



# 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](mailto: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.

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.

**nova scotia health** MENU SERVICE STATUSES 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 CONCERNS 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

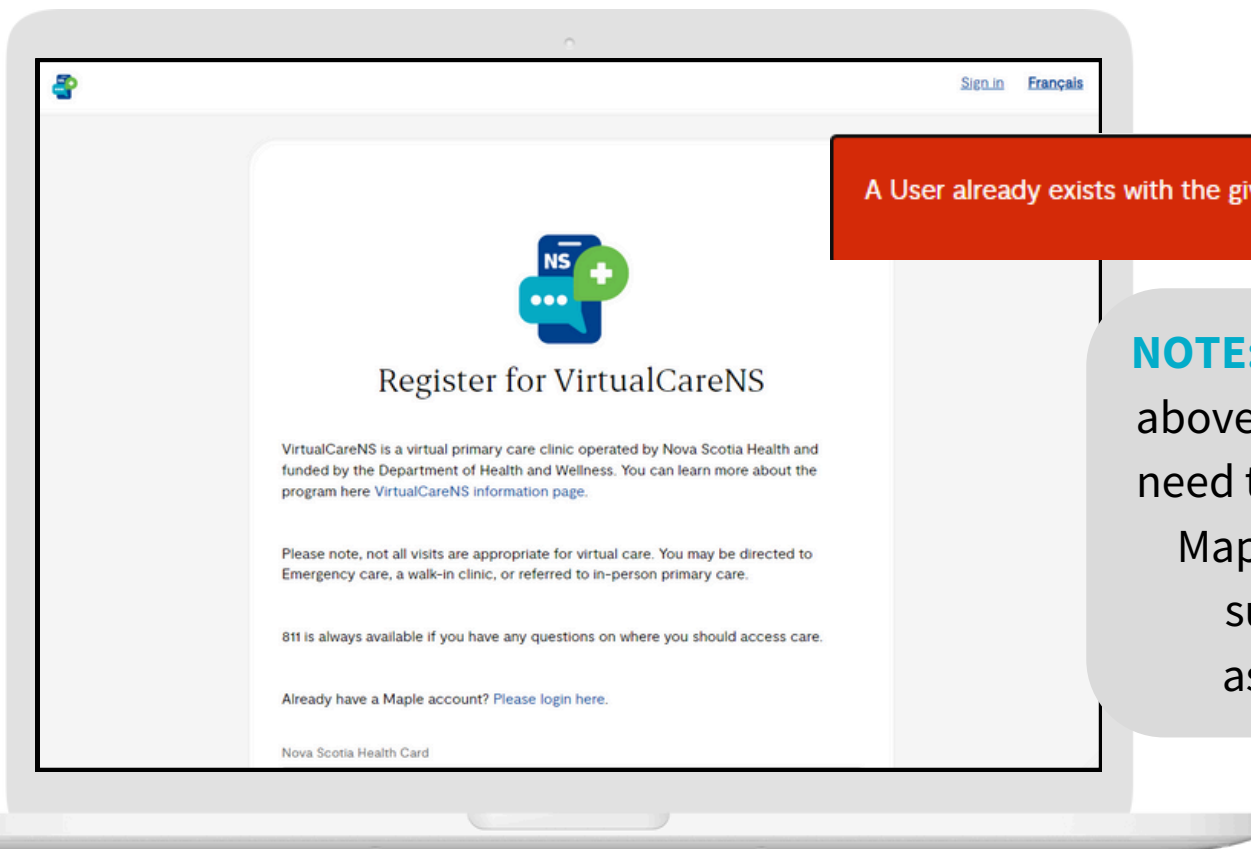
# Creating your account



## 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.”



**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.”

**Register for Virtual Care**

This is a virtual primary care clinic (Basic Care) operated by Maple and funded by the Department of Health and Wellness. As part of this program, you will have access to 2 free visits per calendar year.

Please note that not all visits are appropriate for virtual care. You may be directed to your primary care provider or walk-in clinic, or present to an Emergency in the event of an emergency. Please call 811 or visit <https://yourhealthns.ca/> if you have any questions on where you should access care.

Already have a Maple account? Please login here.

**Nova Scotia Health Card:** S11111111 [Edit](#)

Do you have a primary care provider?  
Yes

**Current address:**  
153 Greenwich Rd S

**Postal code:**  
G4P2R2

**City or town:**  
Wolfville

**Account info**

Legal first name:  Legal last name:

[Add referred first name \(optional\)](#)

Email:

Password:   
Your password is secure

**Profile**

Date of birth (MM/DD/YYYY):  Sex assigned at birth:

[Add gender information \(optional\)](#)

Residence:  Phone number:

Mobile  Landline

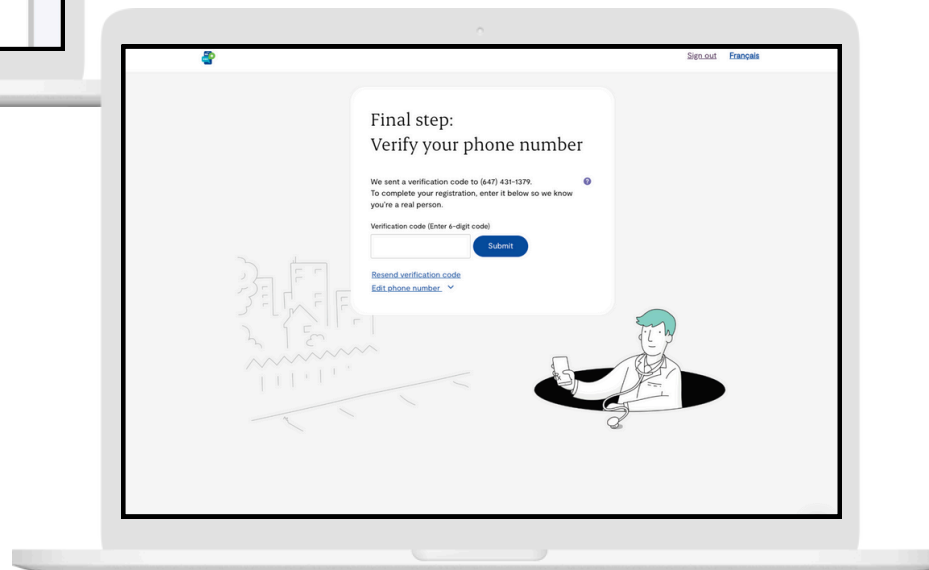
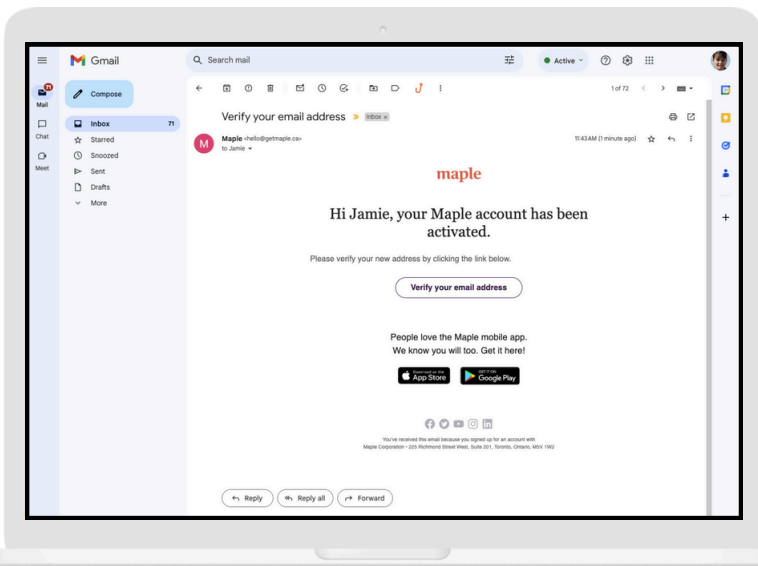
# Creating your account



