

Social and Health Services client fees 2021

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1 Health centre outpatient health care client fees

Outpatient health care doctors' services visit fee:

EUR 16.40 (Section 7(1) of the Decree on Client Charges in Healthcare and Social Welfare) The fee is charged for doctors' services at a health centre for a maximum of three visits per calendar year. According to Section 27 of the Health Care Act, mental health work in its different forms of treatment arranged as outpatient care in primary health care is free of charge for clients of all ages (Section 5 of the Act on Client Charges in Healthcare and Social Welfare).

No fees are charged to the following groups:

- people under 18
- refugees covered by computational state compensation
- full-time students
- recipients of a full national pension
- recipients of a guarantee pension
- recipients of pension support
- recipients of basic unemployment allowance, labour market subsidy or integration allowance
- Groups entitled to Espoo veterans' services – conscripts and persons undergoing non-military service

Emergency charges in Jorvi

HUS is fully responsible for emergency activities and decides on the related client fees.

Physiotherapy visit fee: EUR 9.00 per treatment.

(Section 7(4) of the Decree on Client Charges in Healthcare and Social Welfare)

Fees for physiotherapy group visits:

Number of group visits	Fee per period/EUR
1–3 visits	9.00
4–6 visits	18.00
7 or more visits	27.00

Treatment given in series (medical rehabilitation): EUR 9.00 per treatment.

Adult occupational therapy: EUR 9.00 per treatment. The fee is charged for a maximum of 45 treatments per calendar year.

2 Other outpatient health care client fees

Fees for short-term institutional care:

If the client is under the age of 18, the fee is charged for a maximum of seven treatment days in a calendar year, after which the treatment is free of charge (Section 12 of the Decree on Client Charges in Healthcare and Social Welfare).

- **Treatment and upkeep in a psychiatric unit:** EUR 17.90 per day of care.
The fee for short-term institutional care is charged for the day of arrival, the days spent there and the day of departure. If the client transfers directly to another institution, the sending institution may not charge a fee for the day on which the client transfers out.
- **Other short-term institutional care:** (e.g. institutional drug rehabilitation): EUR 38.80 per day of care. After the payment ceiling is reached, the upkeep fee charged for short-term institutional care is EUR 17.90 per day. The upkeep fee is not charged to persons under the age of 18 (Section 6a of the Act on Client Charges in Healthcare and Social Welfare and Section 26a(3) of the Decree on Client Charges in Healthcare and Social Welfare).

Day and night care: EUR 17.90 per day.

The fee is charged if the patient is treated only by either day or night. If the client is under the age of 18, the fee is only charged for a maximum of seven treatment days per calendar year (Section 13 of the Decree on Client Charges in Healthcare and Social Welfare).

Rehabilitation treatment (rehabilitation treatment provided as institutional care to persons with physical or intellectual disabilities): EUR 13.40 per day of care.
(Section 14 of the Decree on Client Charges in Healthcare and Social Welfare)

Examination and treatment provided by a doctor at a detoxification centre: visit fee EUR 16.40 on weekdays and EUR 22.50 on weekends.

Medical certificate or statement:

- **Certificate or statement by a doctor or dentist:** EUR 50.80
No fee may be charged for a certificate or statement relating to treatment in public health work or for a health certificate based on data collected in the context of school or student health care. No fee is charged for a medical certificate or statement required to obtain the client's treatment or rehabilitation, to receive reimbursement of medication under Chapter 5 of the Health Insurance Act (1224/2004), or to prove the need for a short period of sick leave, the duration of which does not exceed the period of liability referred to in Chapter 8, Section 7(1) and (2) of the Health Insurance Act (Section 5 of the Act on Client Charges in Healthcare and Social Welfare).
- **Medical certificate for obtaining or maintaining the right to drive:** EUR 61.00

Fee for unused services: EUR 50.80.

