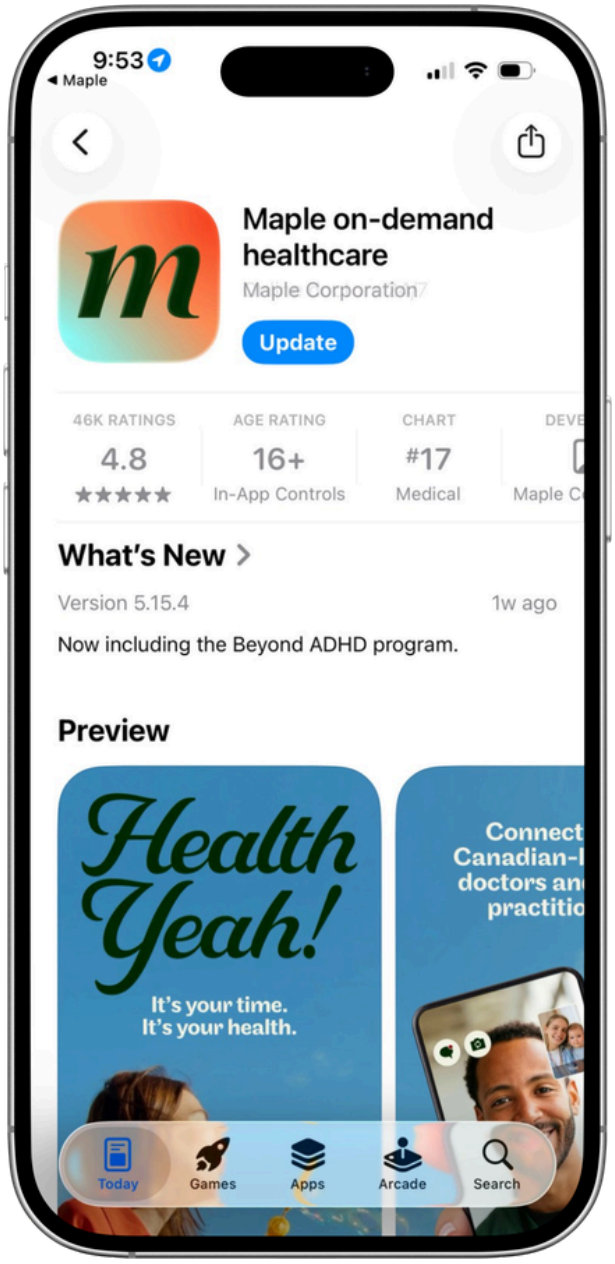
Creating your account



Step 5

Download the Maple app or open browser

You will be asked to download the Maple app. **Please note:** if you don't want to use the Maple app, you can also use VirtualCareNS on a web browser on your computer.



NOTE: VirtualCareNS will ***never*** ask you for credit card or payment information. If you are being asked to give this information, contact: **Hello@GetMaple.ca** for help fixing your account.

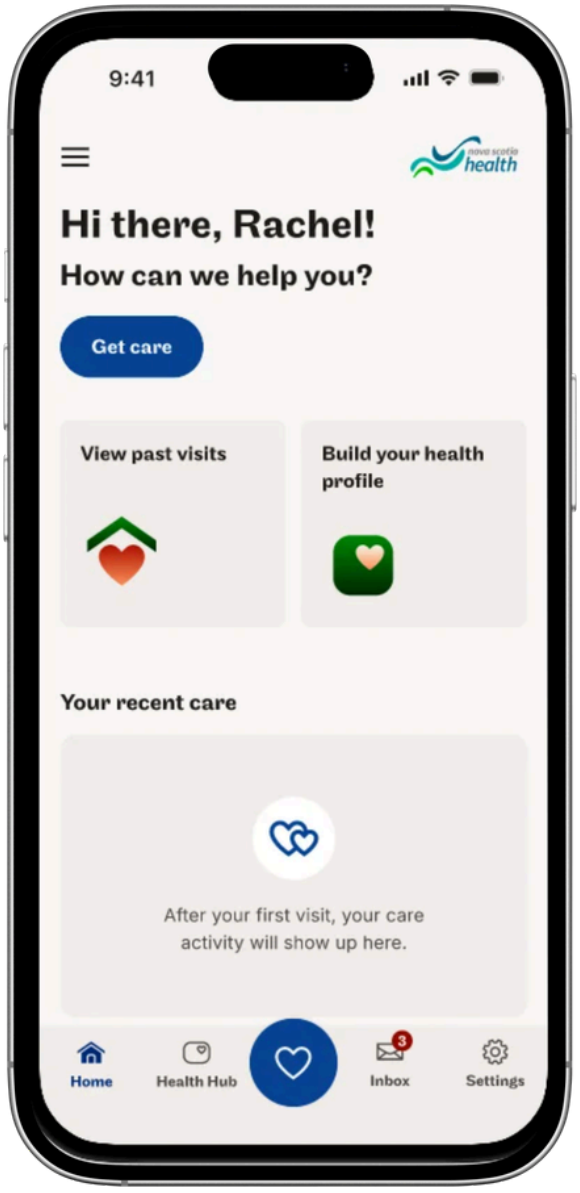
Creating your account



Step 6

Logging in for the first time

When you first log in, this will be your display screen. If this is your first time using VirtualCareNS, then “your recent care” section will be empty.



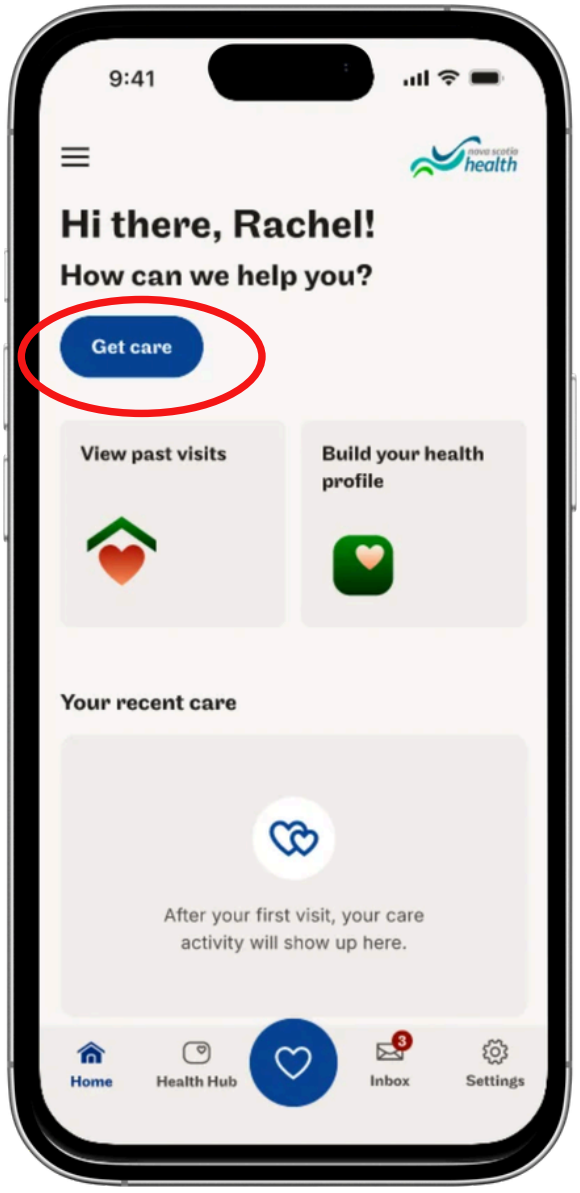
Requesting a virtual visit



Step 1

Click “Get care” to request a virtual visit

From your home page, click “Get care.”



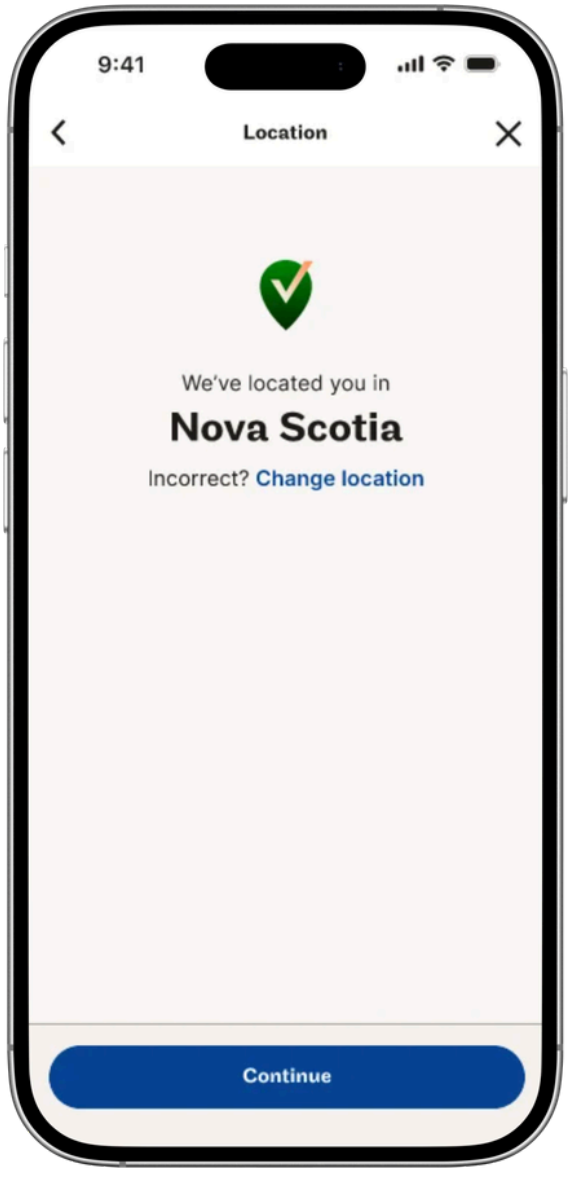
Requesting a virtual visit



Step 2

Confirm you are located in Nova Scotia

Confirm your location and click “Continue.”