## 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.



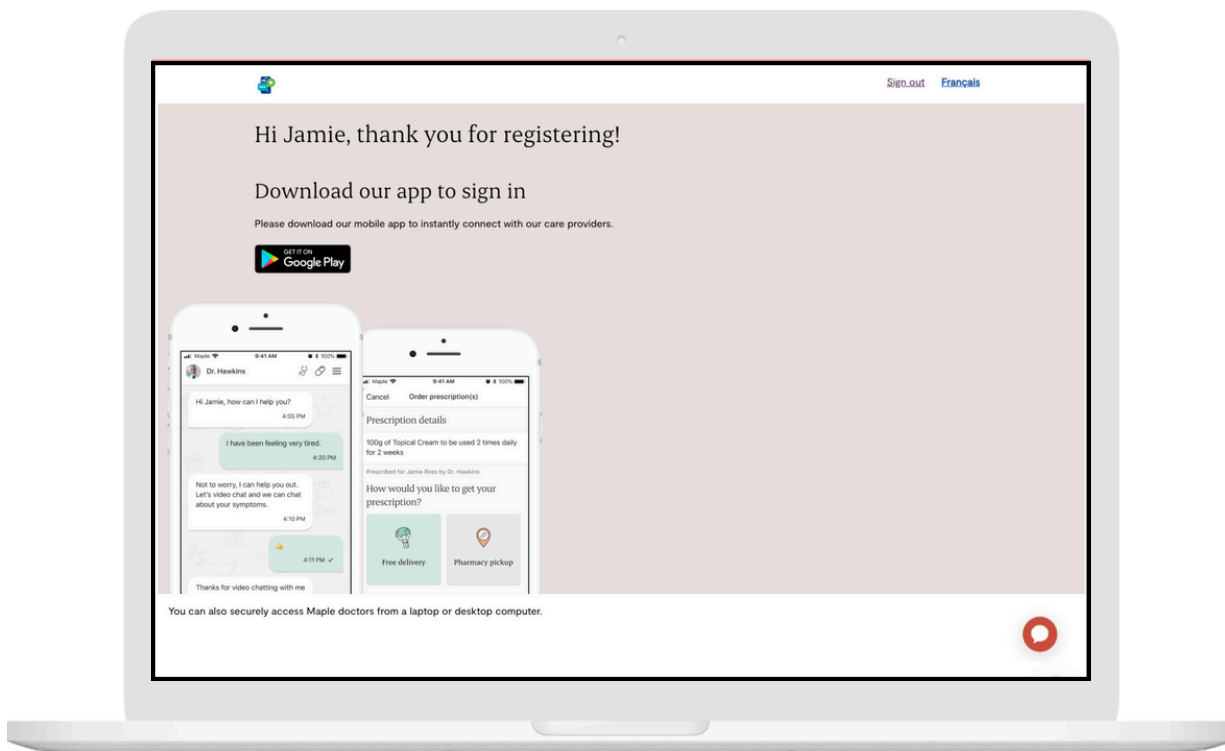
# Creating your account



## 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](mailto:Hello@GetMaple.ca) for help fixing your account.

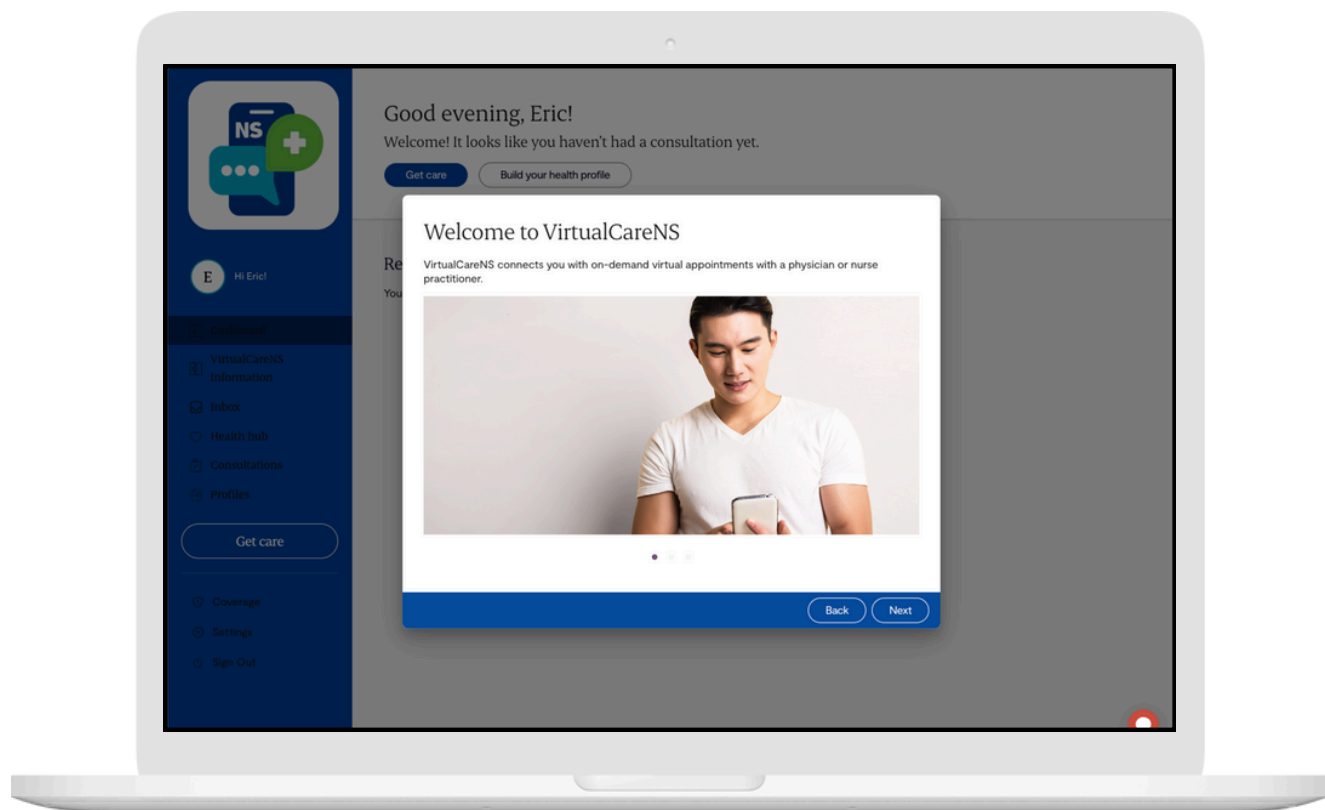
# Creating your account



## 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.



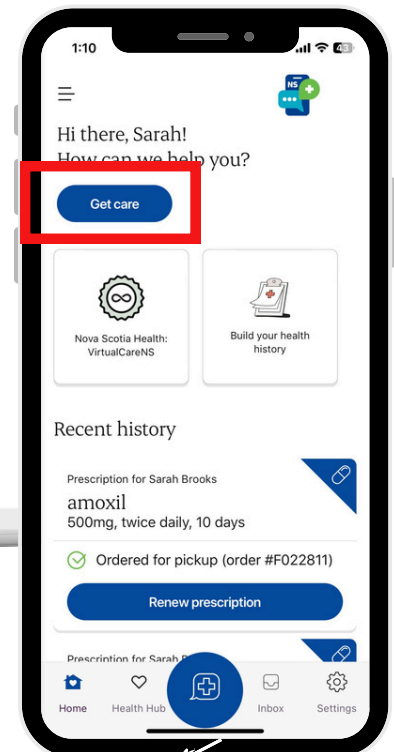
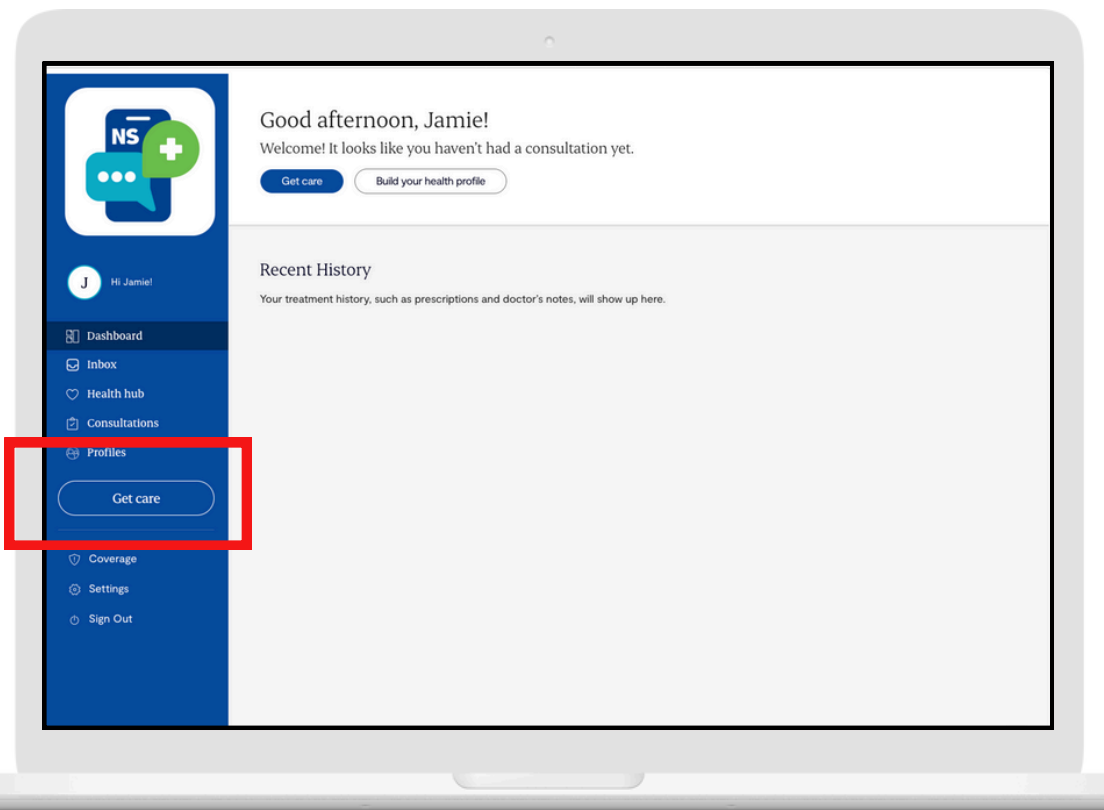
# Requesting a virtual visit



## Step 1

## Click “get care” to request a virtual visit

Click the “Get care” button.





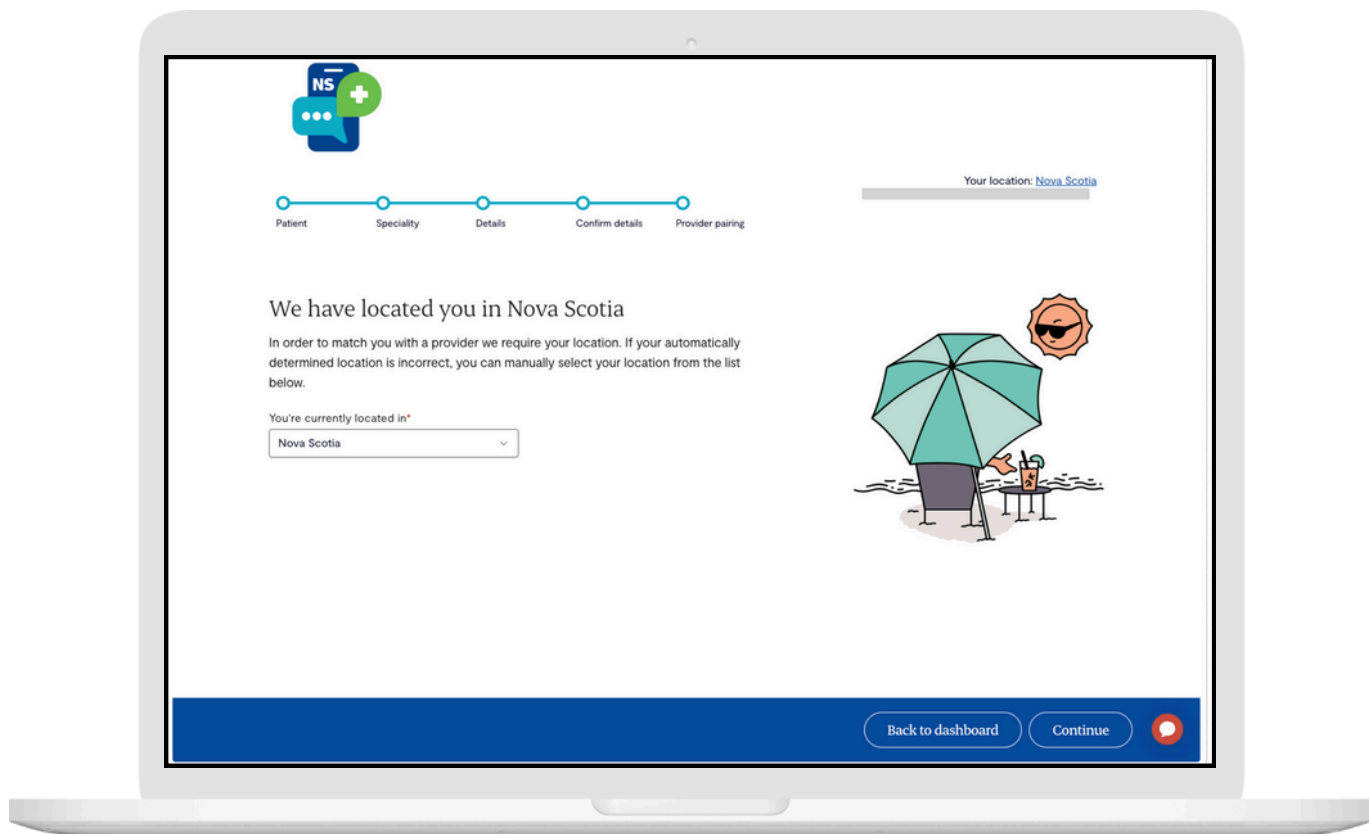
# Requesting a virtual visit



## Step 2

### Enter your location details

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



# 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

The screenshot shows a web interface for requesting a virtual visit. At the top left is the Nova Scotia Health logo (NS with a green plus sign). Below it is a progress bar with five steps: Patient, Speciality, Details, Confirm details, and Provider pairing. The 'Patient' step is currently active. On the right, it says 'Your location: Nova Scotia'. The main heading is 'Who is this visit for?'. Below this is a sub-heading: '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.' There are two selection options: a selected option 'E Jamie Ross Self' and an unselected option '+ Someone else in my care'. At the bottom of the screen are two buttons: 'Back to dashboard' and 'Continue to Speciality'.