The fee is charged for an unused and uncancelled doctor's appointment or an appointment for oral or dental examination or treatment or an expensive imaging examination to a client aged 18 or over. Cancellation must take place no later than by 14:00 on the working day preceding the appointment. The service being free of charge does not exempt from the so-called fine for uncancelled appointments. No fee is charged for a service which has not been cancelled if an acceptable reason for not cancelling has been given. (Section 3 of the Act on Client Charges in Healthcare and Social Welfare)

3 Oral health care client fees

Oral health care is free of charge to the following groups:

- persons under 18, except for loss of or damage to an orthodontic device due to an act or negligence contrary to the instructions for use
- persons with a front-line soldier ID, front-line service ID, front-line ID, veteran ID or certificate of participation in certain mine clearance tasks (Section 9(6) of the Decree on Client Charges in Healthcare and Social Welfare)
- refugees covered by computational state compensation

Apart from the above-mentioned groups, municipal dental care is subject to a charge for all. Oral health care client fees are not counted towards the payment ceiling.

3.1 Basic fees and visit fees

Visit	Fee/EUR
Appointment with an oral hygienist	10.20
Appointment with a dentist	13.10
Appointment with a specialist dentist	19.20

(Section 9 of the Decree on Client Charges in Healthcare and Social Welfare).

3.2 Procedure fees (in addition to the basic fee)

Imaging examination	Fee/EUR
Dental imaging	8.40
Panoramic X-ray of jaws and entire dentition	18.90

Preventive care: EUR 8.40 per visit.

Examinations, dental examinations and fees for medical treatment:

The fee is charged per procedure according to the following difficulty categories.

Difficulty	Fee/EUR
0–2	8.40
3–4	18.90
5–7	37.50
8–10	54.90
11 or more visits	77.00

Denture procedures:

If the patient has not paid directly to the manufacturer for costs related to denture procedures, these costs may be charged up to the actual costs (Section 9(3) of the Decree on Client Charges in Healthcare and Social Welfare).

Denture procedure	Fee/EUR
Denture base	54.90
Denture repair	37.50
Acrylic partial and full denture	183.50
Crowns and bridges from tooth	183.50
Cast metal partial denture	222.70

3.3 Other fees

Dentist's certificate and statement: EUR 50.80 (Section 23 of the Decree on Client Charges in Healthcare and Social Welfare).

Fee for unused services: EUR 50.80.

The fee is charged for an unused and uncancelled doctor's appointment or an appointment for oral or dental examination or treatment or an expensive imaging examination to a client aged 18 or over. Cancellation must take place no later than by 14:00 on the working day preceding the appointment. The service being free of charge does not exempt from the so-called fine for uncancelled appointments. No fee is charged for a service which has not been cancelled if an acceptable reason for not cancelling has been given. (Section 3 of the Act on Client Charges in Healthcare and Social Welfare)

Loss of or damage to an orthodontic appliance due to negligence:

The costs incurred in purchasing a new appliance or repairing a damaged appliance are charged up to the actual costs (Section 9(5) of the Decree on Client Charges in Healthcare and Social Welfare).

Special materials:

Special materials may be charged up to a fee corresponding to actual costs (Section 9(4) of the Decree on Client Charges in Healthcare and Social Welfare).

4 Disability services transport service

For people with severe disabilities, the client's responsibility charged for transport services under the Act on Disability Services and Assistance is the currently valid price of a one-time ticket for public transport in the municipality.

A trip within Espoo or to Kauniainen, Helsinki, Vantaa, Kirkkonummi, Nurmijärvi or Vihti:

- Adult: EUR 2.80
- Child (ages 7 to 17): EUR 1.40

For persons with severe disabilities, the client's responsibility charged for trips to work and studies under the Act on Disability Services and Assistance is the currently valid price of a 30-day ticket for public transport within Espoo or the region. Leisure trips are included in the ticket price. The client's responsibility for children and students is determined on the same grounds as other equivalent discount fees in public transport.

A trip within Espoo or to Kauniainen, Helsinki, Vantaa, Kirkkonummi, Nurmijärvi or Vihti, is charged according to a 30-day season ticket (as of 14 January 2021):

- Adult EUR 62.70
- Child (ages 7 to 17) EUR 31.40
- Student EUR 34.50

If trips to studies are granted to a location not in Helsinki, Espoo, Kauniainen, Kirkkonummi, Nurmijärvi, Vantaa or Vihti, the client's responsibility charged is the currently valid student price of a 30-day season ticket (EUR 34.50 as of 14 January 2021).

