

Use health services online

Information about the service

The e-service of the City of Espoo Health Services contains the following sections: Appointments for booking appointments online, Health information, Anamnesis and forms that you can fill in online and Messages. To start using the e-service, go to this website: www.espoo.fi/e-healthcentre. Then click on the Go to web service button. The default language of the service is Finnish. You can change the language at the top right corner. The service is available in Finnish, Swedish and English.

To stop using the service, click on the Logout button.

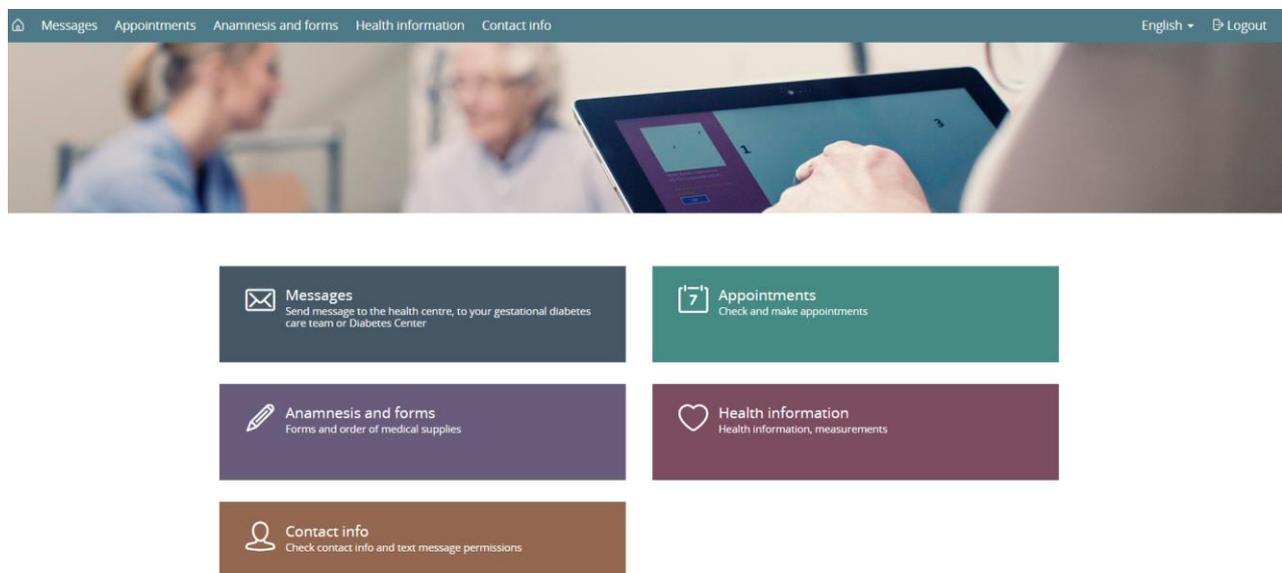


Figure 1: Homepage of the service

To use the service:

- You need to log in using your online banking codes or mobile ID.
- JavaScript must be enabled in your browser.
- The person's information can be found in Espoo's patient information system.
- If you are using the service on behalf of a person over 14 years of age, that person must have given their consent for you to use the service on their behalf.

The service works most reliably on the latest browsers and devices. We recommend that you use the Google Chrome browser. We cannot guarantee that the service will work on all devices, such as mobile phones or tablets.

Using the e-service on another person's behalf

If another person has authorised you to use health care e-services on their behalf, you can:

- book, reschedule and cancel appointments
- fill in medical history forms

- order care supplies
 - see the health information of the person on whose behalf you are using the service
 - send and receive messages related to the person on whose behalf you are using the service
- When using the e-service on behalf of another person, use the drop-down menu to select the person.

Manage information for the following person:



The image shows a web interface for managing information for a person. At the top, there is a label "Manage information for the following person:". Below this is a dropdown menu with the text "Choose person" and a downward arrow. The dropdown is open, showing a dark blue bar with an information icon (i) on the left, the text "Choose person" in the center, and a close icon (x) on the right.

