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.

Last updated: January 31, 2025

Creating your account

Register for your account

1. To register for VirtualCareNS, visit VirtualCareNS.ca
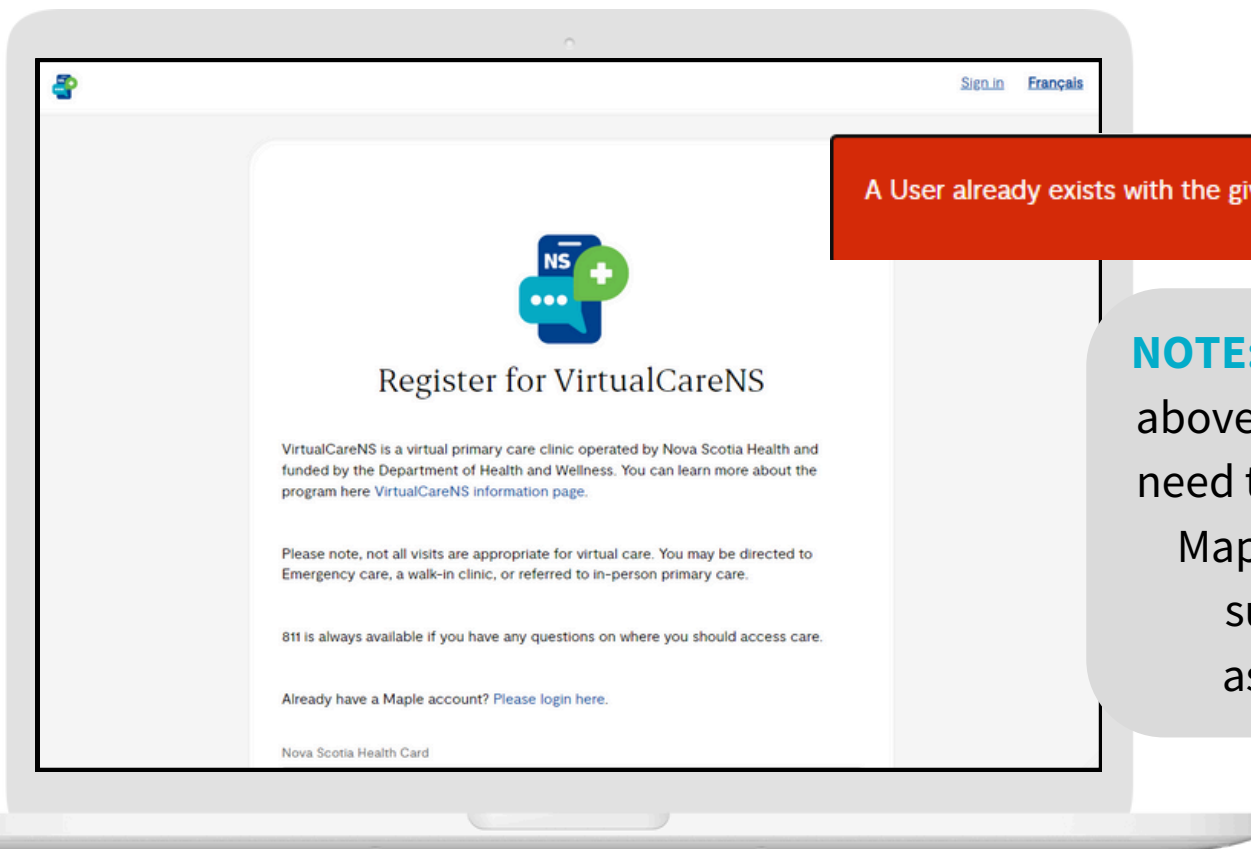2. Click "register" under the option that applies to you: whether you have or do not have a primary care provider.

Creating your account

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."

NOTE: If you see the above message, you need to reach out to Maple customer support for assistance.

Creating your account

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."

Creating your account

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.
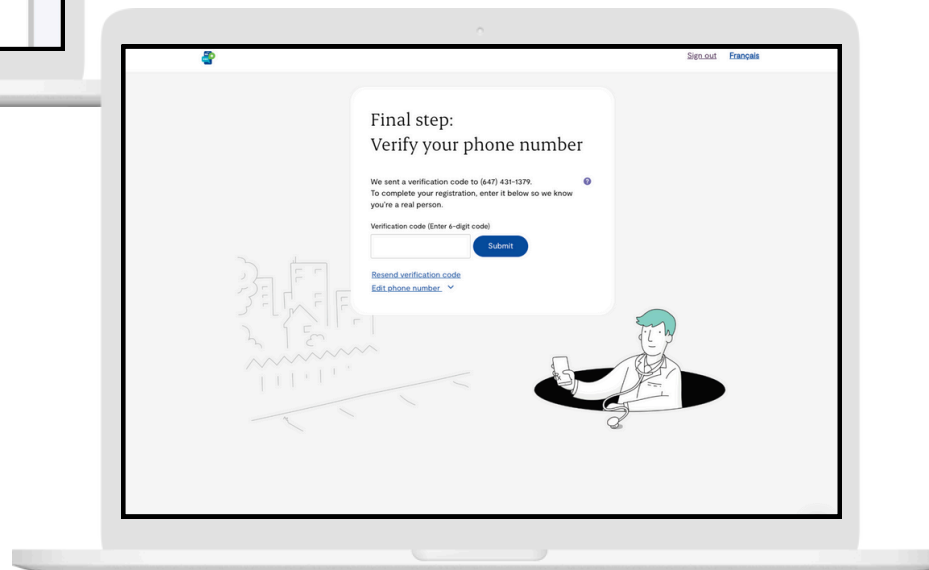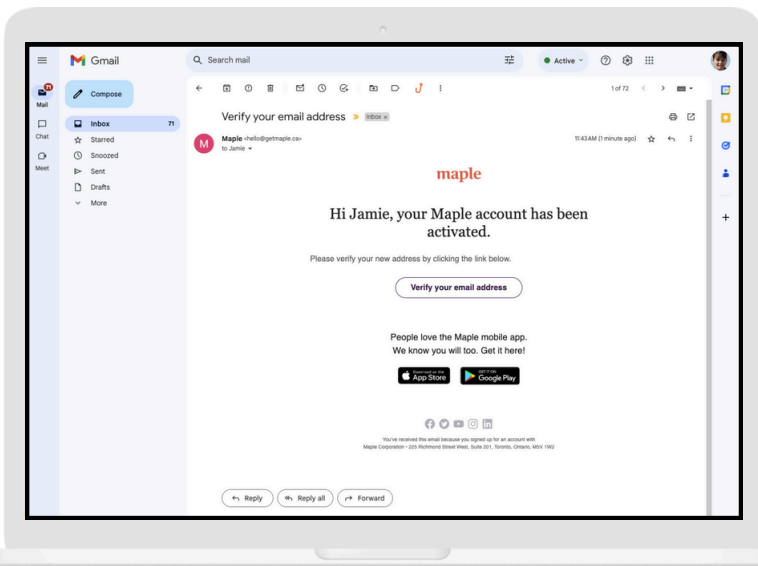
Creating your account
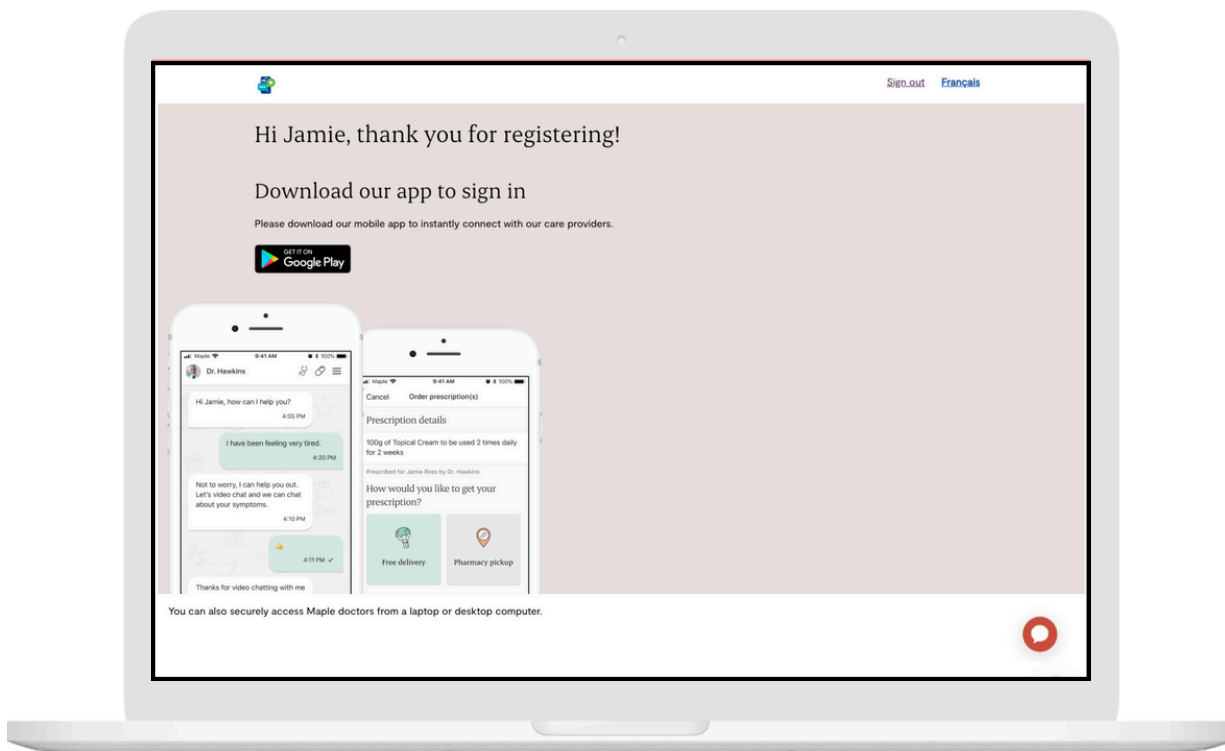
Download App or open browser

