# 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
- 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.

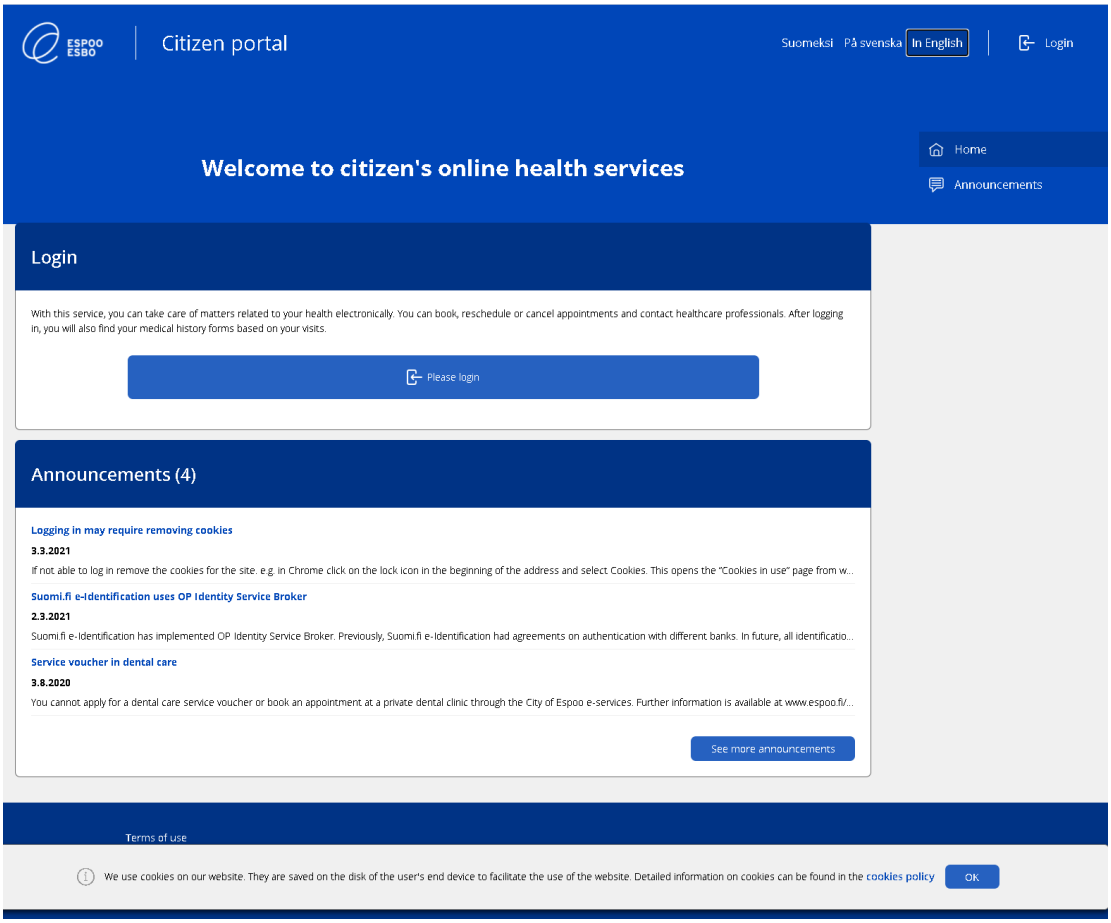


*Figure 1 Homepage of the service*

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 havegiven 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 usethe Google Chrome browser. We cannot guarantee that the service will work on all devices, suchas mobile phones or tablets.

