gsc green shield canada | maple

Keep plan members healthy, engaged, and at work with Canada's leading virtual care solution.

GSC takes the health of our plan members seriously. That's why we partnered with Maple, Canada's leading virtual care company, to deliver you a premium, differentiated offering.

Doctor-first model to feel better, faster.

Maple is the only platform providing a direct connection to a doctor, every time, with no steps in between.

On-demand & round-the-clock care.

Health concerns don't always arise during business hours – Maple offers access to doctors 24/7, in under 5 minutes

Seamless & intuitive patient experience.

Maple allows patients to receive care on their terms – text, phone, or video, whatever is most comfortable for them
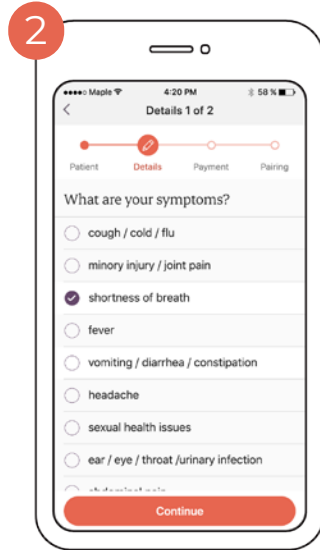
True continuity of care on and off the app.

Robust records to store, share, and manage personal health data, results in reliable continuity of care.
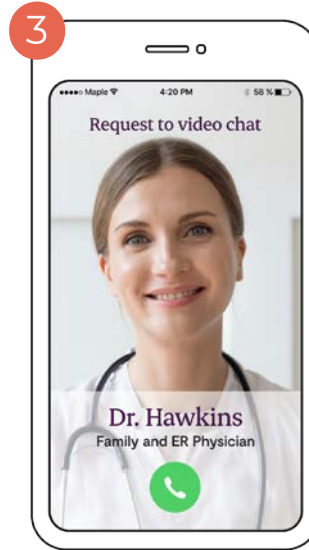
Instant access to doctors for your employees in the palm of their hand.
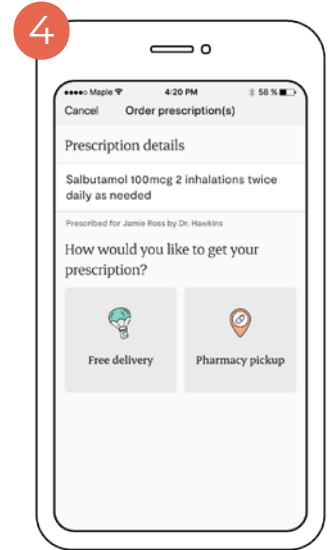

1. Employees register with their GSC ID numbers for simple eligibility management

2. When a medical need arises, they click "get care" and describe symptoms

3. Within minutes, they connect with a doctor and consult via text, video or phone

4. They can get medical advice, diagnoses, and treatment incl. prescriptions and labs

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Keep plan members healthy, engaged, and at work with Canada's leading virtual care solution.

Your symptoms
- cough / cold / flu
- ☑ sore throat
- ☑ fever
- minor injury / joint pain

The protection of personal health information is our highest priority.

Personal health information (PHI)

- PHI is information about an individual's health or healthcare that is subject to privacy law and that is collected, created, compiled, used, disclosed or otherwise transmitted and/or stored on or by means of the Maple platform
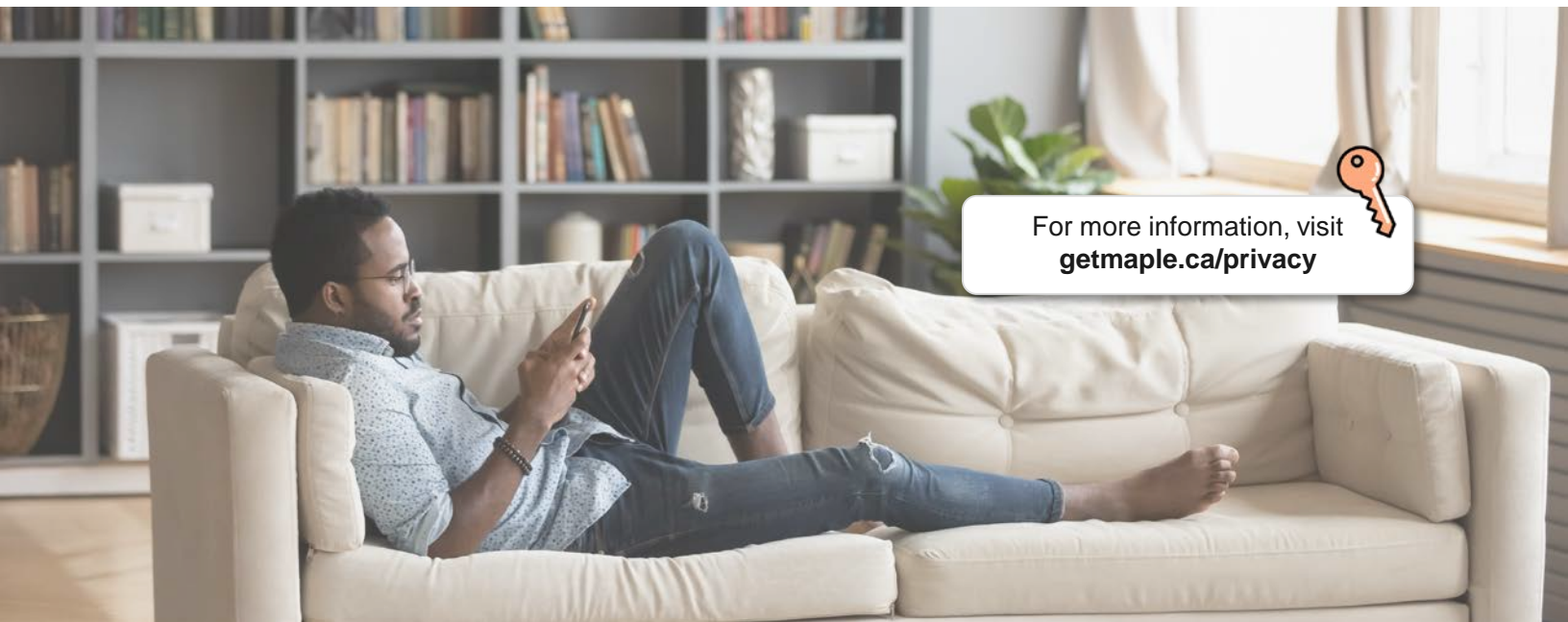
Maple protects the privacy and security of all patients

- Virtual health records are owned and managed by the patient and are securely stored on the platform, accessible at any time
- Only viewable by the patient and their treating healthcare provider
- All sharing of health records is only performed at the patient's discretion and with their expressed consent

Maple delivers best-in-class privacy and security.

- ✓ **SOC-2 & PCI Compliant** – The highest level of security; all data and internal / external network traffic is encrypted

- ✓ **AWS Canada for Data Storage & Platform Architecture** – Data is securely stored within Canada

- ✓ **MedStack for Secure Hosting** – Built-in privacy and security protocols specifically for healthcare applications

- ✓ **PIPEDA and PHIPA Compliant** – Designed to comply with privacy legislation for both personal information and PHI

- ✓ **Based on CMPA Recommendations** – Maple's e-record complies with recommendations from the CMPA

- ✓ **Rigorous Privacy Reviews** – Completed by leading health privacy lawyers & multiple provincial authorities

For more information, visit
getmaple.ca/privacy