



ELECTRONIC HEALTH SERVICES USER AGREEMENT

The City of Espoo Health Services provides its clients with e-health services through the Internet and the Health file. Health file is individual for each client and requires the client's identification before the service can be used. Identification takes place online with personal bank login details of the following banks: Aktia, Handelsbanken, Nordea, Pohjola, Danske Bank, S-Pankki, LähiTapiola and Ålandsbanken.

Communication through the e-service uses a secure connection where messages are encrypted and no unauthorized person can read, copy or modify them. The client is responsible for retaining their own bank login information. If the login details are exposed to third parties, the client must notify the Health Centre immediately in order to close the Health file.

The Health Centre does not charge the client for the electronic services.

Use of the services requires an agreement between the client and the City of Espoo Health Centre. The agreement is open-ended. The client may terminate the agreement at any time by contacting the Health Centre. The agreement will be terminated automatically when the client's customer relationship with the City of Espoo Health Centre stops due to moving to a new region. If the Health Centre detects intentional abuse in the use of the electronic service, the client's right to use the service may be denied.

E-health services

The content of the Health File is following:

1. Health

Summary page provides the client with the information of their permanent diagnosis, regular medication and the treatment documented on the Health Centre's patient records.

Plan of care includes the information of the goals of the treatment, details of self-care, medication and follow-up treatments.

Vaccinations page lists all the vaccinations documented in the Espoo electronic patient record system since 2003.

2. Messages

The client can send short questions regarding their plan of care to their own Health Centre team that includes a doctor and a nurse and read the received answers. The client's questions will be answered within three working days. The Health Centre team can also send a message to the client through this service. **All messages are saved in the Health Centre's patient record system.**

3. Contact Information

On this page the client can update their mobile phone number.



4. Virtual Health Check and Coaching

The virtual health check provides information about factors that affect health. By starting to use online coaching one can begin using coaching programmes, set goals for oneself, learn new skills and monitor your progress.

Health check results can be sent to a Health Centre where personnel will see it and gives one introductions for follow-up or care.

Automatic text message reminders

The client will receive an automated message to their mobile phone once there is a new message in their Health File.

This eService is not meant for

- treating acute illnesses or conditions
- complicated problems with multiple questions
- booking appointments

I wish to enter into an agreement regarding the use of electronic health care services in the manner described on this agreement. I have read the agreement and fully understand its content.

As a part of the e-services, the Health Centre may send me information about the use of health services, reminders about appointments or notifications about messages received in my Health file.