



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](mailto>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 “register” under the option that applies to you: whether you have or do not have a primary care provider.

The screenshot shows the Nova Scotia Health Virtual Care NS website. At the top, there is a banner about routine IT maintenance on July 17. The main navigation includes a Nova Scotia Health logo, a menu icon, and service status links. A search bar is present. Below the header, the page title is "Virtual Care NS". On the left, there are topics like "Family Medicine and Primary Care" and "Virtual Care". The central content area explains what VirtualCareNS is and lists requirements for using it. It also provides links for users with or without a primary care provider. On the right, there are sections for "Helpful Links", "Contact", and "Related Documents".

Routine IT maintenance on **Wednesday, July 17** will cause service interruptions **between midnight and 6:00am** affecting the YourHealthNS app and on-line appointment booking including COVID-19 testing, blood collection, X-Ray, EKG and the Need a Family Practice Registry. We apologize for any inconvenience.

nov Scotia health MENU ☰ SERVICE STATUS AND CLOSURES CONTACT

Enter keywords to search Entire NSH Website SEARCH 🔎

NS Health | Clinics, Programs, and Services | Virtual Care NS Share: PRINT 🖨

Virtual Care NS

TOPICS:
Family Medicine and Primary Care
Virtual Care

VirtualCareNS provides Nova Scotians with virtual access to a primary care provider (family doctor or nurse practitioner).

To use VirtualCareNS, you need:

- A valid Nova Scotia health card number. If you are new to the province, you cannot use VirtualCareNS until you have received your physical healthcare card.
- Be able to access the internet through a computer or mobile device
- Have an e-mail address
- Be located within the province when accessing VirtualCareNS

I have a Primary Care Provider:

[REGISTER →](#)
[LOGIN →](#)

I do not have a Primary Care Provider:

[REGISTER →](#)
[LOGIN →](#)

If you do not have a primary care provider and are not on the Need a Family Practice Registry, you can register online or by calling 811.

What care can I get through VirtualCareNS?

Helpful Links

- [Register with VCNS](#)
- [Login to VCNS](#)
- [Visit YourHealthNS](#)

Contact

QUESTIONS OR CONCERN ABOUT VIRTUAL CARE NS?

[SEND EMAIL](#)

Related Documents

- [Step by step guide to VirtualCareNS](#)
- [Where to Go for Health Care - WZ - Lunenburg and Queens Counties](#)
- [Where to Go for Health Care - WZ - Kings and](#)

Creating your account



Step 1

Register for your account

1. Enter your health card number.
2. Select whether you have or do not have a primary care provider.
3. Enter your address information and press “Continue.”

The image shows a computer monitor displaying the VirtualCareNS registration website. The page features a logo with 'NS' and a green plus sign, followed by the text 'Register for VirtualCareNS'. Below this, a message states: 'VirtualCareNS is a virtual primary care clinic operated by Nova Scotia Health and funded by the Department of Health and Wellness. You can learn more about the program here [VirtualCareNS information page](#)'. Further down, it says: 'Please note, not all visits are appropriate for virtual care. You may be directed to Emergency care, a walk-in clinic, or referred to in-person primary care.' and '811 is always available if you have any questions on where you should access care.' At the bottom, there's a link: 'Already have a Maple account? [Please login here.](#)' and 'Nova Scotia Health Card'. A red error message box is prominently displayed, stating 'A User already exists with the given details.' with a 'Dismiss' button. To the right of the monitor, a grey callout bubble contains the text: 'NOTE: If you see the above message, you need to reach out to Maple customer support for assistance.'

Creating your account



Step 2

Enter your information

1. Enter your personal details.
2. Click “Review” to read the Terms of Use.
3. Accept the Terms of Use by clicking “I agree.”
4. Click “Create your account.”

The image shows a mobile phone displaying a web-based registration form for virtual care. The screen is titled "Register for Virtual Care". At the top right are "Sign in" and "Français" buttons. The form includes fields for a Nova Scotia Health Card number (51111111), a primary care provider (Yes, 153 Greenwich Rd S, G4P2R2, Wolfville), and account information (Legal first name: Jamie, Legal last name: Ross, Email: jamie.ross27@gmail.com, Password: [redacted], Your password is secure). Below this is a "Profile" section with fields for Date of birth (03/11/1990), Sex assigned at birth (Female), Gender (Female), Residence (Nova Scotia), and Phone number (+1 41111111, Mobile selected). There are also "Add gender information (optional)" and "Add preferred first name (optional)" dropdowns.



Creating your account



Step 3

Confirm your identity

1. Check your email inbox, open the e-mail from Maple and click "Verify your email address."
2. Check your phone and enter the 6-digit code received. 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.