For transport services to day activities under the Act on Disability Services and Assistance, the client's responsibility charged is the currently valid price of a one-way ticket for public transport in the municipality.

- Adult EUR 2.80

5 Meal fees charged in disability services

The meal fee is charged according to usage. The meal fee applies when the meals are not included in other fees paid by the client. Meal fees are charged for services organised under the Act on special care for people with mental disabilities (519/1977), the Act on Disability Services and Assistance (380/1987) and the Social Welfare Act.

Meal	Fee/EUR
Breakfast	1.05
House snack	1.05
Evening snack	1.05
Lunch	4.30
Dinner	4.30

6 Client fees for service provided at home

6.1 Regular and continuous home care and home service for families with children

A monthly fee is charged for regular and continuous home care and regular home service for families with children in accordance with Section 10e of the Act on Client Charges in Healthcare and Social Welfare. The client fee is based on the number of service hours recorded in the service decision, the client's capacity to pay and the size of the family. Fees depending on the client's capacity to pay are determined on a temporary basis (Section 10j of the Act on Client Charges in Healthcare and Social Welfare). Client fees depending on the client's capacity to pay are reviewed annually.

Gross income exceeding the income limit is taken into account as income for the client fee. The income limits are based on the size of the family. The euro amounts of the income limits are revised every two years according to the employment pension index, and the revised amounts enter into force at the beginning of the year following the review year. The income limits are as follows:

Family size, number of persons	1	2	3	4	5	6
Income limit, EUR per month	588	1084	1701	2103	2546	2924

The regular home care client fee is the amount indicated by the payment percentage of monthly income exceeding the income limit in the table below.

Number of service hours per month	Fee percentage by family size					
	1	2	3	4	5	6 persons or more
0–4	5%	5%	5%	5%	5%	5%
5–10	9%	8.75%	7.50%	7.50%	7.50%	7.50%
11–20	14%	14%	13.50%	13%	12%	11%
21–30	21%	20%	18%	15%	13%	11%
31–40	28%	22%	18%	15%	13%	11%
41–80	35%	22%	18%	15%	13%	11%
More than 80 h	35%	22%	18%	15%	13%	11%

The client fee for regular home service for families with children is the amount indicated by the payment percentage of monthly income exceeding the income limit in the table below.

Number of service hours per month	Fee percentage by family size					
	1	2	3	4	5	6 persons or more
7–10	9%	9%	8%	7%	6%	5%
11–15	10%	10%	9%	8%	7%	6%
16–20	11%	11%	10%	9%	8%	7%
21–25	13%	13%	11%	10%	9%	8%
26–30	15%	15%	12%	11%	10%	9%
31–35	17%	17%	13%	12%	11%	10%
36–40	19%	19%	14%	13%	12%	11%
41–60	20%	20%	16%	14%	13%	11%
More than 60 h	22%	22%	18%	15%	13%	11%

The fee may not exceed the expenses incurred from providing the service (Section 2 of the Act on Client Charges in Healthcare and Social Welfare). Cost prices in accordance with the invoicing

price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of income-based fees.

The client fees for regular home care and home service for families with children and their grounds are described in more detail in separate guidelines (see 'Client fees for home care' and 'Client fees for home service for families with children').

Remote home care:

Services provided as a remote home care service and the need for care are recorded in the client's care and service plan. A client fee is charged for the remote home care service in accordance with the care and service plan and the fee criteria for temporary or regular home care.

Devices that require the use of remote home care services include the City of Espoo's leasing tablet computer, which is equipped with virtual care service software and a functional network connection.

Rehabilitative assessment period: EUR 46.20 for each week or part thereof. The assessment period lasts approximately four weeks.

6.2 Temporary home care and home service

Temporary home nursing:

- Doctor's home visit EUR 15.00
- Another person's home visit or a client's visit to the home care office EUR 9.50

The fee is also charged to clients who receive the service during a visit to the office. The fee is not charged if the client is a regular home nursing client (Section 3(5) of the Decree on Client Charges in Healthcare and Social Welfare). No fee is charged to war veterans.

