

City of Espoo Social and Health Services

User guide for electronic services



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In health services, handle your business electronically!

Information about the service

Espoo Health Services' electronic channel for handling health-related business comprises electronic **appointment booking** services, a **Health File** containing health-related information and **preliminary information and forms** for filling in online. Handling business electronically is done on the internet through the www.espoo.fi/asioi website. The service can be exited through the Logout tab.

Use of the service requires that:

- logging in is done using online banking credentials or the Mobile Certificate
- JavaScript is allowed [?](#)
- personal information can be found from the patient medical report
- permission has been registered in the system for handling business on someone's behalf, if you are dealing with the health data of a person over the age of 14.

Browsers that are supported by the service are Internet Explorer 7, 8, 9, Chrome 35+ and Mozilla Firefox 28+. The services are available to and function without restrictions for the visually impaired, for example.

Access Right

On this page, you will find the names of those persons whose business- and health-related information you have the right to see and on behalf of whom you may handle business in this service.

In Espoo's electronic healthcare services, consent must be requested from anyone over the age of 14 to handle business on their behalf. The aim of this is to check the opinion of minors about the displaying of such data (Act on the Status and Rights of Patients 785/1992).

You can find the consent form for handling business on someone else's behalf and further information on the matter by clicking [here](#). (Finnish or Swedish website only.)

Contact information

On this page, you can see the contact information for the person selected in the service. On the tab, you can also update the mobile phone number. The information is stored in the Patient Information System. Address information cannot be updated through this service, but is updated directly from the Population Information System.

The service sends notifying SMS messages. Because of this, it is important that the correct phone number is entered in the system.

Changing the language

The default language of the service is Finnish. You can change the language in the upper right-hand corner of the page. The language alternatives are Finnish, Swedish and English.

Breaking the connection

For reasons of data security, the service requires you to log in again if it is unused for a period of 15 minutes. This ensures that the service cannot be left inadvertently open if you forget to log out.

Privacy protection

The service includes general information on health, well-being, illnesses and their treatment, as well as personal information given by you. Through the service, you can book appointments and securely be in contact with the health services. The information and messages sent by you and employees are entered into both the service and the register that employees use in their work.

The express use of this service does not result in a care relationship or patient records as specified in the Act on the Status and Rights of Patients.

You can find the file description in full on the Online Services page

Booking an appointment

Services in which the appointment booking function is used are at the left edge of the page; see the figure below. In Espoo Health Services, the user can check, cancel, change or book an appointment electronically. In dental healthcare, health centre and clinic services, for example, it is specified what the user can do with regard to his/her appointment reservation. More detailed descriptions can be found on the [E-services page](#) on the Espoo website.

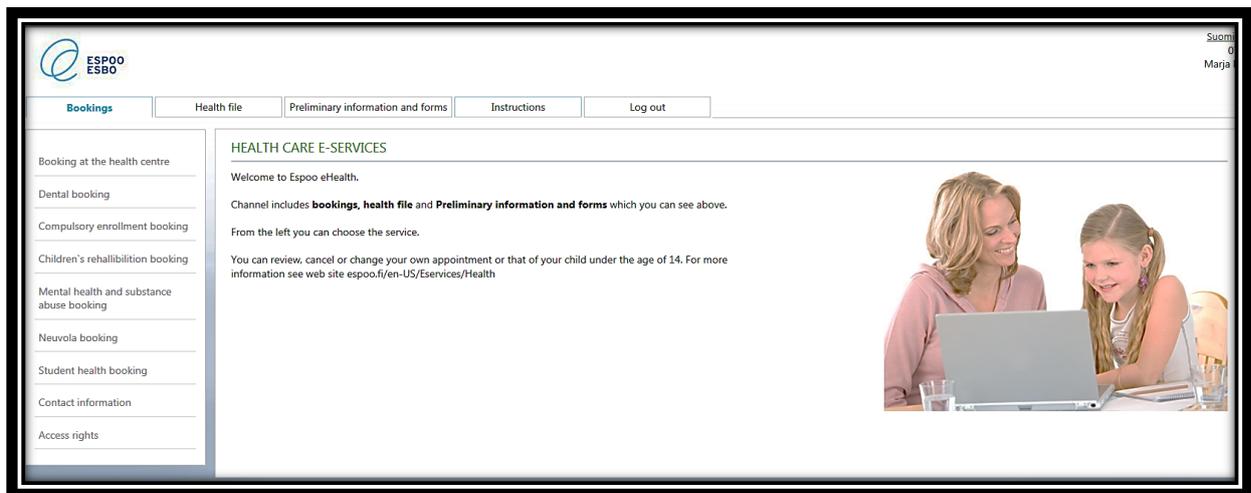


Figure 1 View of the main Appointments page

In some of the services, you can fill in preliminary information about the appointment electronically once you have a valid appointment. In that case, the message 'Fill in preliminary information' will appear with the appointment information. By clicking on this message, you can fill in the electronic preliminary information form. This is shown in the figure on the following page bordered with a blue square.