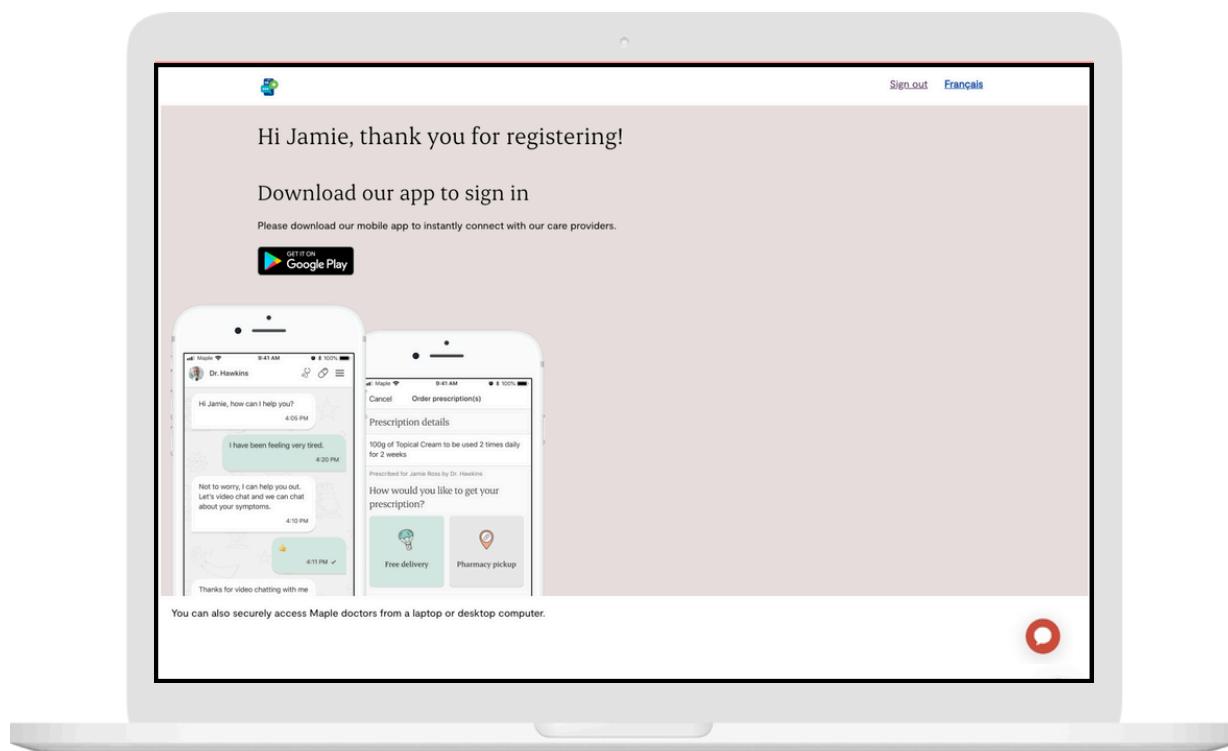
Creating your account



Step 4

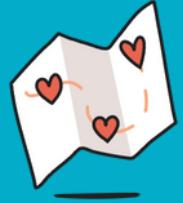
Download App or open browser

1. You will be asked to download the Maple app. Please note that if you don't want to use the 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.

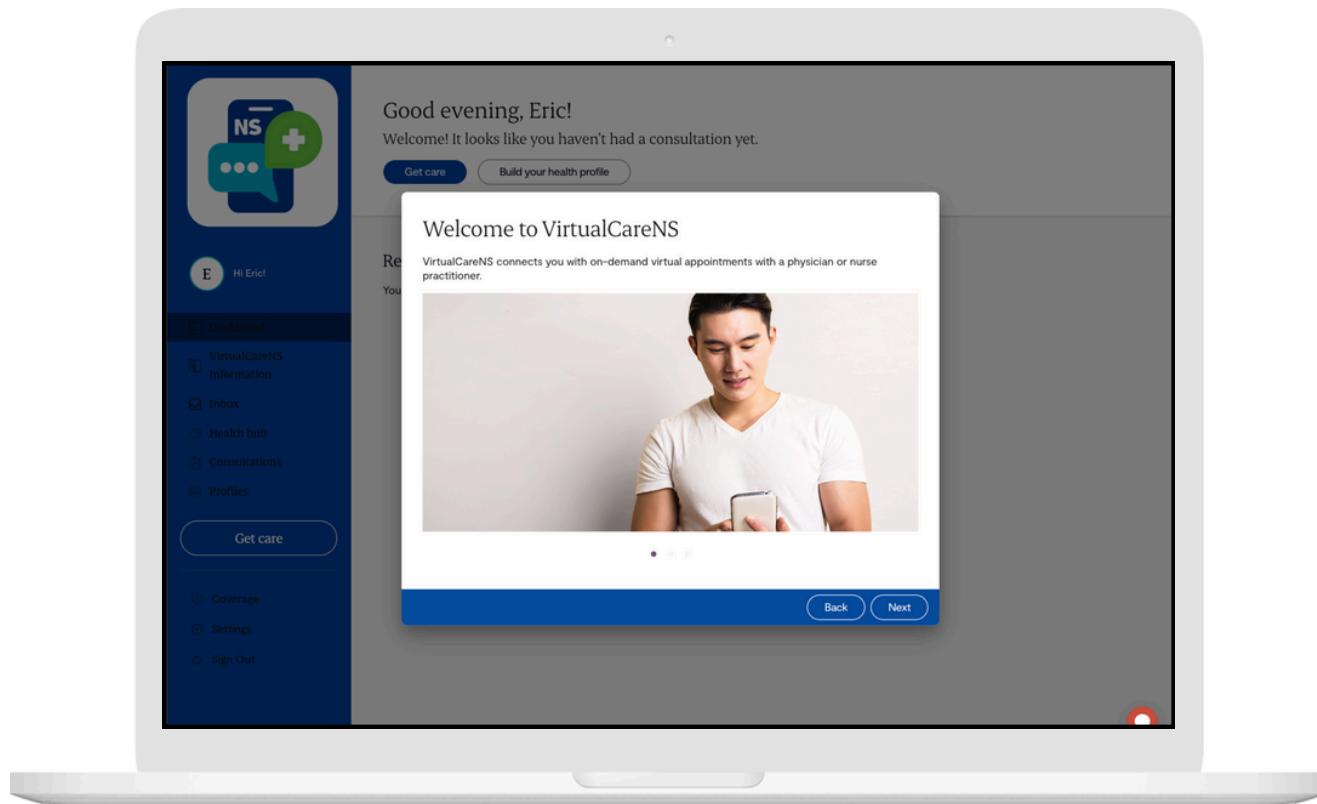
Creating your account



Step 5

Logging in for the first time

1. When you first log in, you will be given the option to take a virtual welcome tour. This can help you learn how to use VirtualCareNS.



Requesting a virtual visit



Step 1

Click “get care” to request a virtual visit

Click the “Get care” button.

Good afternoon, Jamie!

Welcome! It looks like you haven't had a consultation yet.

Get care Build your health profile

Recent History

Your treatment history, such as prescriptions and doctor's notes, will show up here.

Hi Jamie!

- Dashboard
- Inbox
- Health hub
- Consultations
- Profiles

Get care

Coverage
Settings
Sign Out

1:10

Hi there, Sarah!

How can we help you?

Get care

Nova Scotia Health: VirtualCareNS

Build your health history

Recent history

Prescription for Sarah Brooks
amoxil
500mg, twice daily, 10 days

Ordered for pickup (order #F022811)

Renew prescription

Prescription for Sarah Brooks

Home Health Hub Inbox Settings

Requesting a virtual visit



Step 2

Enter your location details

1. Enter your current location and/or make sure that it is correct.

The screenshot shows a computer monitor displaying a web-based application for requesting a virtual visit. At the top, there is a navigation bar with five steps: Patient, Speciality, Details, Confirm details, and Provider pairing. The 'Details' step is currently active. To the right of the steps, it says 'Your location: Nova Scotia'. Below this, a message states 'We have located you in Nova Scotia'. A note below it says: 'In order to match you with a provider we require your location. If your automatically determined location is incorrect, you can manually select your location from the list below.' A dropdown menu shows 'Nova Scotia' selected. To the right of the text, there is a cartoon illustration of a beach scene with a green umbrella, a sun, and a drink on a table. At the bottom of the application window, there are three buttons: 'Back to dashboard', 'Continue', and a red circular button with a white dot.