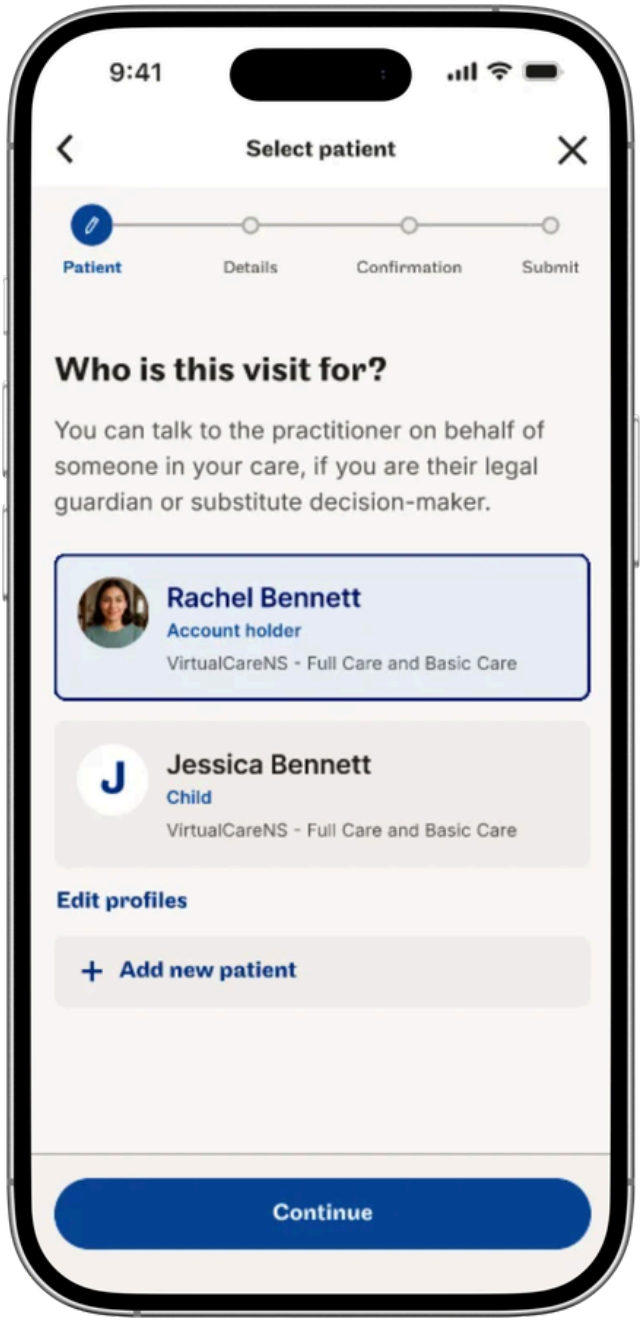
Requesting a virtual visit



Step 3

Choose who the visit is for

1. Click on the name of the person the visit is for.
2. For a dependent who is not on your account, choose “Add new patient.”



Please note: the dependent must be present at the virtual visit. You cannot complete a visit on someone else's behalf.

If you are the dependent's substitute medical decision maker, you may be asked to show documentation.

Watch the video tutorial for requesting care: **click here.**

Watch the video tutorial for adding dependants: **click here.**

nova scotia health

Requesting a virtual visit

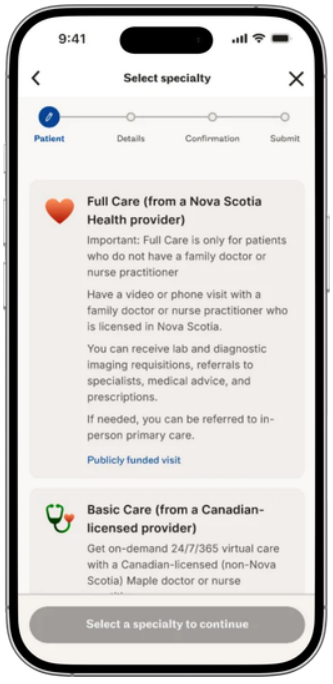


Step 4

Choose your care option

NOTE: Only Nova Scotians on the Need a Family Practice registry can use Full Care.

1. Read through the descriptions for Full Care and Basic Care and decide which one best meets the need of your health concern.
2. Click on Full Care or Basic Care and then click “Select a speciality to continue.”

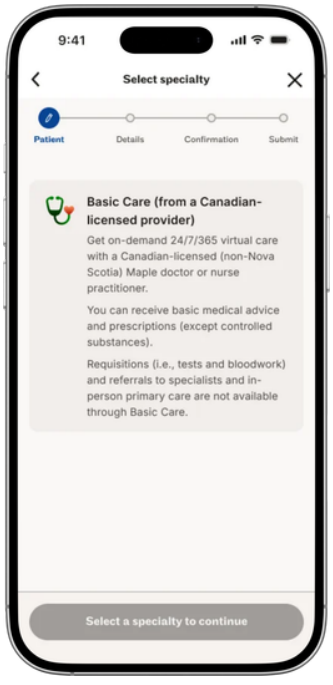


<u>Full Care</u> family doctors and nurse practitioners can do everything that you would expect from an in-person family doctor or nurse practitioner, including:

- prescription of medications
- ordering tests (such as bloodwork or X-rays)
- referral to specialists or in-person primary care
- healthcare advice

Select <u>Basic Care</u> for:

- basic healthcare advice
- prescription of medications (with some exceptions, like controlled substances and Z-drugs like Zopiclone)
- Note: Basic Care family doctors and nurse practitioners cannot order tests (like bloodwork or X-rays) or refer you to specialists or in-person care.



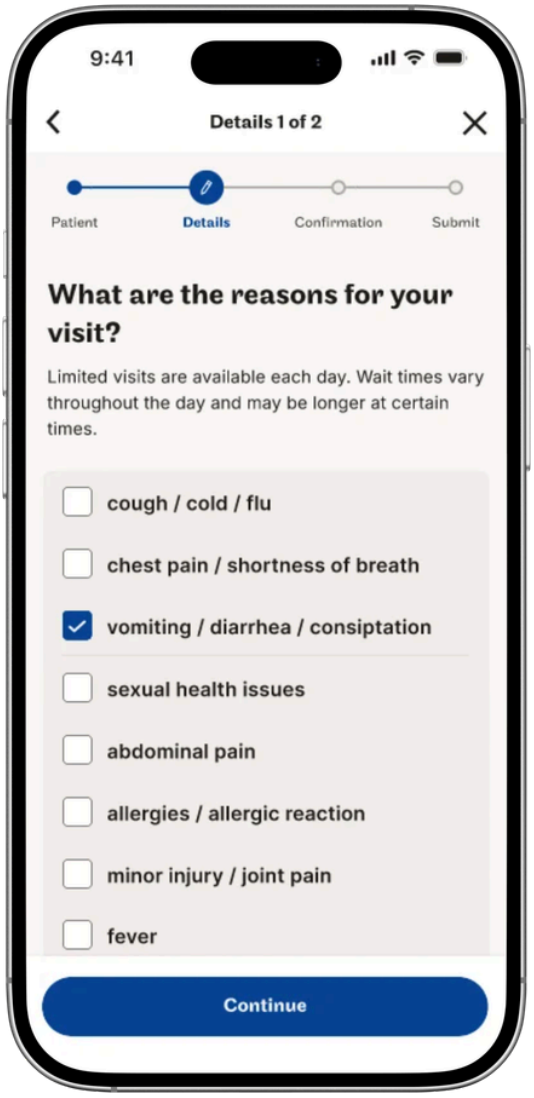
Requesting a virtual visit

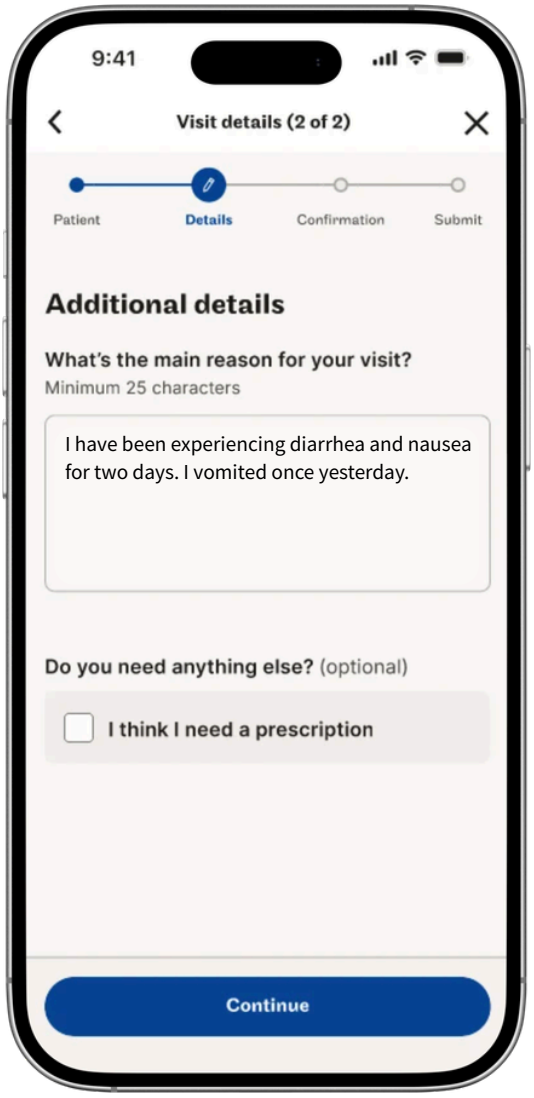


Step 5

Describe why you need a visit

1. Choose at least one symptom from the list.
2. In the "What details can you tell us?" box add more information. **Please note:** you need to put at least 25 characters in this field to go to the next screen.





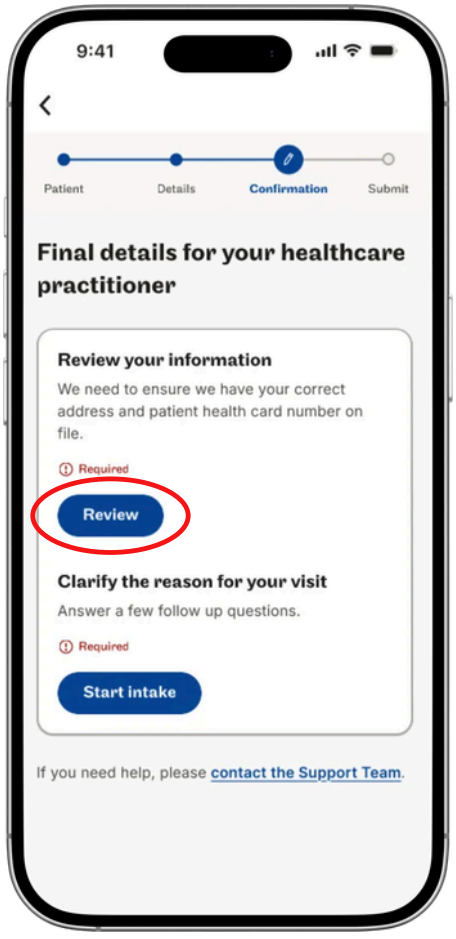
Requesting a virtual visit

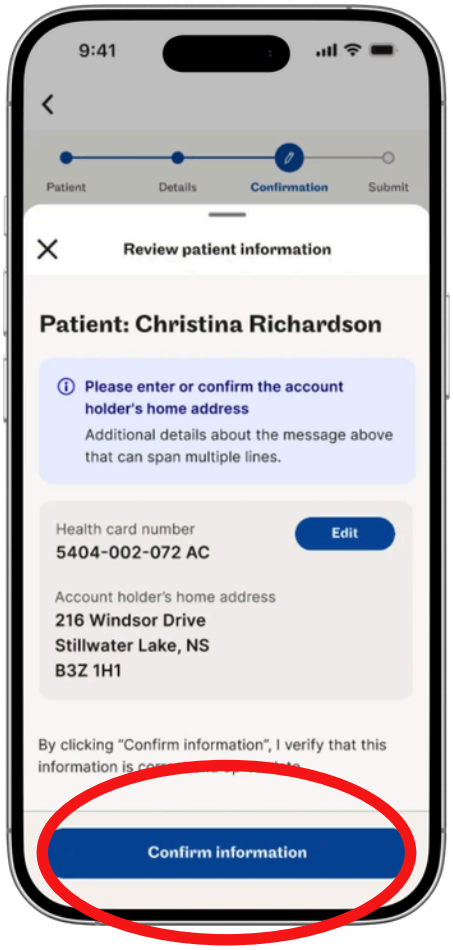


Step 6

Review and confirm the information you provided

1. Click “Review” to confirm your information.
2. Review your patient information, make any necessary edits and click “Confirm information.”