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.
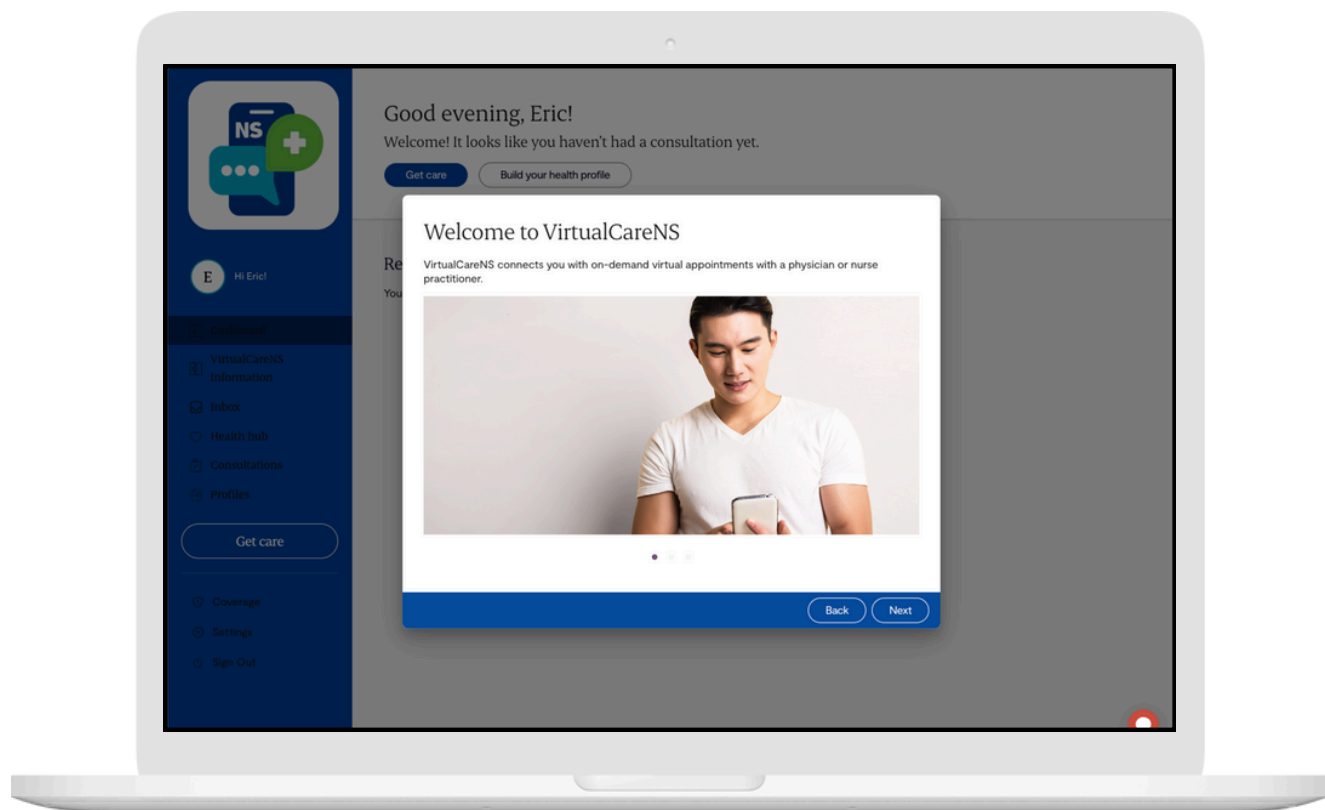
Creating your account

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.
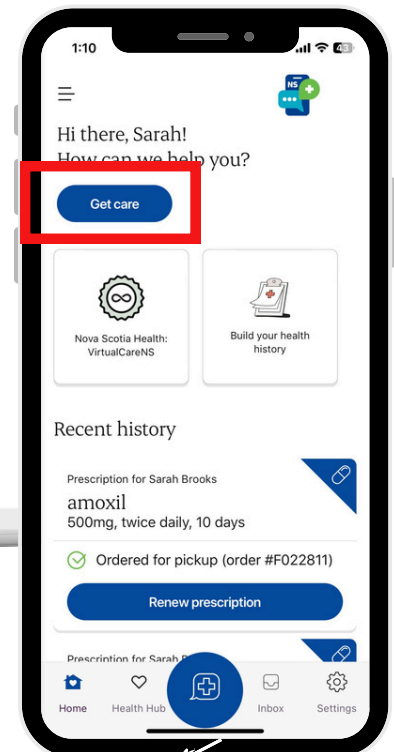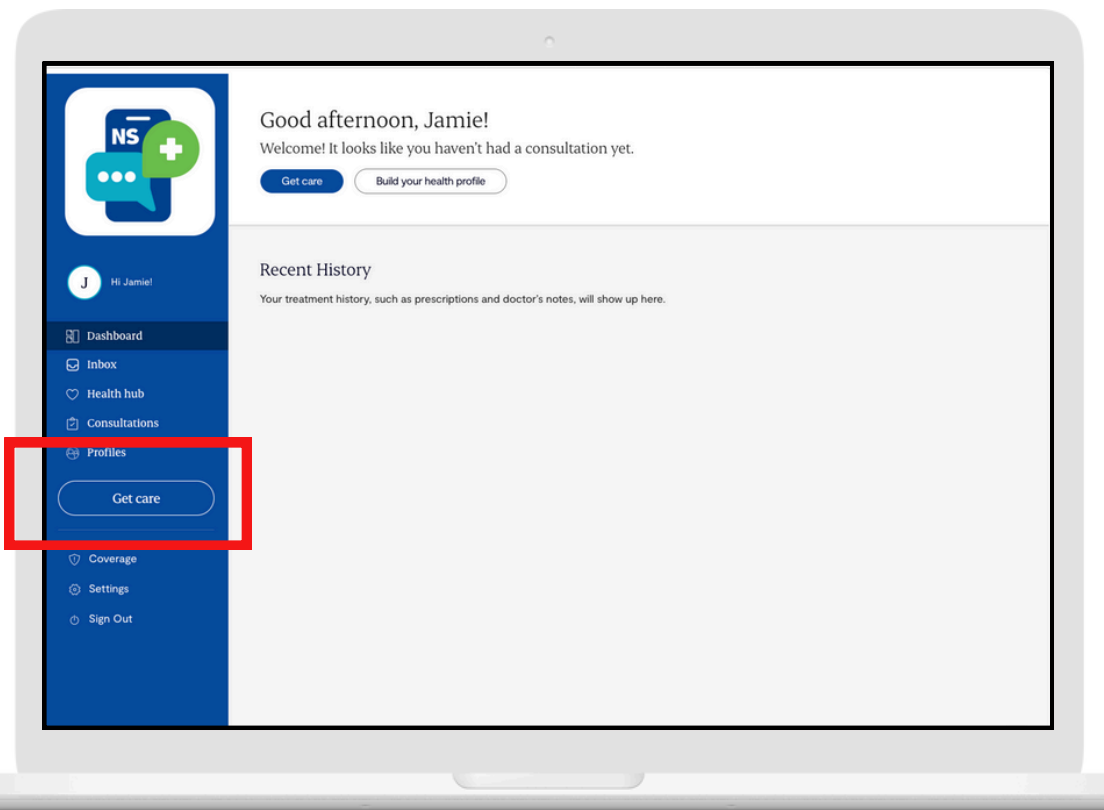
Requesting a virtual visit

Click "get care" to request a virtual visit

Click the "Get care" button.
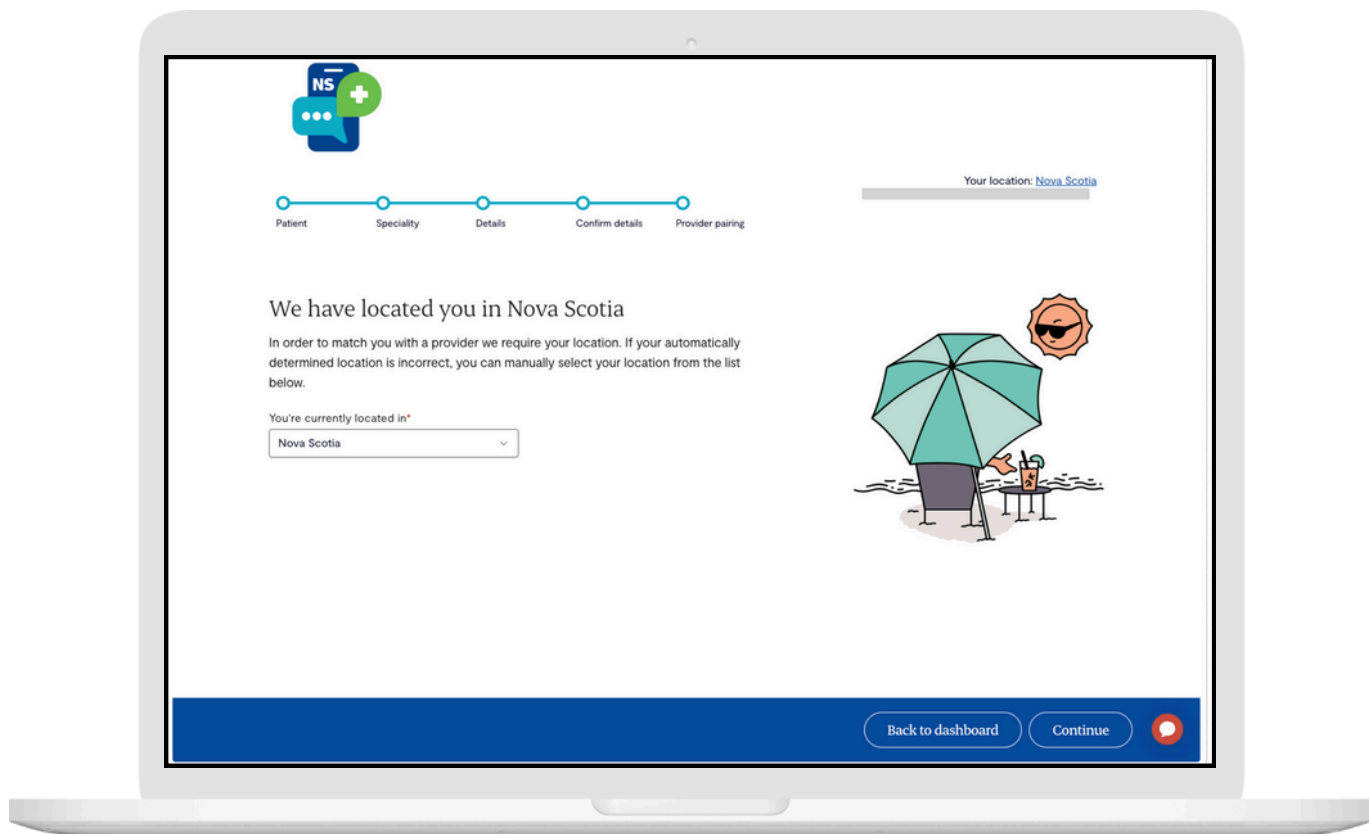
Requesting a virtual visit

Enter your location details

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

Requesting a virtual visit

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
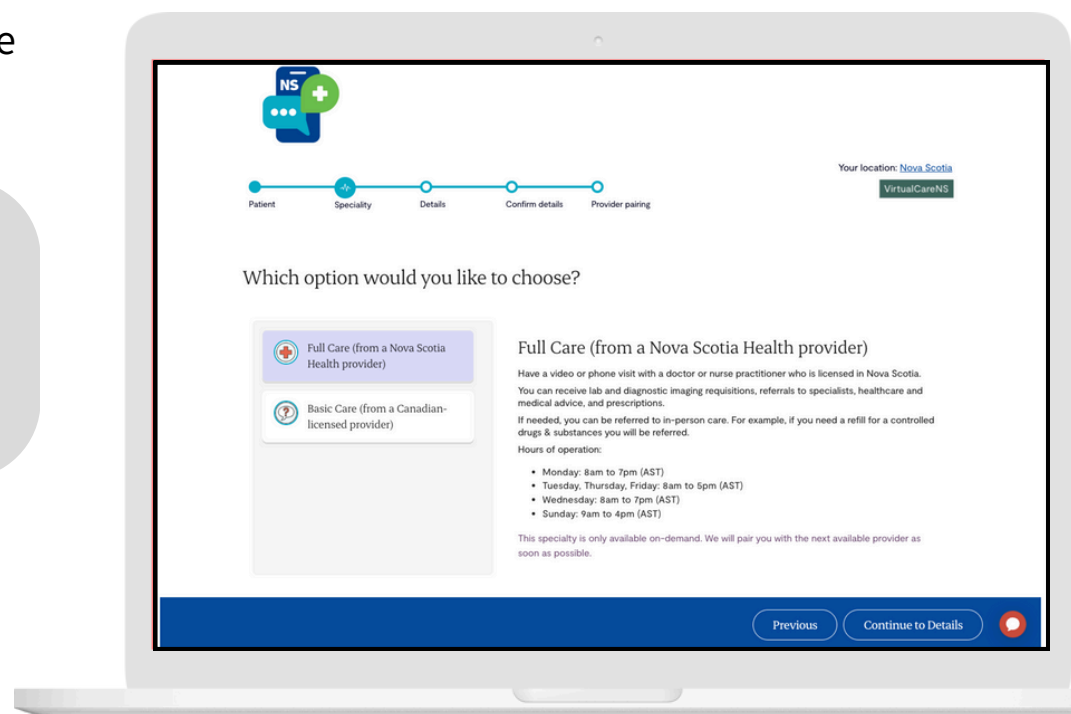
Requesting a virtual visit