Temporary home service:

A visit fee is charged for the service based on the duration of the service. The visit fee is not charged if the family's income is below the maximum income limit for free regular home care services.

Visit duration	Fee/EUR
Less than 1 h	6.60
1 h to less than 2 h	9.90
2 h to less than 4 h	16.40
4 h to less than 6 h	20.90
Over 6 h	26.50

If the client is visited several times a day, the maximum fee may be EUR 26.50 per day.

Temporary remote home service: contact-based fee EUR 3.30.

Contact fee is not charged if the family's income is below the maximum income limit for free regular home care services.

If there are several remote contacts a day, the maximum fee is EUR 16.50 per day. Temporary remote home service can last up to 3 months.

Remote rehabilitation:

- 4–6 times EUR 9.00 per period
- 7 times or more EUR 18.00 per period

Discharge service visit fee: EUR 6.60.

6.3 Client fees for support services

Unless otherwise provided by law, fees are charged as set out below.

Laundry: EUR 7.50 per load. The fee is charged per each use of the service and covers doing laundry somewhere other than the client's home or the laundry room of the housing company.

Transport service support (in accordance with the Social Welfare Act):

A trip within Espoo or to Kauniainen, Helsinki, Vantaa, Kirkkonummi, Nurmijärvi or Vihti:

- Adult EUR 2.80
- Child EUR 1.40

Bathing service: EUR 9.50 per visit (includes transportation to and from the sauna and washing assistance).

Assistance services:

The service includes small-scale cleaning, DIY activities, small yard work, snow clearing, domestic work, laundry, help with running errands outside the home and assistance with outdoor exercise. The services can be provided up to 8 hours a month.

A fee is charged for each provision the service based on the duration.

Service duration	Visit fee/EUR
Less than 2 hours	6.40
2–4 hours	12.90

Security services:

The security service includes security equipment, emergency services and visits by security assistants. The service is free of charge if the gross income is below the maximum income limit for free services. Otherwise, the fee is 3.5% of gross monthly income. The maximum fee is EUR 45/month.

Meal fees:

Includes meals provided in supported senior housing (VAT 0%).

Meal	Fee/EUR
Lunch	7.30
Dinner	5.10
Breakfast	2.00
Morning porridge	1.20
Morning or afternoon coffee + pastry	1.20
Evening snack	1.20

6.4 Other services

Day activities: EUR 17.90 per day.

The fee includes shared transport from home to the day centre and back, as well as lunch and coffee.

Temporary part-time care: visit fee EUR 11.50.

The service can be provided for up to 4 hours at a time. The fee includes a meal but does not include transportation.

7 Client fees for supported housing

Supported housing is arranged in mental health and substance abuse services, adult social services and disability services.

Neppers supported housing: up to EUR 278 per month.

Olarinluoma reception home: EUR 13.90 per day.

Temporary housing organised by adult social work:

Temporary housing service is free of charge for the first three months. Thereafter, temporary housing is charged as a monthly client fee amounting to the part of the income of the service user which, after the total net income, exceeds the maximum income limit for free services according to the table. However, the client fee must not exceed the reasonable monthly rent in force in Espoo at the time.

Clients receiving basic income support, basic unemployment allowance, labour market subsidy or integration allowance are not charged a client fee. However, if temporary housing is provided for a couple or family which is not a recipient of basic income support and where one adult receives regular income other than the above-mentioned social benefits and the other adult receives the said benefits, their combined income, including the above-mentioned benefits, is taken into account in determining the client fee. In this case, the client fee is determined on the basis of the combined income.

Number of family members	Maximum income limit for free services, EUR per month
1	588
2	1084
3	1701
4	2103
5	2546
6	2924

7.1 Coaching and practice for independent living

Coaching and practice for independent living are done in a unit. The client fee is charged for all days of the period, including the arrival and departure day.

Coaching and practice for independent living lasting less than a month: EUR 14.90 per day. In addition to the client fee, meals are charged according to usage.