# Requesting a virtual visit



## Step 4

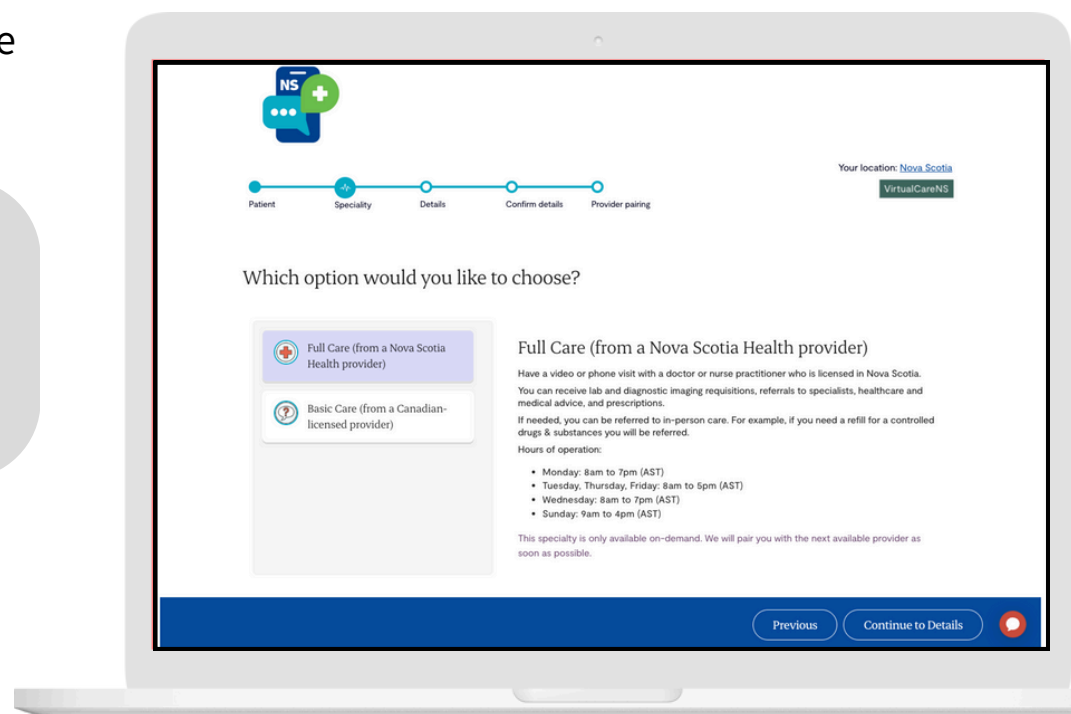
## Choosing Full Care

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.



# Requesting a virtual visit

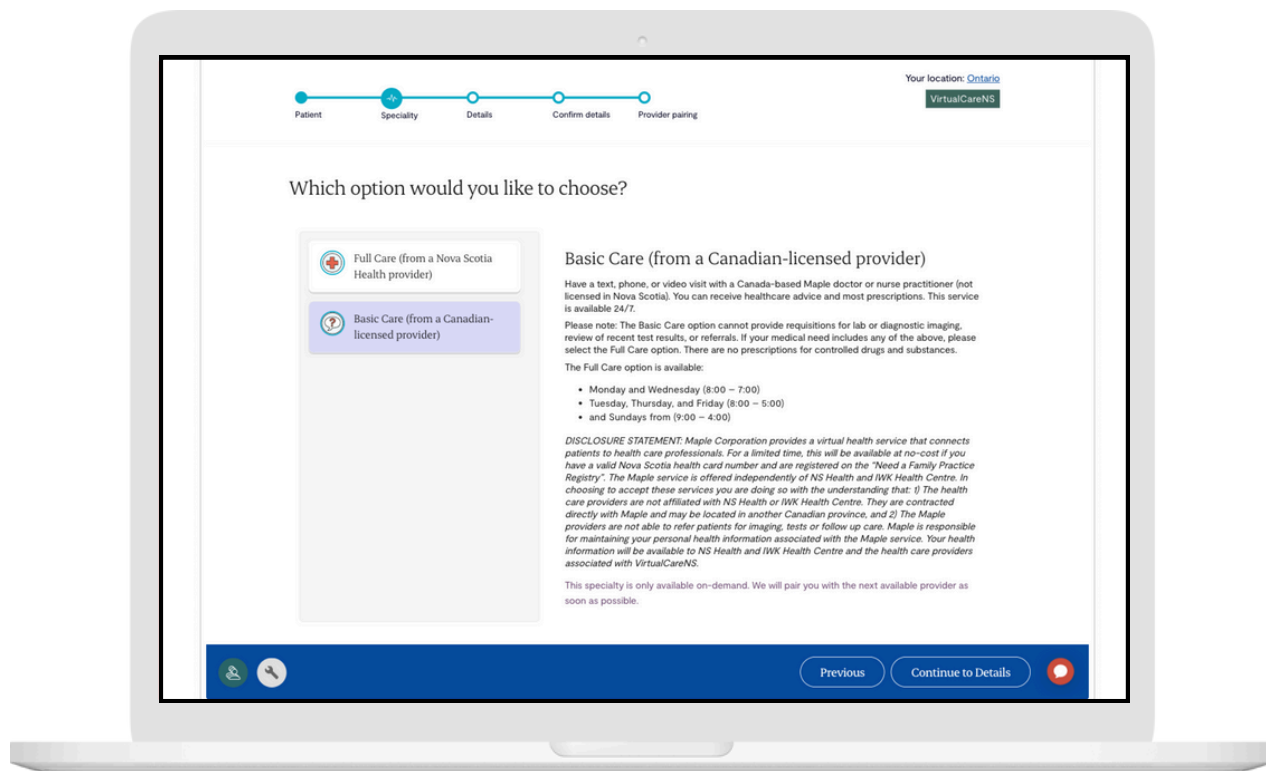


## Step 5

## Choosing Basic Care

1. Pick “Basic Care” for:

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



**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 desktop form is titled "VirtualCareNS" and shows a progress bar with five steps: Patient, Speciality, Details (current), Confirm details, and Provider pairing. The "Details" section is active and contains the following content:

**What are the reasons for your visit?**  
Get on-demand 24/7/365 virtual care with a Maple doctor or nurse practitioner who can provide prescriptions or diagnose and treat common symptoms. Maximum of 2 visits per calendar year per patient.

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

<input checked="" type="checkbox"/> eye / throat infection	<input type="checkbox"/> urinary infection
<input type="checkbox"/> cold / flu	<input type="checkbox"/> skin problem
<input type="checkbox"/> sexual health issues	<input type="checkbox"/> headache
<input type="checkbox"/> anxiety / depression	<input type="checkbox"/> minor injury / joint pain
<input type="checkbox"/> diarrhea / constipation	<input type="checkbox"/> abdominal pain
<input type="checkbox"/> allergies / allergic reaction	<input type="checkbox"/> back pain
<input type="checkbox"/> ear discharge	<input type="checkbox"/> no symptoms
<input type="checkbox"/> other	

**Do you need a prescription?**  
Included with the consultation, if needed.

I need a prescription

Name of medication (optional)

**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 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.

The mobile form shows the "Details 1 of 2" screen with a progress bar and the following content:

**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](#)

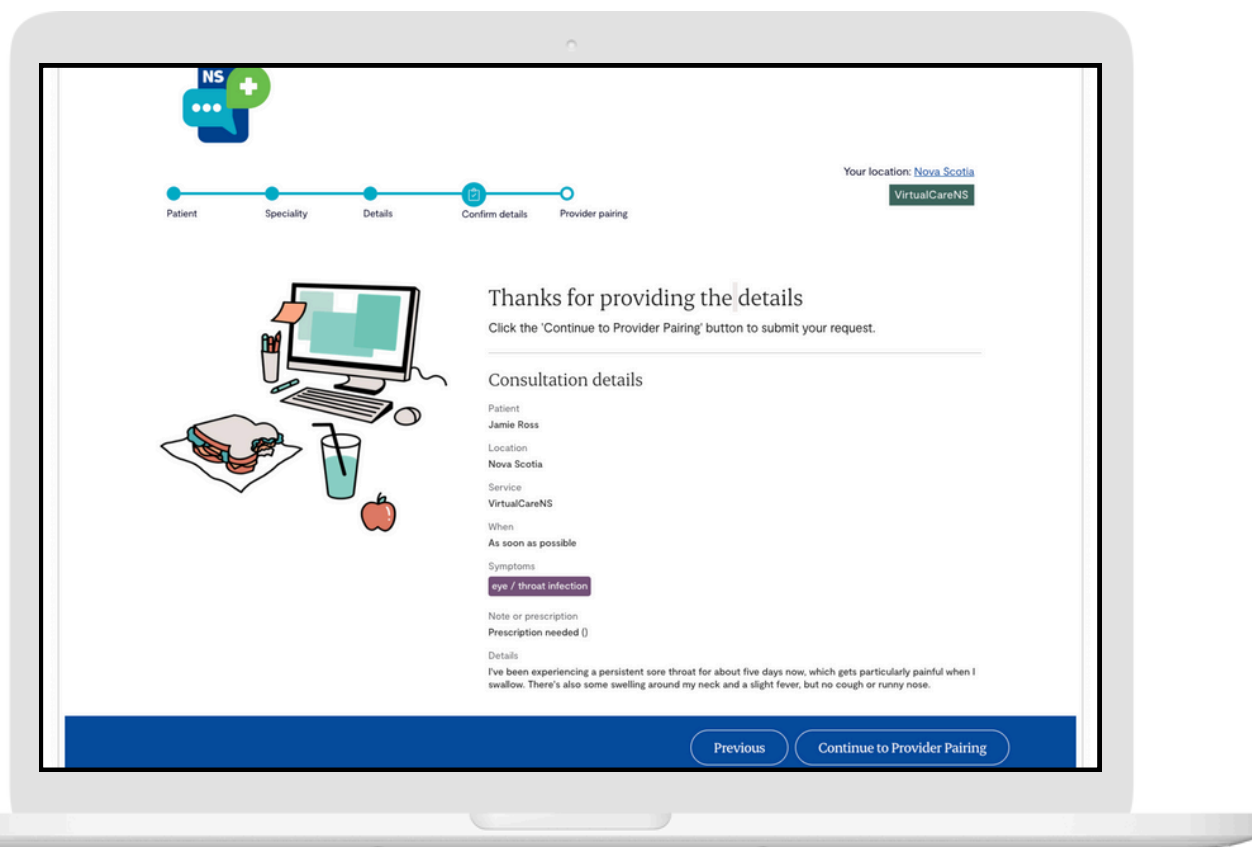
# Requesting a virtual visit



## Step 7

## Review and confirm the information you gave

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



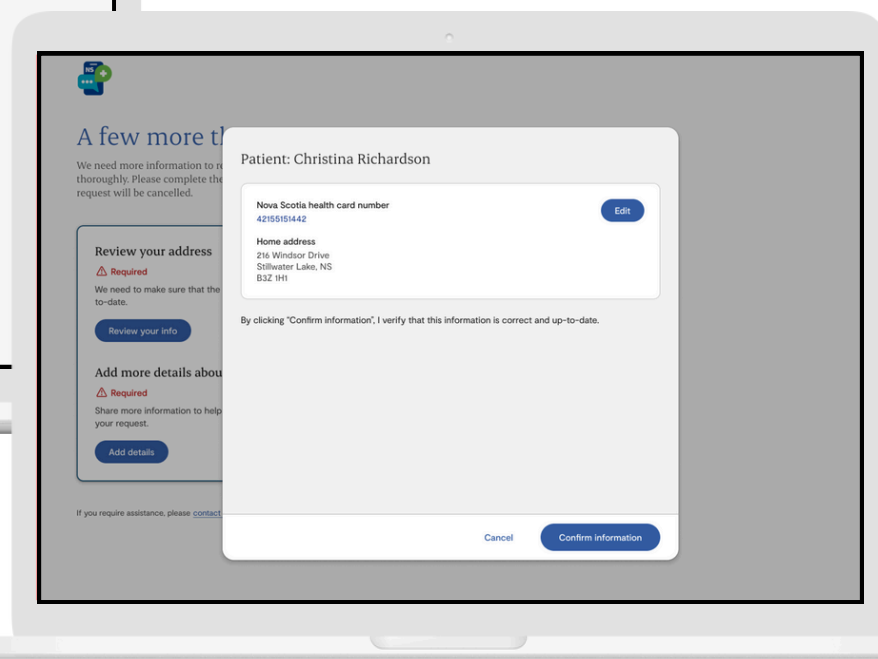
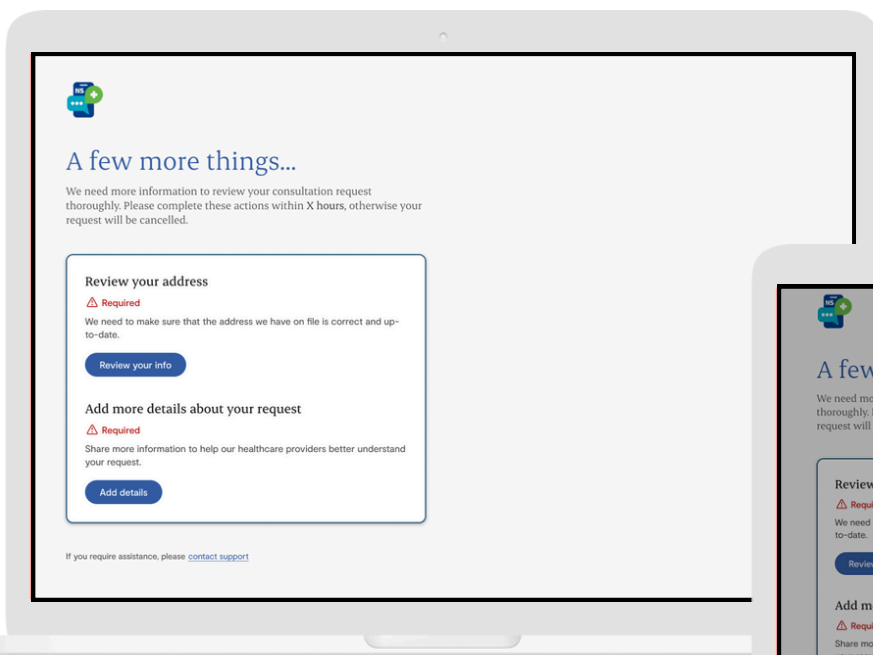
# Requesting a virtual visit