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.
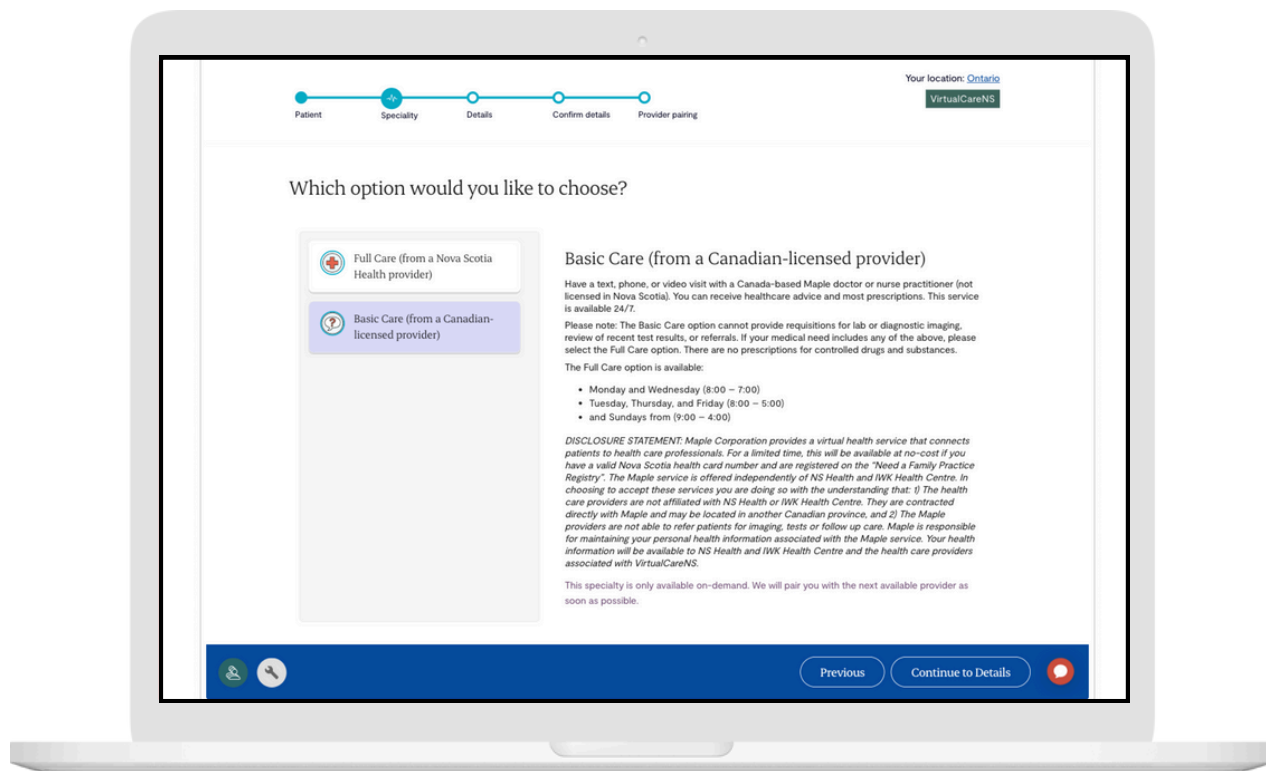
Requesting a virtual visit

Choosing Basic Care

1. Pick "Basic Care" for:
- basic healthcare advice
- prescription of medications (except controlled substances and Z-drugs like Zopiclone)

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.

Requesting a virtual visit

Review and confirm the information you gave

1. Look over the information you provided.
2. Click "Continue to Provider Pairing."
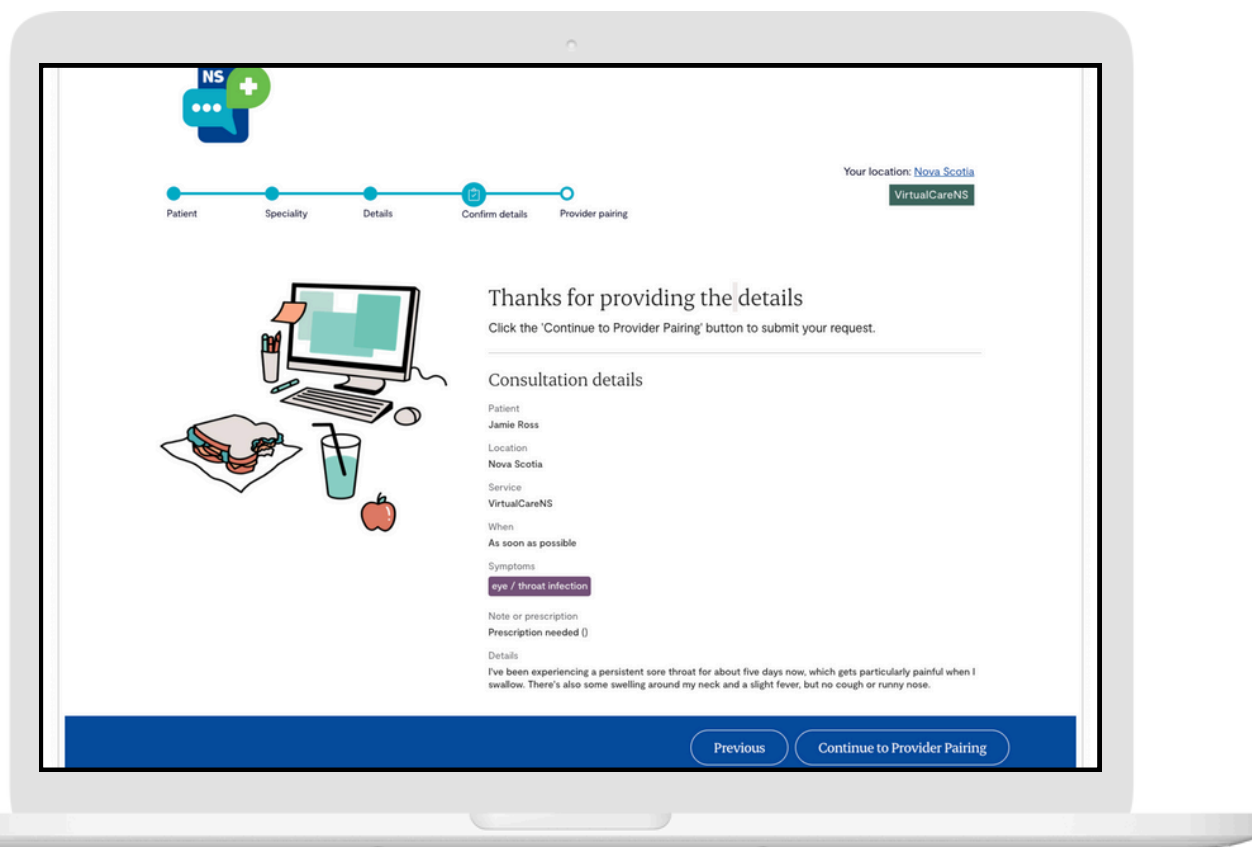
Requesting a virtual visit

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.

Begin your virtual visit

Waiting for a provider

1. Once you have completed all the steps above, you will be put in the virtual waiting room.
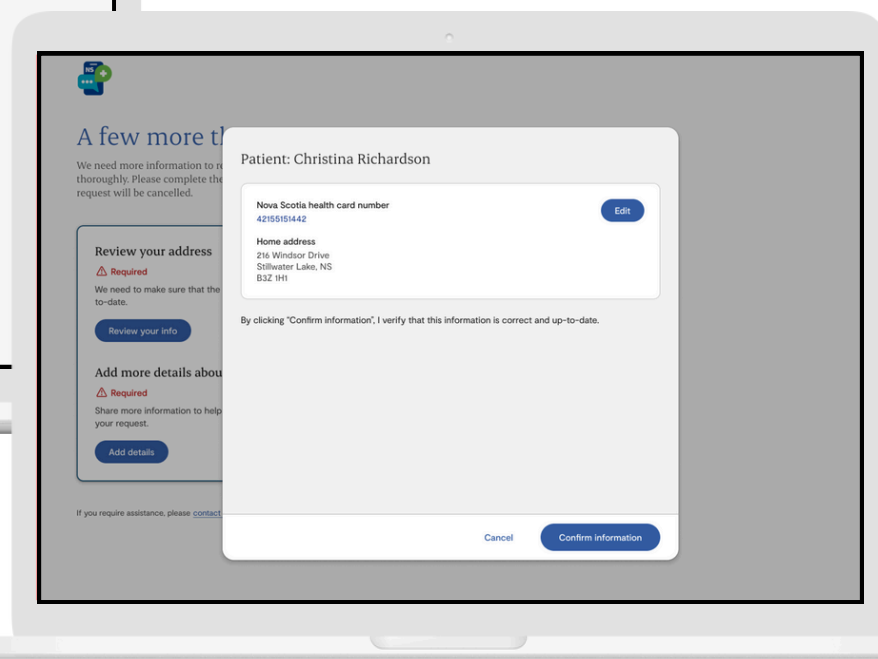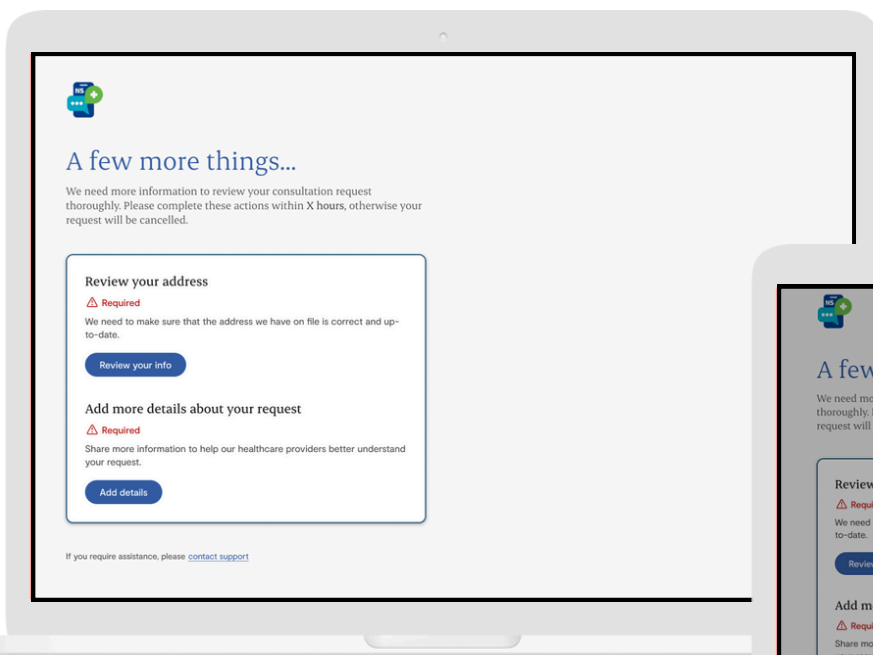2. While you wait, please upload a photo of your healthcare card. For detail instructions on how to do this, see pages 21 to 23.
3. You can also add guests to your consult, upload relevant photos, videos or files, and enter your basic health metrics.