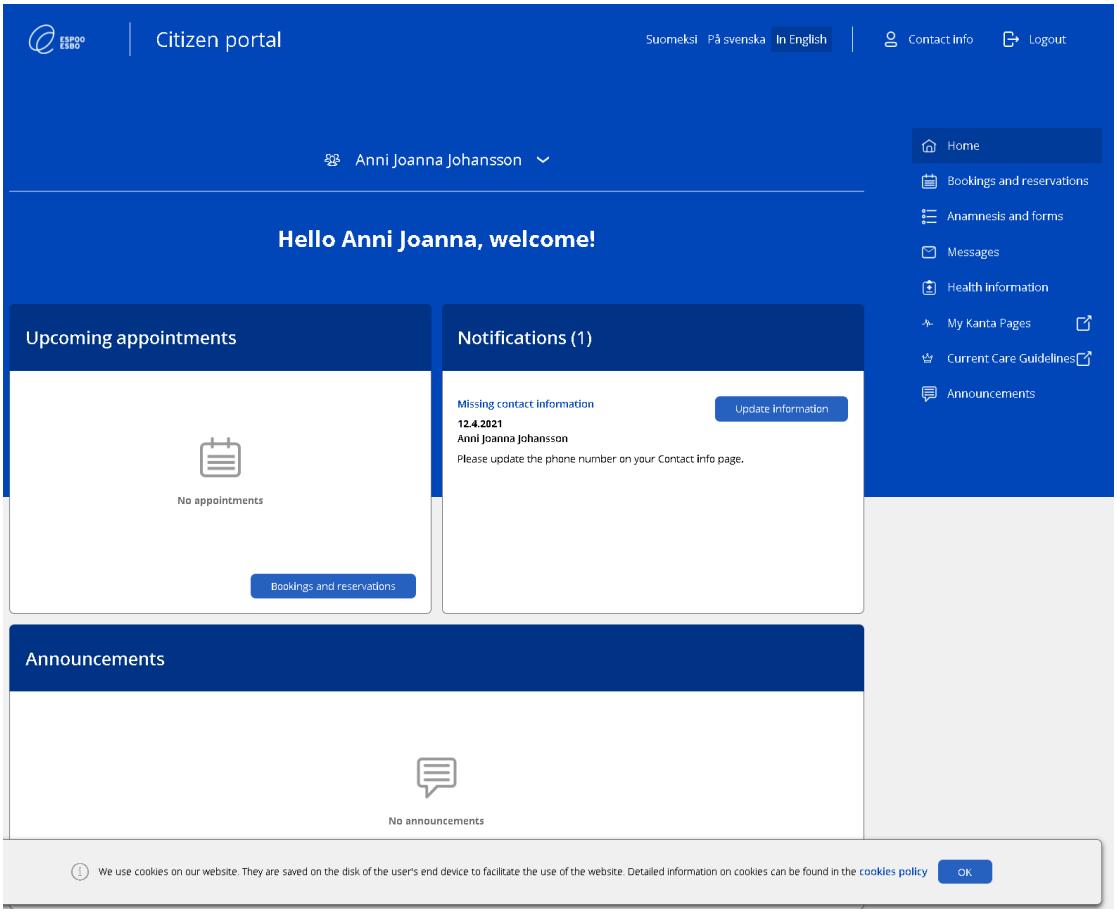


*Figure 2 View after login*

## 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.

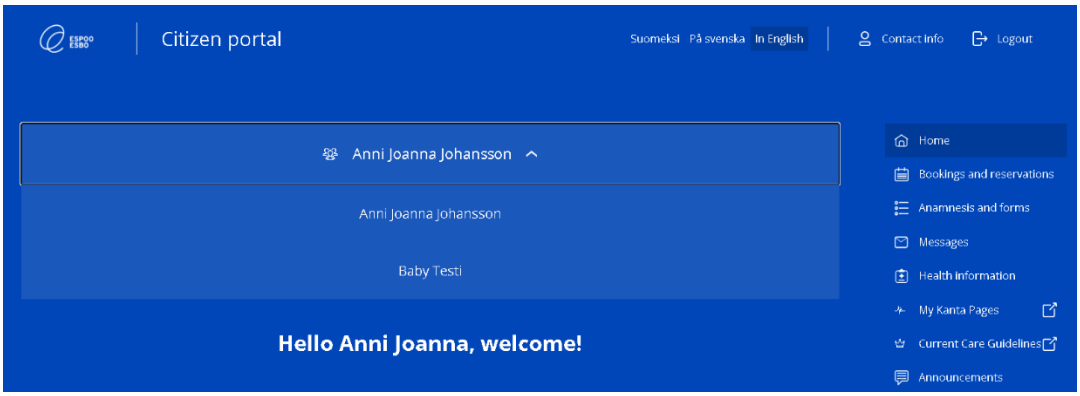


*Figure 3 Select the person on whose behalf you are using the service*

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.