If the coaching or practice for independent living is provided in a unit and lasts continuously for one month or more, a housing fee compensating for rent in the amount of EUR 237.00 per month is charged. This fee is not charged to clients who have an home for which they already pay rent or maintenance charge and housing costs. In addition, fees for upkeep/use of common facilities and meals are charged according to usage.

When the client lives at a unit, upkeep, living-related centralised procurement of the unit and use of common facilities:

- If the resident's upkeep includes 1–2 centralised procurements or use of common facilities EUR 15.40
- If the resident's upkeep includes at least 3 centralised procurements or use of common facilities EUR 47.40

The centralised procurements and use of common facilities used as the basis for the client fee are as follows:

- internet connection or computer provided by the housing unit to the residents
- daily newspaper and magazines in common facilities
- cleaning supplies, cleaning equipment and cleaning products or toilet paper
- use of the sauna unless included in the rent or charged as a separate sauna fee
- use of a washing machine, mangle, dryer or drying room located in common facilities
- use of shared hobby equipment or facilities where such use is not included in the rent.

The use of the above-mentioned shared facilities, supplies and equipment is agreed upon in the plan made with the client.

8 Short-term 24-hour service housing

The client fee covers meals, support services, housing costs and other upkeep. The client fee is charged for all days of the period, including the arrival and departure day. The care is provided outside the client's home and in the form of outpatient care.

- Persons over 16: EUR 26.00 per day of care
- Persons under 16: EUR 11.40 per day of care (the client fee is the fee corresponding to the client fee of the informal carer's statutory leave)

If the care continues for more than 3 months, the fee is charged in accordance with the fee criteria of the long-term 24-hour service housing.

9 Client fees for long-term institutional care

The institutional care client fee is charged for all days of care of the period, including the arrival and departure day. If the client transfers directly to another unit, the sending unit may not charge a fee for the day on which the client transfers out.

A client fee based on the client's income is charged for long-term institutional care in accordance with Section 7c of the Act on Client Charges in Healthcare and Social Welfare (734/1992). The client fee is 85% of the client's net monthly income after deductions in accordance with the fee criteria. The client is left 15% of their monthly net income as available funds; the minimum amount to be left is EUR 110 per month (in 2021).

If the client lived in a shared household in a marriage or a relationship resembling marriage immediately before the start of the service and their monthly income is higher than their partner's monthly income, the client fee is determined by the spouses' combined monthly income. In such cases, the fee is 42.5% of their combined net monthly income after deductions in accordance with the fee criteria. However, the minimum funds that must be available for the client to use is EUR 110 per month.

In accordance with Section 2 of the Act on Client Charges in Healthcare and Social Welfare, the maximum fee that can be charged for the service is equal to the expenses incurred from providing the service. Cost prices in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of income-based fees.

Fees depending on the client's capacity to pay are determined on a temporary basis (Section 10j of the Act on Client Charges in Healthcare and Social Welfare). Client fees depending on the client's capacity to pay are reviewed annually.

The deductions from client fees charged to clients of long-term institutional care and income are described in more detail in a separate guideline (see Long-term institutional care client fees).

If the client is under 16, the child benefit and disability allowance are charged as compensation for care and upkeep for the duration of institutional care. The child benefit is charged in full. The disability allowance is charged such that the client is left 15% of their monthly net income as available funds; the minimum amount to be left is EUR 110 per month.

10 Client fees for long-term 24-hour service housing

Section 7c of the Act on Client Charges in Healthcare and Social Welfare (734/1992) defines the fees to be charged for long-term 24-hour service housing. A client fee decision is made for the client based on the fee criteria of long-term 24-hour service housing. The fee criteria are applied to long-term 24-hour service housing for elderly services, mental health and substance abuse services and disability services organised in accordance with the Social Welfare Act.