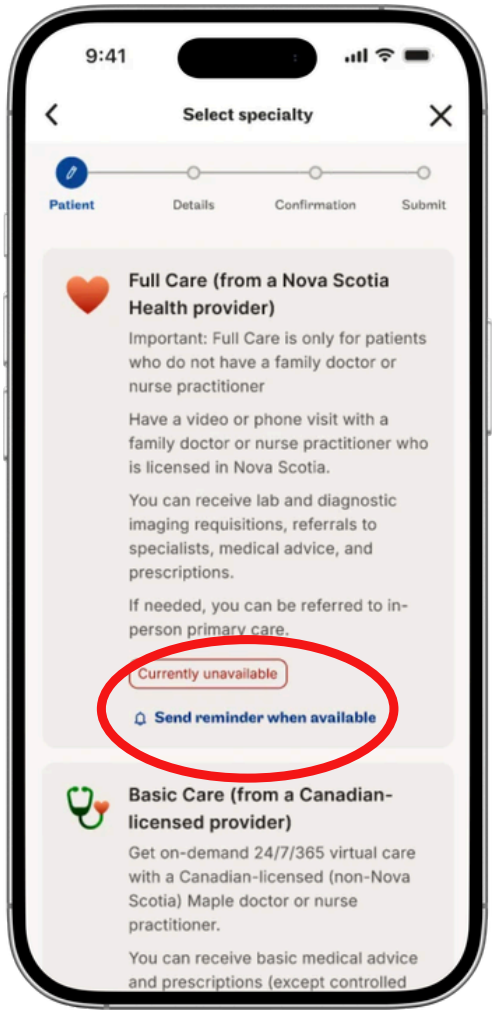
When Full Care is Unavailable

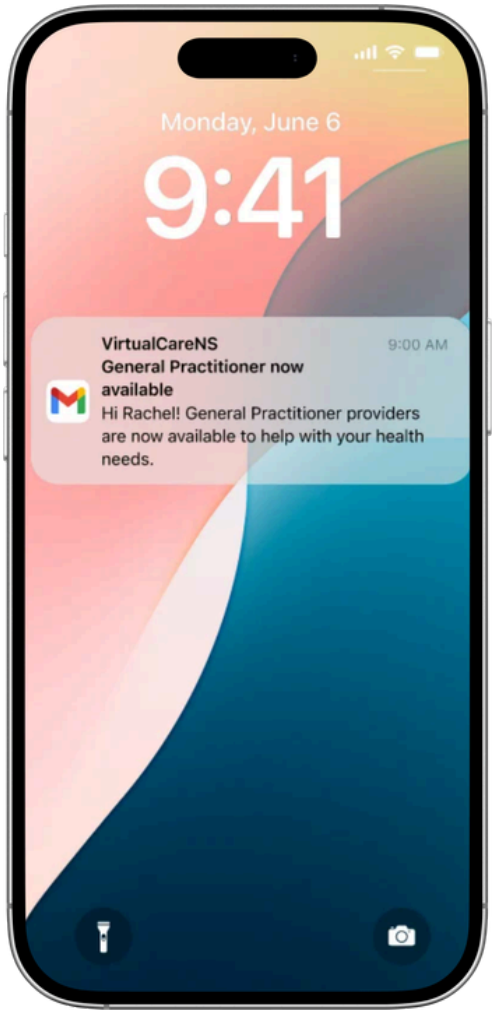


When Full Care is unavailable

There many be times when Full Care is not available, but it is the best care option for your health concern. In that case:

1. Click “Send reminder when available.”
2. You’ll receive a notification when Full Care is available.





Begin your virtual visit



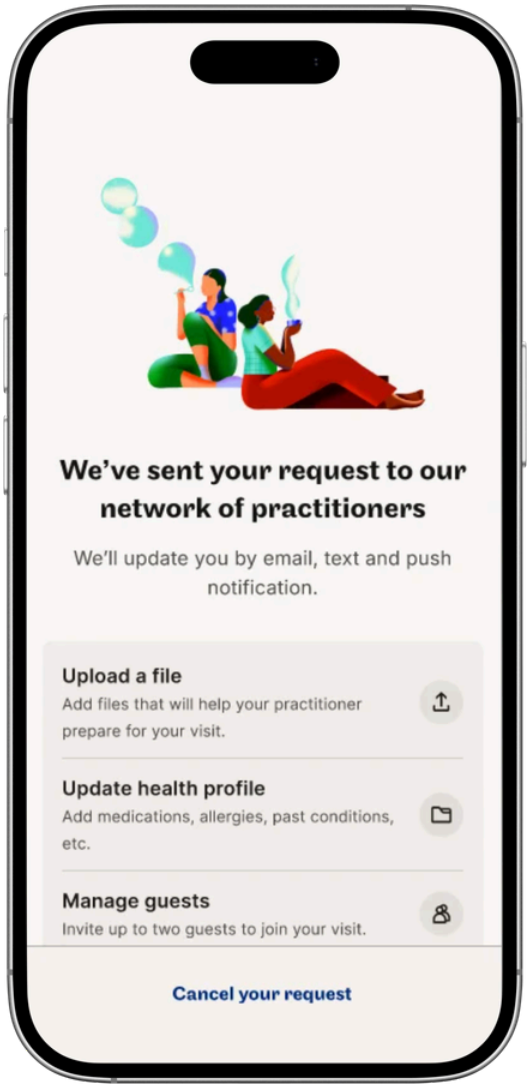
Step 1

Waiting for a family doctor or nurse practitioner

1. Once you have completed all the steps above, you will be put in the virtual waiting room.
2. While you wait, please upload a photo of your Nova Scotia health card. For detailed instructions on how to do this, see pages 22 to 24.
3. You can also add guests to your consult, upload relevant photos, videos or files, and update your health profile.

NOTE: You do not need to stay logged in while you wait. You will get an e-mail notification when a family doctor or nurse practitioner is ready to see you. You can also change your notification settings to get a text message and/or a push notification from the Maple app.

Watch the video tutorial for adding health history: **click here.**



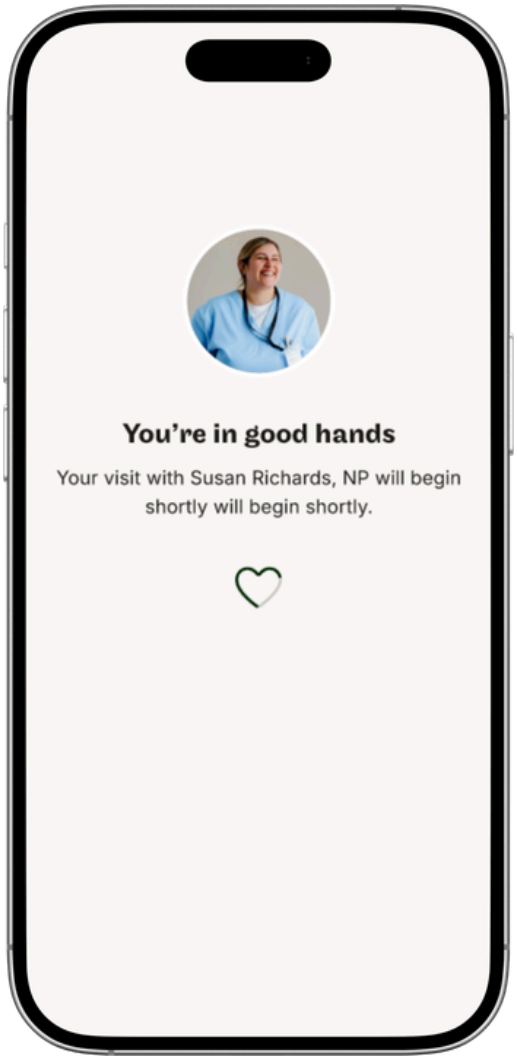
Begin your virtual visit



Step 2

Matching you with a family doctor or nurse practitioner

1. You will be notified when you get matched with a family doctor or nurse practitioner. Stay close by your device and wait for the consult to begin.



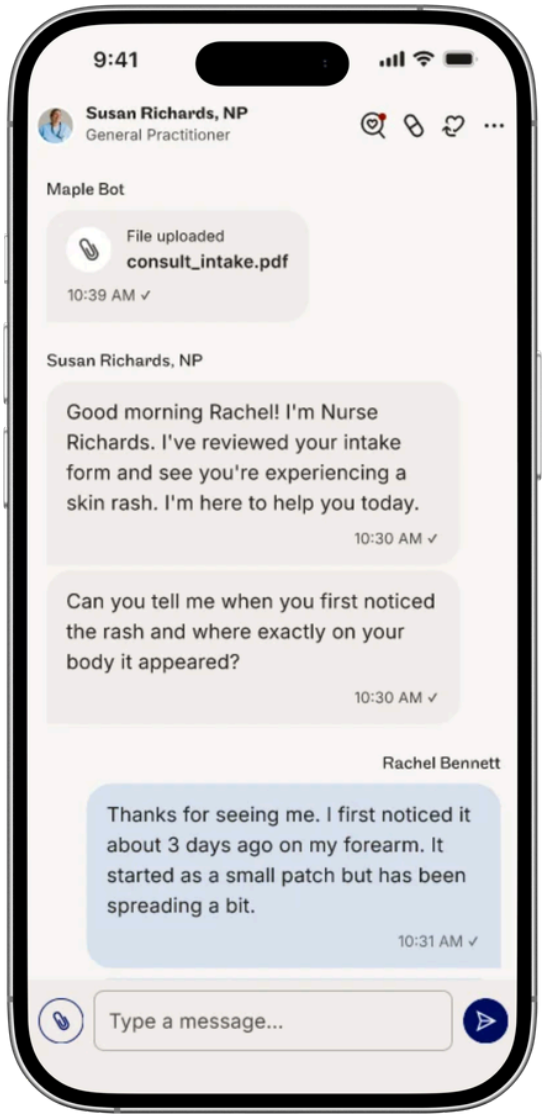
Begin your virtual visit



Step 3

Having your virtual consult via chat

Once the family doctor or nurse practitioner sends you a message, you will need to respond so they know that you are there. Your family doctor or nurse practitioner will ask you questions about your symptoms and condition. Please respond as quickly as possible.