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## 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 telephonenumber 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 andcompleted 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. If you postal address is not updated, please contact Espoo's Health Services (contact information mentioned above).

## Data protection

The service uses cookies. To see a detailed description of the way the service uses cookies, clickon Cookie policy at the bottom 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 healthclinic 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.

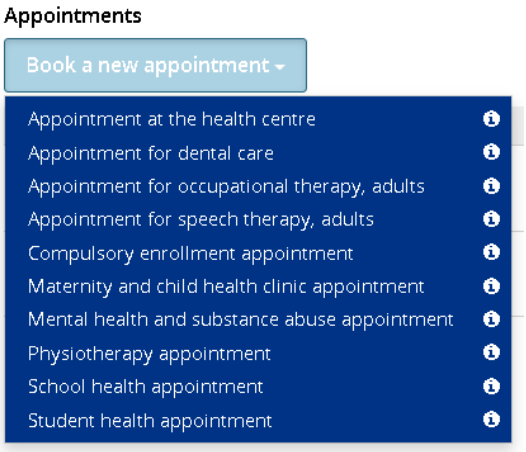


*Figure 4 Bookings and reservations page*

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 beshown 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.

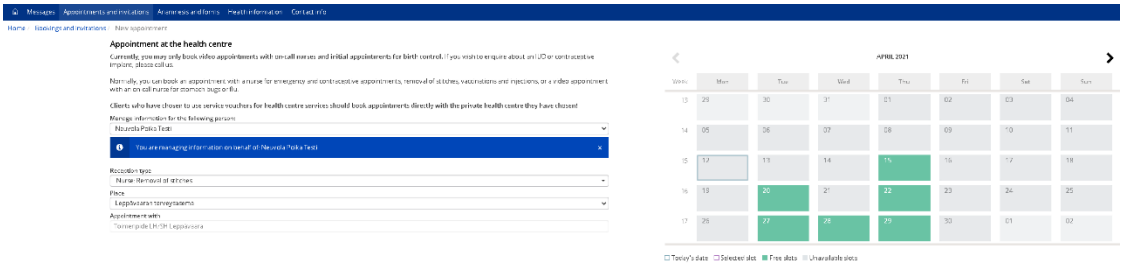


*Figure 5 Appointment at the health centre*

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 afterbooking 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.

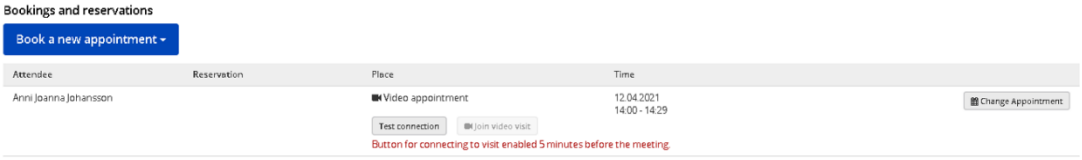


*Figure 6 Video appointment and "Test connection" button*

## 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 youhave read the terms and conditions of the service and agree to comply with them. You will not beable 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.