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.
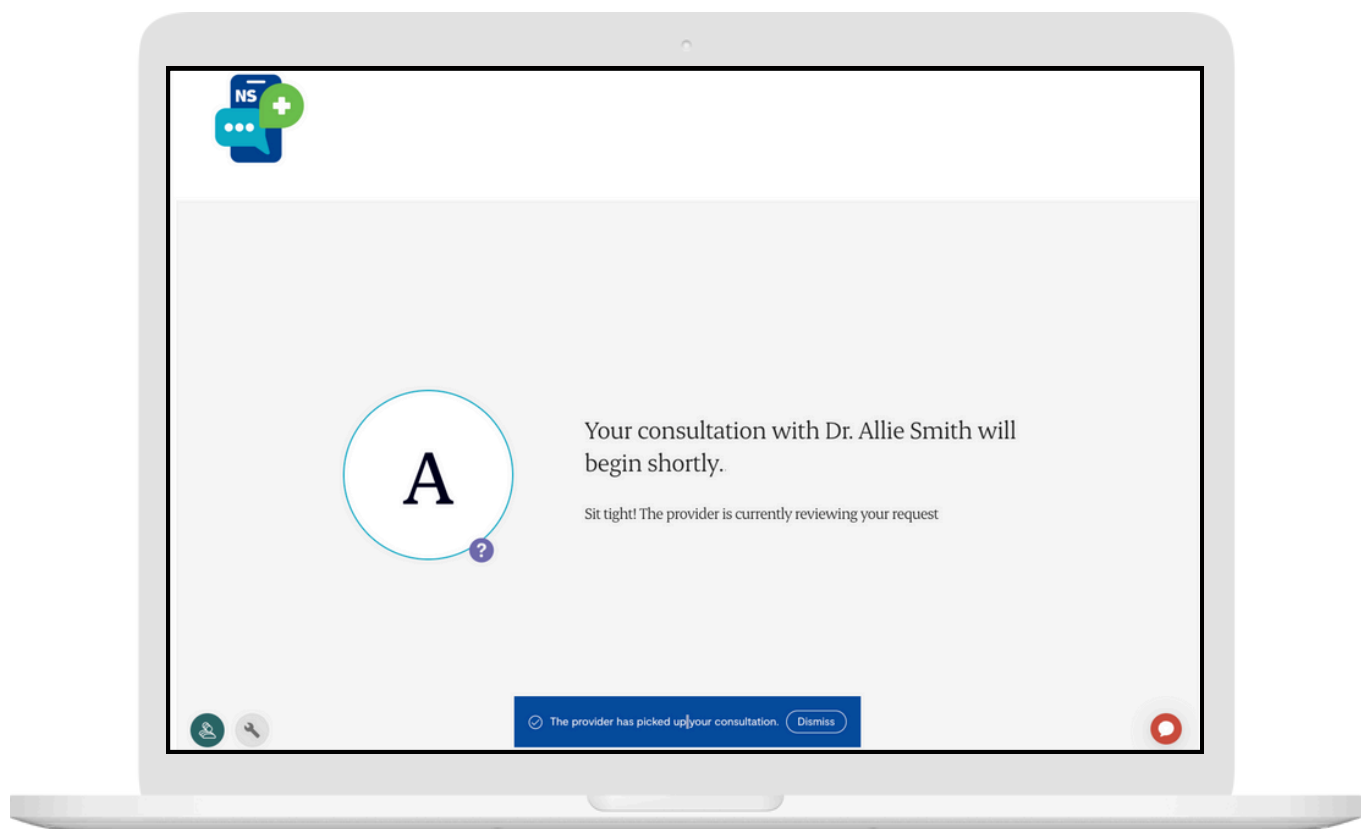
Begin your virtual visit

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

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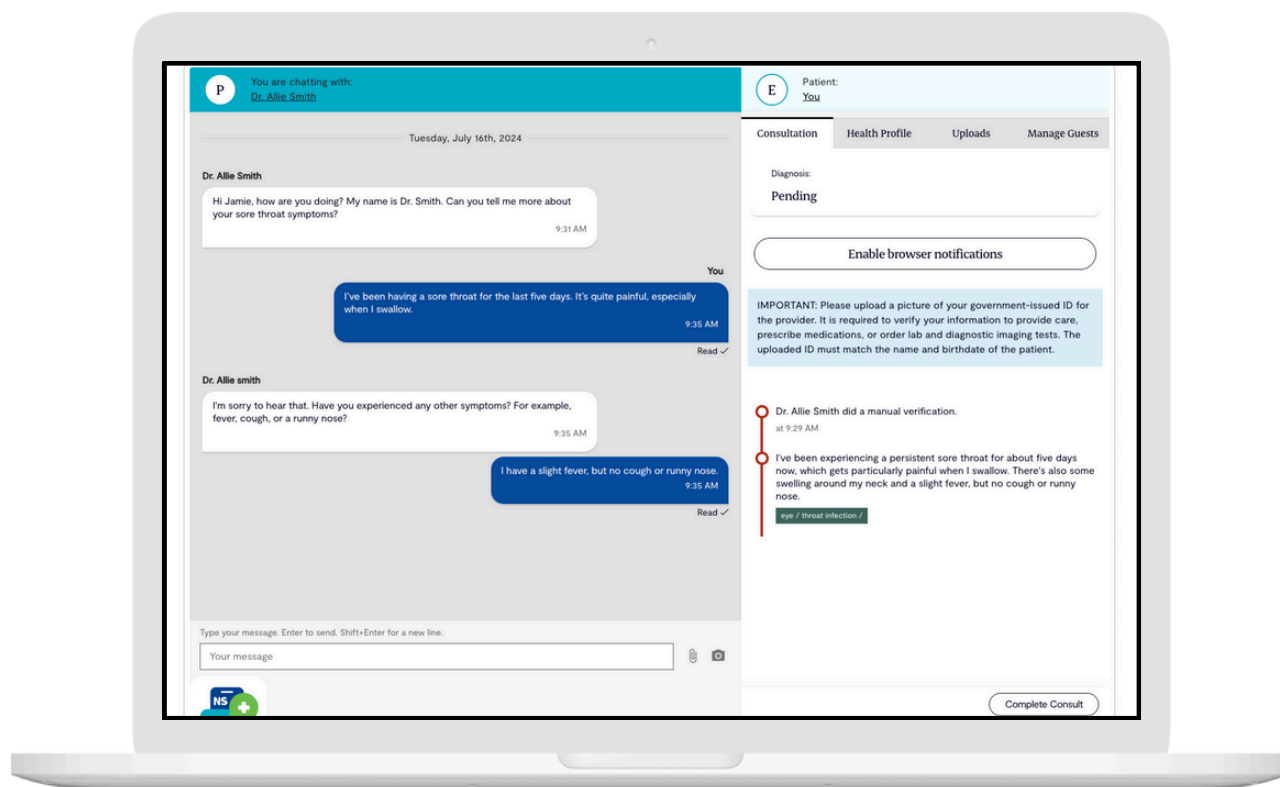
NOTE: If you are using Full Care, the visit will be done by video or phone call. If you are using Basic Care, the visit may be done by video, phone call, or text.
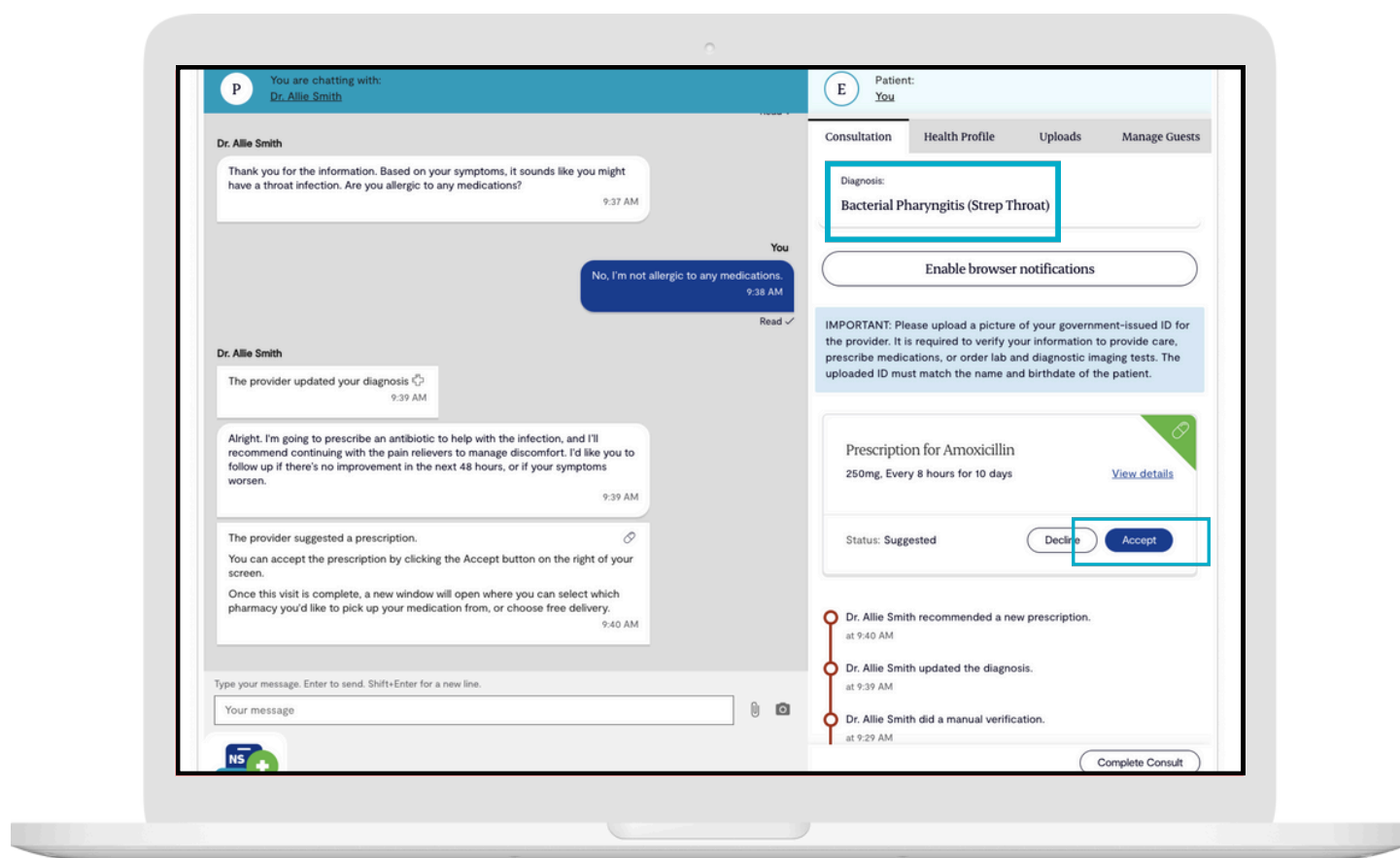
Begin your virtual visit

Step 4

Ending your visit

1. 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.