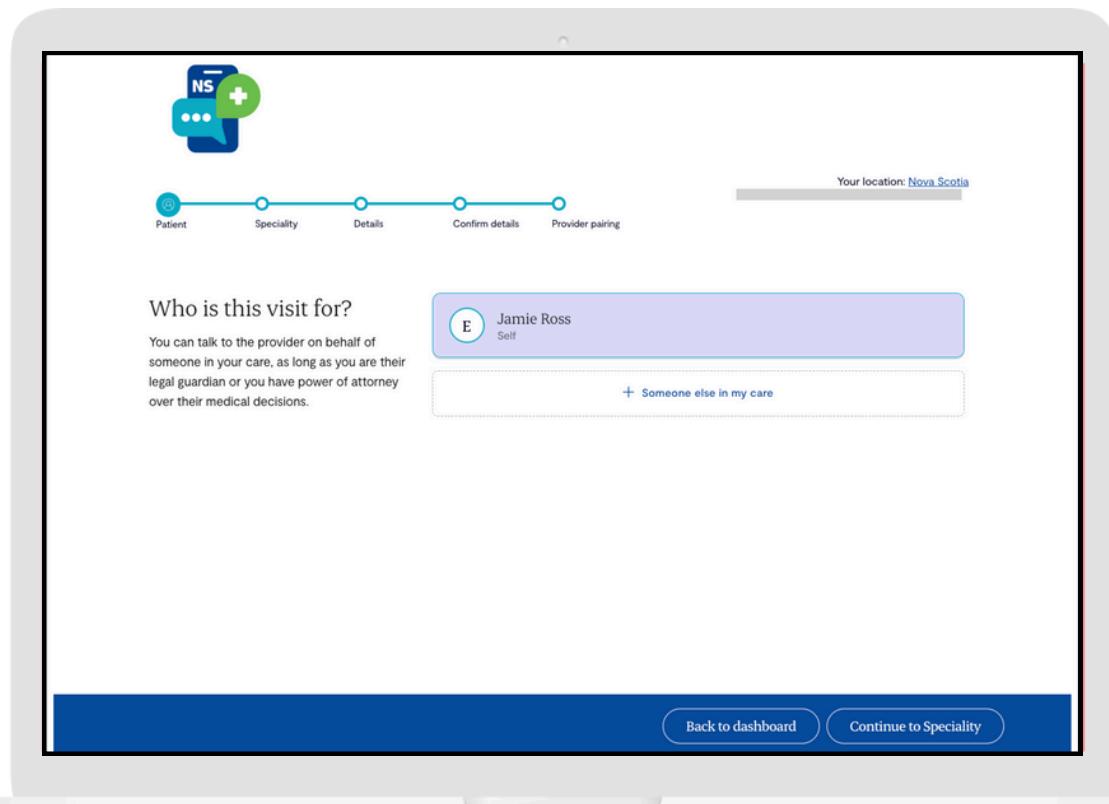
Requesting a virtual visit



Step 3

Choose who the visit is for

1. Click your name if you are looking for a visit for yourself.
2. Choose “someone else in my care” if the visit is for a dependent on your account. Please note that the dependent must be at the virtual visit as well. You cannot complete a visit on someone else's behalf. You may also be asked to show documentation that you are the dependent's substitute medical decision maker



Requesting a virtual visit



Step 4

Choosing Full Care

Full Care gives you access to comprehensive primary healthcare with a Nova Scotia licensed doctor or nurse practitioner. Providers through Full Care can do all of the same things as other primary care providers (family doctors and nurse practitioners).

Pick “Full Care” for:

- prescription of medications
- ordering tests
- specialist referrals
- referral to in-person care
- healthcare advice

NOTE: Only patients without a primary care provider can use Full Care.

The screenshot shows a mobile application interface for requesting a virtual visit. At the top, there is a navigation bar with five circular steps: 'Patient', 'Specialty', 'Details', 'Confirm details', and 'Provider pairing'. To the right of the steps, it says 'Your location: Nova Scotia' and 'VirtualCareNS'. Below the steps, a question 'Which option would you like to choose?' is displayed. Two options are shown: 'Full Care (from a Nova Scotia Health provider)' and 'Basic Care (from a Canadian-licensed provider)'. The 'Full Care' option is highlighted with a purple background. To the right of the options, a detailed description of 'Full Care' is provided, including its definition, availability, and hours of operation. At the bottom of the screen, there are 'Previous' and 'Continue to Details' buttons, along with a small circular icon.

Full Care (from a Nova Scotia Health provider)

Have a video or phone visit with a doctor or nurse practitioner who is licensed in Nova Scotia. You can receive lab and diagnostic imaging requisitions, referrals to specialists, healthcare and medical advice, and prescriptions.

If needed, you can be referred to in-person care. For example, if you need a refill for a controlled drugs & substances you will be referred.

Hours of operation:

- Monday: 8am to 7pm (AST)
- Tuesday, Thursday, Friday: 8am to 5pm (AST)
- Wednesday: 8am to 7pm (AST)
- Sunday: 9am to 4pm (AST)

This specialty is only available on-demand. We will pair you with the next available provider as soon as possible.

Requesting a virtual visit



Step 5

Choosing Basic Care

1. Pick “Basic Care” for:

- basic healthcare advice
- prescription of medications (except controlled substances and Z-drugs like Zopiclone)

Your location: Ontario
VirtualCareNS

Which option would you like to choose?

Full Care (from a Nova Scotia Health provider)
Have a text, phone, or video visit with a Canada-based Maple doctor or nurse practitioner (not licensed in Nova Scotia). You can receive healthcare advice and most prescriptions. This service is available 24/7.

Please note: The Basic Care option cannot provide requisitions for lab or diagnostic imaging, review of recent test results, or referrals. If your medical need includes any of the above, please select the Full Care option. There are no prescriptions for controlled drugs and substances.

The Full Care option is available:

- Monday and Wednesday (8:00 – 7:00)
- Tuesday, Thursday, and Friday (8:00 – 5:00)
- and Sundays from (9:00 – 4:00)

DISCLOSURE STATEMENT: Maple Corporation provides a virtual health service that connects patients to health care professionals. For a limited time, this will be available at no-cost if you have a valid Nova Scotia health card number and are registered on the "Need a Family Practice Registry". The Maple service is offered independently of NS Health and IWK Health Centre. In choosing to accept these services you are doing so with the understanding that: 1) The health care providers are not affiliated with NS Health or IWK Health Centre and do not communicate directly with Maple and may be located in another Canadian province, and 2) The Maple providers are not able to refer patients for imaging, tests or follow up care. Maple is responsible for maintaining your personal health information associated with the Maple service. Your health information will be available to NS Health and IWK Health Centre and the health care providers associated with VirtualCareNS.