## 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



## 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 a laptop displaying a virtual visit waiting room interface. The main content area features a clipboard icon with a plus sign and the text: "We've sent your request to our network of providers for review." Below this, it says "We'll send you a notification with any updates, so no need to stay on this screen." and a "Cancel request" link. On the right side, there are sections for "Guest access" (with a "Manage guests" button), "Upload photos, videos or files (optional)" (with a file upload icon and an example), "Jamie's health profile" (with a prompt to fill out health information), and "Basic health metrics" (with a "Vitals" section containing input fields for Height (feet + inches) and Weight (lbs)).



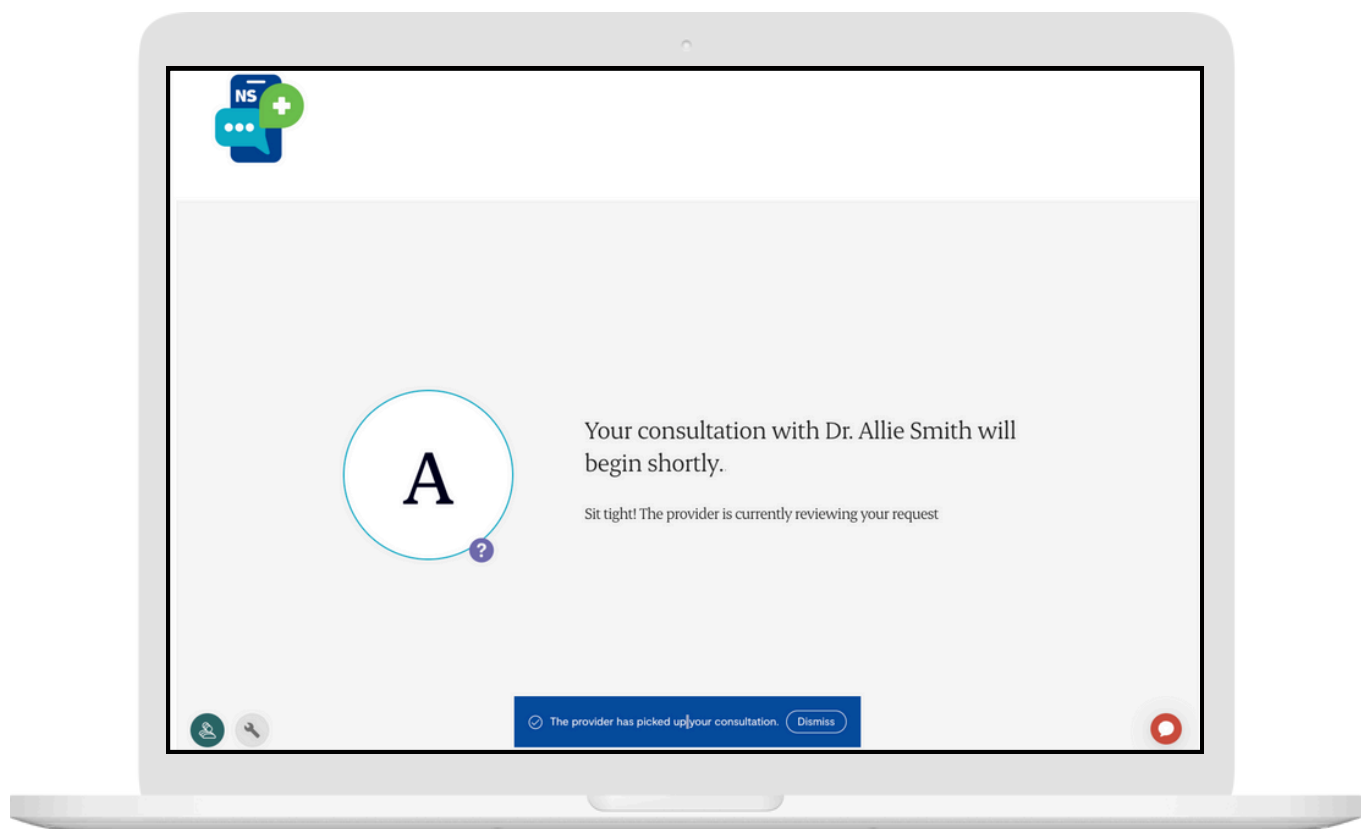