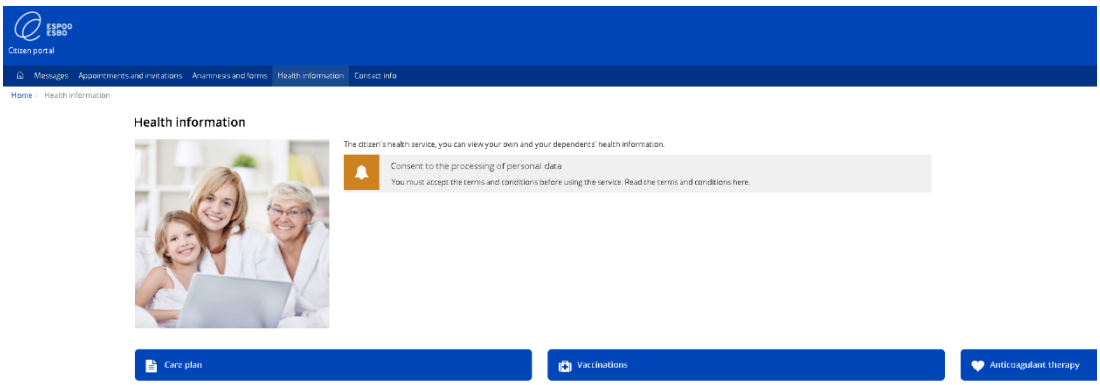


*Figure 7 The service asks for you consent*

### 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 minimumand 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 forordering care supplies to treat long-term illnesses. The health questionnaire for new first-grade pupils is also available on this page.

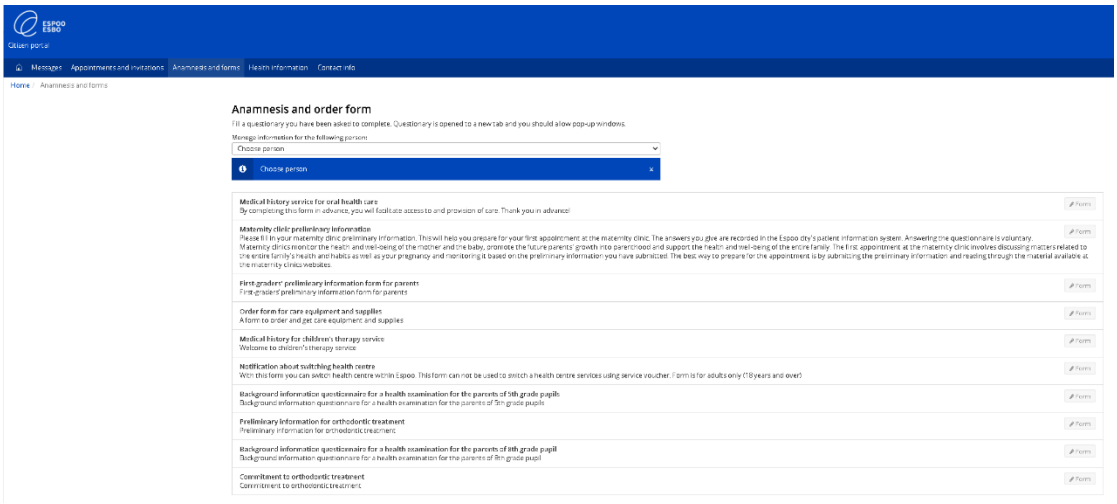


*Figure 8 Anamnesis and order forms*

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 formsif 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 buttonon the Appointments page. You can fill in the form to order care supplies on the Anamnesis and forms page.

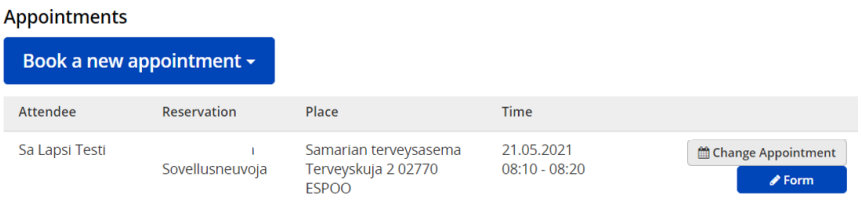


*Figure 9 Here you can fill in a medical history form*

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 arequired 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 youranswers and you can continue filling in the form later by clicking on the Continue button. If youclick 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 cansave your answers as a PDF file on your device.

## Messages

You can send messages to health care professionals concerning non-urgent matters. Please notethat 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
- Infectious Disease Unit (use only if requested)

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

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

Enter a subject and your message in the respective text fields. Click on the Send button. You willsee 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 amessage, 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.