This specialty is only available on-demand. We will pair you with the next available provider as soon as possible.

Previous Continue to Details Next



NOTE: Basic Care providers cannot give you requisitions, specialist referrals, or referrals to in-person primary healthcare. Choose Full Care if you need any of these.

Requesting a virtual visit



Step 6

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.

The screenshot shows the 'Details' step of the VirtualCareNS application. At the top, there's a navigation bar with tabs: Patient, Speciality, Details, Confirm details, and Provider pairing. The 'VirtualCareNS' logo is in the top right. Below the navigation, there's a section titled 'What are the reasons for your visit?' with a note about getting on-demand 24/7/365 virtual care. A list of symptoms is provided with checkboxes:

- eye / throat infection
- cold / flu
- sexual health issues
- anxiety / depression
- diarrhea / constipation
- allergies / allergic reaction
- ear discharge
- other
- urinary infection
- skin problem
- headache
- minor injury / joint pain
- abdominal pain
- back pain
- no symptoms

Below this is a section 'Do you need a prescription?' with a note about it being included with the consultation if needed. There's a checkbox for 'I need a prescription' and a text input field for 'Name of medication (optional)'. Finally, there's a section 'What details can you tell us?*' with a note about providing severity and duration of symptoms, and a text area for entering details.

The screenshot shows the 'Details' step of the VirtualCareNS mobile application. At the top, there's a navigation bar with tabs: Patient, Details, Submit, and Pairing. The time '18:08' is shown in the top left. The main content is titled 'How can we help today?' and lists various symptoms as circular icons:

- 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

A large blue 'Continue' button is at the bottom right.

Requesting a virtual visit



Step 7

Review and confirm the information you gave

1. Look over the information you provided.
2. Click “Continue to Provider Pairing.”

The screenshot shows a mobile application interface for VirtualCareNS. At the top, there is a navigation bar with five steps: Patient, Speciality, Details, Confirm details (which is highlighted in blue), and Provider pairing. To the right of the steps, it says "Your location: Nova Scotia" and "VirtualCareNS". The main content area features a cartoon illustration of a computer monitor displaying a document, a sandwich on a napkin, a drink, and an apple. Below the illustration, a message reads "Thanks for providing the details" and "Click the 'Continue to Provider Pairing' button to submit your request." Underneath this, there is a section titled "Consultation details" with the following information:

- Patient: Jamie Ross
- Location: Nova Scotia
- Service: VirtualCareNS
- When: As soon as possible
- Symptoms: eye / throat infection

Below the symptoms, there are fields for "Note or prescription" and "Prescription needed ()". A "Details" section contains a note about persistent sore throat and swelling. At the bottom of the screen are two buttons: "Previous" and "Continue to Provider Pairing".

Requesting a virtual visit



Step 8

Additional information requirements

1. If you are using Full Care, you will be asked for some extra information.
2. Click “Review your info” where you will be prompted to edit and/or confirm your information.
3. You will be asked to confirm your address. This must be filled out.
4. You will be prompted to add additional information for FirstHX, which you have the option to decline.

The image shows two screenshots of a mobile application interface. Both screenshots feature a header with a blue logo and the text "A few more things...". Below this, there is a message: "We need more information to review your consultation request thoroughly. Please complete these actions within X hours, otherwise your request will be cancelled." The left screenshot shows a "Review your address" section with a required field and a "Review your info" button. It also has an "Add more details about your request" section with a required field and an "Add details" button. The right screenshot shows the same sections, but the "Review your address" section includes a "Nova Scotia health card number" field with the value "42155151442" and an "Edit" button. At the bottom of both screenshots, there is a note: "By clicking 'Confirm information', I verify that this information is correct and up-to-date." At the very bottom of the right screenshot, there are "Cancel" and "Confirm information" buttons.

Begin your virtual visit



Step 1

Waiting for a provider

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 healthcare card. For detail instructions on how to do this, see pages 21 to 23.
3. You can also add guests to your consult, upload relevant photos, videos or files, and enter your basic health metrics.

NOTE: You do not need to stay logged in while you wait. You will get an e-mail notification when a provider 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.

The screenshot shows the Maple app's user interface. At the top, there is a navigation bar with a back arrow, a search icon, and a profile icon. Below the navigation bar, the main content area has a light gray background. On the left side of the main area, there is a large, semi-transparent circular overlay containing the text "We've sent your request to our network of providers for review." In the center of the main area, there is a small icon of a clipboard with a plus sign. On the right side, there are several sections: "Guest access" (with a note about inviting up to 2 guests), "Upload photos, videos or files (optional)" (with a note about providing helpful media for the visit), "Jamie's health profile" (with a note about filling in medical history for effective care), and "Basic health metrics" (with fields for height and weight). At the bottom of the screen, there is a blue footer bar with icons for a camera, a microphone, and a video camera.

