

March 30, 2020



Dear Atlantic Team Members,

We are pleased to announce that starting April 6th, 2020, all Atlantic Packaging Products Ltd. employees will have access to the Akira app, giving you on-demand access to a team of primary care providers anytime, anywhere, right on your phone.

Given the current COVID-19 pandemic and climate we live in, we wanted to make sure you have access to the care you need.

You can use Akira at any time to screen for COVID-19 symptoms or to talk to a clinician about other medical or mental health concerns that would, in normal times, have taken you to an in-person clinic.

Akira has launched a COVID-19 web-based screening tool on the Akira website to help with question demands <https://akirahealth.ca/covid19.html>

What is Akira?

Akira brings patient-first healthcare to you and your family: you will be able to connect to the app wherever you are, whenever you need it, using secure text or video to address health questions and issues with friendly, knowledgeable clinicians.

The majority of what would traditionally bring you to the doctor's office can be done on the Akira app: from cold and flu symptoms, travel vaccination, and skin conditions, to mental health, urinary tract infections, and much more.

You can also use Akira to get new prescriptions or renew existing ones without having to leave home or work.

How does it work?

It's quick and simple: just open the app and you'll be on your way to a medical appointment at the touch of a button.

Getting started is easy!

Akira will email you the week of April 6th with a download link and instructions to set up your profile.

Please note that this activation email is best opened on your mobile device as it will direct you to a link on the App Store or Google Play. If you don't have access to a mobile device and are registering on a computer, Google Chrome will work best.

To sign up for Akira, please submit your contact information to the Atlantic Text Messaging Service at www.atlantic.ca/text by April 3rd, 2020. The registration form will ask for your mobile number and email address. You will also be asked for your consent to allow Atlantic to share your email address with Akira so you can be sent the activation email to sign up for the service. If you have already signed up for the text messaging service, you will be sent a text message asking for your consent.

If you don't have an email address or a mobile phone number, please contact your Human Resources Business Partner to discuss alternate options for signing up for the Akira virtual health service.

WHAT IS AKIRA?

Akira connects members to on-demand, virtual appointments with primary care providers whenever they need it, wherever they are.

Members and their immediate family can use Akira for over 50% of primary care concerns that would otherwise take them to a doctor's office, including:



ADVICE



PRESCRIPTIONS



REFERRALS



IMAGING



DIAGNOSIS



LABS

THE AKIRA ADVANTAGE

At Akira, the patient comes first. We offer a convenient, proactive approach to health and wellness, and we do it with consistency of care that allows members to build valuable relationships with practitioners over time.

Akira is available nationally, in French and English, and is SOC 2 certified - the highest level of security.



DOWNLOAD
THE APP



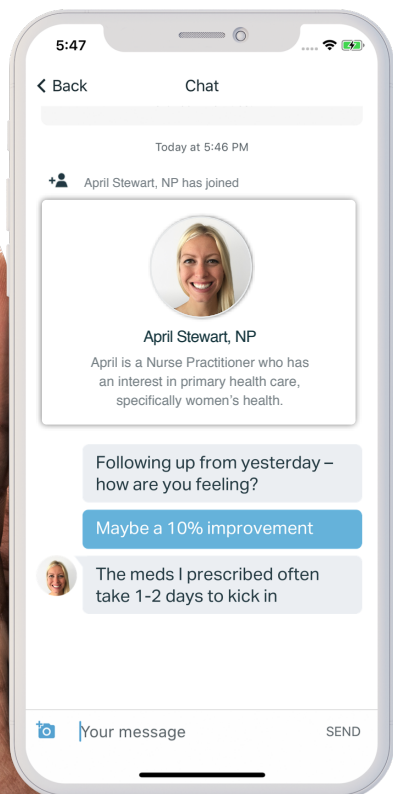
LOGIN AND
SET UP PROFILE




START A
CONSULT

Akira is for everyone. Memberships include family plans that allow employees to sign up partners and children with their individual account, all under one benefits plan.

Learn more at akirahealth.ca





AKIRA – FAQs

IS AKIRA LEGAL?

