

Tele-health program

Bombardier employees in Canada, and their eligible dependents, can connect with a Canadian-licensed doctor for medical care from a phone, tablet or computer – any time, 24/7. The service is provided by Maple and covered by your benefits package.

When you log on, you'll be connected with a doctor who can treat many common medical conditions online including allergies, asthma, cold and flu, infections, pink eye, a sore throat for example. During your consultation, you can receive diagnoses, prescriptions and lab requisitions if needed. You can also use our provider's online platform to easily keep track of medical records.

Want to learn more? Check out this [program summary](#). Our provider has also prepared an [FAQ](#).

Connect with a doctor virtually

1. Register with Maple:
 - [If you have a Bombardier email address](#), you'll receive an email invitation from Maple to sign up with instructions to create your account. If you try another login option, the system won't recognize you so make sure you use your Bombardier email if you have one!
 - [If you don't have a Bombardier email address](#), log in to Maple's online portal at www.getmaple.ca/bombardier using your insurance certificate number, which you can find it on your Industrial Alliance card.

Don't have your card? Here's your insurance certificate number:

- BA Montreal employees: use your employee identification number (B-number) without the leading zeros (ex: if your B-number is B0123456, your insurance certificate number is 123456. If your B-number is B0012345, your insurance certificate number is 12345)
- BA Toronto employees: Your certificate number begins with 99, followed by your 5-digit clock number (ex: If your clock number is 12345, your insurance certificate number is 9912345)

If you have any issues, please email support@getmaple.ca

2. When a medical need arises, log in to your Maple account through the mobile application or website and request a consultation with a general practitioner
3. Choose how you want to connect with a doctor – by text, audio or video chat.

You can download the app for iPhone, iPads and Android devices!

Who's eligible?

- All permanent and temporary full-time active employees in Canada (BA, BT and Binc)
- Employees that were temporarily laid off due to Covid-19 measures

Who's not eligible? Retirees, students and employees on:

- Maternity, paternity or parental leave
- Short-term and long-term leave
- Assignment to and outside Canada
- Temporary part-time employees

Important legal information

- If you elect to subscribe to the services, you'll be subject to Maple's [Terms of Use](#) and [Privacy Policy](#).
- Bombardier isn't the service provider; that means the company won't be responsible for any services provided to the users through the platform.
- Bombardier will not have access to any of the personal information you share with Maple.