NOTE: If you are using Full Care, the visit will be done by video. If you are using Basic Care, the visit may be done by video or chat.

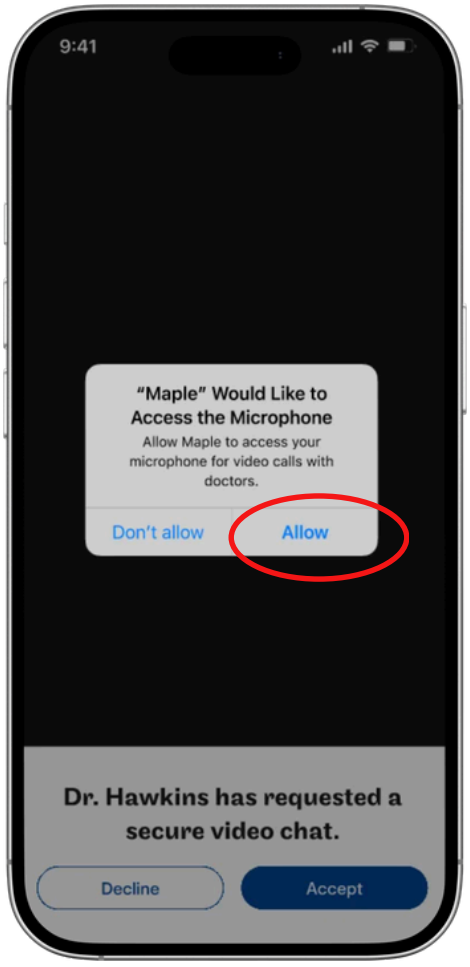
Begin your virtual visit

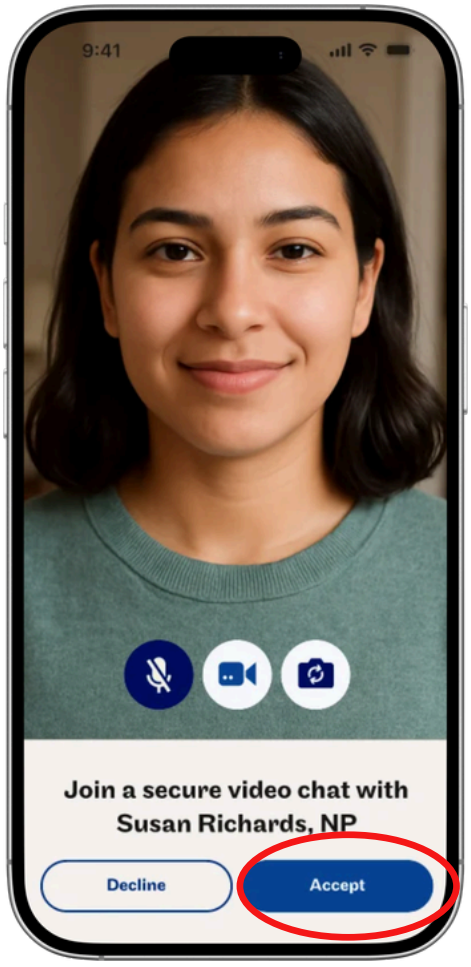


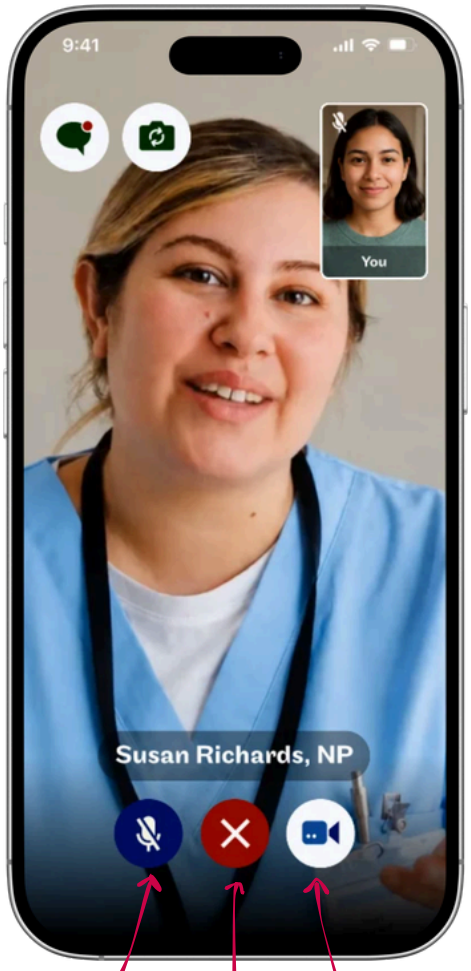
Step 4

Having your virtual consult via video

1. Once the family doctor or nurse practitioner begins the call, you will need to join promptly.
2. You will need to click “allow” for access to your microphone and camera.
3. Your video consultation will begin. Ensure your camera and microphone are on.







Begin your virtual visit

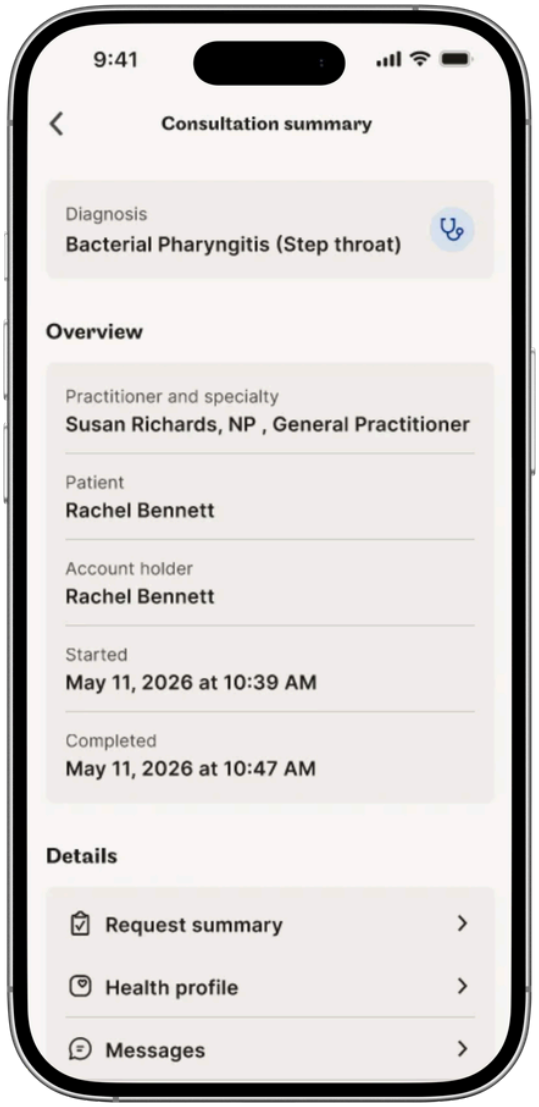


Step 5

Ending your visit

Once you are done with the visit, you will see your consultation summary which may include prescription(s) that the family doctor or nurse practitioner gave you.

See page 20 to learn more about your consultation summary and pages 25 to 30 for more detailed instructions on getting your prescription.

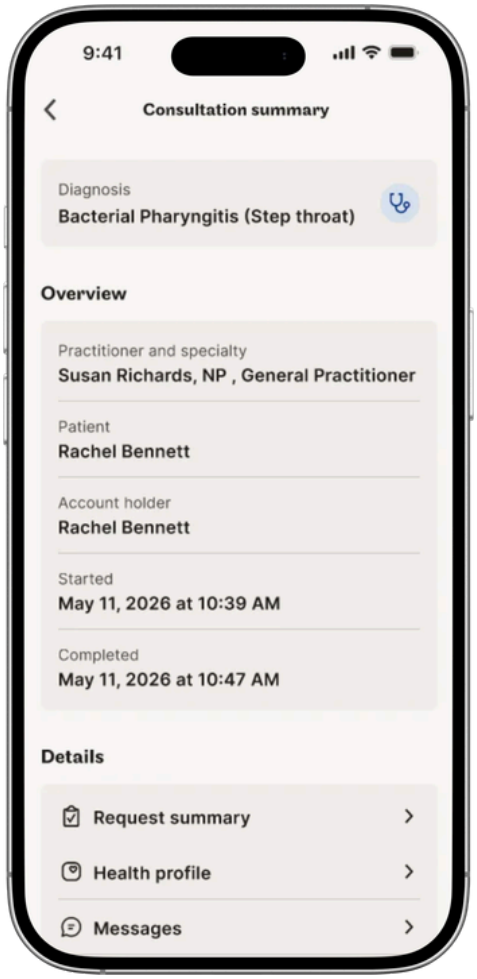


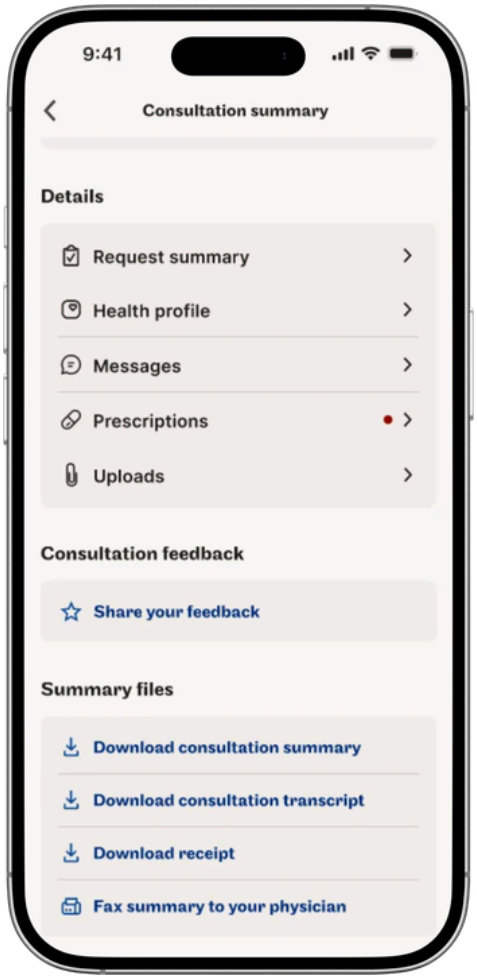
Reviewing your virtual visit



Review your consultation summary

1. Once the visit is completed, you will see a consultation summary.
2. From this page, you have the options download a PDF summary, download the chat transcript, download a receipt and fax a copy to your family doctor or nurse practitioner (if applicable).
3. You can review the messages, uploads and prescriptions from this consultation as well.