# Begin your virtual visit



## 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.



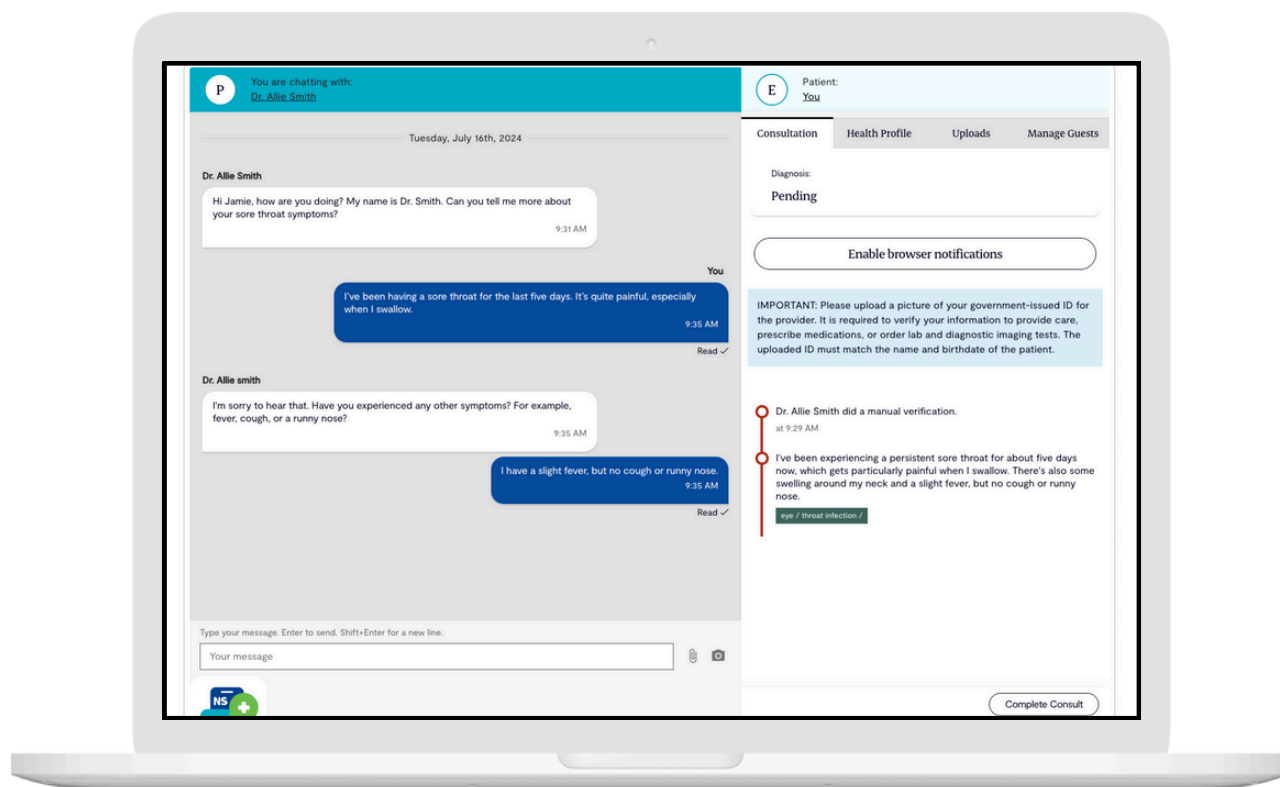
# Begin your virtual visit



## 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.



**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.

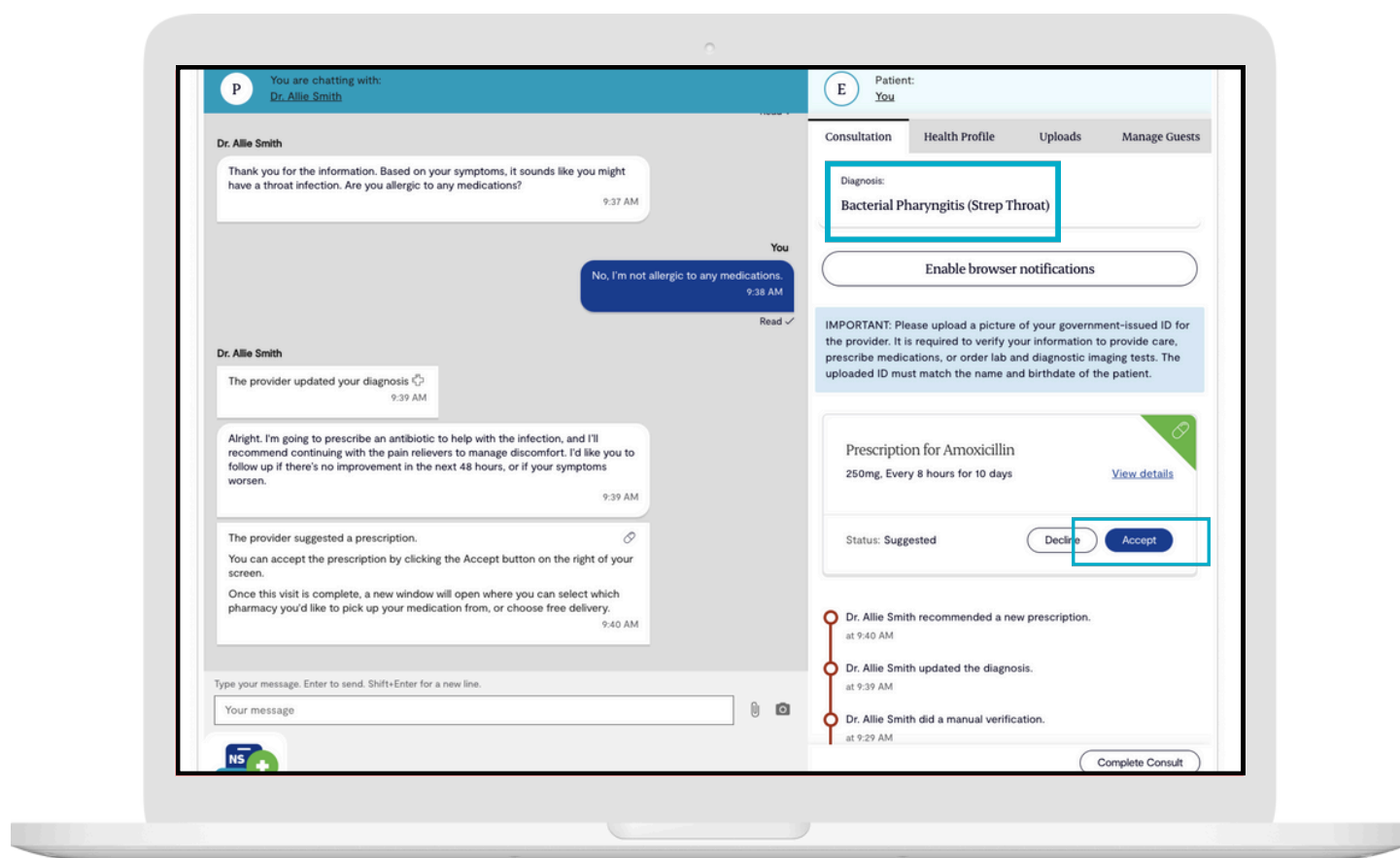
# Begin your virtual visit



## 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.

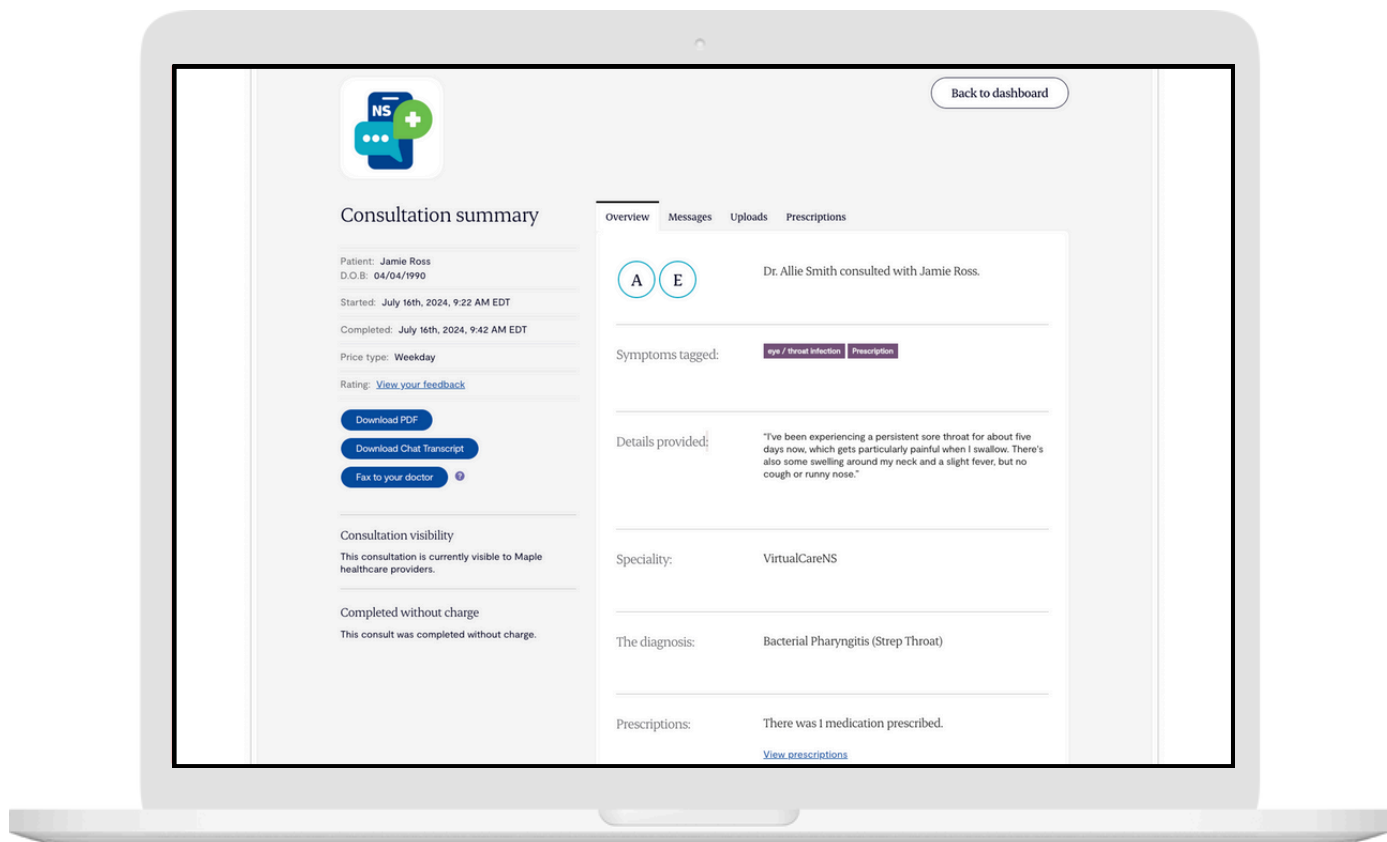


# Reviewing your virtual visit



## 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



## Step 1

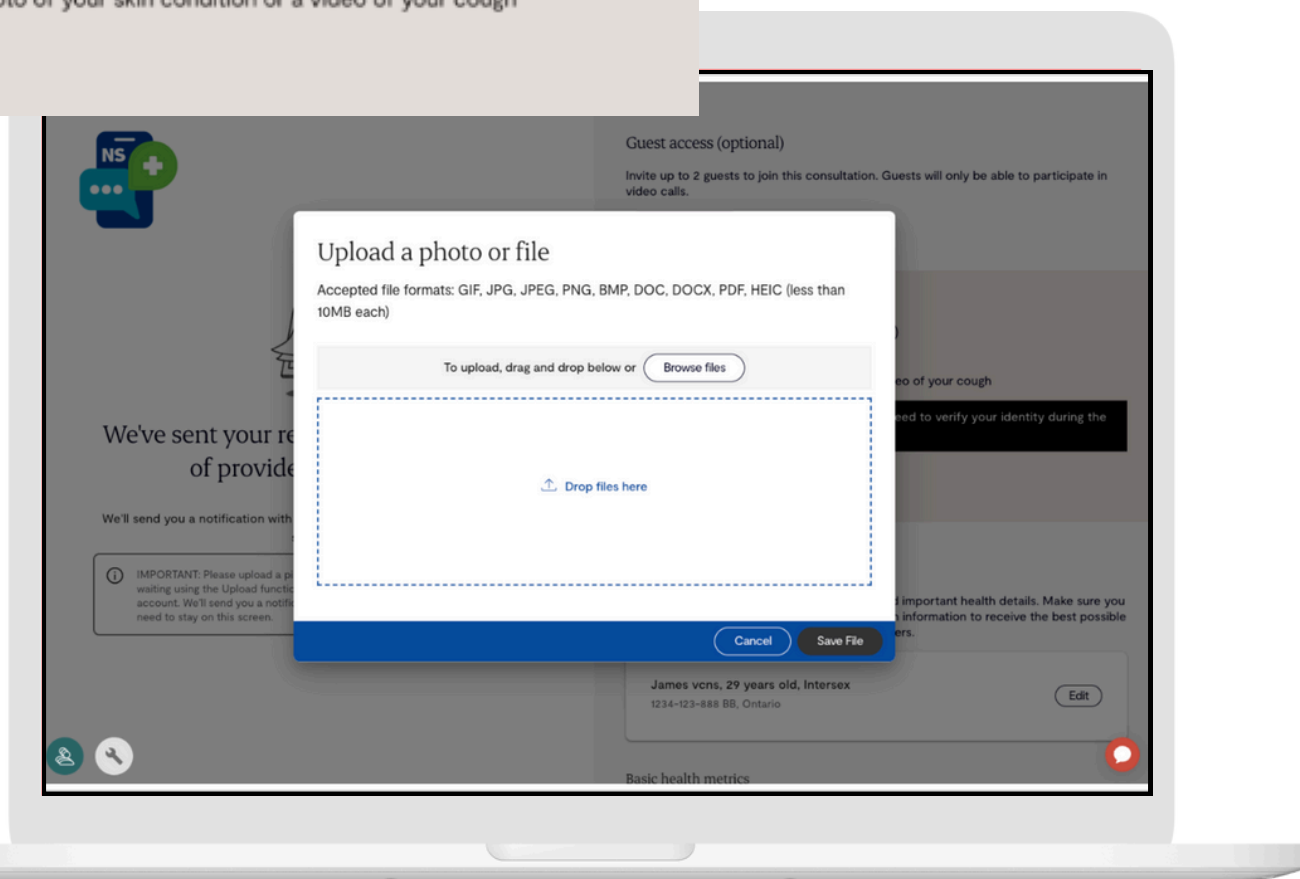
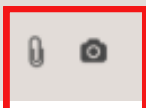
## Upload from the waiting page