Figure 2: Select the person on whose behalf you are using the service

As a guardian, you have the right to use the service on behalf of your child until they turn 14. If a person older than 14 wants another person to use Espoo's health care e-services on their behalf, they need to fill in an authorisation form. Parents cannot access their underage child's health information without the child's consent. (Act on the Status and Rights of Patients, 785/1992). You can find the authorisation form and further information on the City of Espoo Health Services website.

Contact info

On the Contact info page, you can see your contact information or the contact information of the person on whose behalf you use the service. You can provide an email address and a telephone number on this page. They will be saved in the patient information system.

The City of Espoo will send you text message reminders about your upcoming appointments and completed INR laboratory tests, and questions to measure service quality. If you do not wish to receive these messages, you can opt out on the Contact info page or by calling the helpline of Espoo's Health Services, tel. 09 816 34500 (Mon–Fri 7:00–18:00).

Postal addresses cannot be updated on this page, as this information is automatically retrieved from the Finnish Population Information System.

Data protection

The service uses cookies. To see a detailed description of the way the service uses cookies, click on Cookie policy in the bottom right corner on the homepage.

For security reasons, the service will disconnect and ask you to log in again if you have been inactive for 30 minutes. This ensures that no one can see your information if you forget to log out. When you log out, make sure that the service is properly closed. Clear your browser cache and close the browser.

The service contains information about health, well-being, illnesses and their treatment, and personal information that you have provided. You can use the service to book appointments and to contact health services in a secure manner. The information and messages sent by you and health care staff are saved both in the service and in the register used by staff members. The privacy notice is available at www.espoo.fi/privacynotices.

Appointments

Through Espoo's health care e-services, users can book, check, cancel and reschedule appointments.

Some appointments can only be booked based on an invitation. You will receive an invitation through the service and it will allow you to book an appointment at a maternity and child health clinic or dental clinic, for example.

How to book an appointment

You can book a new appointment on the Appointments page.

You can book an invitation-based appointment under Invitations using the Book time button.

Services that allow you to freely book appointments can be found by clicking on the Book a new appointment button.

Use the drop-down menu to select the service. You can freely book appointments for the following services:

- Health centre services
- Outpatient rehabilitation and therapy
- Dental care
- Maternity and child health clinic services
- School and student health services
- Mental health and substance abuse services

Bookings and reservations

Invitations



Sa Lapsi Testi

Hammashoito perus - Make your appointment time for 01.06.2020 - 30.10.2020

Book time

Appointments

Book a new appointment ▾

- Appointment at the health centre i
- Appointment for dental care i
- Appointment for occupational therapy, adults i
- Appointment for speech therapy, adults i
- Compulsory enrollment appointment i
- Follow-up appointments for outpatient rehabilitation, video appointment i
- Maternity and child health clinic appointment i
- Mental health and substance abuse appointment i
- Physiotherapy appointment i
- School health appointment i

 Change Appointment

 Form

Figure 3: Bookings and reservations page

Use the drop-down menu to select the person for whom you are booking an appointment, the appointment type, location and staff member. The days when appointments are available will be shown in green in the calendar. Click on a green square in the calendar. Available appointment times will appear at the bottom of the page. Select a time that suits you.

Appointment at the health centre

Currently, you may only book video appointments with on-call nurses and initial appointments for birth control. If you wish to enquire about an IUD or contraceptive implant, please call us.

Normally, you can book an appointment with a nurse for emergency and contraceptive appointments, removal of stitches, vaccinations and injections, or a video appointment with an on-call nurse for stomach bugs or flu.

Clients who have chosen to use service vouchers for health centre services should book appointments directly with the private health centre they have chosen!

Manage information for the following person:

i
You are managing information on behalf of: Lapsi Testi Sa
x

Reception type

Place

Appointment with

AUGUST 2020							
Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	27	28	29	30	31	01	02
32	03	04	05	06	07	08	09
33	10	11	12	13	14	15	16
34	17	18	19	20	21	22	23
35	24	25	26	27	28	29	30
36	31	01	02	03	04	05	06

Figure 4: Appointment at the health centre

After booking an appointment, you can find the appointment details on the Appointments page. You can reschedule or change the appointment by clicking on the Change appointment button.