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.
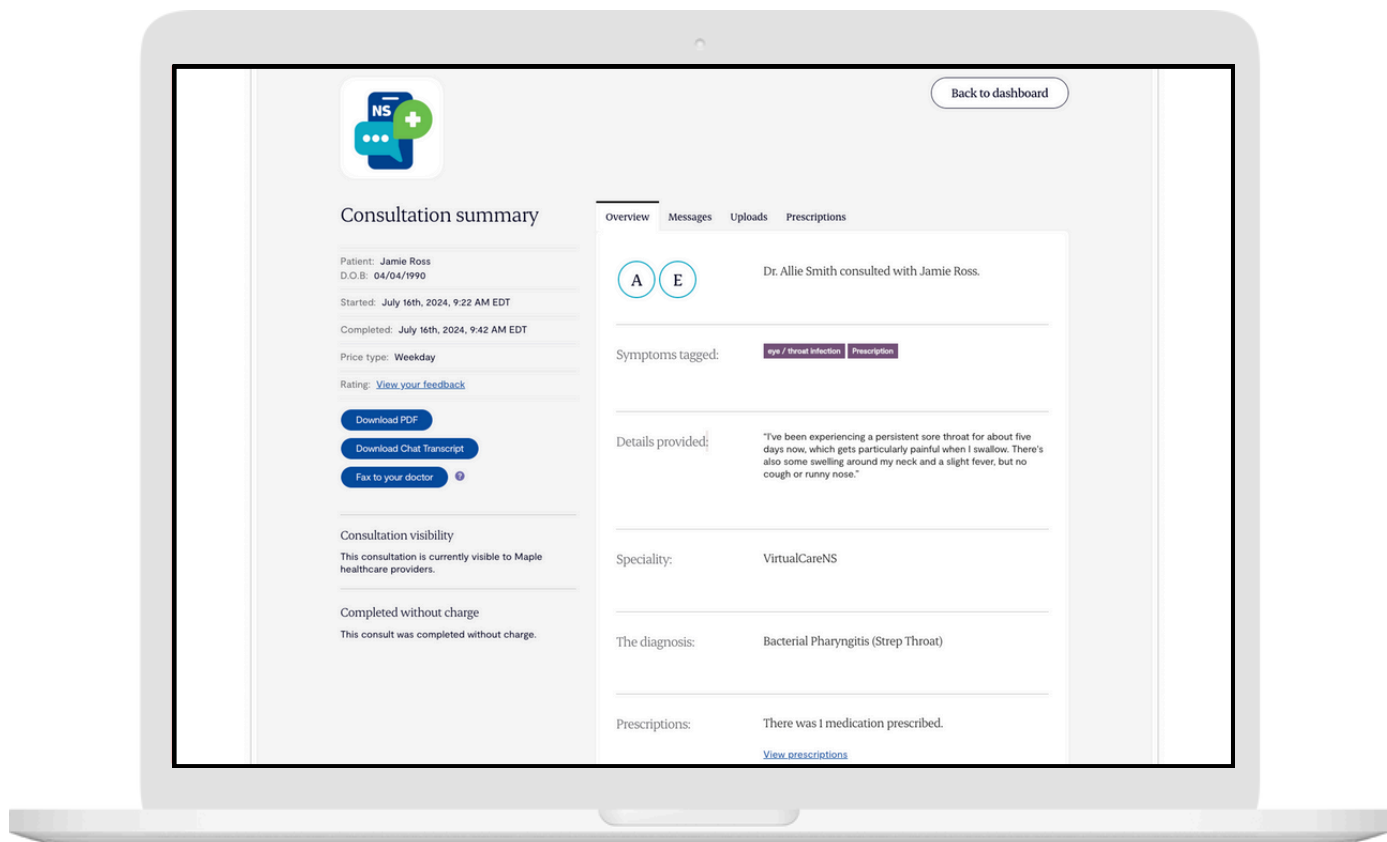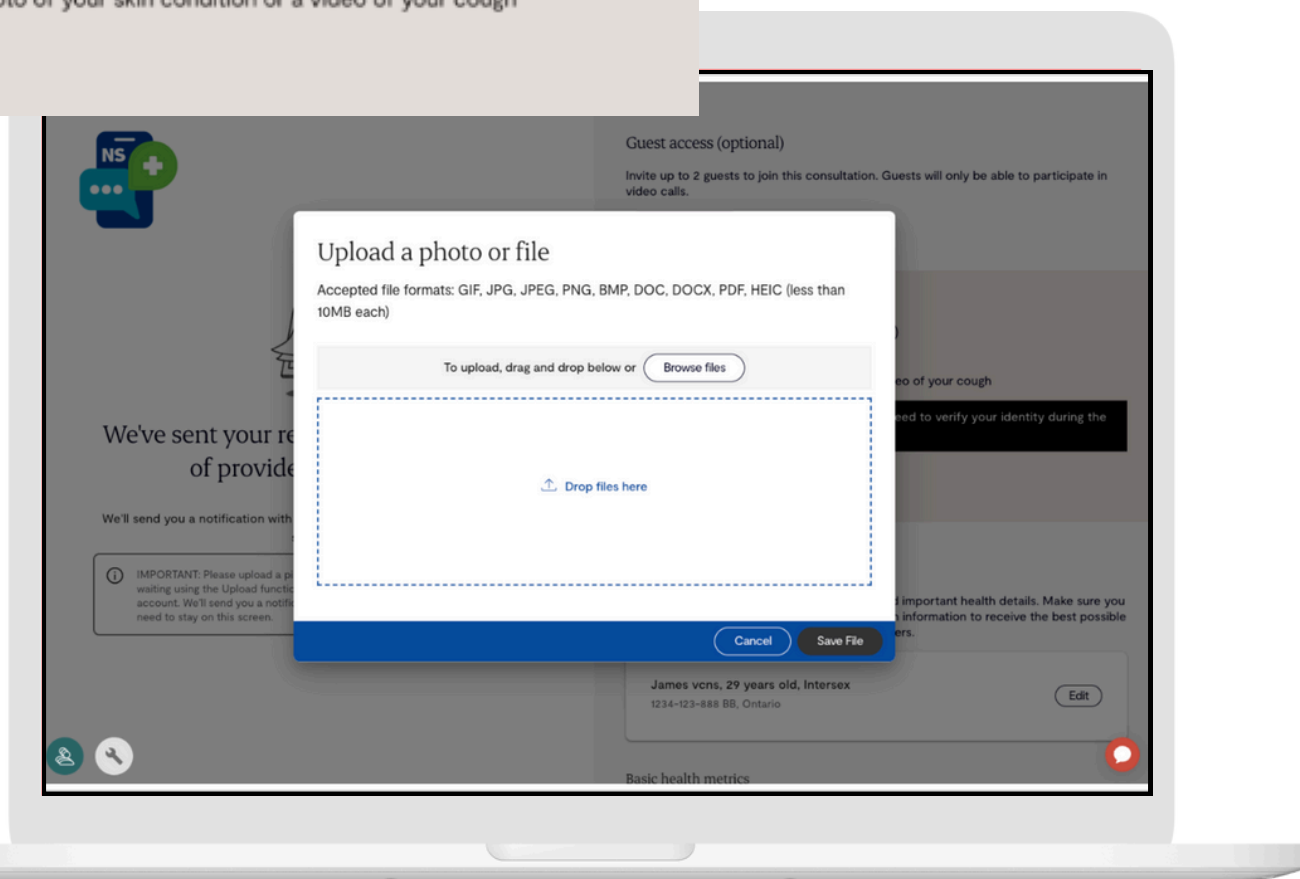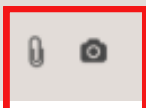
Uploading a file

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.