The screenshot shows a web interface for 'Student health booking'. On the left, there are sections for 'Contact information' and 'Access rights'. The main area displays appointment details: a date of 29/12/2015 at 8:30, location 'Virkkunen Päivi Samarian hammashoitola Terveyskuja 2 02770 ESPOO', and phone number 'Phone 09 816 30300'. The dentist is 'Tuula Annell Testi'. There are 'Rebook' and 'Cancel' buttons. A blue box highlights a 'Booking' button with a 'Fill query' option. Below the appointment details, there is a dropdown menu set to 'Health promoting' and a 'Make new booking' button. At the bottom, a note states: 'Parents expecting their first child can make an appointment for dental hygienist to get health information. Appointment is free of charge. Booking for dentist tel. 09 81630300!'

Figure 2 View of the Appointments page when the filling in of preliminary information is possible.

An SMS message about the possibility to fill in preliminary information will be sent to your mobile phone, if the information is deficient or if it has been more than one year since the information was previously entered. You can fill in the preliminary information either electronically or on a paper form

Health File

Please note that the Health File and its message function are not meant for the treatment of sudden illnesses nor for conveying information about long issues or those requiring more extensive explanation.

Open the computer's internet browser and type espoo.fi/Healthfile in the address box

- Log in to the service. This is done using online banking credentials or the Mobile Certificate. Successful login requires that JavaScript be allowed. Choose one of the login methods and log in to the service.
- When using online banking credentials, the service is not in contact with your online bank. The credentials are used merely to verify your identity.
- Information and messages sent through the online service are secure, so that they cannot be read, copied or changed by anyone else.

Login to the Health File

When you log in to the Health File service for the first time, you will be asked for consent and to confirm that you have read the terms of use of the service and agree to abide by them. You will not be allowed to proceed from this point before you have read the agreement text. Only then will the button 'Give consent' be at your disposal. The agreement may also be made on paper at the health centre reception.

The default language of the service is Finnish. You can change the language in the upper right-hand corner of the page. The language alternatives are Finnish, Swedish and English.



Figure 3 View of the page requesting consent

Start page

After logging in, the main Health File start page will appear. On the main page is a description of the service and the status of new messages that have arrived. On the start page are the names of those persons whose health data the person who has logged into the service (name in the upper right-hand corner) is entitled to see.

On this page, you can carry out a virtual health check. The virtual health check is available only to those persons who have logged into the service with online banking credentials or the Mobile Certificate!