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



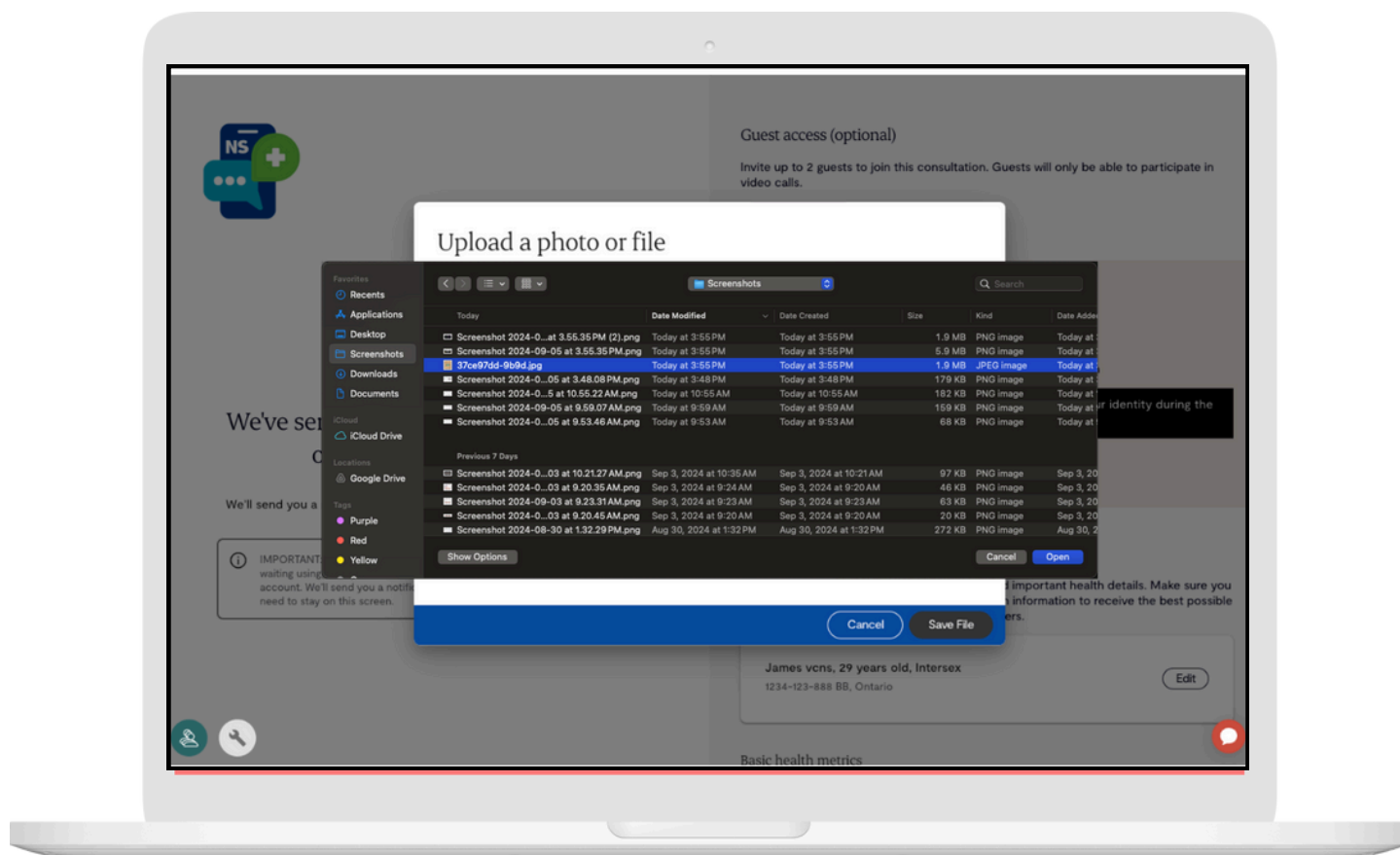
# Uploading a file



## Step 2

## Choose your file

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



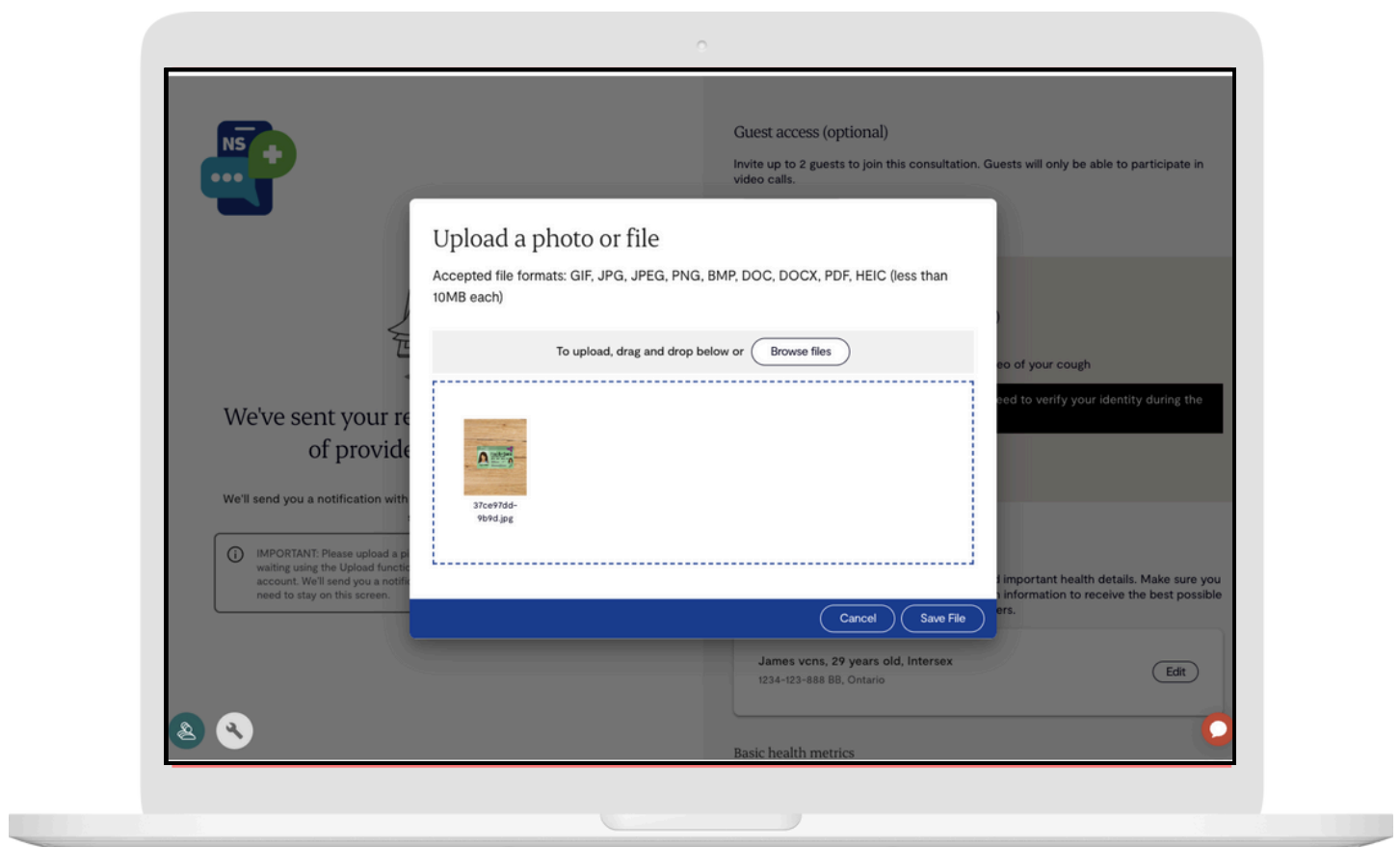
# Uploading a file



## Step 3

## Upload the document

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



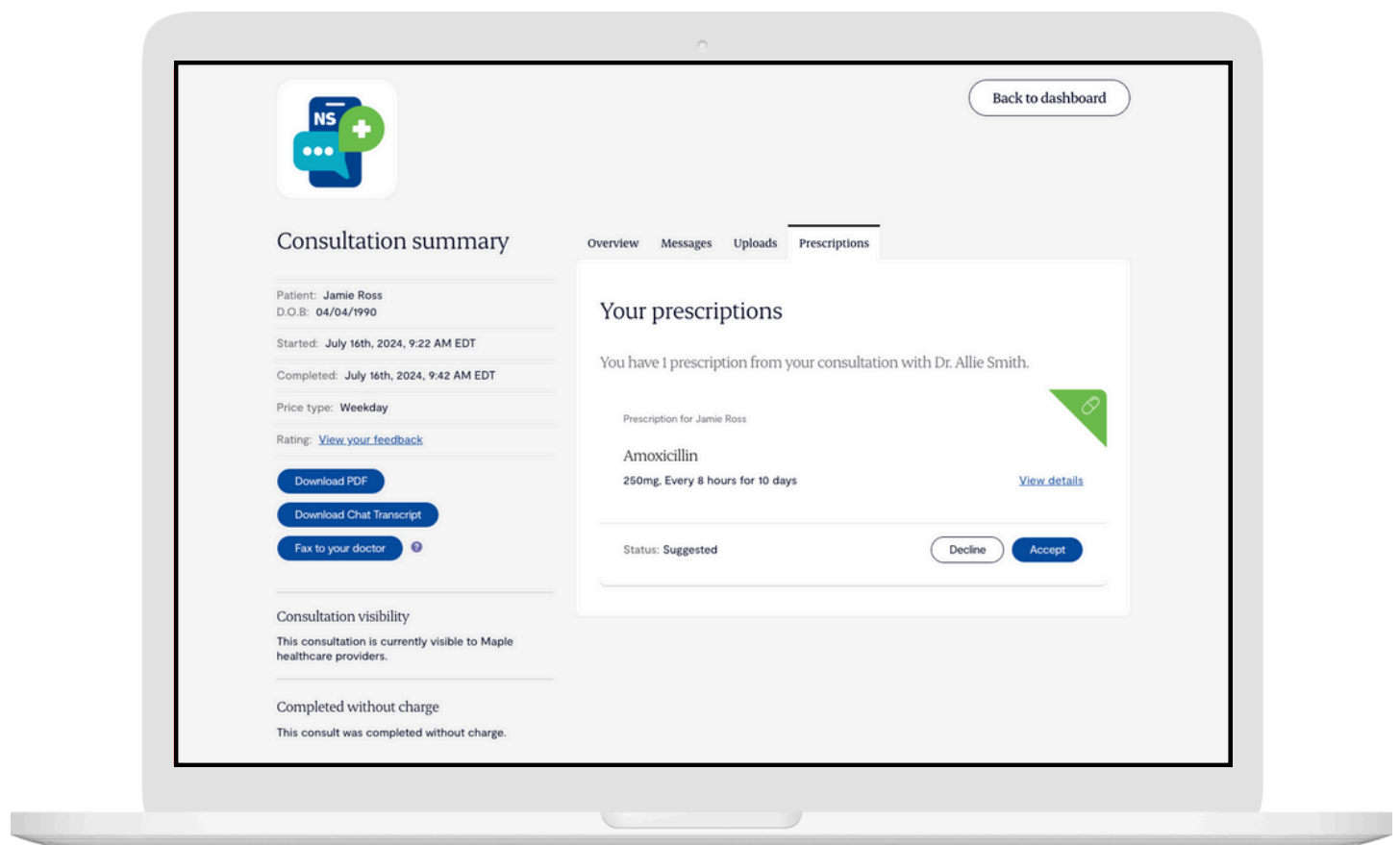
# Getting your prescription



## Step 1

## Review your prescription

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





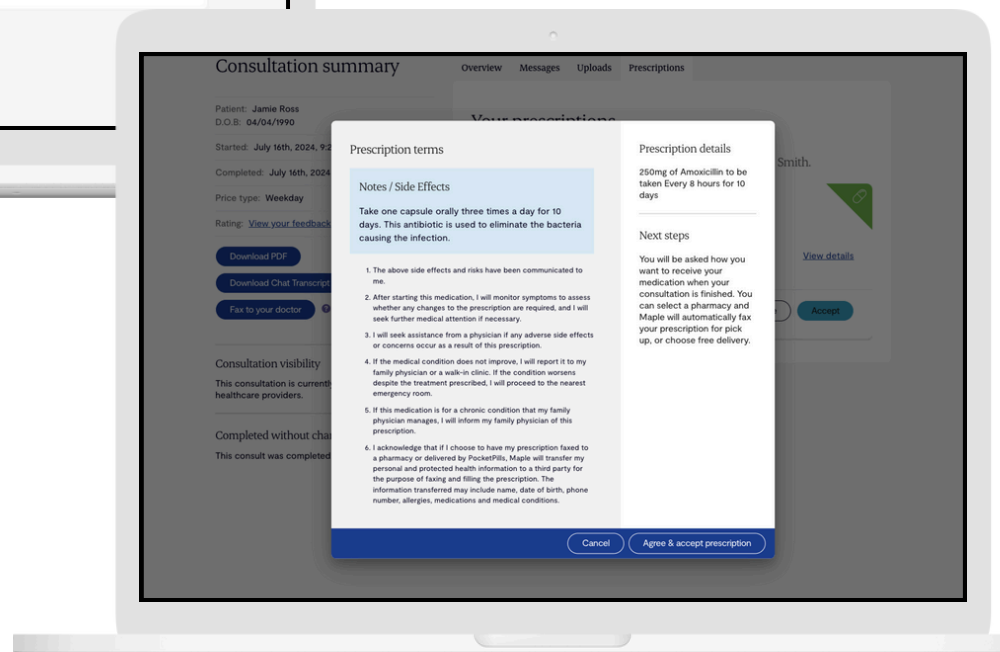
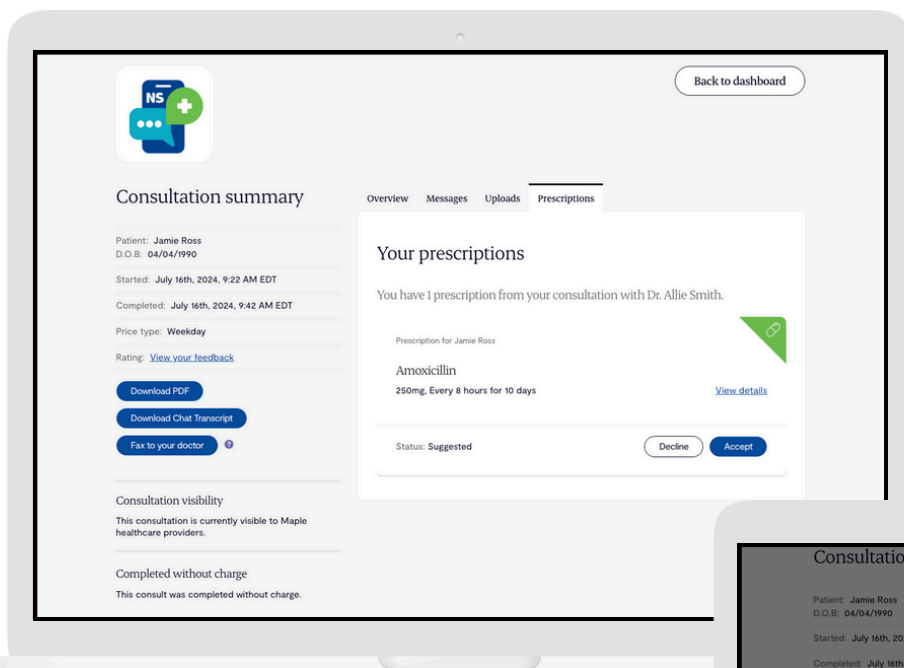
# Getting your prescription