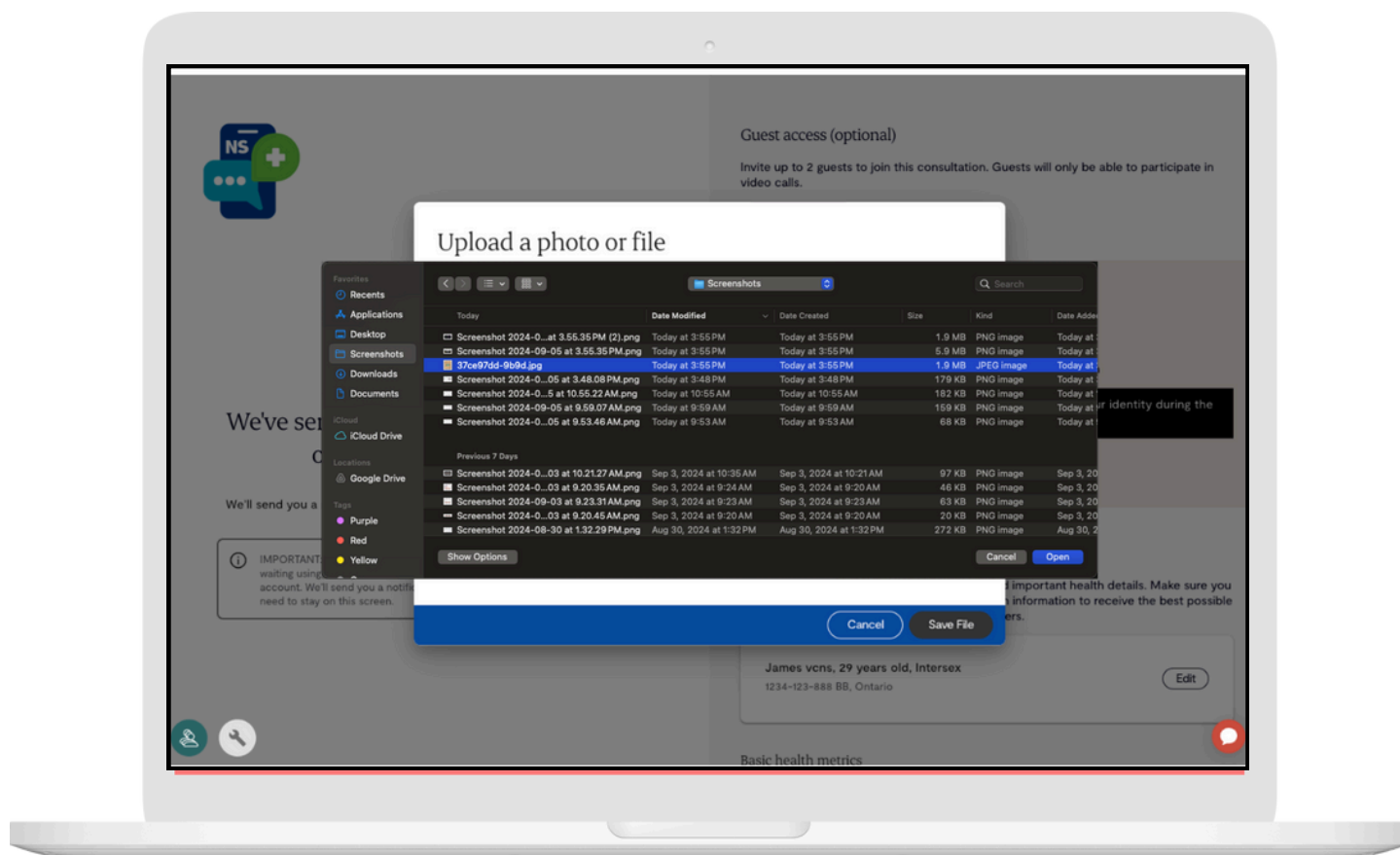# Uploading a file

Choose your file

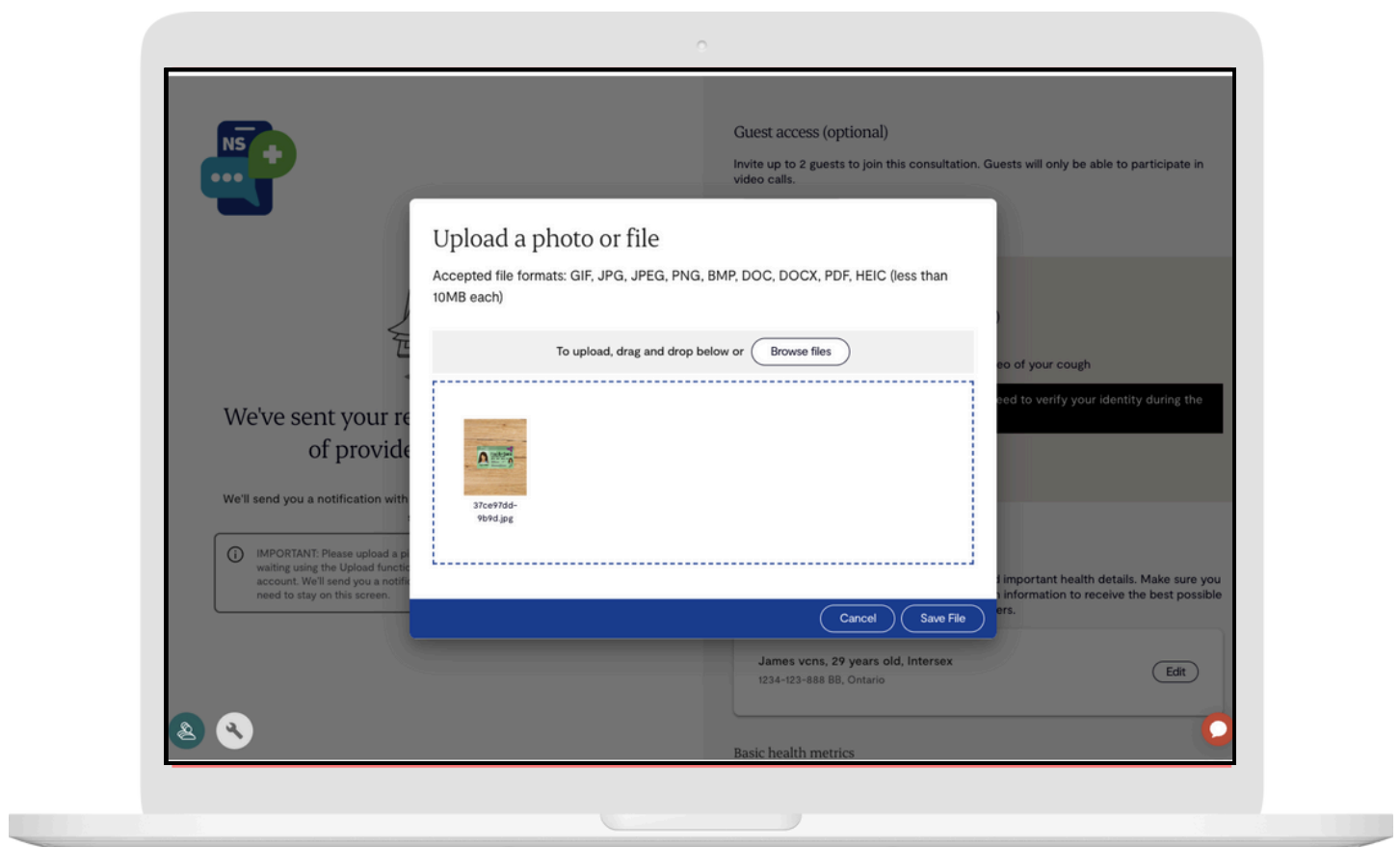1. Locate the file you would like to upload.
2. Choose the file and click "open."

Uploading a file

Upload the document

1. Click "Save File" and your document or photo will be uploaded to your consultation.
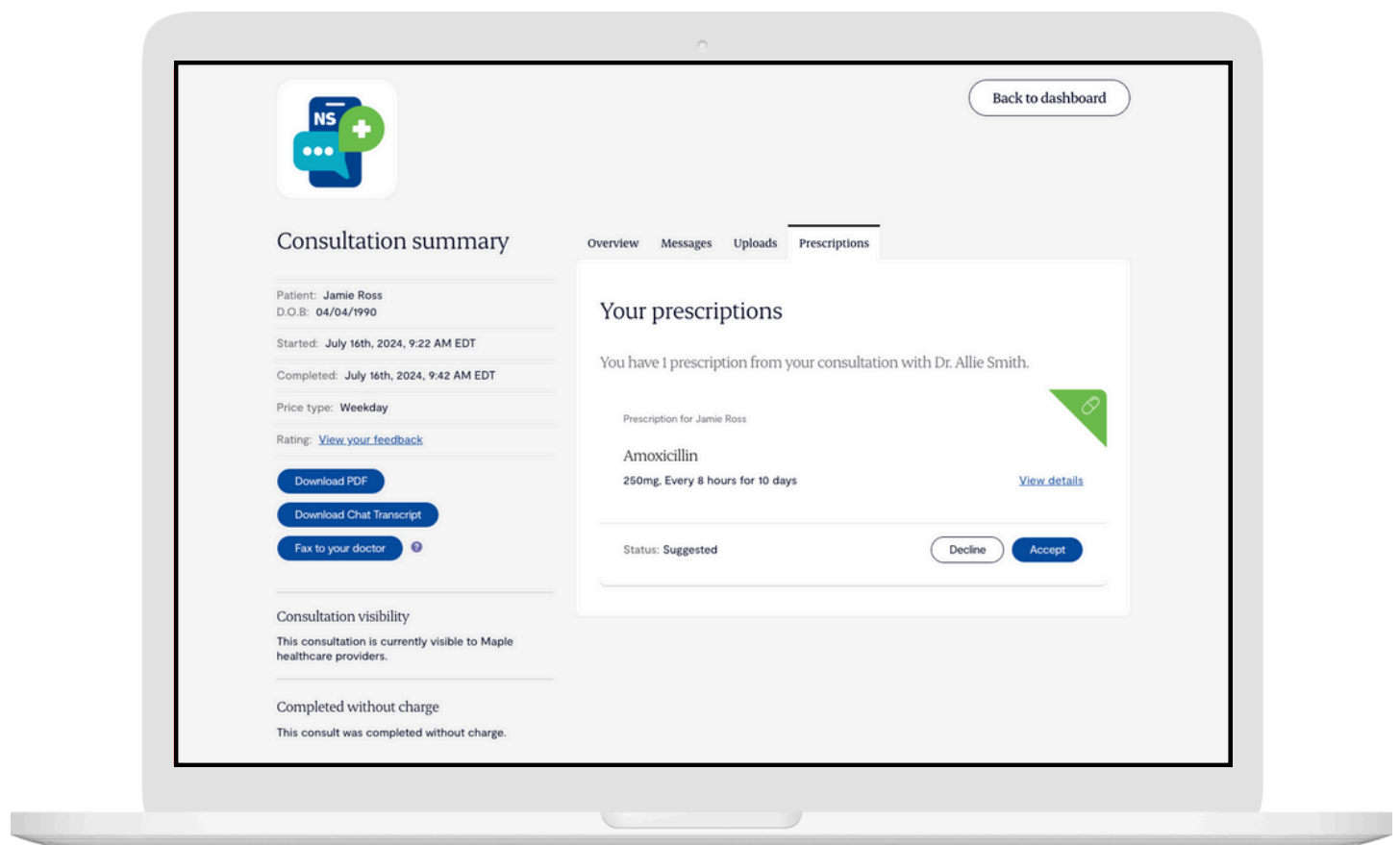
Getting your prescription

Review your prescription

If your provider gave you a prescription during your visit, you can click on the "Prescriptions" tab to view your medication.
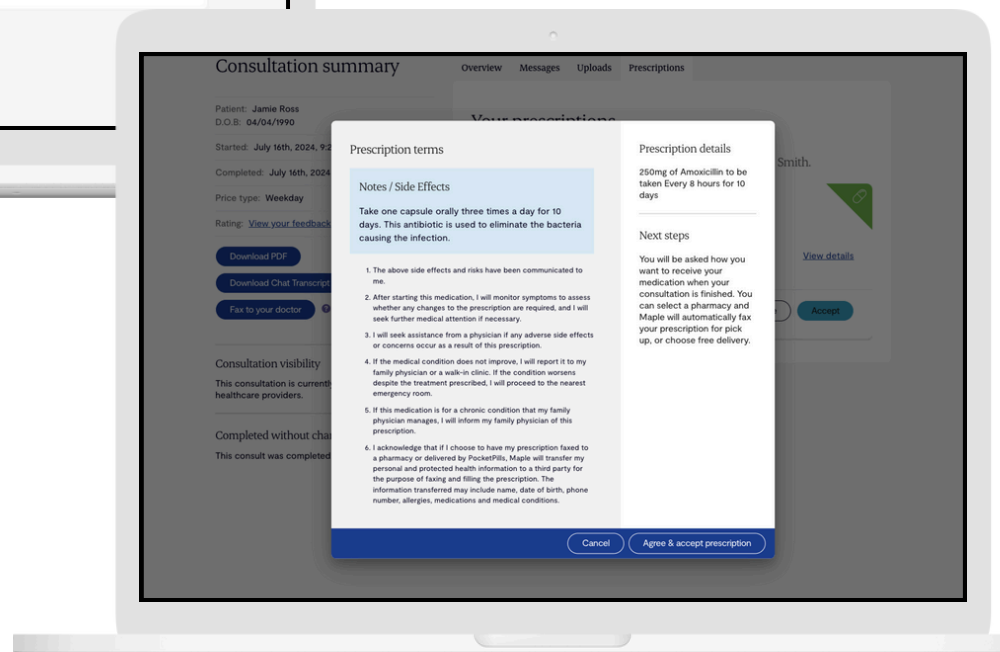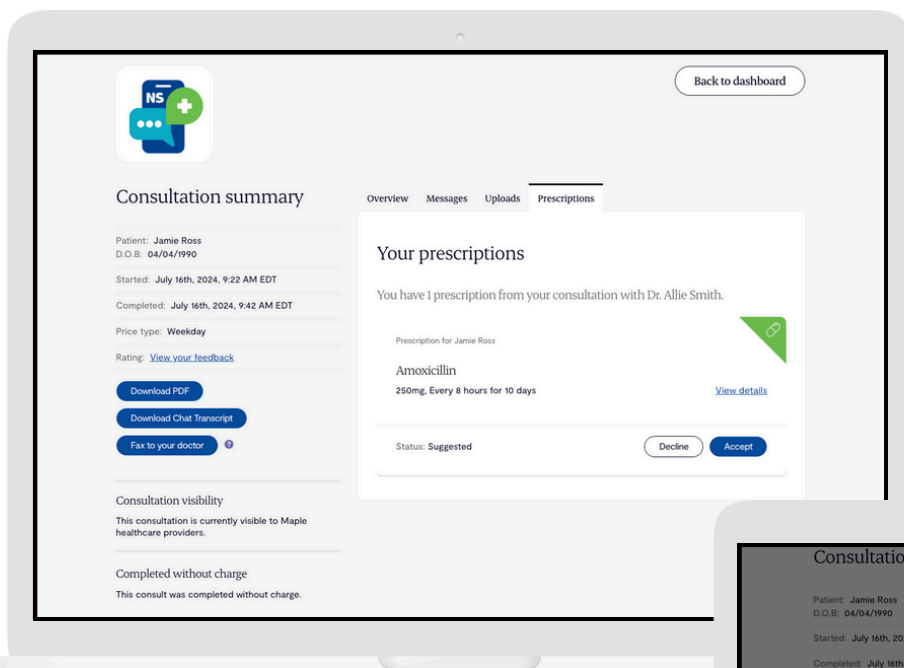
Getting your prescription