A client fee is charged for long-term 24-hour service housing based on the client's income. The client fee is 85% of the client's net monthly income after deductions in accordance with the fee criteria. The client is left available funds amounting to 15% of their net income per month. However, the minimum amount to be left is EUR 164 per month. (Section 7c of the Act on Client Charges in Healthcare and Social Welfare)

If the client lived in a shared household in a marriage or a relationship resembling marriage immediately before the start of the service and their monthly income is higher than their partner's monthly income, the client fee is determined by the spouses' combined net monthly income. In such cases, the fee is 42.5% of their combined net monthly income after deductions in accordance with the fee criteria. However, the minimum funds that must be available for the client to use is EUR 164 per month.

In 24-hour service housing requiring mental health and substance abuse services, the minimum available funds left to the client are equal to the basic component of basic income support (EUR 504.06 as of 1 March 2021).

The fee may not exceed the expenses incurred from providing the service (Section 2 of the Act on Client Charges in Healthcare and Social Welfare). Cost prices in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of income-based fees.

Fees depending on the client's capacity to pay are determined on a temporary basis (Section 10j of the Act on Client Charges in Healthcare and Social Welfare). Client fees depending on the client's capacity to pay are reviewed annually.

Deductions from client fees and income for long-term 24-hour service housing are described in more detail in a separate guideline (see Long-term 24-hour housing client fees).

11 Client fees for long-term service housing

Section 10e of the Act on Client Charges in Healthcare and Social Welfare (734/1992) defines the client fees to be charged for long-term service housing. A client fee decision is made for the client based on the fee criteria of long-term service housing. The fee criteria can be applied to long-term service housing for elderly services, mental health and substance abuse services and disability services organised in accordance with the Social Welfare Act.

The fee for long-term service housing is based on the number of service hours recorded in the service decision, the client's capacity to pay and the size of the family. A client fee based on the

client's income can be charged for long-term service housing if the service is estimated to last at least three months from its commencement or if the service has actually lasted at least three months (Section 7b of the Act on Client Charges in Healthcare and Social Welfare).

The fee may not exceed the expenses incurred from providing the service (Section 2 of the Act on Client Charges in Healthcare and Social Welfare). Cost prices in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of income-based fees.

Fees depending on the client's capacity to pay are determined on a temporary basis (Section 10j of the Act on Client Charges in Healthcare and Social Welfare). Client fees depending on the client's capacity to pay are reviewed annually.

Gross income exceeding the income limit is taken into account as income for the client fee. The income limits are based on the size of the family. The euro amounts of the income limits are revised every two years according to the employment pension index, and the revised amounts enter into force at the beginning of the year following the review year. The income limits are as follows:

Family size, number of persons	1	2	3	4	5	6
Income limit, EUR per month	588	1084	1701	2103	2546	2924

The long-term service housing client fee is the amount indicated by the payment percentage of monthly income exceeding the income limit in the table below.

Number of service hours per month	Fee percentage by family size					
	1	2	3	4	5	6 persons or more
0–4 h	5%	5%	5%	5%	5%	5%
5–10	9%	8.75%	7.50%	7.50%	7.50%	7.50%
11–20	14%	14%	13.50%	13%	12%	11%
21–30	21%	20%	18%	15%	13%	11%
31–40	28%	22%	18%	15%	13%	11%
41–80	35%	22%	18%	15%	13%	11%
More than 80 h	35%	22%	18%	15%	13%	11%

The client fee for service housing does not include meals. The client pays separately for the meal service associated with the service. The meal service fee is EUR 247 per month. The meal service fee includes daily meals, which are breakfast, lunch, dinner and snacks (Section 10h of the Act on Client Charges in Healthcare and Social Welfare).

The client fees charged to clients of long-term service housing and their criteria are described in more detail in a separate guideline (see Long-term service housing client fees).

12 Long-term family care

Long-term family care under the Act on special care for persons with intellectual disabilities (519/1977) is charged as an upkeep fee to clients over 16:

- EUR 15,40 per month if they use a service acquired jointly by 1–2 housing units or the use of a common space, or
- EUR 47.40 per month if the client uses at least three services or common space

In addition, meals are charged according to the following price list:

Meal	Fee/EUR
Breakfast	1.05
House snack	1.05
Evening snack	1.05
Lunch	4.30
Dinner	4.30

In accordance with Section 2 of the Act on Client Charges in Healthcare and Social Welfare, the maximum fee that can be charged for the service is equal to the expenses incurred from providing the service. Cost prices in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services limit the maximum amounts of fees.

