

Getting health care when you need it



If you have an emergency, call 911 or go to the hospital.
You must also call StudyInsured™ Assistance within 48 hours of a serious emergency (see footer). If you are unable to call, have someone you trust call for you.

Seeing a Doctor Online

Video chat with a doctor on your phone, tablet, or computer for these issues and more:



Cold/Flu



Cough/
Sore Throat



Earache



Urinary Tract
Infection



Upset
Stomach



Sinus
Infection



Rash/Hives/
Allergies

Fast – Easy – No travel or waiting rooms – Free for StudyInsured™ students – Prescriptions available

1 Register First

Visit getmaple.ca/msh and enter your policy number and date of birth to create your account



SCAN HERE
TO REGISTER

After Registering

Visit app.getmaple.ca/login and enter the email and password you used to sign up



SCAN HERE
TO LOG IN

2 Click Get care on your dashboard and select your symptoms

3 Connect to a doctor online for your appointment

3 Discuss your symptoms with the doctor. If you receive a prescription, pick it up at your local pharmacy or have it delivered to your doorstep

CALL US FOR ASSISTANCE

TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada

The above is for informational purposes only and is not legally binding. For a full description of coverage, please read your policy wording.

Getting health care when you need it cont'd



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Getting health care in person

Finding a medical provider near you

TIP: The URL to your student insurance website is located on your insurance wallet card

- 1 Visit your student insurance website
 - 2 Click **“NEED TO SEE A DOCTOR? CLICK HERE”**
 - 3 The StudyInsured™ Assistance agent will provide your information to our virtual health provider
 - 4 Check the list of medical providers to see their location, distance from you, and hours of operation
- Note:** **“Direct pay: Yes” on a listing means you won’t have to pay out of your own pocket at that provider**

Be prepared for your visit:

- 1 Call the provider to check if you need an appointment and/or need confirmation of your coverage
- 2 To get confirmation of your coverage, call StudyInsured™ Assistance (see footer)
- 3 Bring **confirmation of coverage (if needed), photo ID, your insurance wallet card**, and a payment method like a credit card to your appointment
- 4 If applicable, bring a list in English of your medications, allergies, and medical conditions
- 5 If you’re worried about your ability to communicate, bring someone who can translate for you. There are also apps that can help with translation
- 6 Before you leave the clinic or hospital, ask for copies of doctor’s notes, reports, prescriptions, receipts, and invoices. You will need to submit these with your claim to StudyInsured™
- 7 Call StudyInsured™ Assistance after your appointment to keep a record of your diagnosis and treatment

Reminder: Hospitals and emergency rooms are for **serious medical emergencies**, and may have wait times of several hours. **Walk-in clinics can treat most illnesses and injuries quickly.**

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