Step 2

Accept your prescription

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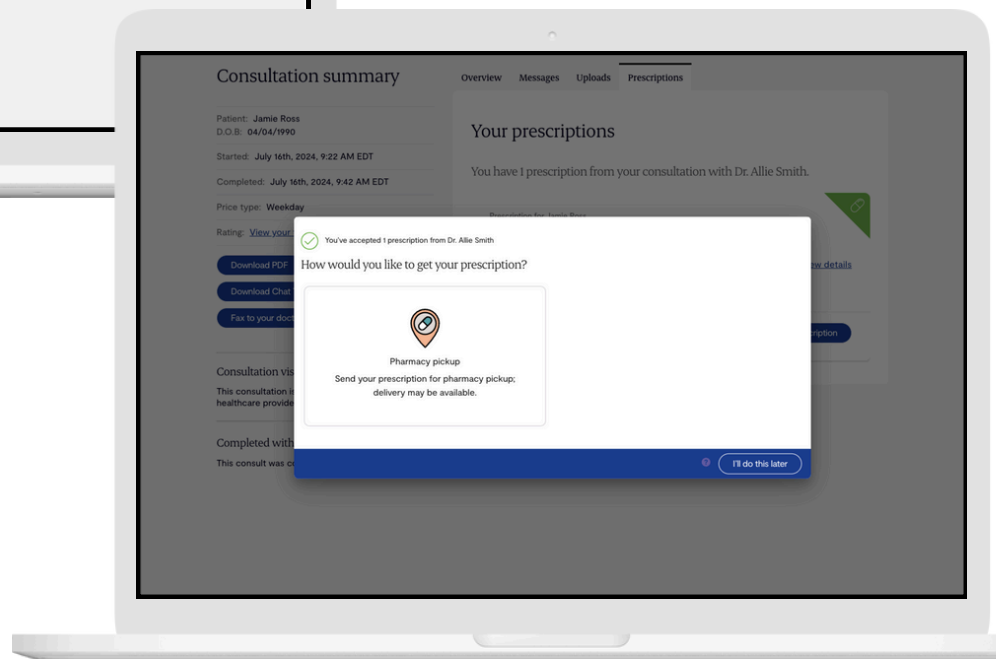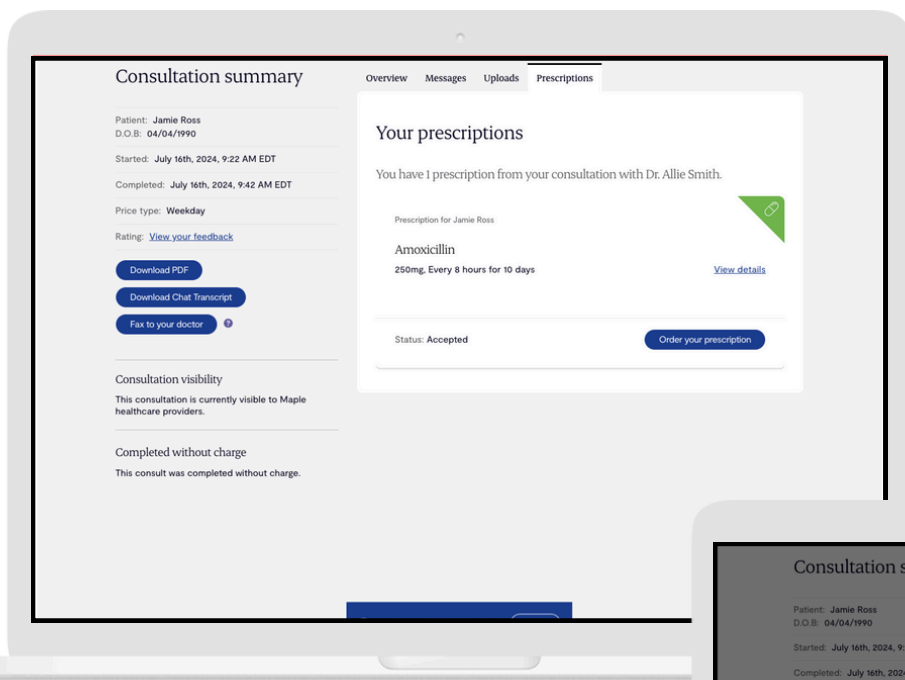2. Click "Accept" to review your prescription, and then click "Agree & accept prescription."

Getting your prescription

Order your prescription

1. Click "Order your prescription."
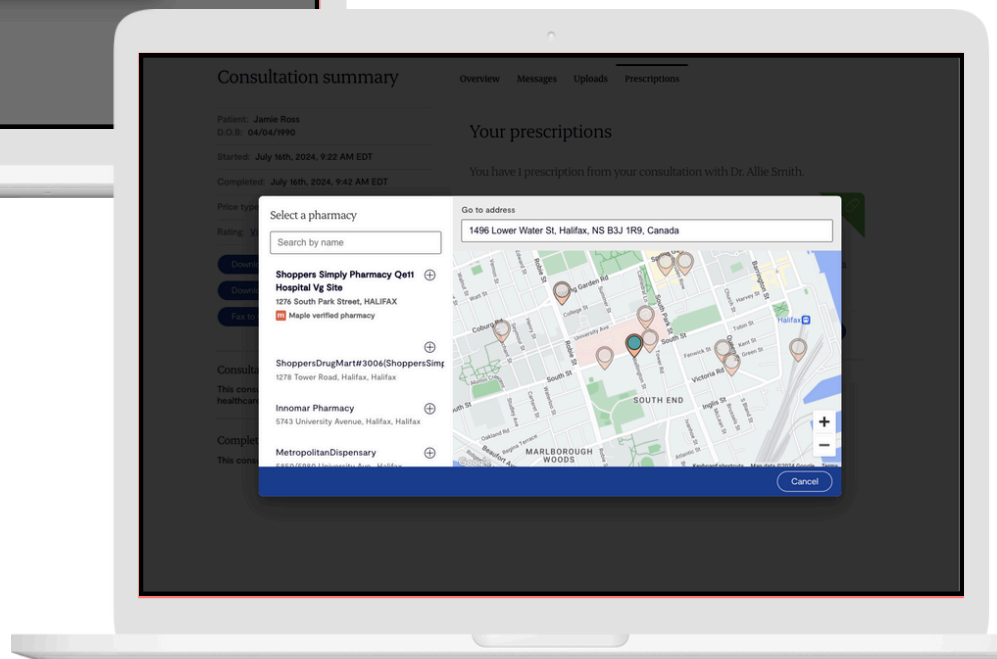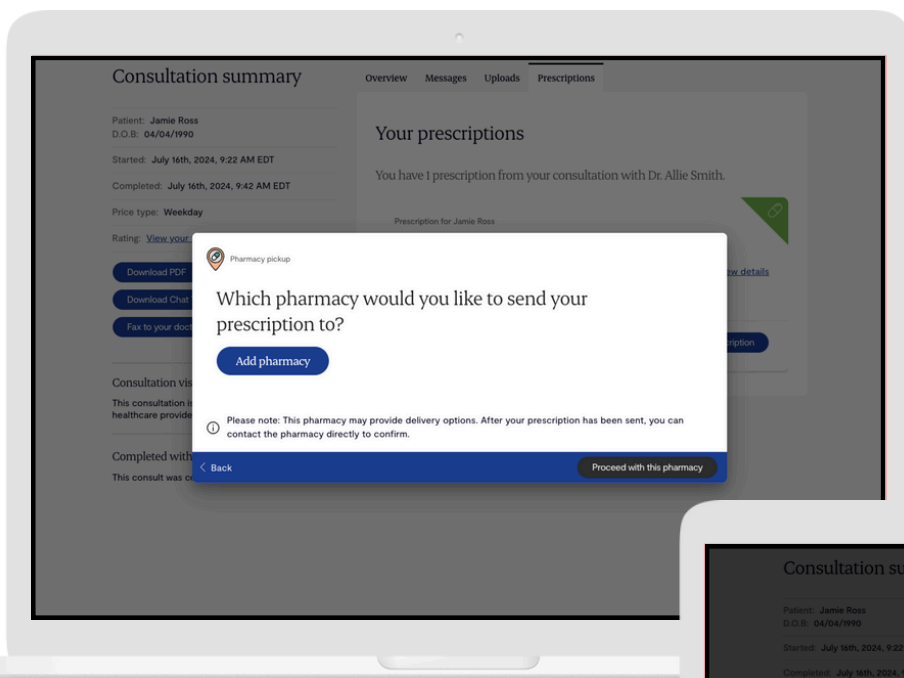2. Click "Pharmacy pickup."

Getting your prescription

Step 4

Select your pharmacy

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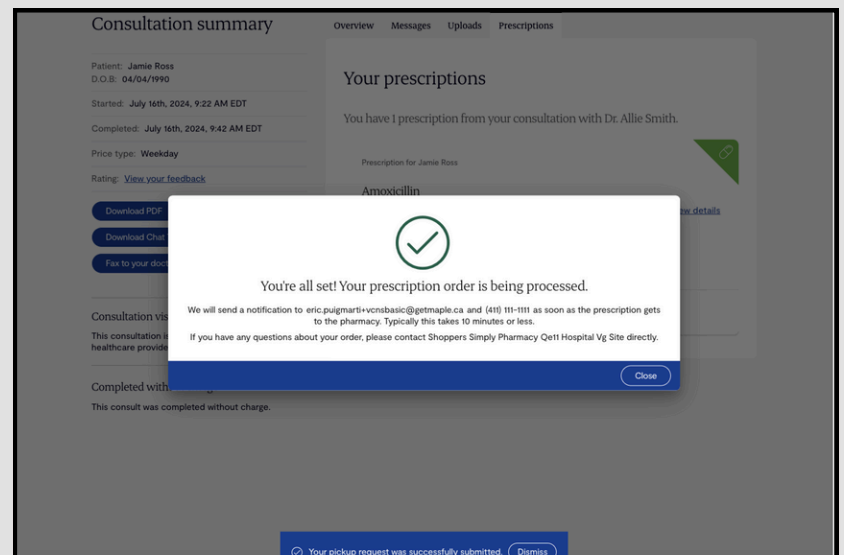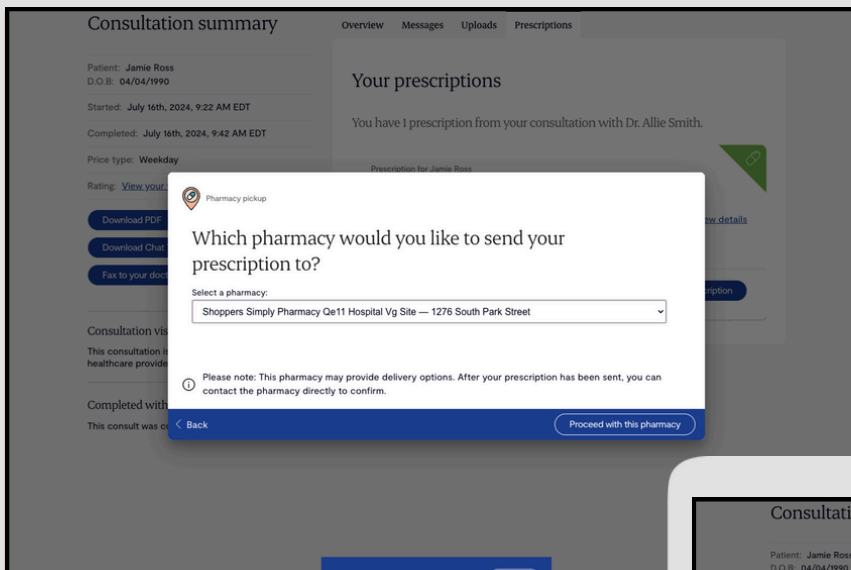2. Search your pharmacy by name or address.