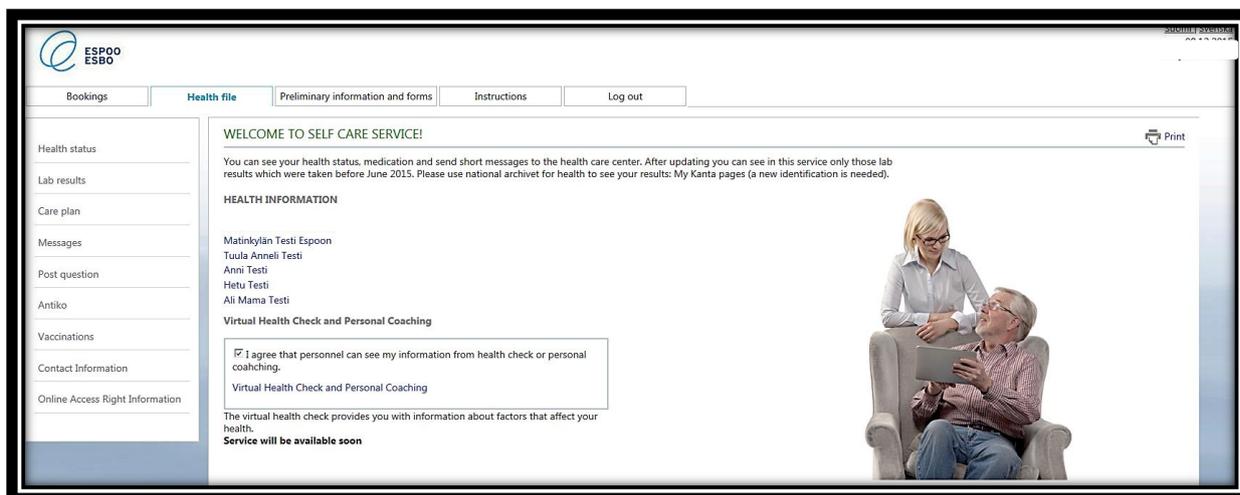


Figure 4 View of the main Health File page

Through the **virtual health check**, you can get information about factors affecting your health. You can release the results for nursing staff to see. This is a prerequisite for receiving instructions for further treatment. Information will not be transferred unless you have given your consent to showing it, i.e. the box 'A healthcare professional may view my information' has been ticked. If you want instructions on further treatment, you can send a message about it to your own health centre. Further information about sending messages can be found in the user guide section 'Messages'.

Transferring data is available only to those persons who have logged in to the service with online banking credentials or the Mobile Certificate. Terveyskansion sisältö

Contents of the Health File:

The **Health status** page shows a summary of your state of health: long-term illnesses and permanent medication entered in your medical report.

The **Lab Results** section shows the results of your laboratory tests that are in the Health File, which were viewable before June 2015. The results of tests taken after that can be found in the Kanta service. If you were not a Health File user before the change, you will not have any information on this page.

The **Care Plan** section shows measures planned for the monitoring of long-term illness, limit values set for treatment results and the time of the next planned appointment. This information is filled in by a professional – a nurse or doctor.

With the **Message reading** function, you can read messages that nursing staff have sent you. When the service receives a new message, you will be notified of it by SMS message. Sent and received messages are stored as part of your medical report, but are not transferred as part of the patient information archive (My Kanta).

The messages are organised in the service with the most recent at the top. You can read your message by clicking under the text 'Question heading'. The message content can be read in a box that appears at the right edge of the display, as pictured below.

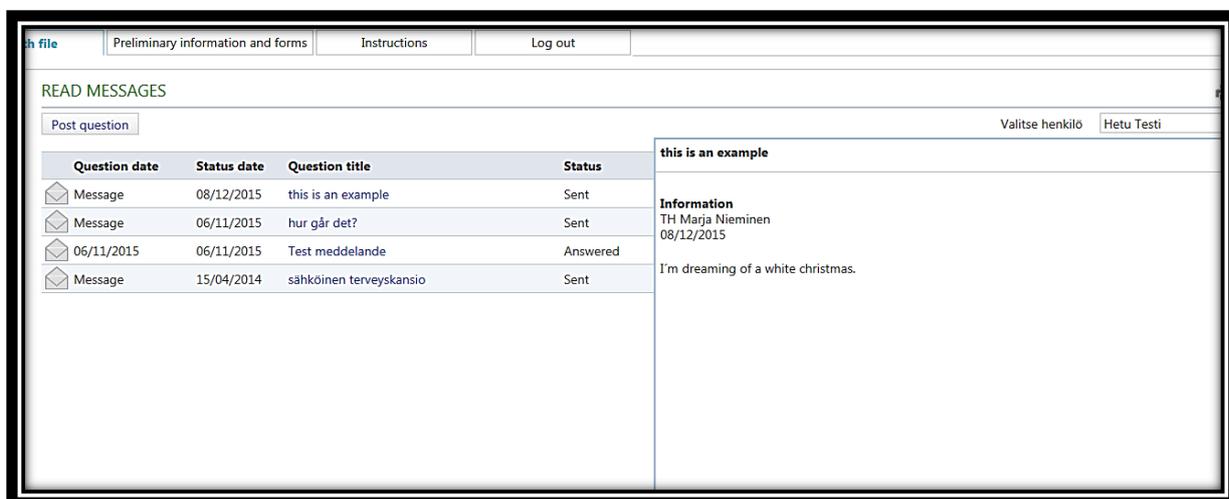


Figure 5 Reading messages

In the section 'Status', you can see whether the message you sent was received. The response of a professional is shown at the top and the question asked by you at the bottom. If you want to ask additional questions, you must do this in a new message by selecting 'Message sending'.

In the **Message sending** section, you can send short messages to the health centre responsible for your treatment. The messages are not suitable for the treatment of sudden illnesses nor for conveying information about long issues that require extensive explanation.

Type the message heading and content in the text fields designated for them. Click the 'Send' button. On the display, you will receive confirmation that your message has been sent.