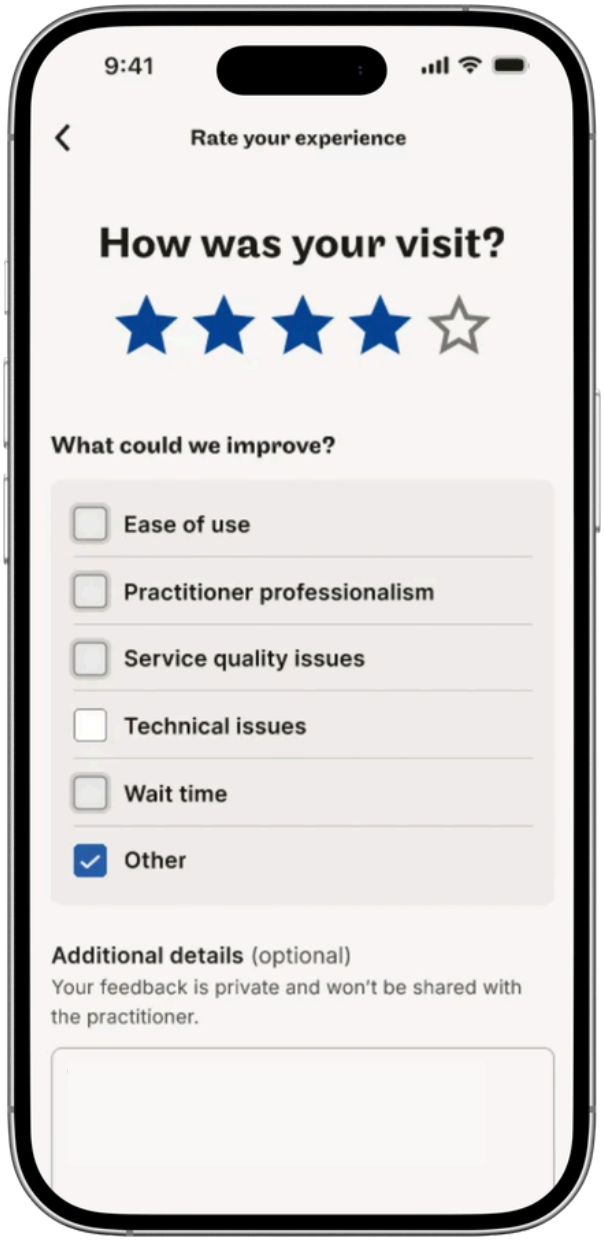


Reviewing your virtual visit



Share your feedback

After your consultation, you will have the option to rate your experience and provide feedback. Find this option by clicking “Share your feedback” in the consultation summary.



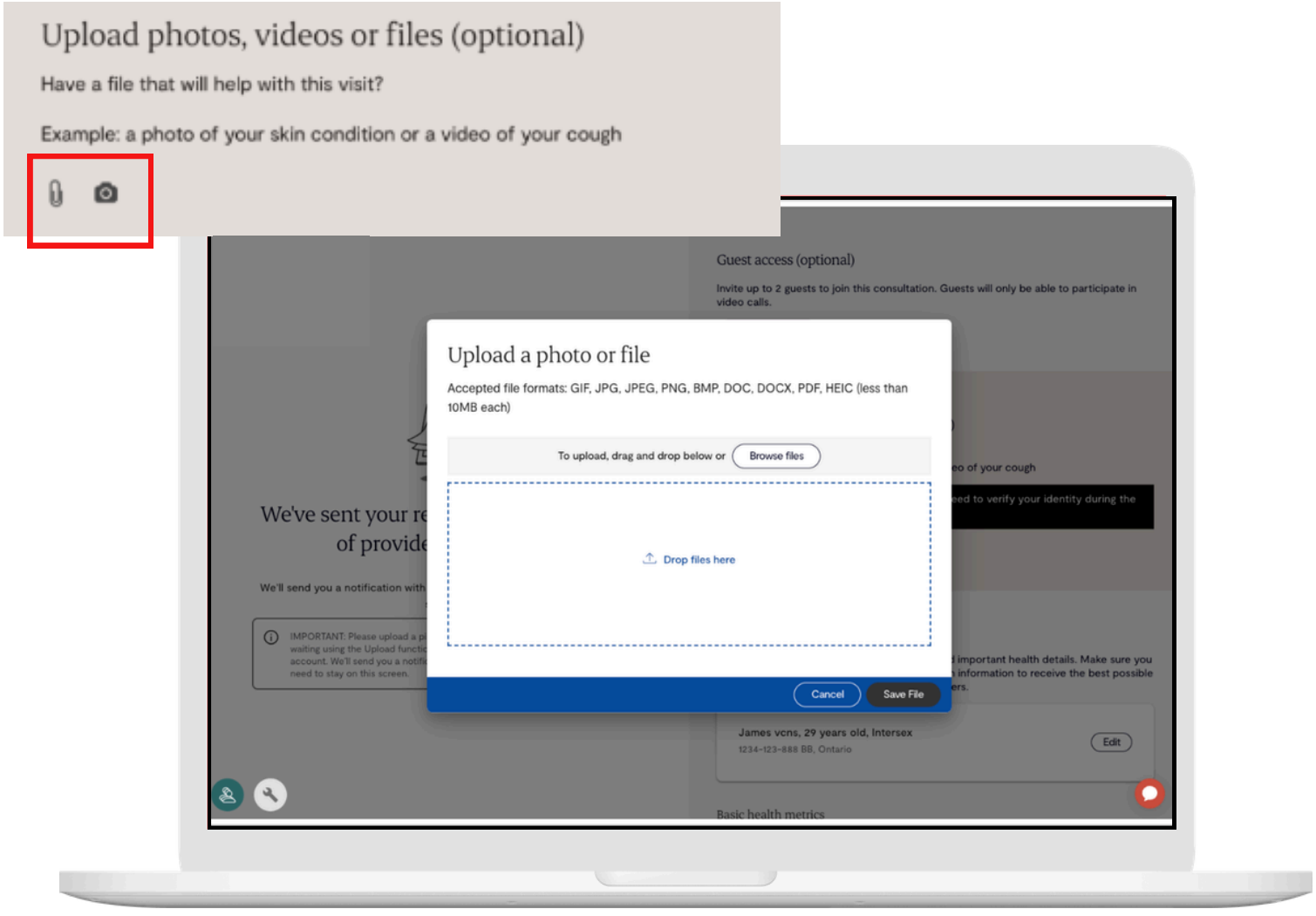
Uploading a file



Step 1

Upload from the waiting page

1. You can click on the paper clip or camera icon to upload a file or take a photo with your device's camera.
2. To upload, click "Browse Files" or drag and drop your document.