If the client is **under 16**, the child benefit and disability allowance are charged as compensation for care and upkeep for the duration of family care. The child benefit is charged in full. The disability allowance is charged such that the client is left 15% of their monthly net income as available funds; the minimum amount to be left is EUR 110 per month per month (in 2021).

13 Informal carers' statutory leave

A fee of EUR 11.40 per day is charged for a family carer's statutory leave (Section 6b of the Act on Client Charges in Healthcare and Social Welfare). The fee is charged to adults and children.

This fee is not charged for the service organised with a service voucher (Section 12 of the Act on Client Charges in Healthcare and Social Welfare), nor for clients whose support for informal care is part of the 'service housing at home' service package in accordance with Section 8 of the Act on Disability Services and Assistance (1987/380).

14 Espoo Hospital fees

Short-term institutional care:

Short-term institutional care costs EUR 38.80 per day of care. If the client is under the age of 18, the fee is charged for a maximum of seven treatment days in a calendar year, after which the treatment is free of charge (Section 12 of the Decree on Client Charges in Healthcare and Social Welfare).

The fee for short-term institutional care is charged for the day of arrival, the days spent there and the day of departure. If the client immediately moves to another institution, the sending institution may not charge a fee for the day on which the client moves out (Section 6a of the Act on Client Charges in Healthcare and Social Welfare and Section 26a(3) of the Decree on Client Charges in Healthcare and Social Welfare).

After the payment ceiling is reached, the upkeep fee charged for short-term institutional care is EUR 17.90 per day of care (Section 6a of the Act on Client Charges in Healthcare and Social Welfare and Section 26a(3) of the Decree on Client Charges in Healthcare and Social Welfare).

14.1 Outpatient services and services provided at home

Includes the fees of the geriatric outpatient clinic, memory outpatient clinic, palliative outpatient clinic, and sampling and after-care outpatient clinic.

Evaluation visit to the outpatient clinic: EUR 16.40.

Includes a doctor's outpatient clinic appointment, nurse's appointment and therapist's appointment.

Doctor's outpatient clinic appointment: EUR 16.40 per visit.

If the client visits other experts during the same day as they visit the doctor, they are only charged the doctor's fee.

The nurse's appointments are free of charge.

Doctor's home visit: EUR 15.00 per visit.

Another professional's home visit: EUR 9.50 per visit.

Initial assessment visits are free of charge.

Physiotherapy individual visit: EUR 9.00 per visit.

Treatment given in series, medical rehabilitation: (includes physiotherapy, occupational therapy, neuropsychologist, rehabilitation assistant, speech therapy) EUR 9.00 per treatment. If the client receives several different therapies or treatments during the same visit, only one serial treatment fee is charged. The serial treatment fee may be charged for a maximum of 45 treatments per calendar year.

Client fees for group therapy visits:

Group visits	Client fee per period/EUR
3 visits	9.00
4–6 visits	18.00
7 visits or more	27.00

Home hospital daily fee: EUR 17.90.

The fee is not charged if the client is a regular home care client or is in short-term or permanent institutional care or 24-hour housing service for the elderly.

Discharge team visit fee: EUR 9.50.

15 Payment ceiling

In order to prevent a disproportionately high payment burden, the cost of client fees to the user of the services is subject to a maximum amount, or payment ceiling, per calendar year. The payment ceiling is national. In 2021, the ceiling is EUR 683. The amount of the payment ceiling is revised every two years according to the change in the employment pension index.

After the ceiling has been reached, the services included in the ceiling are generally free of charge until the end of the calendar year. However, for short-term institutional care, a fee is charged for the upkeep of the service user even after the payment ceiling has been exceeded (upkeep fee of EUR 17.90 per day for short-term institutional care).

Fees charged for services used by persons under the age of 18 are added to those of their parent or other guardian. After the ceiling is reached, the services are free of charge as described above for all persons whose fees collectively counted towards the ceiling. Persons under 18 are not charged even an upkeep fee for institutional care.