If typing the message takes too long, for security reasons the program will ask you to log in again and your unfinished message will disappear. You can direct your message to anyone you want but, for reasons of division of labour, it is possible that the message will be answered by any of the nursing team.

Antiko i.e. Coagulation medication page. This page is intended for persons who undergo regular Marevan treatment. It shows the level of treatment, last two INR values and possible instructions for administering Marevan. If the information is automated, you can also receive it by SMS message. You can discuss the automatic sending of the information with a nurse.

The **Vaccinations** page shows you vaccinations carried out in Espoo since 2003. If you feel that information is missing from the page, and you know you have received a vaccination in Espoo, you can ask for the matter to be reviewed by sending an SMS message to your health centre. Instructions about sending messages can be found further on in this user guide.

Preliminary information and forms

This main page shows the forms in use in Espoo Health Services that can be filled in electronically. Such forms include preliminary information, which tells, for example, about state of health and helps in the planning of treatment, and a form for ordering care equipment, which communicates the need to receive such equipment for the treatment of long-term illnesses.

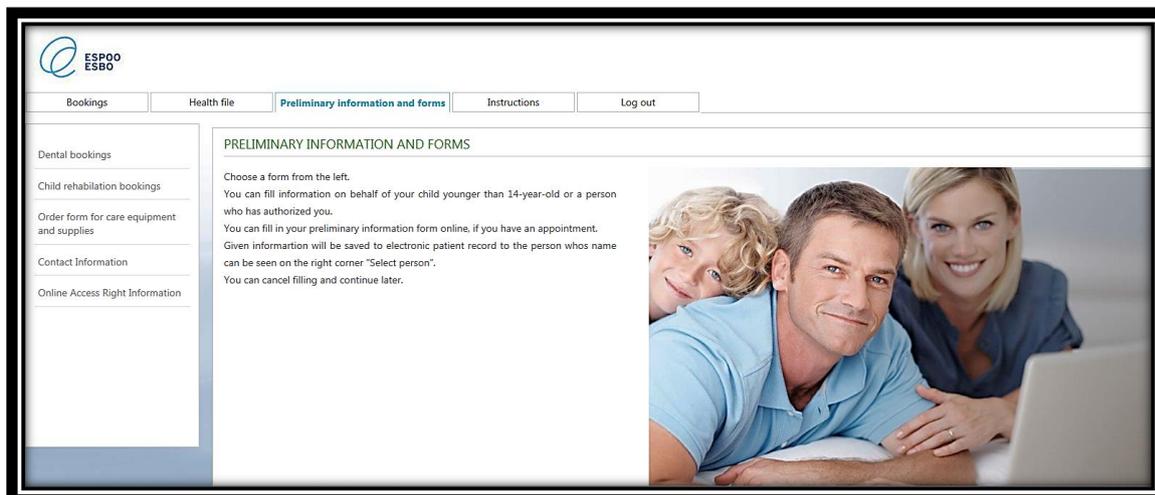


Figure 6 View of the main page on preliminary information and forms

Preliminary information

You will receive an SMS message to your mobile phone when you have the possibility to fill in preliminary information electronically, when you have a valid appointment, when preliminary information is missing or when it has been more than one year since the last time information was filled in.

The message 'Fill in preliminary information' will appear with the appointment information. By clicking on this message, you can fill in the electronic preliminary information form. The place for this is shown in the figure below bordered with a blue square. You can fill in the preliminary information either electronically or on a paper form.

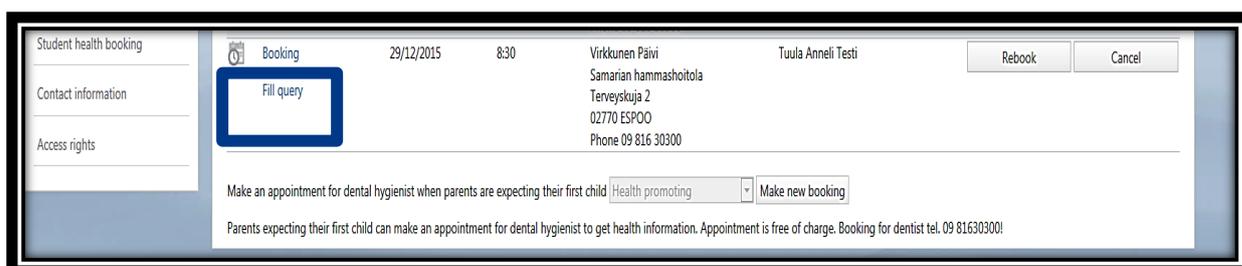


Figure 7 Notice about the possibility to fill in preliminary information

Questions can be answered either by typing a reply or clicking on the answer that you wish to select (Figure 8).