## 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.”



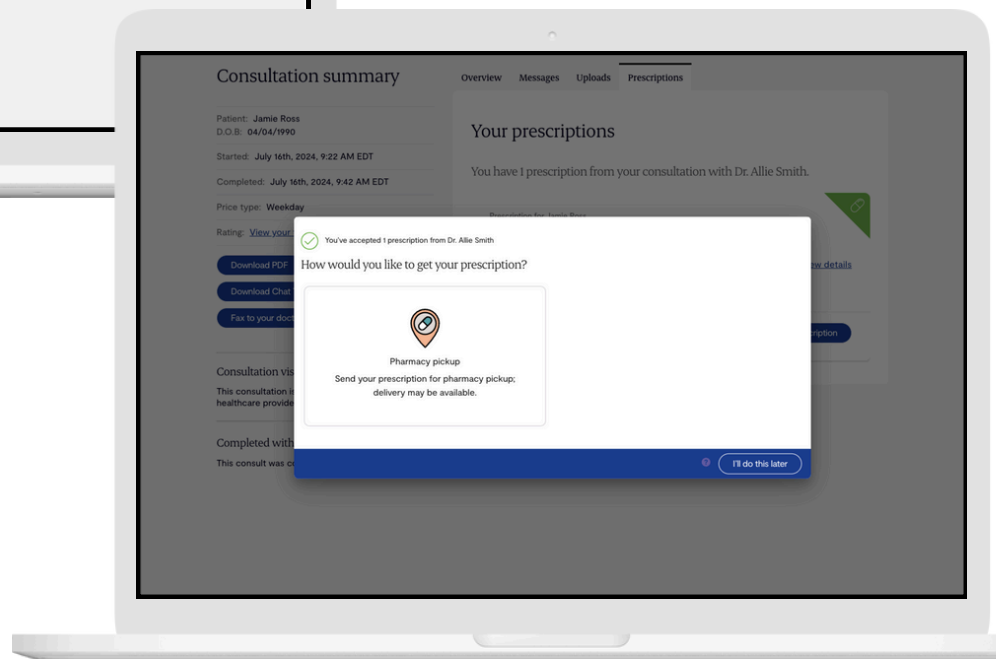
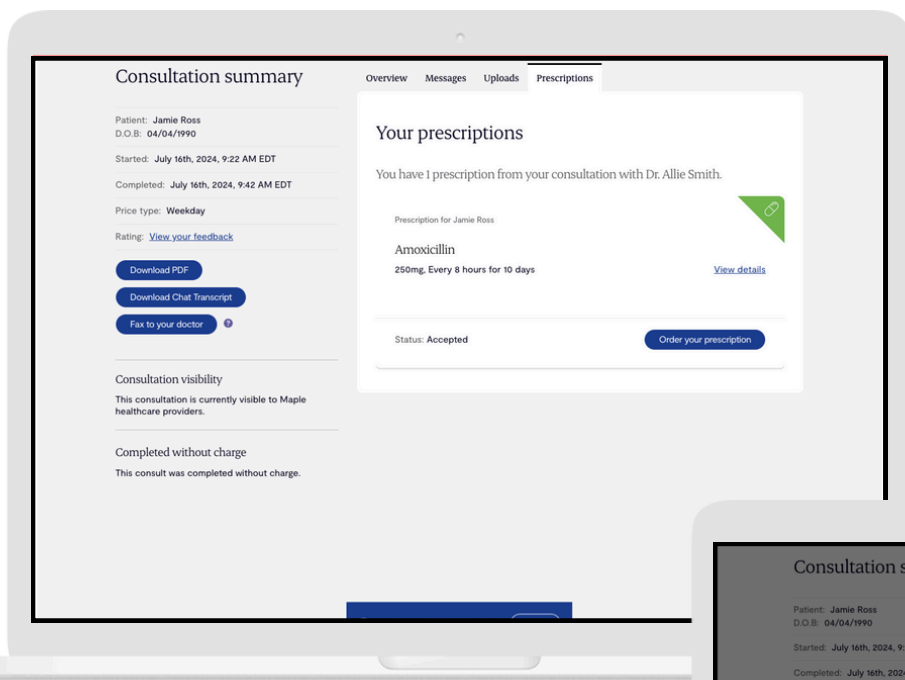
# Getting your prescription



## Step 3

## Order your prescription

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



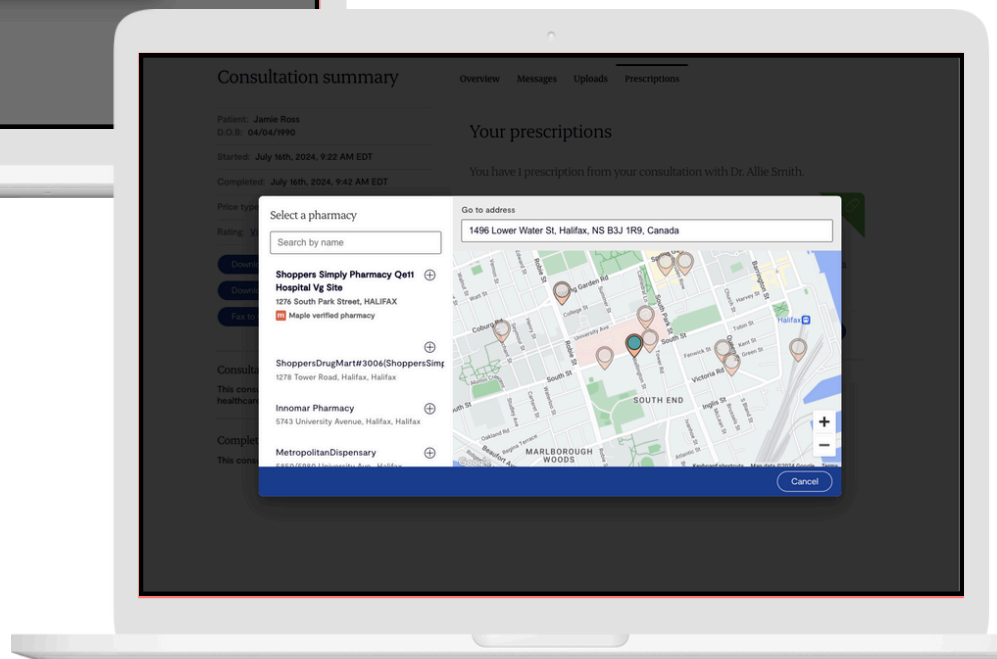
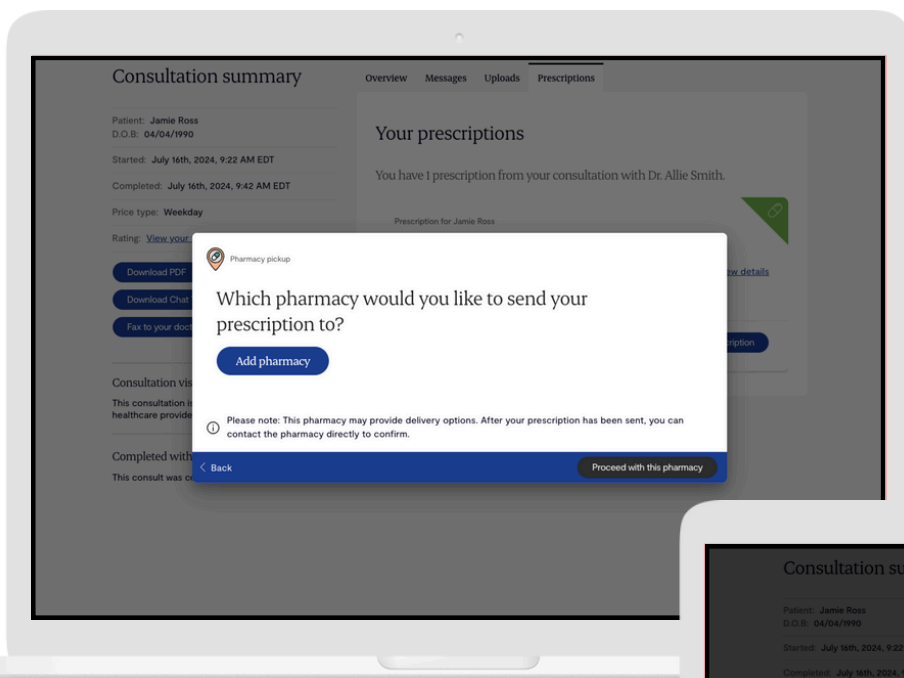
# Getting your prescription



## Step 4

### Select your pharmacy

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



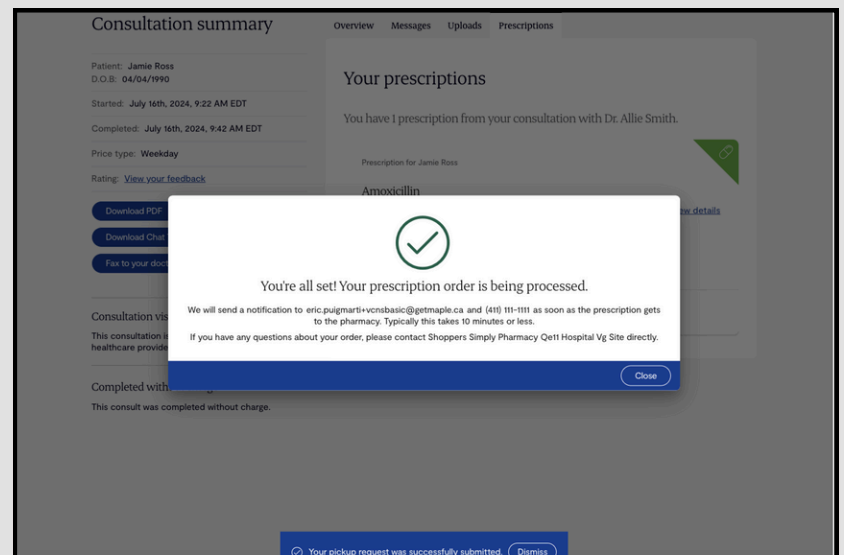
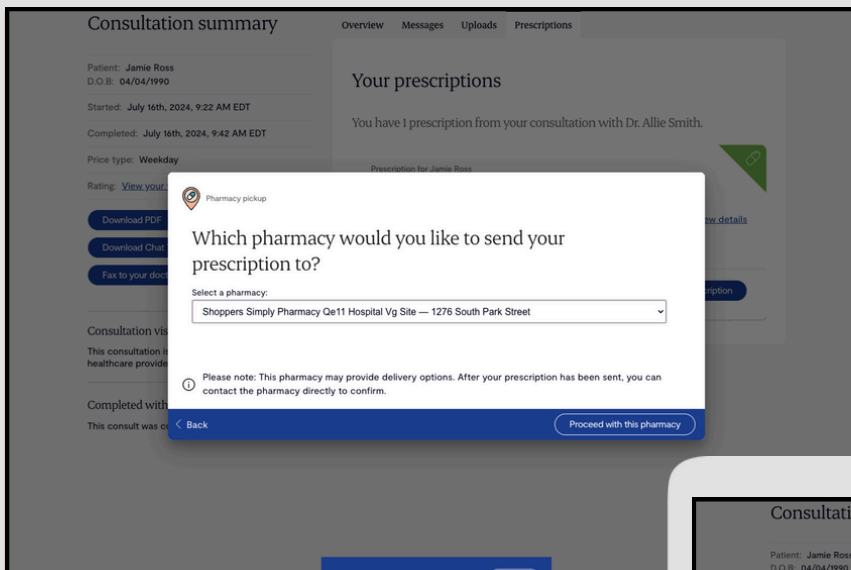
# Getting your prescription