Getting your prescription

Send your prescription order

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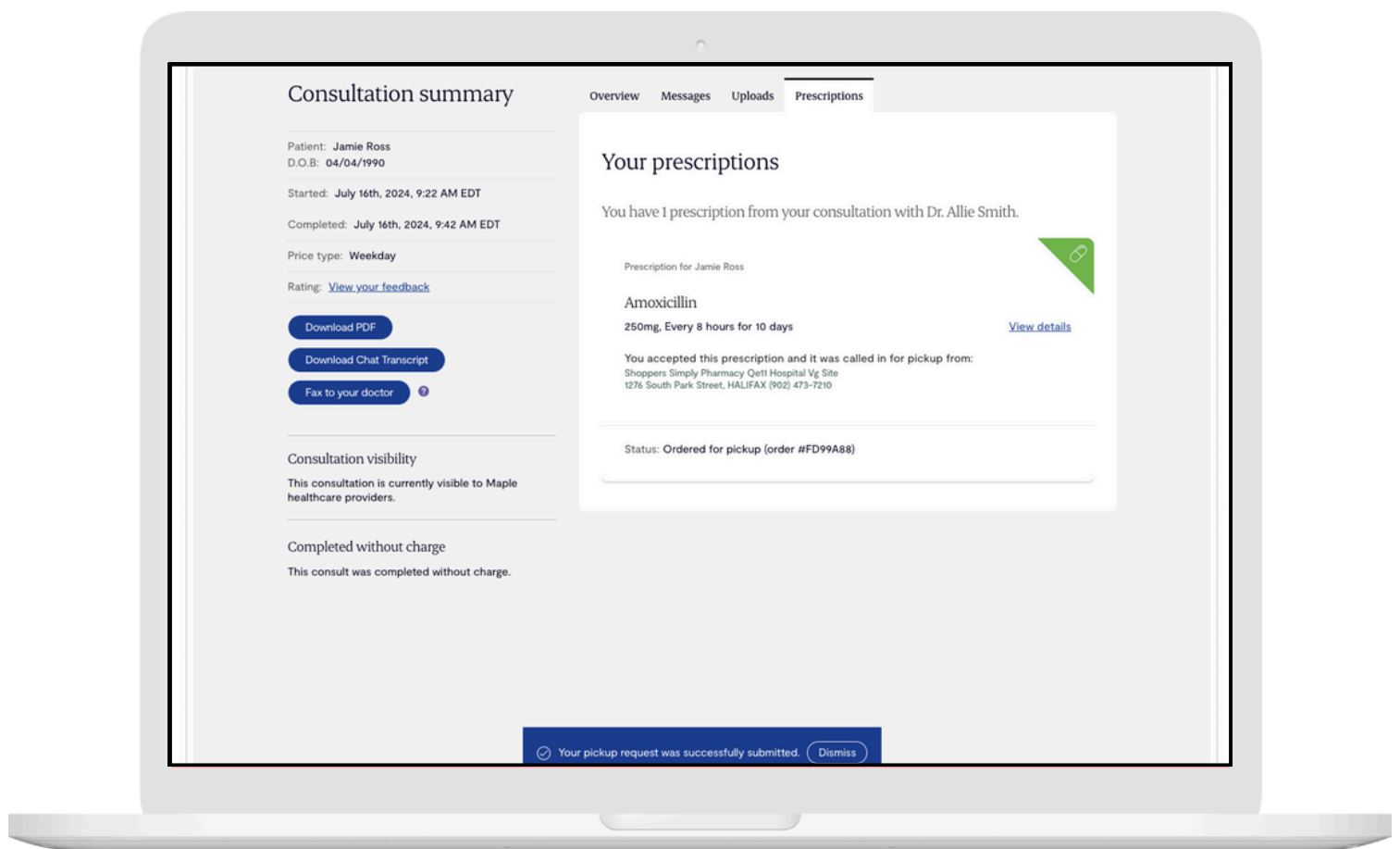2. You will see a message that your prescription order is being processed.

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.
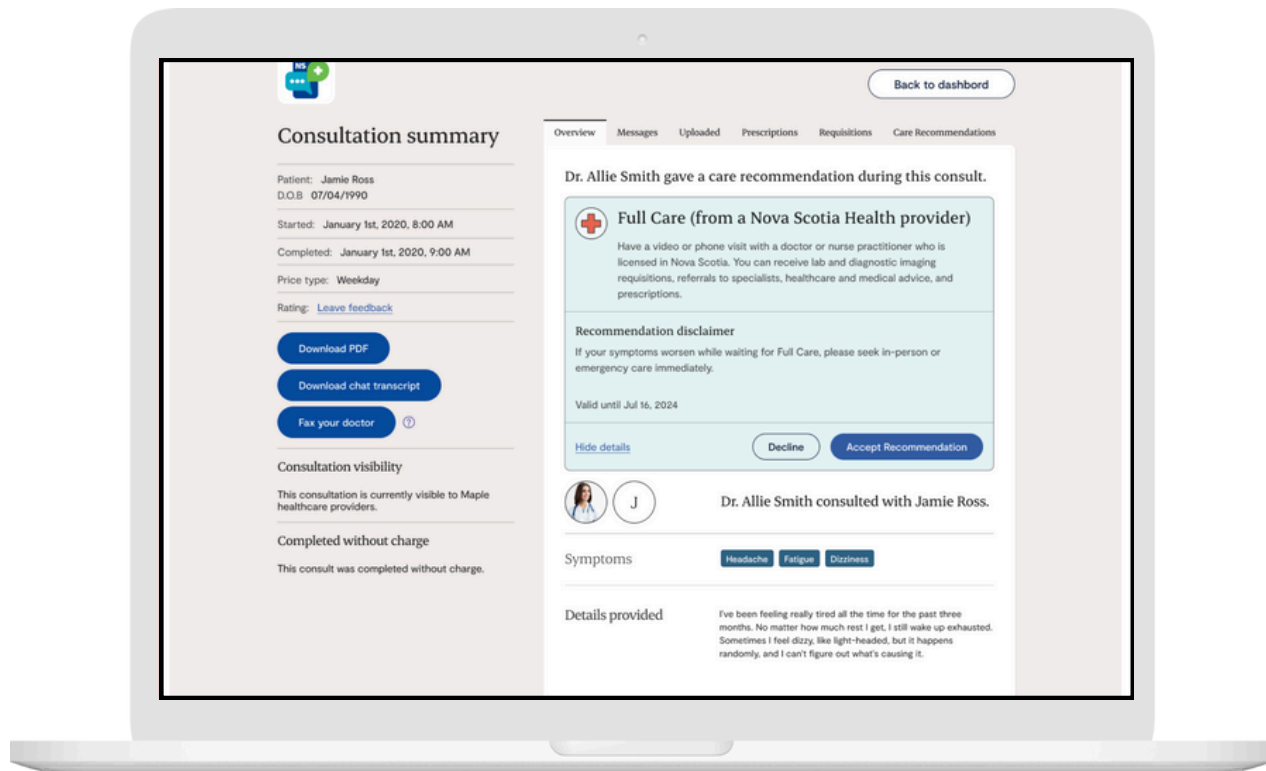
Getting moved from Basic Care to Full Care

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 re-enter all your information, symptoms and uploads.

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"
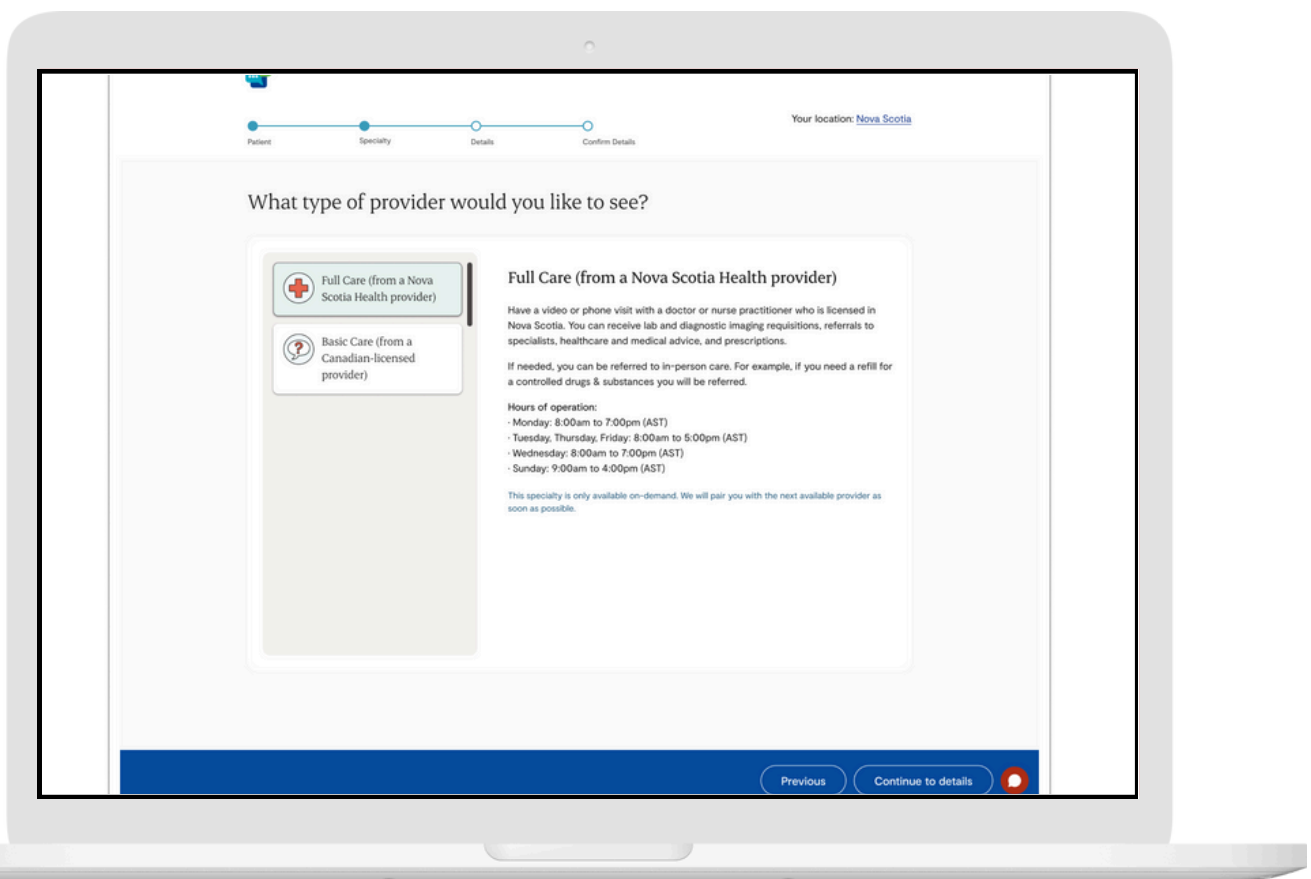
Getting moved from Basic Care to Full Care

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

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.