



# Wello + Maple Service Comparison

	wello 	maple 
<b>Years of Operation</b>	4	6
<b>Number of Employees</b>	80	140
<b>Service Language</b>	English and French	English and French
<b>Canadian Reach</b>	National	National
<b>Number of Clients</b>	350+	1,500+
<b>Number of Patients</b>	100K+	2M+
<b>Client NPS</b>	+84	+93
<b>Patient Satisfaction</b>	4.8/5 stars	4.8/5 stars
<b>Issue Resolution Rate</b>	83%	91%
<b>Platform</b>	<ul style="list-style-type: none"> <li>• Mobile application (limited)</li> <li>• Web application</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile application (full)</li> <li>• Web application</li> </ul>
<b>Primary Care Wait Time</b>	<ul style="list-style-type: none"> <li>• Average wait time &lt;20 minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Average wait time &lt;5 minutes</li> </ul>
<b>Primary Care Availability</b>	<ul style="list-style-type: none"> <li>• Appointment based</li> <li>• Availability 24/7 (no video appts overnight)</li> </ul>	<ul style="list-style-type: none"> <li>• On-demand</li> <li>• Available 24/7 (full functionality)</li> </ul>
<b>Family Access</b>	<ul style="list-style-type: none"> <li>• Employee + dependents</li> </ul>	<ul style="list-style-type: none"> <li>• Employee + dependents</li> </ul>
<b>Primary Care Providers</b>	<ul style="list-style-type: none"> <li>• Nurse practitioners</li> <li>• Physicians (Quebec only)</li> </ul>	<ul style="list-style-type: none"> <li>• 1,000+ providers (general practitioners include family doctors, emergency room physicians, nurse practitioners)</li> </ul>
<b>Additional Providers / Services Available</b> <i>(Additional fees may apply)</i>	<ul style="list-style-type: none"> <li>• ScreenSafe COVID-19 self-assessment tool</li> <li>• Pre-purchased mental health sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health programming including meditation and mindfulness via Headspace and access to a wide range of specialists and paramedical providers, including but not limited to mental health counsellors, dermatologists, naturopaths, endocrinologists, and more. Full listing can be viewed <a href="#">here</a></li> </ul>
<b>Communication Options</b>	<ul style="list-style-type: none"> <li>• Chat message, secure message, video, phone</li> </ul>	<ul style="list-style-type: none"> <li>• Instant message, video, audio</li> </ul>
<b>Benefits Information</b>	<ul style="list-style-type: none"> <li>• Practitioner access only</li> </ul>	<ul style="list-style-type: none"> <li>• Employee access linked from Maple platform</li> </ul>
<b>Prescription Fulfilment</b>	<ul style="list-style-type: none"> <li>• Pharmacy pick up</li> <li>• No pharmacy delivery option in Wello</li> </ul>	<ul style="list-style-type: none"> <li>• Pharmacy pick up</li> <li>• Delivery 1-2 business days</li> </ul>
<b>Medical Records</b>	<ul style="list-style-type: none"> <li>• Wello captures data from each interaction and stores the record for practitioner access. Patients do not have access to their medical records via the Wello platform. If they wish to obtain a copy, the Medical Care Coordinator (MCC) can download a copy and securely message the patient.</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive patient and provider records – Captures data from each Maple interaction and allows patients to upload their medical history. Patients own and manage their records themselves and can easily share their records with their family doctors digitally for continuity of care.</li> </ul>