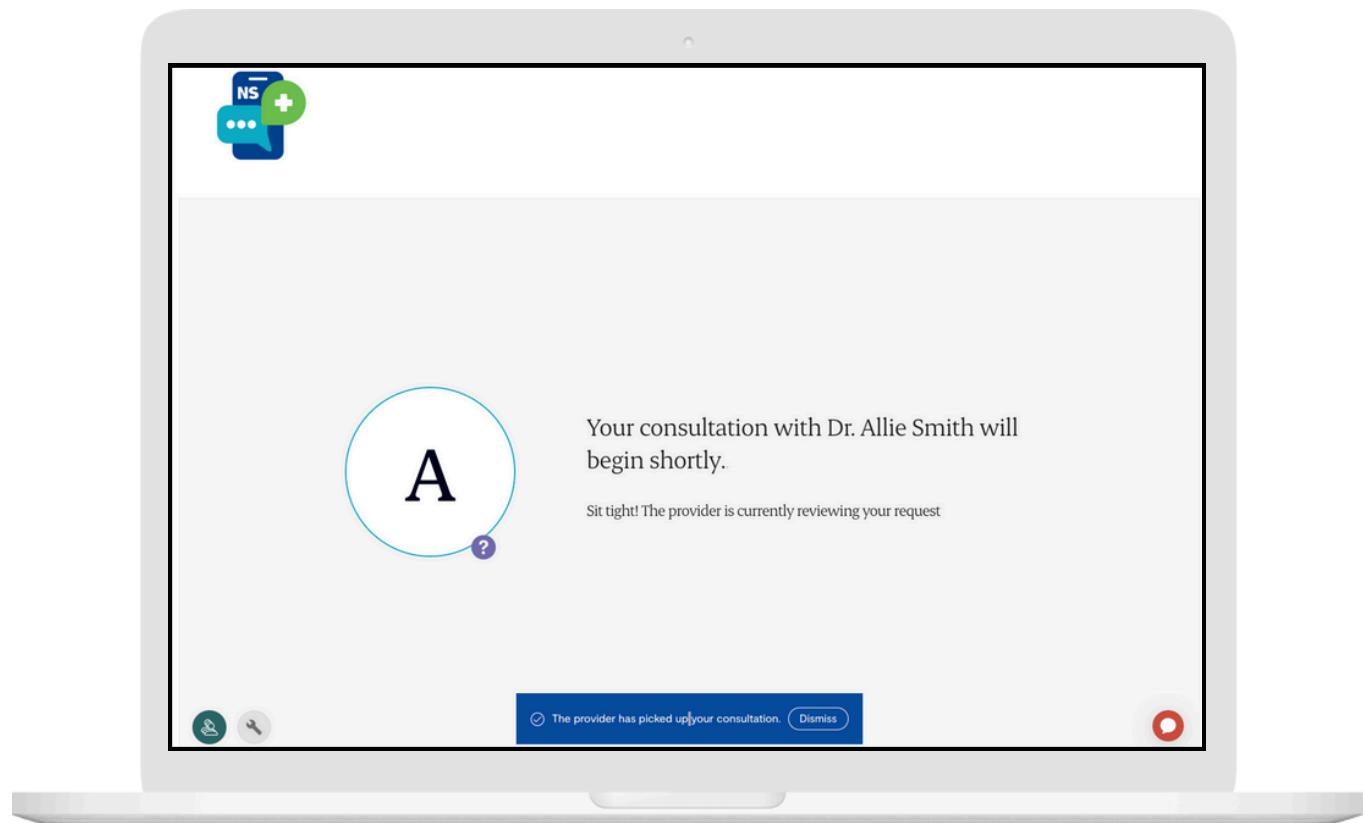
Begin your virtual visit



Step 2

Matching you with a provider

You will be notified when you get matched with a provider. Stay close by your device and wait for the consult to begin.





Begin your virtual visit

Step 3

Having your virtual consult

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

The screenshot shows a virtual consult interface on a tablet. At the top, it says "You are chatting with Dr. Allie Smith" and the date "Tuesday, July 16th, 2024". The conversation log shows the following messages:

- Dr. Allie Smith: "Hi Jamie, how are you doing? My name is Dr. Smith. Can you tell me more about your sore throat symptoms?" (9:31 AM)
- You: "I've been having a sore throat for the last five days. It's quite painful, especially when I swallow." (9:35 AM)
- Dr. Allie Smith: "I'm sorry to hear that. Have you experienced any other symptoms? For example, fever, cough, or a runny nose?" (9:36 AM)
- You: "I have a slight fever, but no cough or runny nose." (9:36 AM)
- Dr. Allie Smith: "I've been experiencing a persistent sore throat for about five days now, which gets particularly painful when I swallow. There's also some swelling around my neck and a slight fever, but no cough or runny nose." (9:29 AM)
- Dr. Allie Smith: "eye / throat infection /"

On the right side of the screen, there is a sidebar with tabs for "Consultation", "Health Profile", "Uploads", and "Manage Guests". The "Consultation" tab is selected. Below the tabs, it says "Patient: You" and "Pending". There is a button to "Enable browser notifications" and a note: "IMPORTANT: Please upload a picture of your government-issued ID for the provider. It is required to verify your information to provide care, prescribe medications, or order lab and diagnostic imaging tests. The uploaded ID must match the name and birthdate of the patient." At the bottom right, there is a "Complete Consult" button.

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

Begin your virtual visit



Step 4

Ending your visit

- Once you are done with the visit, you may see prescription(s) that the provider gave you. Click "accept" and enter your pharmacy information. See pages 24 to 29 for more detailed instructions on getting your prescription.

The screenshot shows a virtual visit interface on a laptop screen. On the left, a messaging window shows a conversation between the patient ('You') and Dr. Allie Smith. Dr. Smith's messages are in white boxes, and the patient's messages are in blue boxes. The patient asks about medications and receives a response from Dr. Smith. Dr. Smith then updates the diagnosis. The patient is informed about a suggested prescription for Amoxicillin. On the right side of the screen, there is a sidebar with tabs for Consultation, Health Profile, Uploads, and Manage Guests. The Diagnosis tab is selected, showing 'Bacterial Pharyngitis (Strep Throat)' highlighted with a blue box. Below this, there is a button for 'Enable browser notifications'. A large callout box highlights the 'Accept' button in a blue box within a 'Prescription for Amoxicillin' window. The prescription details are: 250mg, Every 8 hours for 10 days. The status is 'Suggested'. There are 'Decline' and 'Accept' buttons, with 'Accept' also highlighted with a blue box. At the bottom of the sidebar, there is a list of recent provider actions: 'Dr. Allie Smith recommended a new prescription.' at 9:40 AM, 'Dr. Allie Smith updated the diagnosis.' at 9:39 AM, and 'Dr. Allie Smith did a manual verification.' at 9:29 AM. A 'Complete Consult' button is located at the bottom right of the sidebar.

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, and fax a copy to your primary care provider (if applicable).
3. You can review the messages, uploads and prescriptions from this consultation as well.
4. See pages 24 to 29 for detailed instructions on how to accept a prescription and have it sent to your pharmacy.