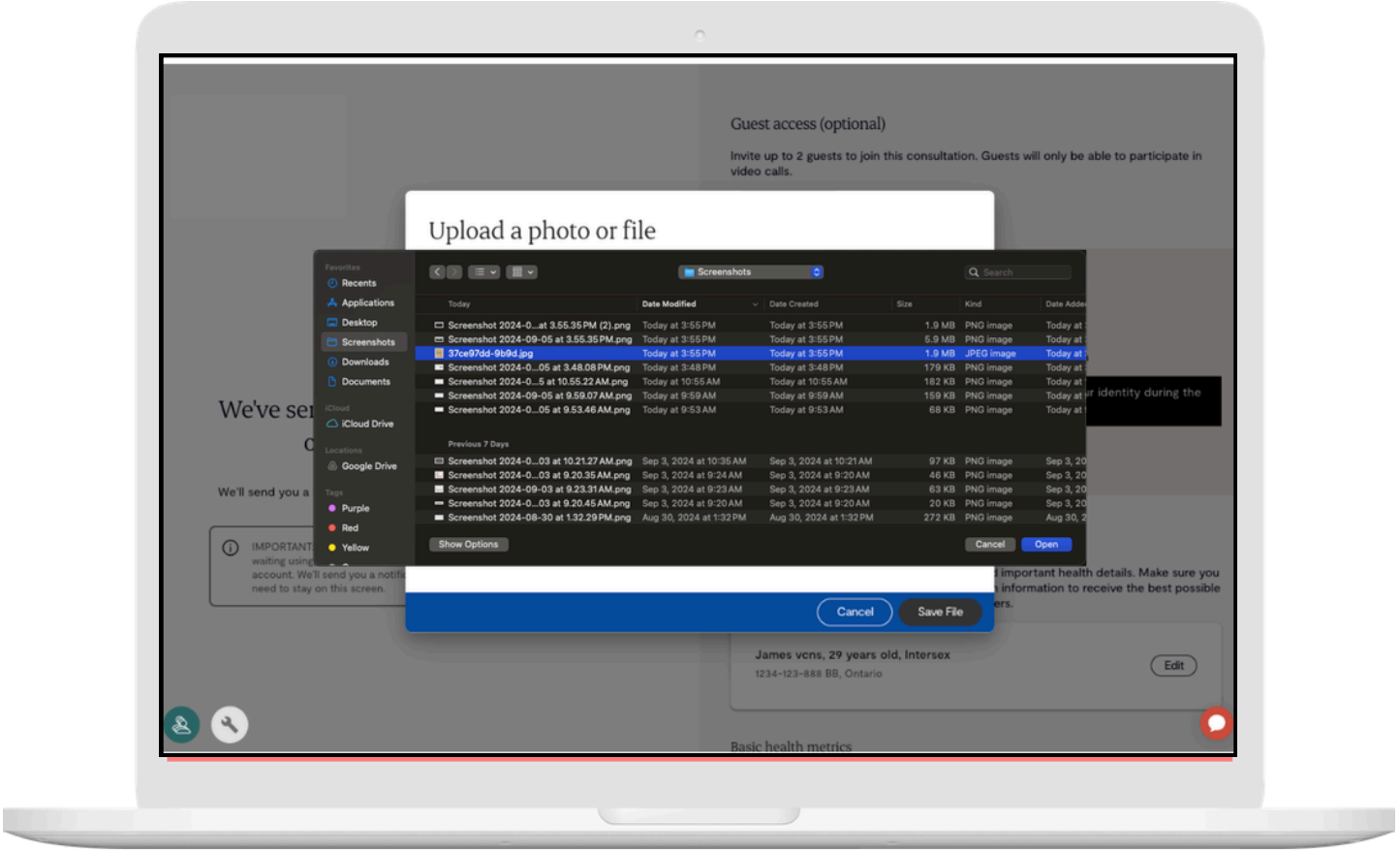
Uploading a file



Step 2

Choose your file

1. Locate the file you would like to upload.
2. Choose the file and click “open.”



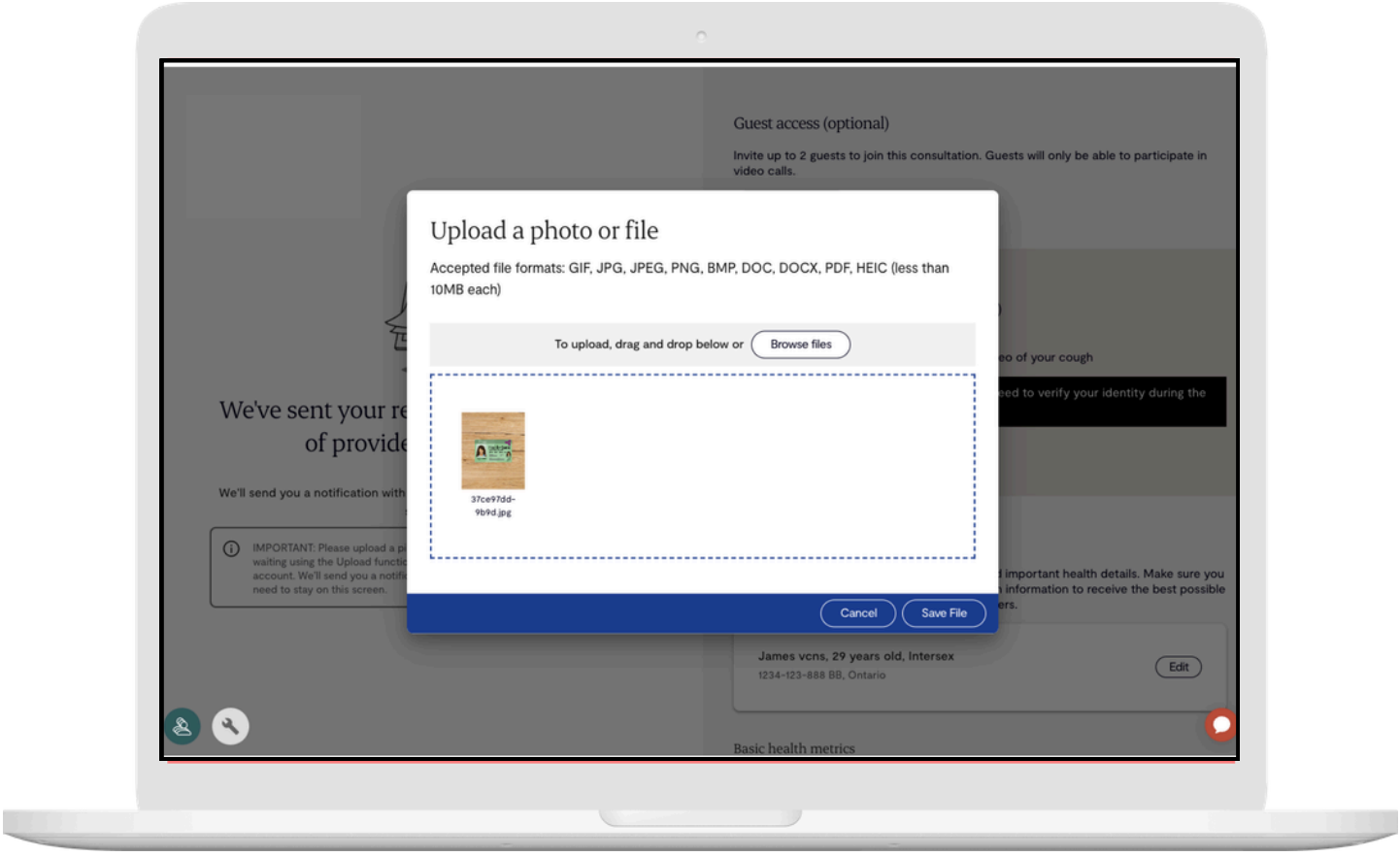
Uploading a file



Step 3

Upload the document

1. Click “Save File” and your document or photo will be uploaded to your consultation.



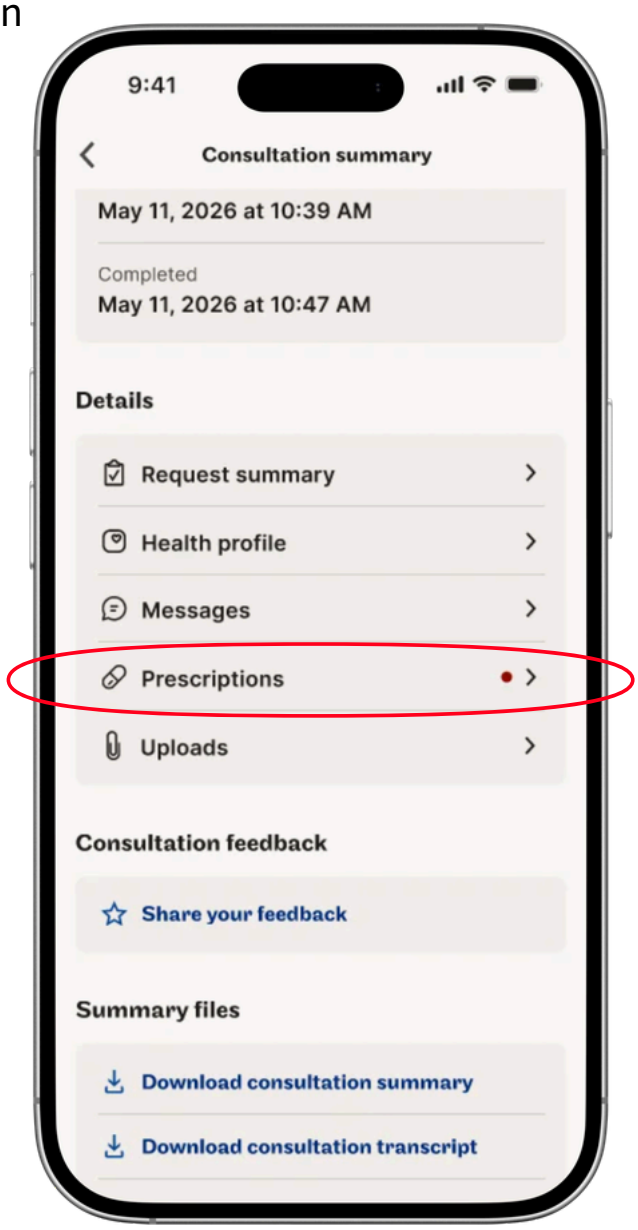
Getting your prescription



Step 1

Review your prescription

If your family doctor or nurse practitioner gave you a prescription during your visit, you can click on the “Prescriptions” in your consultation summary to view your prescription