## 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.



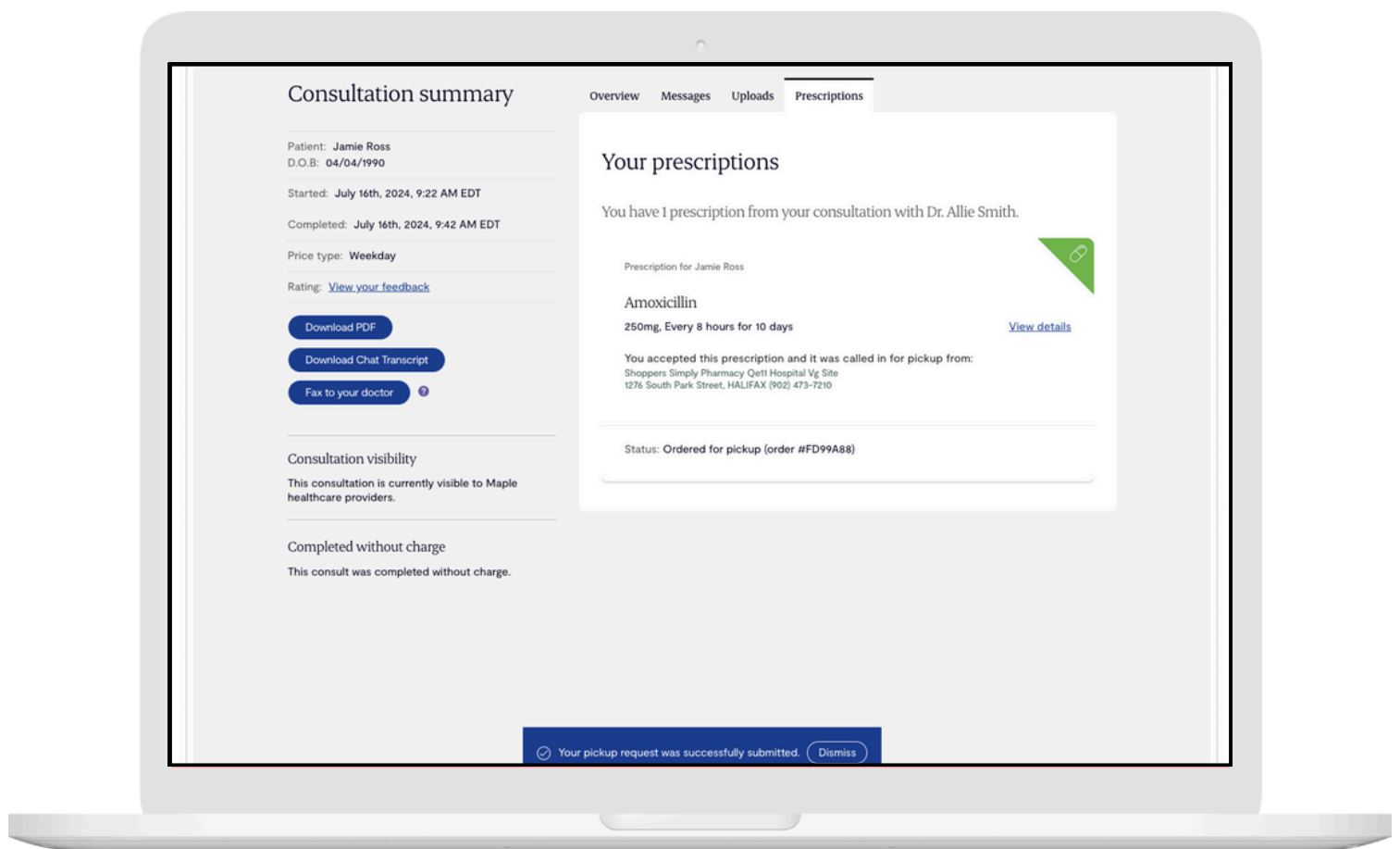
# Getting your prescription



## 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.



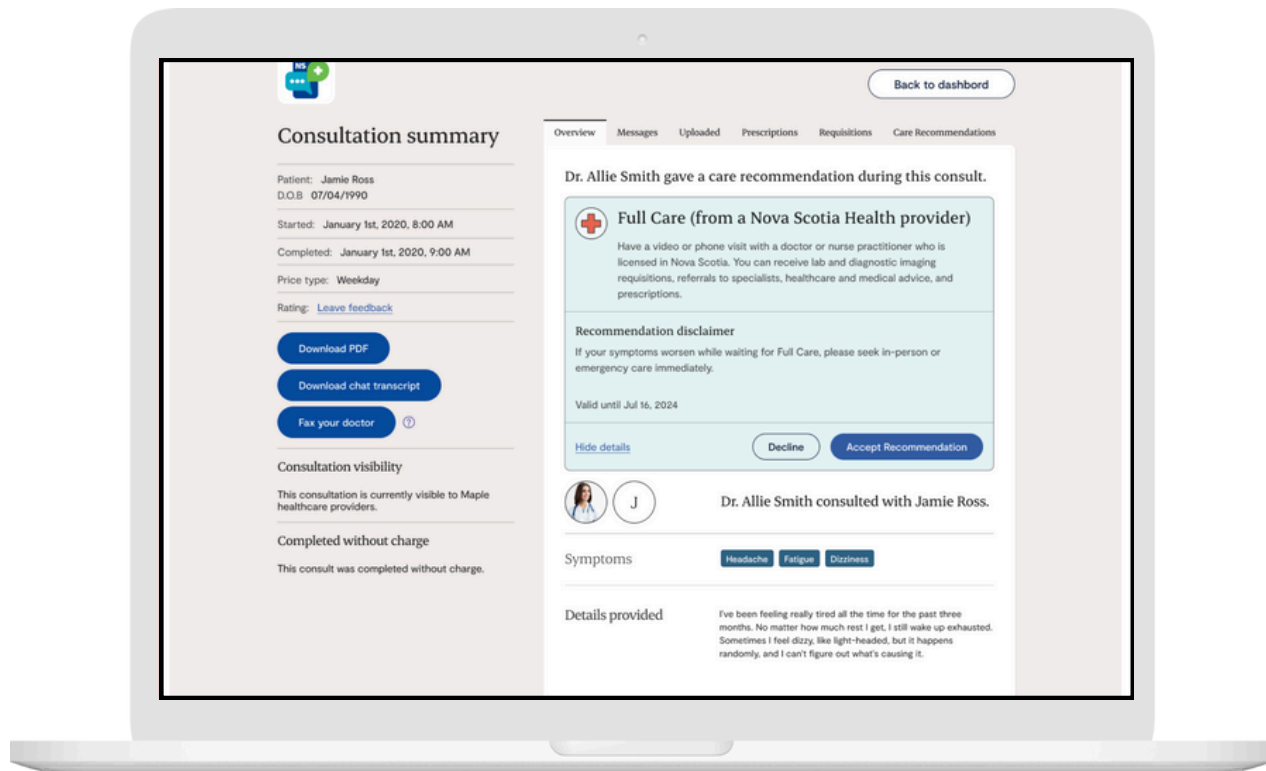
# Getting moved from Basic Care to Full Care



## 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 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"

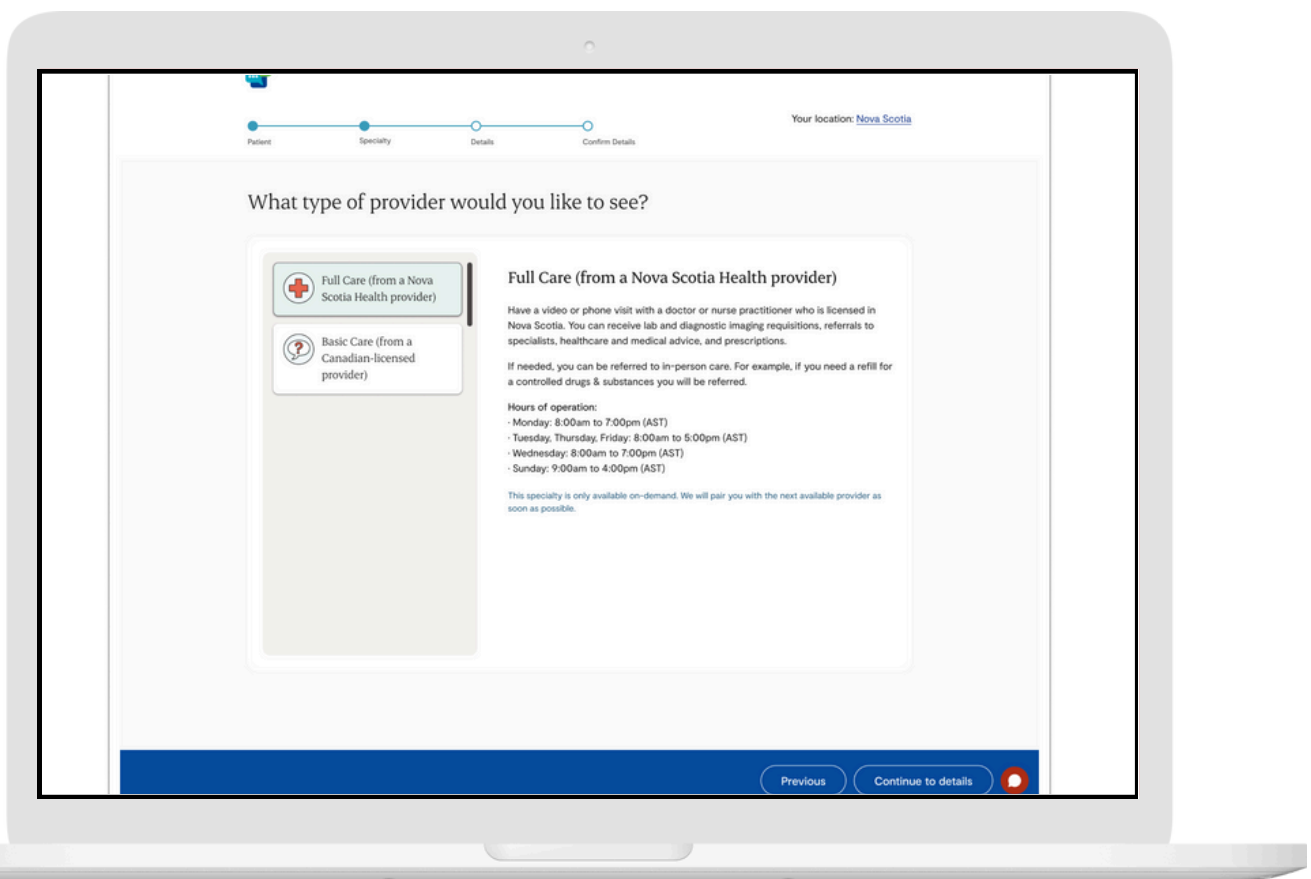
# Getting moved from Basic Care to Full Care



## 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



## 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.

The screenshot shows a web form titled "Confirm Details" for a patient in Nova Scotia. The form is divided into several sections:

- Progress Bar:** Shows four steps: Patient, Specialty, Details, and Confirm Details (the current step).
- What are the reasons for your visit?** Includes a note that requests are reviewed by General Practitioners and that the GP will determine if virtual care is appropriate.
- How can we help today?** A list of symptoms with checkboxes, including "Other" which is selected. A text box below asks to describe the issue, with "Headache, fatigue, dizziness" entered.
- Do you need a doctor's note or prescription?** Two checkboxes for "I need a note" and "I need a prescription", both of which are unchecked.
- What details can you tell us?\*** A text box for additional details, with a sample response: "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." A character count shows 1024 characters left.
- Agreement:** A checkbox for "I agree to use Virtual Care" is checked.
- Navigation:** "Previous" and "Continue" buttons are at the bottom right.