If you booked a video appointment, we recommend that you test the connection immediately after booking the appointment by clicking on the Test connection button. You can join a video appointment no more than five minutes before it begins by clicking on the Join video appointment button.

Appointment details

Attendee	Sa Lapsi Testi
Time	August 19, 2020 15:19 - 15:35
Recipient	Videovastaanotto SH Leppävaara
Place	📺 Video appointment
Info	Thank you for your reservation for a video appointment!

Button for connecting to visit enabled 5 minutes before the meeting.

Figure 5: Appointment details

Health information

Sign in to the Health information page

When you use the Health information page for the first time, you will be asked to confirm that you have read the terms and conditions of the service and agree to comply with them. You will not be able to do anything else before you have read the terms and conditions. Only after this the “Give consent” button will become available. You can also sign this agreement on paper at a health centre.

The citizen's health service, you can view your own and your dependents' health information.

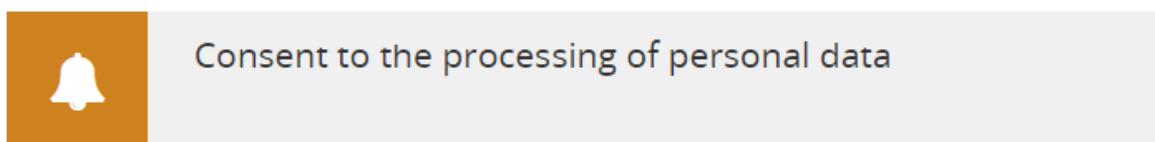


Figure 6: The service asks for your consent

The Health information page includes a description of the service. The persons whose health information you have the right to see in the service are listed on the homepage. The name of the person who has signed in to use the service is displayed in the top right corner.

Content of the Health information page

The Health information page contains the following sections:

The Care plan section includes the plans made to monitor your long-term illness, the minimum and maximum levels set for your treatment results, and your next upcoming appointment. This information is filled in by a nurse or a doctor.

The Anticoagulant therapy section is meant for persons who regularly take Marevan. This section includes your therapeutic range, two latest INR results and possible instructions concerning your Marevan dosage. If this information has been automated, you will also receive updates as text messages. Please talk to your nurse if you wish to have your information automated.

The Vaccinations page lists all vaccines given to you in Espoo after 2003.

If you think that some vaccines given to you in Espoo are missing from this page, please send a message to your health centre and ask them to check your information. Instructions for sending messages are available below.

Anamnesis and forms

On this page, you can find all forms that you can fill in through the service. There are for example forms concerning your medical history. You can use them to provide information about your health, which in turn helps health care professionals plan your treatment. There is also a form for ordering care supplies to treat long-term illnesses. The health questionnaire for new first-grade pupils is also available on this page.

Anamnesis and order form

Fill a questionnaire you have been asked to complete. Questionnaire is opened to a new tab and you should allow pop-up windows.

Manage information for the following person:

Choose person ▼

i Choose person x

Maternity clinic preliminary information Please fill in your maternity clinic preliminary information. This will help you prepare for your first appointment at the maternity clinic. The answers you give are recorded in the Espoo city's patient information system. Answering the questionnaire is voluntary. Maternity clinics monitor the health and well-being of the mother and the baby, promote the future parents' growth into parenthood and support the health and well-being of the entire family. The first appointment at the maternity clinic involves discussing matters related to the entire family's health and habits as well as your pregnancy and monitoring it based on the preliminary information you have submitted. The best way to prepare for the appointment is by submitting the preliminary information and reading through the material available at the maternity clinics websites.	Form
Medical history for children's therapy service Welcome to children's therapy service	Form
Medical history service for oral health care By completing this form in advance, you will facilitate access to and provision of care. Thank you in advance!	Form
Order form for care equipment and supplies A form to order and get care equipment and supplies	Form
First-graders' preliminary information form for parents First-graders' preliminary information form for parents	Form

Figure 7: Anamnesis and order forms

Some services allow you to fill in medical history forms online. You will receive a text message when it becomes possible for you to fill in a medical history form online. You can fill in these forms if you or the person on whose behalf you are using the service have an upcoming appointment, you have not provided medical history information or it has been over 12 months since you updated this information. The online medical history form is an alternative to a printed form. If you are going to fill in a medical history or order form on behalf of another person, use the drop-down menu to select the person on whose behalf you are using the service.