The screenshot shows a digital consultation summary page. At the top left is a logo with 'NS' and a green plus sign. At the top right is a 'Back to dashboard' button. Below the logo, the title 'Consultation summary' is displayed. To the right of the title is a navigation bar with tabs: Overview, Messages, Uploads, and Prescriptions. The 'Overview' tab is selected. On the left side, there is a sidebar with patient information: Patient: Jamie Ross, D.O.B: 04/04/1990; Started: July 16th, 2024, 9:22 AM EDT; Completed: July 16th, 2024, 9:42 AM EDT; Price type: Weekday; Rating: View your feedback. Below these are three blue buttons: Download PDF, Download Chat Transcript, and Fax to your doctor. Under 'Consultation visibility', it says 'This consultation is currently visible to Maple healthcare providers.' Under 'Completed without charge', it says 'This consult was completed without charge.' On the right side, under 'Details provided:', there is a note: 'Dr. Allie Smith consulted with Jamie Ross.' Below this, under 'Symptoms tagged:', are 'eye / throat infection' and 'Prescription'. Under 'Details provided:', there is a note: 'I've been experiencing a persistent sore throat for about five days now, which gets particularly painful when I swallow. There's also some swelling around my neck and a slight fever, but no cough or runny nose.' Under 'Specialty:', it says 'VirtualCareNS'. Under 'The diagnosis:', it says 'Bacterial Pharyngitis (Strep Throat)'. Under 'Prescriptions:', it says 'There was 1 medication prescribed.' and has a link 'View prescriptions'.

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.

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

Guest access (optional)
Invite up to 2 guests to join this consultation. Guests will only be able to participate in video calls.

Upload a photo or file
Accepted file formats: GIF, JPG, JPEG, PNG, BMP, DOC, DOCX, PDF, HEIC (less than 10MB each)

To upload, drag and drop below or [Browse files](#)

Drop files here

We've sent your request to the provider.

We'll send you a notification when they respond.

IMPORTANT: Please upload a photo or video of your symptoms while you're waiting using the Upload function. This will help us provide you with the best care. We'll send you a notification when they respond. You may need to stay on this screen.

James vcns, 29 years old, Intersex
1234-123-888 BB, Ontario
Edit

Basic health metrics

Uploading a file



Step 2

Choose your file

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

The screenshot shows a mobile application interface for uploading files. At the top, there is a banner for guest access with the text "Guest access (optional)" and "Invite up to 2 guests to join this consultation. Guests will only be able to participate in video calls." Below this is a search bar labeled "Upload a photo or file". A file selection dialog is open, showing a list of screenshots from the device's camera roll. The file "37ce97dd-0b4d.jpg" is selected and highlighted in blue. The list includes several other screenshots taken at different times. At the bottom of the dialog are "Cancel" and "Open" buttons. The background of the app shows a consultation summary for a patient named James vcn, 29 years old, Intersex, with a phone number 1234-123-888 88, Ontario. There is also a "Basic health metrics" section.

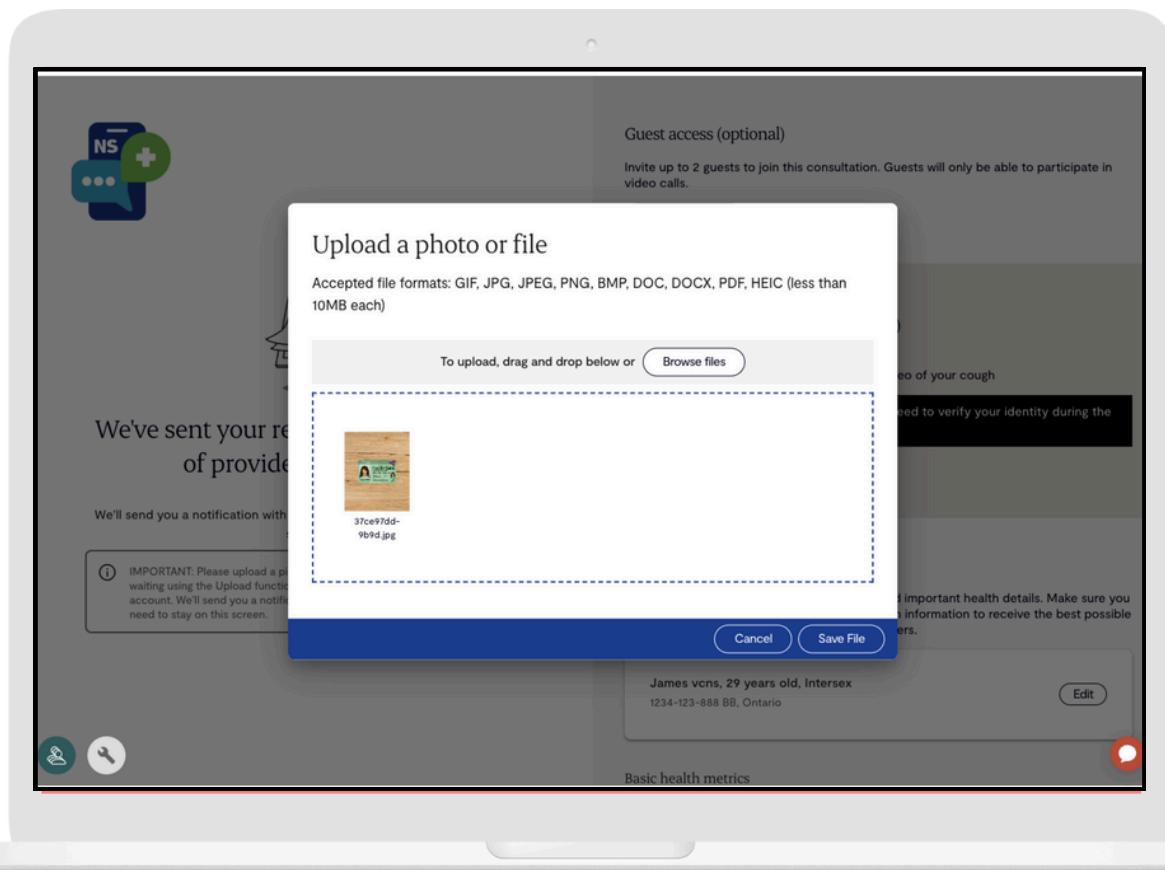
Uploading a file



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 provider gave you a prescription during your visit, you can click on the “Prescriptions” tab to view your medication.

The screenshot shows a digital interface for a consultation summary. At the top left is a logo with 'NS' and a green plus sign. At the top right is a 'Back to dashboard' button. Below the logo is a 'Consultation summary' section with details: Patient: Jamie Ross, D.O.B.: 04/04/1990; Started: July 16th, 2024, 9:22 AM EDT; Completed: July 16th, 2024, 9:42 AM EDT; Price type: Weekday; Rating: [View your feedback](#). There are three download buttons: 'Download PDF', 'Download Chat Transcript', and 'Fax to your doctor'. Below this is a 'Consultation visibility' section stating 'This consultation is currently visible to Maple healthcare providers.' and 'Completed without charge' with the note 'This consult was completed without charge.'