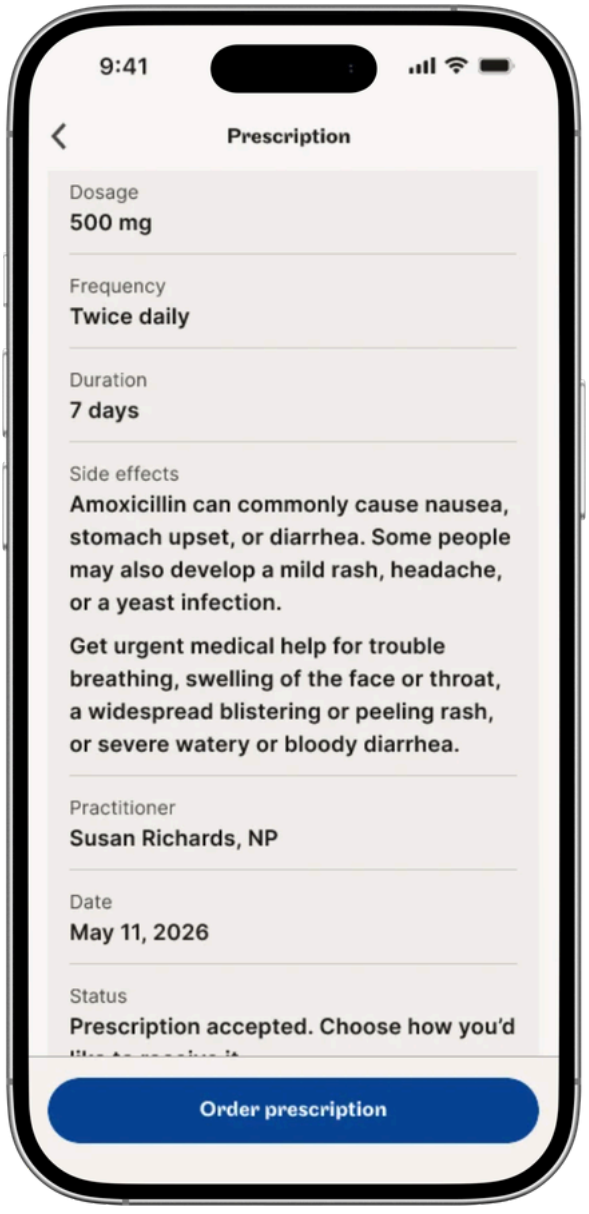
Getting your prescription



Step 2

Accept your prescription

1. Review your presciption information.
2. Click “Order prescription.”



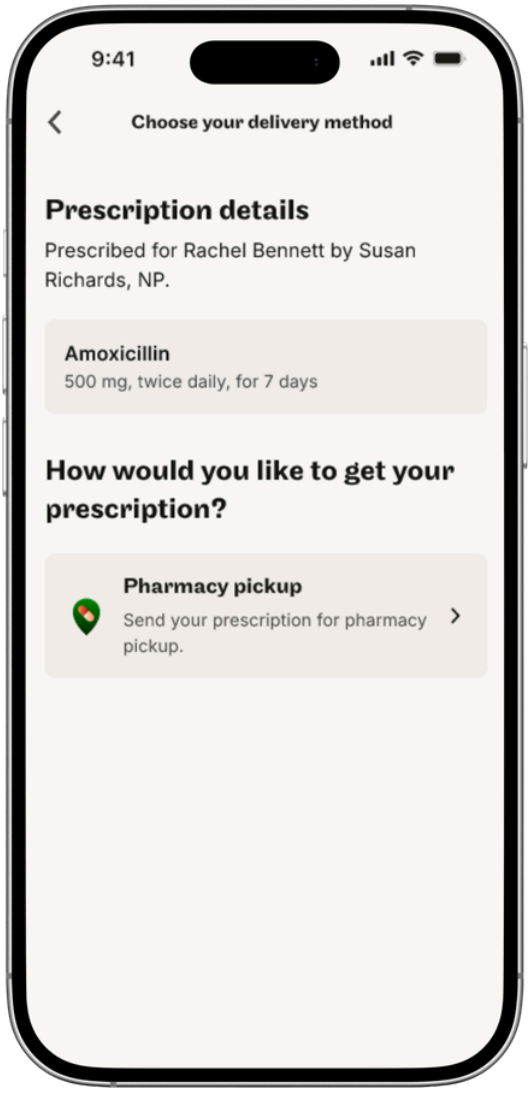
Getting your prescription



Step 3

Order your prescription

1. Select “Pharmacy pickup” to continue.



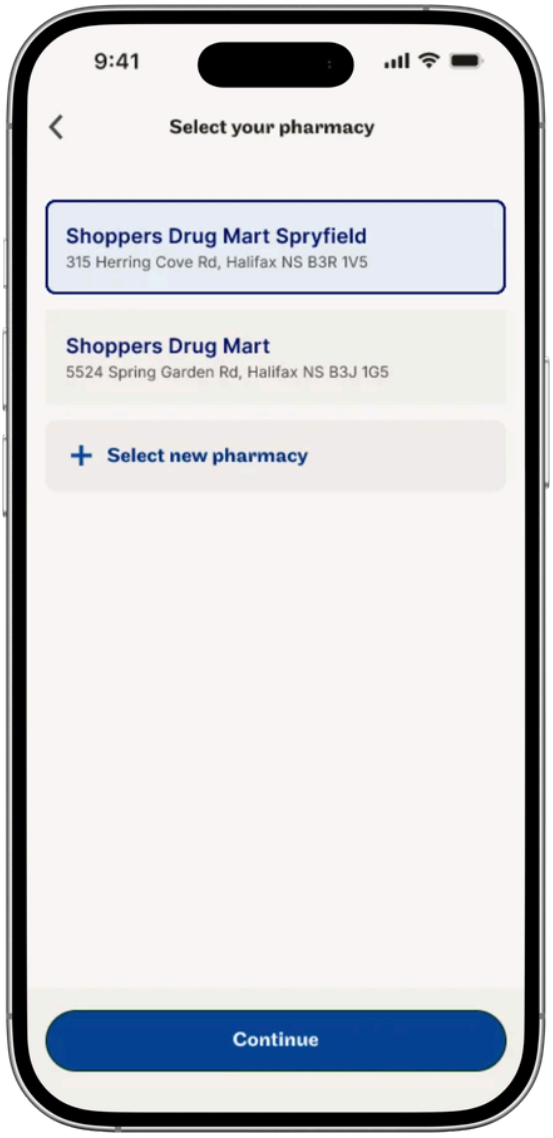
Getting your prescription



Step 4

Select your pharmacy

1. Click “Select new pharmacy” to find your pharmacy.
2. Search your pharmacy by name or address.



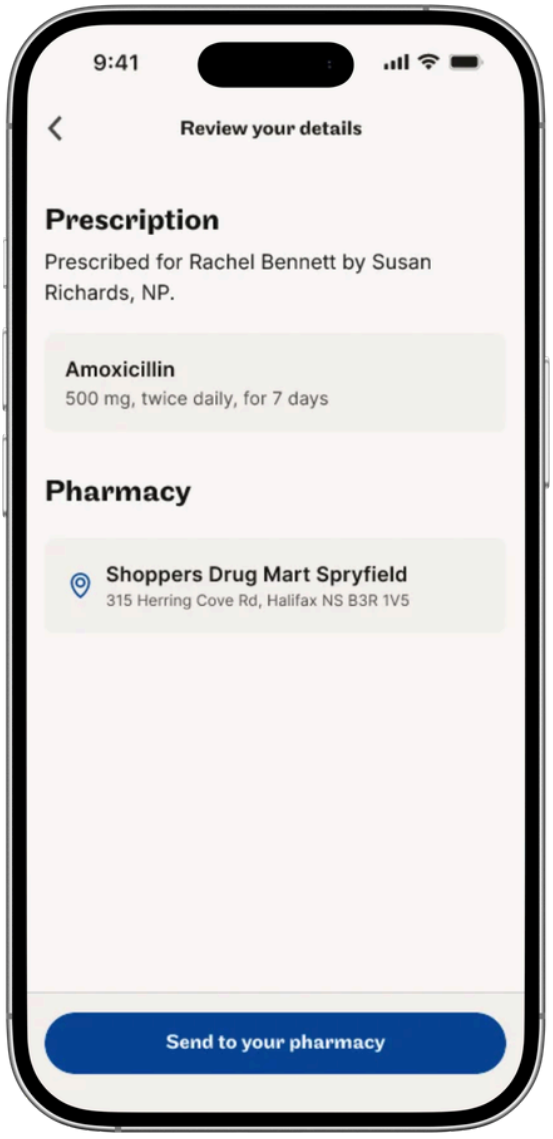
Getting your prescription



Step 5

Send your prescription order

1. Once you have picked your pharmacy, click “Send to your pharmacy” to send your prescription.
2. You will see a message that your prescription order is being processed.



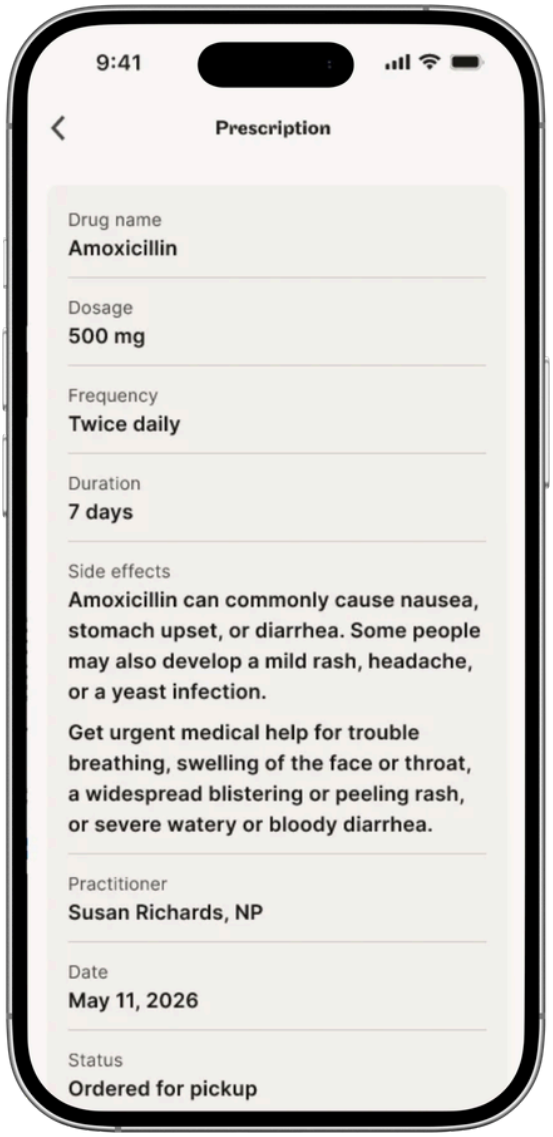
Getting your prescription



Step 6

Review your prescription

After your prescription order has been sent, you can review the medication and pickup details under the “Prescriptions” tab in your consultation summary.



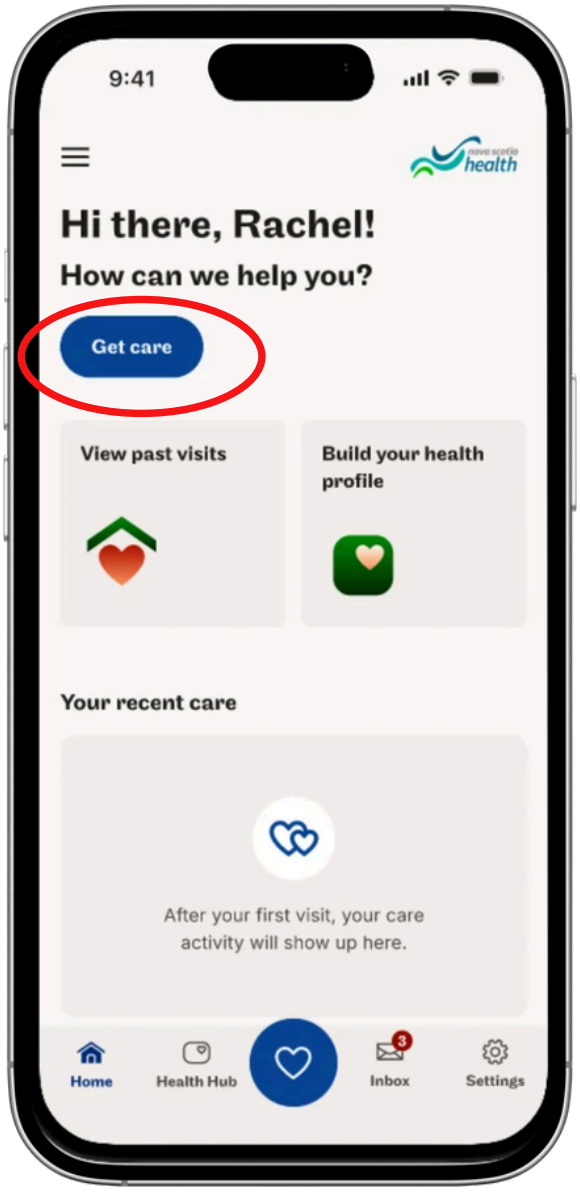
View your coverage



Step 1

Click “Get care” from your home page

Please note: your most up-to-date coverage information will only be available after clicking the ‘Get care’ button.



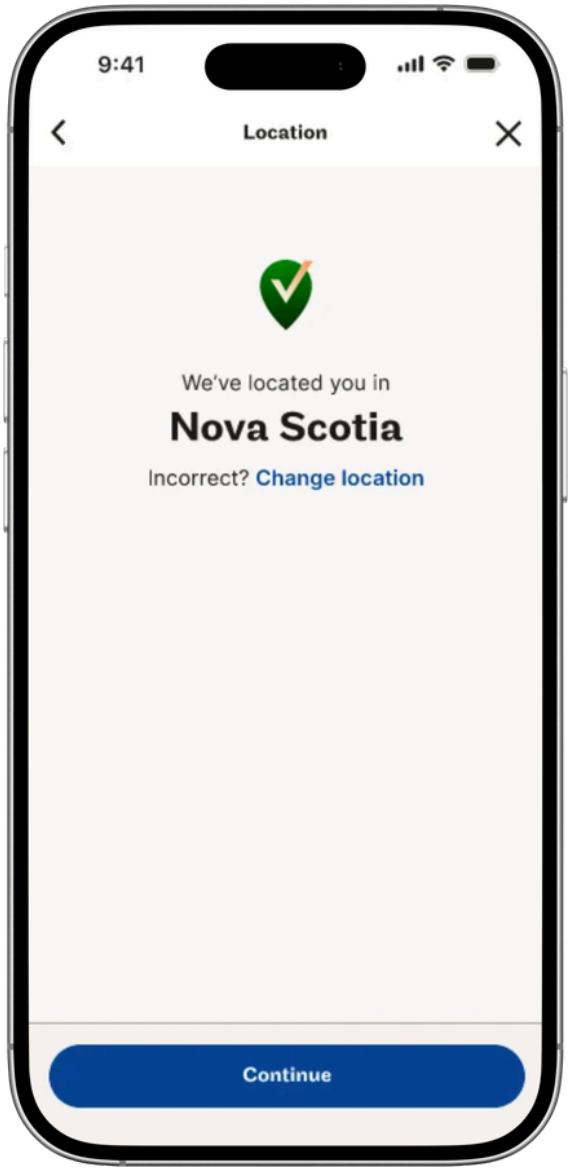
View your coverage



Step 2

Confirm that you are in Nova Scotia

Confirm your location and click “Continue.”