The following fees charged during the calendar year are counted towards the ceiling:

- health centre outpatient health care services
- physiotherapy • serial treatment
- hospital outpatient visits
- day surgery

- short-term institutional care in health and social welfare institutions (after the payment ceiling is reached, an upkeep fee is still charged)
 - night and day care
 - rehabilitation treatment

Charges that have been incurred by the following are not counted towards the ceiling:

- dental care
- medical transportation
- medical certificates
- uncancelled visits
- service provided at home
- laboratory analyses and imaging examinations carried out with a private doctor's referral

Fees not counted towards the ceiling include income-related fees (long-term institutional care, long-term housing service or home care fees) and fees reimbursed to the client for income support or under the Workers' Compensation Act, the Act on farmers' accident insurance, the Act on military injuries, the Act on motor liability insurance, the Act on patient injuries or their equivalent. Client charges charged to non-residents of Finland are not counted towards the ceiling.

Once the client's ceiling has been reached, they are not charged for services covered by the ceiling, except for short-term institutional care, for which an upkeep fee is charged even after the ceiling has been reached.

(Section 6a of the Act on Client Charges in Healthcare and Social Welfare)

16 Foreign clients

If a person does not have a municipality of residence in Finland, their right to public health care services and the scope of the services is based on EU legislation or international social security agreements concluded by Finland with some non-EU countries.

When a foreign person has a municipality of residence in Finland, they have the same right to treatment as other residents of Finland. They receive treatment in public health care in the same way and pay the same client fees for treatment as other residents of Finland.

If the person does not have a municipality of residence or if EU legislation or an international agreement does not apply, the foreign patient is given urgent treatment in accordance with national legislation (Section 50 of the Health Care Act). In this case, the patient is primarily responsible for the costs of the treatment. Subject to an international agreement binding on Finland, a maximum fee equal to the expenses incurred from providing the service may be charged to a non-resident. (Section 24 of the Decree on Client Charges in Healthcare and Social Welfare). The provision cost is determined in accordance with the invoicing price list of the Social and Health Services in force decided by the Director of Social and Health Services.

Persons coming from abroad must present a certificate of entitlement to treatment in public health care with a *European Health Insurance Card* issued by their home country. If the person moved to Finland from another Nordic country, they can also prove their rights with a passport or an identity

card acceptable in their home country. If the person moved to Finland from the United Kingdom, they can also prove their rights with a passport.

When a person proves their right to medical care with a certificate of entitlement to treatment, they receive treatment with the same client fee as a municipal resident would receive similar treatment.

More information is available from Kela.

17 Reduction of or exemption from client fees

On the basis of Section 11 of the Act on Client Charges in Healthcare and Social Welfare, the fee imposed for social welfare services and the fee imposed for health care services according to the client's capacity to pay must be waived or reduced to the extent that charging the fee would undermine the preconditions for the client's or family's livelihood or the client's statutory maintenance obligations. Applying for a reduction in the client fee or exemption from the fee takes precedence over income support.

Reduction of or exemption from client fees is applied for using the appropriate application form or a free-form application. The application must state the fee for which a reduction or exemption is applied for, the start date and grounds. The decision on the reduction or exemption is made on the basis of case-specific consideration.

Inquiries on client fee reduction or exemption:

E-mail: asiakasmaksut@espoo.fi

Tel. +358 9 8165 7261, weekdays 9:00–13:00

www.espoo.fi/asiakasmaksut

18 Extension to payment time

For inquiries on extending the payment time for invoices or in other matters related to invoicing client fees, please contact **Espoo Economic Management's** customer service.

E-mail: talouspalvelut@espoo.fi

Tel. +358 9 8162 9500, weekdays 9:00–15:00

City of Espoo
Business ID 0101263–6

Sosiaali- ja terveystoimen esikunta (Social and Health Services, Sector Management)
Asiakasmaksut (Client Fees)
P.O. Box 207
02070 CITY OF ESPOO
Tel. +358 9 8165 7261 (weekdays 9:00–13:00)
asiakasmaksut@espoo.fi