The main content area has tabs: Overview, Messages, Uploads, and Prescriptions. The 'Prescriptions' tab is selected, showing a box titled 'Your prescriptions'. It states 'You have 1 prescription from your consultation with Dr. Allie Smith.' A prescription for 'Amoxicillin' is listed: 'Prescription for Jamie Ross', 'Amoxicillin', '250mg. Every 8 hours for 10 days', and a 'View details' button. The status is 'Suggested' with 'Decline' and 'Accept' buttons. The entire interface is presented on a laptop screen.

Getting your prescription



Step 2

Accept your prescription

1. Click on the “Prescriptions” tab to view your medication.
2. Click “Accept” to review your prescription, and then click “Agree & accept prescription.”

The image displays two screenshots of the Maple app's user interface. The top screenshot shows the 'Consultation summary' screen with a navigation bar at the top. Below it, a 'Your prescriptions' section shows a single prescription for Amoxicillin. The prescription details are: Prescription for Jamie Ross, Amoxicillin, 250mg, Every 8 hours for 10 days. There are 'View details' and 'Accept' buttons. The bottom screenshot shows a larger view of the 'Prescription terms' and 'Prescription details' sections. The 'Prescription terms' section includes notes on side effects, consultation visibility, and completed without charge. The 'Prescription details' section specifies the prescription of 250mg of Amoxicillin to be taken every 8 hours for 10 days. The 'Next steps' section provides instructions on how to receive the medication. At the bottom right of this screen, there are 'Cancel' and 'Agree & accept prescription' buttons.

Getting your prescription



Step 3

Order your prescription

1. Click “Order your prescription.”
2. Click “Pharmacy pickup.”

The image displays two screenshots of a digital consultation platform, likely a mobile app or web interface, showing the steps to order a prescription.

Top Screenshot (Desktop/Laptop View):

- Header:** Consultation summary, Overview, Messages, Uploads, Prescriptions (selected).
- Patient Information:** Patient: Jamie Ross, D.O.B: 04/04/1990.
- Consultation Details:** Started: July 16th, 2024, 9:22 AM EDT; Completed: July 16th, 2024, 9:42 AM EDT; Price type: Weekday; Rating: View your feedback.
- Actions:** Download PDF, Download Chat Transcript, Fax to your doctor.
- Consultation Visibility:** This consultation is currently visible to Maple healthcare providers.
- Completed without charge:** This consult was completed without charge.
- Prescription Section:** Your prescriptions. You have 1 prescription from your consultation with Dr. Allie Smith.
 - Prescription Details:** Prescription for Jamie Ross, Amoxicillin, 250mg, Every 8 hours for 10 days, Status: Accepted.
 - Action Buttons:** Order your prescription.

Bottom Screenshot (Mobile Phone View):

- Header:** Consultation summary, Overview, Messages, Uploads, Prescriptions (selected).
- Patient Information:** Patient: Jamie Ross, D.O.B: 04/04/1990.
- Consultation Details:** Started: July 16th, 2024, 9:22 AM EDT; Completed: July 16th, 2024, 9:42 AM EDT; Price type: Weekday; Rating: View your feedback.
- Actions:** Download PDF, Download Chat Transcript, Fax to your doctor.
- Consultation Visibility:** This consultation is currently visible to Maple healthcare providers.
- Completed without charge:** This consult was completed without charge.
- Prescription Section:** Your prescriptions. You have 1 prescription from your consultation with Dr. Allie Smith.
 - Message:** You've accepted 1 prescription from Dr. Allie Smith.
 - Question:** How would you like to get your prescription?
 - Options:** Pharmacy pickup (selected), Send your prescription for pharmacy pickup; delivery may be available.
 - Action Buttons:** I'll do this later.

Getting your prescription



Step 4

Select your pharmacy

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

The image displays two screenshots of a digital platform interface, likely a mobile app or web application, showing the process of selecting a pharmacy for a prescription.

Screenshot 1 (Top): This screenshot shows the "Your prescriptions" section. It indicates "You have 1 prescription from your consultation with Dr. Allie Smith." Below this, a modal window is open, asking "Which pharmacy would you like to send your prescription to?". It features a "Pharmacy pickup" button and an "Add pharmacy" button. A note at the bottom of the modal states: "Please note: This pharmacy may provide delivery options. After your prescription has been sent, you can contact the pharmacy directly to confirm." At the bottom right of the modal is a "Proceed with this pharmacy" button.

Screenshot 2 (Bottom): This screenshot shows the "Select a pharmacy" section. It includes a search bar labeled "Search by name" and a list of pharmacies: "Shoppers Simply Pharmacy Q11 Hospital Vg Site", "ShoppersDrugMart#3004/ShoppersSimply", "Innomar Pharmacy", and "MetropolitanDispensary". To the right of the list is a map showing the location of "1496 Lower Water St, Halifax, NS B3J 1R9, Canada". A "Go to address" button is located above the map.

Getting your prescription



Step 5

Send your prescription order

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

The image displays two screenshots of a digital platform, likely a mobile app or web interface, for managing medical consultations and prescriptions.

Screenshot 1: Prescription Selection

This screenshot shows a "Your prescriptions" section with a message: "You have 1 prescription from your consultation with Dr. Allie Smith." Below this, a modal window titled "Which pharmacy would you like to send your prescription to?" is open. It contains a dropdown menu with "Shoppers Simply Pharmacy Qe11 Hospital Vg Site — 1276 South Park Street" selected. A note below the dropdown states: "Please note: This pharmacy may provide delivery options. After your prescription has been sent, you can contact the pharmacy directly to confirm." At the bottom of the modal is a blue button labeled "Proceed with this pharmacy".

Screenshot 2: Prescription Processing Confirmation

This screenshot shows the same "Your prescriptions" section with the same message. A confirmation modal is now open, featuring a large green checkmark icon. The text inside the modal reads: "You're all set! Your prescription order is being processed." Below this, it says: "We will send a notification to eric.pugmari-vonbabis@pmapple.ca and (416) 111-1111 as soon as the prescription gets to the pharmacy. Typically this takes 10 minutes or less." Further down, it says: "If you have any questions about your order, please contact Shoppers Simply Pharmacy Qe11 Hospital Vg Site directly." At the bottom of the modal is a blue "Close" button. A small notification at the bottom of the main screen states: "Your pickup request was successfully submitted." (Dismiss)

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 consult summary.