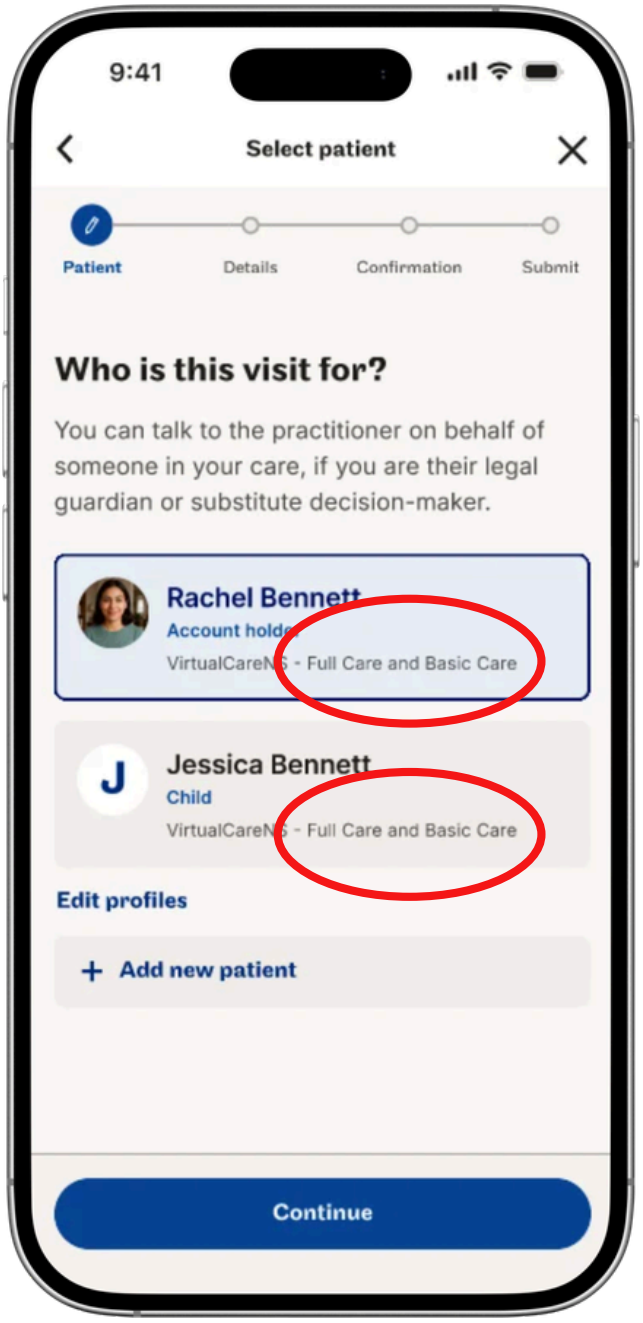
View your coverage



Step 3

View your coverage

Your most up-to-date coverage can be seen under each patient's name.



Getting moved from Basic Care to Full Care

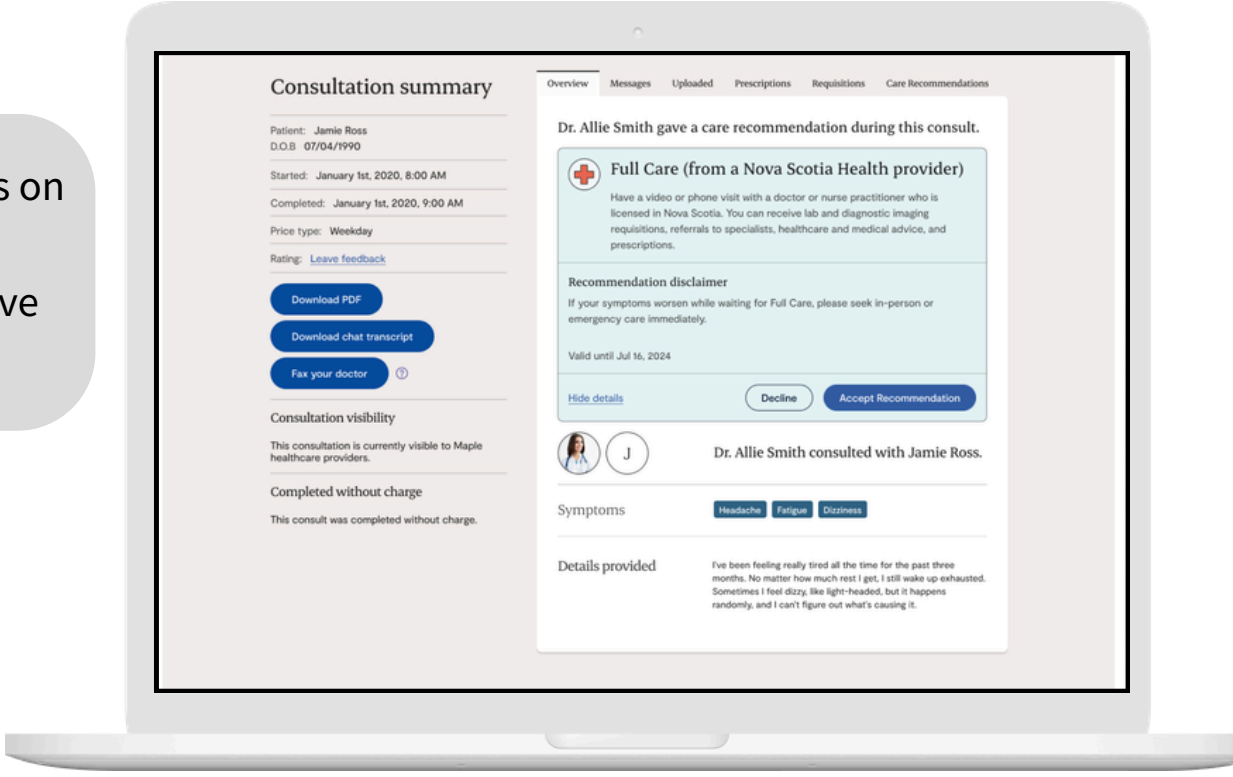


Step 1

Getting moved from Basic Care to Full Care

1. Sometimes your health concern may not be able to be taken care of through Basic Care. When this happens, the Basic Care family doctor or nurse practitioner may recommend that you be seen in the Full Care option.
2. Click "Accept Recommendation" and you will proceed to your visit without having to re-enter all your information, symptoms and uploads.

NOTE: Only patients on the Need a Family Practice Registry have access to Full Care



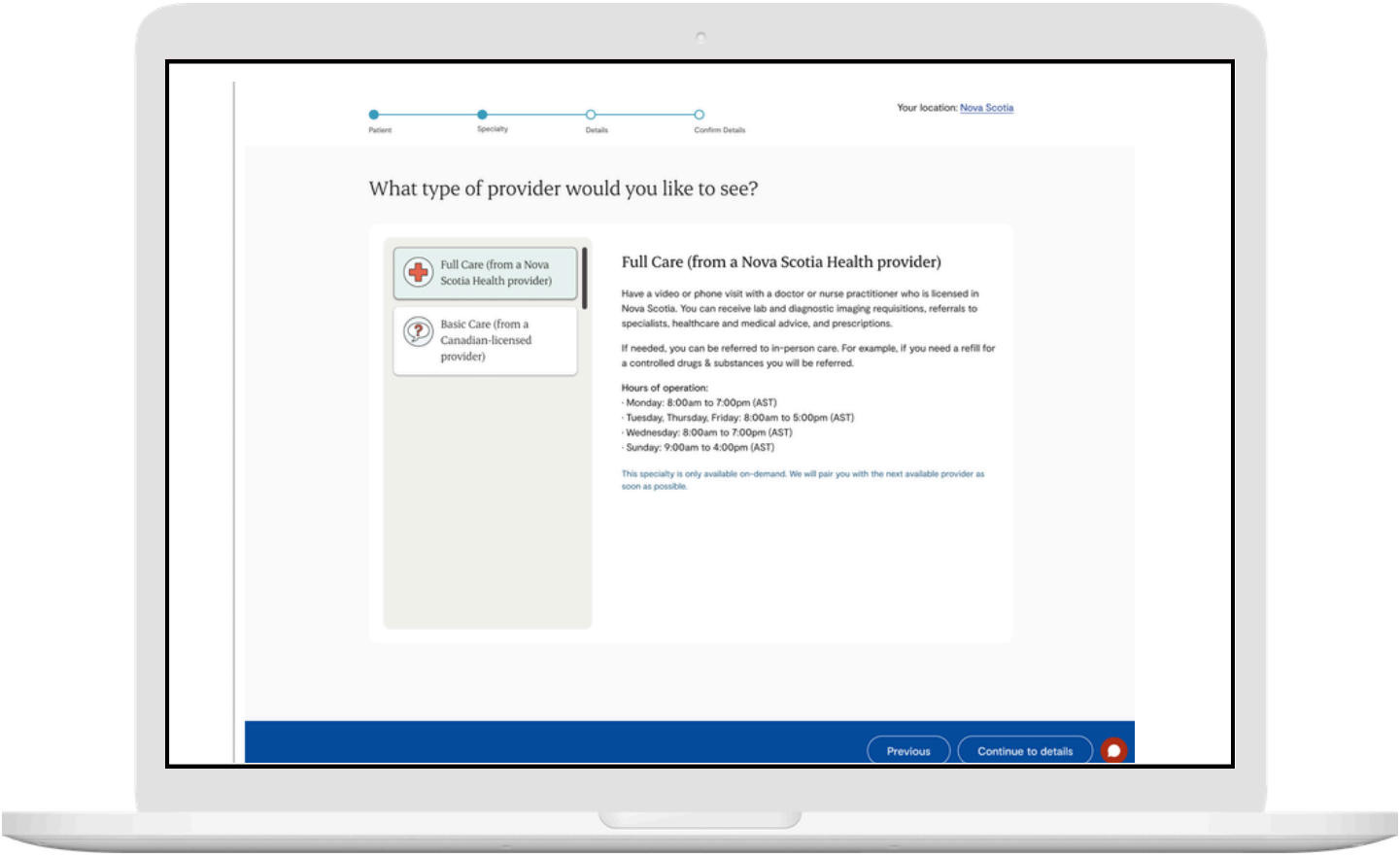
NOTE: If you close your browser before accepting the recommendation you can go to the Care Recommendations tab in the consultation summary to click "Accept Recommendation"

Getting moved from Basic Care to Full Care



Step 2

1. After you have clicked “Accept Recommendation”, you will return to the screen where you can click Full Care or Basic Care.
2. This time, click Full Care.



Getting moved from Basic Care to Full Care



Step 3

Confirm your details

1. Review and confirm the details you entered originally for your visit.
2. Click “Continue” to proceed to your Full Care visit.