By clicking 'Next', you can proceed in the service. You can go back by clicking 'Previous'. Clicking on the 'Stop service' button stops the filling in of the form (Figure 8). Before closing, the service asks whether you want to save your answers or not. By saving the answers you have given, you can continue filling in the form next time from where you left off. If the filled-in information is not saved, the form will be empty the next time you use the service.

Some of the questions require an answer before you can proceed in the service. If you try to press the 'Next' button, a symbol and text will appear on the form in red at the position from where the compulsory response is missing.

The screenshot shows a web-based form titled "MEDICAL HISTORY SERVICE FOR ORAL HEALTH CARE". The user is logged in as "Tuula Anneli Testi". The form is titled "Health" and contains the following sections:

- Instruction:** "Your overall health and treatment received are of great importance to oral health care. We ask you to carefully complete the below information regarding your health and treatment."
- Options:**
 - I have a contagious disease:** Radio buttons for Yes, No (selected), and Don't know. Description: "HIV, hepatiitti, a medical history of hepatitis, tuberculosis, a medical history of tuberculosis, hospital infection, other contagious disease".
 - I have received hospital treatment before:** Radio buttons for Yes, No (selected), and Don't know. Description: "A history of heart surgery, chemotherapy or a history of radiation therapy to the head area".
 - I have an artificial organ or disability:** Radio buttons for Yes, No (selected), and Don't know. Description: "Hip or knee replacement, organ transplant, artificial heart valve, pacemaker, congenital or other disability".
 - I am going into hospital for treatment:** Radio buttons for Yes, No (selected), and Don't know. Description: "To have an operation or procedure".
 - I have a chronic disease or permanent medication:** Radio buttons for Yes, No (selected), and Don't know. Description: "Marevan, other blood thinning, heart condition, cardiovascular disease, high blood pressure, asthma, diabetes, thyroid condition, rheumatism, rheumatic fever, history of rheumatic fever, epilepsy, repeated headache, mental disorder, other disease".
 - I have carefully read and entered the above information:** A checkbox that is currently unchecked.

At the bottom of the form, there are three buttons: "End service", "Previous", and "Next".

Figure 8 Answering questions on the form

Once you have filled in your information, the service shows a summary of your answers. You can save them on your own computer in PDF format.

Forms

Information entered on the form is attached to the medical report of the person whose name can be seen at the top as 'Selected person' and is in the section 'Personal information' on the form. The information on the form is not transferred as part of the patient information archive (My Kanta) without being transferred by a professional.

Filling in forms requires that JavaScript be allowed in the browser.

Questions can be answered either by typing a reply or clicking on the answer that you wish to select (Figure 8).

By clicking 'Next', you can proceed in the service. You can go back by clicking 'Previous'. Clicking on the 'Stop service' button stops the filling in of the form (Figure 8). Before closing, the service asks whether you want to save your answers or not. By saving the answers you have given, you can continue filling in the form next time from where you left off. If the filled-in information is not saved, the form will be empty the next time you use the service.

Some of the questions require an answer before you can proceed in the service. If you try to press the 'Next' button, a symbol and text will appear on the form in red at the position from where the compulsory response is missing.

Instructions for switching on and checking JavaScript

JavaScript is part of a computer program that is needed if you want to transfer information on forms and send messages from one system to another. In this service, information from a medical report can be transferred to the user and back by internet browser.

In the Internet Explorer browser, the function of JavaScript can be checked using the following path:

- Open Internet Explorer.
- Go to the Tools menu and click on Internet Options.
- Select the Security tab and click on the Internet icon.
- Click on Custom Level.
- Scroll down to Scripting -> Allow active scripting.
- Select Enable.
- Click OK.
- Click Yes.
- Click OK.

In the Firefox browser, the function of JavaScript can be checked using the following path:

- Open the Options menu.
- Select the Content tab.
- Select Enable JavaScript.
- Click OK.

In the Chrome browser, the function of JavaScript can be checked as follows:

- Open the menu in the upper right-hand corner (three horizontal lines one on top of the other).
- Select Settings.
- On the right side of the heading is an empty box where you can type 'JavaScript' OR
- Click on 'Show advanced settings'.
- In the section 'Privacy', click 'Content settings'.
- In the JavaScript section, the selection should be 'Allow all sites to run JavaScript'.
- Click Ready.