The screenshot shows a digital consultation summary interface. At the top, there's a navigation bar with tabs: Overview, Messages, Uploads, Prescriptions (which is the active tab), and a magnifying glass icon. Below the tabs, the page title is "Consultation summary". On the left side, there's a sidebar with patient information: Patient: Jamie Ross, D.O.B: 04/04/1990; Consultation details: Started: July 16th, 2024, 9:22 AM EDT; Completed: July 16th, 2024, 9:42 AM EDT; Price type: Weekday; Rating: View your feedback. Below these are three blue buttons: Download PDF, Download Chat Transcript, and Fax to your doctor. Under "Consultation visibility", it says "This consultation is currently visible to Maple healthcare providers." At the bottom of the sidebar, it says "Completed without charge" and "This consult was completed without charge." The main content area is titled "Your prescriptions" and contains a message: "You have 1 prescription from your consultation with Dr. Allie Smith." It shows a single prescription for Amoxicillin: "250mg, Every 8 hours for 10 days" with a "View details" link. A small green icon of a clipboard with a checkmark is next to the prescription. At the bottom of the main content area, it says "Status: Ordered for pickup [order #FD99A88]". At the very bottom of the screen, there's a red footer bar with a blue button that says "Your pickup request was successfully submitted." followed by a "Dismiss" link.

Getting moved from Basic Care to Full Care



Step 1

Getting moved from Basic Care to Full Care

1. Sometimes your healthcare need may not be able to be taken care of through Basic Care. When this happens, the Basic Care provider can move you to 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.

The screenshot shows a digital consultation summary for Jamie Ross. At the top, it displays basic patient information: Patient: Jamie Ross, D.O.B.: 07/04/1990, Started: January 1st, 2020, 8:00 AM, Completed: January 1st, 2020, 9:00 AM, Price type: Weekday, and a 'Leave feedback' link. Below this are download options for a PDF or chat transcript, and a 'Fax your doctor' button. A 'Recommendation disclaimer' section states: 'Dr. Allie Smith gave a care recommendation during this consult.' It describes 'Full Care (from a Nova Scotia Health provider)' as involving a video or phone visit with a licensed doctor or nurse practitioner who can provide lab and diagnostic imaging, referrals to specialists, and medical advice. It also notes a 'Recommendation disclaimer' for seeking in-person care if symptoms worsen. A 'Hide details' button is available. On the right, it shows a message from Dr. Allie Smith to Jamie Ross, listing symptoms: Headache, Fatigue, and Dizziness. A note under 'Details provided' states: 'I've been feeling really tired all the time for the past three months. No matter how much rest I get, I still wake up exhausted. Sometimes I feel dizzy, like light-headed, but it happens randomly, and I can't figure out what's causing it.'

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"

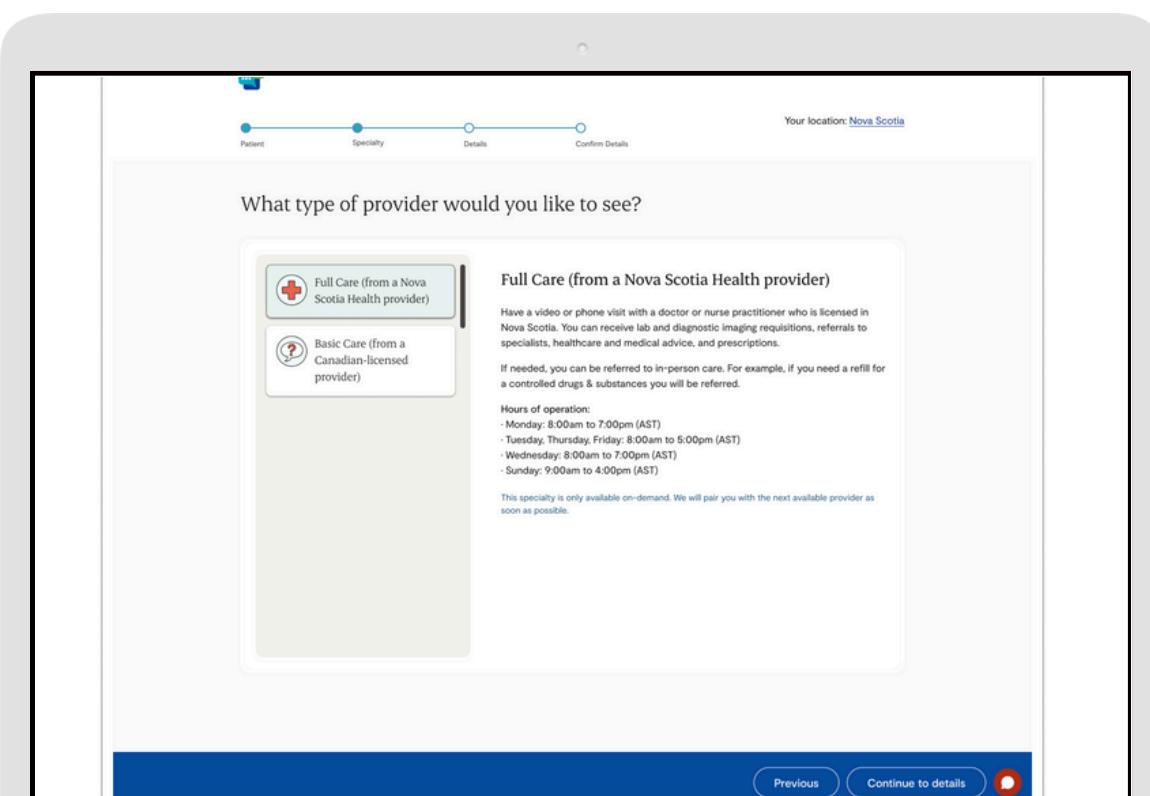
Getting moved from Basic Care to Full Care



Step 2

Ca Full Care visit

1. You will jump back to the screen where you can click Full Care or Basic Care.
2. This time, click Full Care.



NOTE: Only patients without a primary care provider have access to 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.

Your location: Nova Scotia

Patient Specialty Details Confirm Details

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.

Eye / Throat infection Urinary infection
 Cold / Flu Skin problem
 Sexual health issues Headache
 Anxiety / Depression Minor injury / Joint pain
 Diarrhea / Constipation Abdominal pain
 Allergies / Allergic reaction Back pain
 Ear discharge No symptoms
 Other

Describe

Headache, fatigue, dizziness

Do you need a doctor's note or prescription?

Included with the consultation, if needed.

I need a note
 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.

I've been feeling really tired all the time for the past three months. No matter how much rest I get, I still wake up exhausted. Sometimes I feel dizzy, like light-headed, but it happens randomly, and I can't figure out what's causing it.

1024 characters left

I agree to use Virtual Care

Previous Continue