Yes! Medical advice provided by a nurse practitioner via phone, email, text, or video is an uninsured service in Canada, which means it is okay to charge for this service – otherwise there would be no way to offer it! Under the [Canada Health Act](#), every province decides for itself which services it considers to be “medically necessary.”

Medically necessary services are listed in each province’s schedule of benefits, and any services not listed in the schedule of benefits are considered uninsured. This is why, for example, hospital visits are typically covered but visits to the dentist are not.

ARE AKIRA’S PRIMARY CARE PROVIDERS CANADIAN?

Yes! Akira exclusively employs nurses, nurse practitioners, doctors, therapists, and other healthcare professionals who are licensed to work in the provinces they serve.

CAN I USE AKIRA FOR MY CHILDREN?

Yes! Our family plans provide coverage for children [under the age of 25](#) whose permanent address is the same as yours.

DOES AKIRA REPLACE MY FAMILY DOCTOR?

No, Akira is not a replacement for your family doctor. If you provide consent, we will keep your family doctor updated on any changes to your health as you use Akira.

ARE MY HEALTH RECORDS SECURE?

All data is encrypted and stored in a SOC 2 compliant, Canadian data centre. Unlike with services like FaceTime or Skype, text messages and video consults on Akira are end-to-end encrypted.

We routinely perform third-party penetration testing and threat risk assessments to ensure that our security practices are up-to-date and effective. We also restrict access to medical information based on region and role: only you and the clinical team directly involved in your care can access your medical records.

IS AKIRA AVAILABLE IN MY PROVINCE/TERRITORY?

Yes - we are proud to provide on-demand virtual primary care [across Canada, 24/7](#), in French and English.

CAN I USE AKIRA WHEN I'M OUT OF THE COUNTRY?

Yes! You can use Akira wherever you have internet, but only if your travel is temporary and you're still a resident of Canada. Also note that our Nurse Practitioners will be able to help you, but may not be able to prescribe you medication while you're away.

WHAT DEVICES ARE COVERED BY AKIRA?

Akira is currently available for **Android 6.0 and above, and iOS 11+ for iPhone 5s and above**. A web-based version that works on most desktop computers is also available.

WHAT GUIDELINES ARE AKIRA'S NURSE PRACTITIONERS REQUIRED TO FOLLOW?

Our Nurse Practitioners follow a number of guidelines from the professional bodies in their respective provinces. Some examples include the College of Nurses of Ontario (CNO) Telepractice Guidelines and The Canadian Nurses Protective Society (CNPS) infoLAW article on telepractice.

HOW ARE NURSE PRACTITIONERS PAID IF THEY CAN'T BILL THE PROVINCE?

We work with a number of full-time and part-time Nurse Practitioners to provide coverage across the country. Our clinicians are paid by Akira for the time they are on their app shift rather than based on number of consults – so their only incentive is to provide the best possible quality of care, not to rush through consults.

WHAT SHOULD I NOT USE AKIRA FOR?

Akira should not be used for emergencies - in an emergency, call 911 or go to your nearest emergency department.

Akira should not be used as your most responsible clinician for chronic disease, cancer, or other complex care conditions. We can help where appropriate, but don't replace your primary care doctor and specialists. Also note that Akira's clinicians do not prescribe narcotics or controlled substances.

WHY AND WHEN DO I NEED A VIDEO CONSULT?

Video consults are used to validate identity and as part of certain clinical diagnostic tests and exams. If you are asked to do a video consult by a clinician but are not in a private enough space, please feel free to re-engage with the clinician when you are in a private space.

IS AKIRA COVERED BY PROVINCIAL HEALTH INSURANCE PLANS?

Akira is not currently covered by provincial health insurance plans (i.e. OHIP, RAMQ, MSP, AHCIP, etc.).

As well, Akira differs from provincial services like [Telehealth Ontario](#) and [Info-Santé 811](#) by being staffed by Nurse Practitioners who can diagnose, prescribe medication, and order tests, which doesn't fall within the scope of most provincial programs.