You can access the medical history form on the Anamnesis and forms page or through the button on the Appointments page. You can fill in the form to order care supplies on the Anamnesis and forms page.

Appointments

Book a new appointment ▼

Attendee	Reservation	Place	Time	
[Avatar] [Name]	Suuhygienisti	Samarian hammashoitola Terveyskuja 2 02770 ESPOO	08.09.2020 09:30 - 10:00	Change Appointment Form

Figure 8: Here you can fill in a medical history form

The forms include multiple-choice questions and free text fields. Use the Next button to go to the next page and the Previous button to go to the previous page.

Some questions require an answer before the service lets you move onwards. The required questions are marked with an orange dot. If you try to click on the Next button before answering a required question, a red symbol and a text will appear on the form to indicate a missing answer.

If you wish to stop filling in the form, click End service. The Continue later button will save your answers and you can continue filling in the form later by clicking on the Continue button. If you click on the Delete data button, the form will be cleared when you close the website.

After you have filled in the form, the service will display a summary of your answers. You can save your answers as a PDF file on your device.

Messages

You can send messages to health care professionals concerning non-urgent matters. Please note that you cannot use messages to take care of urgent illness or to handle complex matters that involve a lot of information.

You can send messages to the following units:

- Health centres
- Care supplies unit (no orders)
- Diabetes Centre
- Gestational diabetes nurses at maternity and child health clinics

Please note that you can only send messages to the above-mentioned units. You cannot send messages to Oral Health Services.

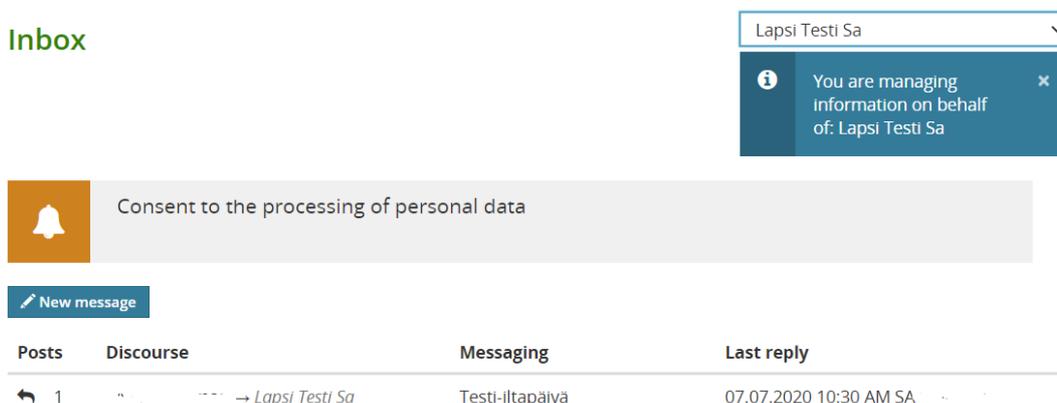
Click on New message to send short messages to health care professionals who are in charge of your care.

Enter a subject and your message in the respective text fields. Click on the Send button. You will see a confirmation that your message was sent.

Please note that the e-service has a timeout system. If it takes over 30 minutes for you to write a message, the service will ask you to log in again for security reasons. In this case, the unsent message will disappear.

Your messages and the replies you receive will be stored in the system for three years.

Inbox



The screenshot shows the inbox interface. At the top right, there is a dropdown menu with the text 'Lapsi Testi Sa'. Below it is a blue notification box with a white information icon and the text: 'You are managing information on behalf of: Lapsi Testi Sa'. Below the notification is a grey banner with a bell icon and the text: 'Consent to the processing of personal data'. Below the banner is a blue button with a white envelope icon and the text: 'New message'. Below the button is a table with four columns: 'Posts', 'Discourse', 'Messaging', and 'Last reply'. The table has one row with the following data: '1', 'Lapsi Testi Sa', 'Testi-iltapäivä', and '07.07.2020 10:30 AM SA'.

Figure 9: Messages in inbox