

City of Espoo, Social and Health Services

E-services user guide



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Use health services online!

Information about the service

The e-service of the Health Services of the City of Espoo contains a section for **booking appointments** online, a section that contains **health information**, a section for your **medical history and forms** you can fill in online, and finally a **messaging centre**. To start using the e-service, please go to this website: www.espoo.fi/e-healthcentre – then click on the [Go to web service](#) button. To stop using the e-service, click on Logout.

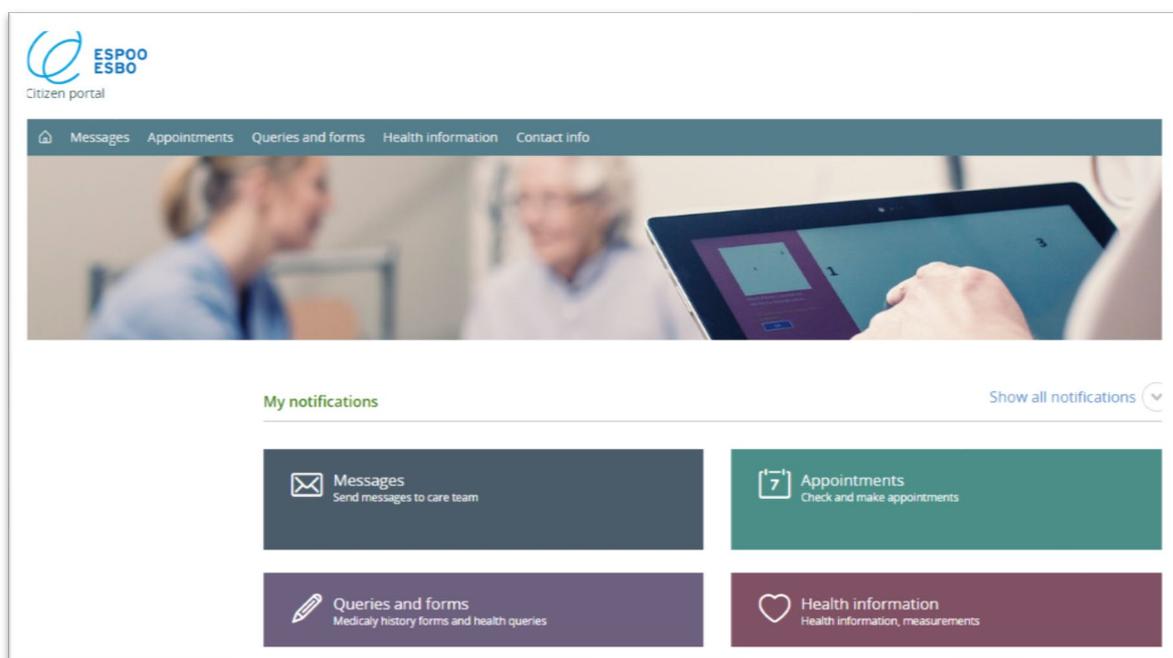


Figure 1: The service homepage.

To use the service:

- You need to log in using your online banking credentials or mobile authentication.
- JavaScript must be enabled in your browser.
- The information of the person on whose behalf the service is being used must be found in the medical record.
- If the health information of a person over 14 years of age will be accessed, that person must have given their consent for another person to use health care e-services on their behalf and this consent must be stored in the system.

The service works the most reliably with the latest browsers and devices. Unfortunately we cannot guarantee that it will work on every device, such as mobile phones or tablets.

Supported browsers: Internet Explorer 9, Chrome 47, Firefox 38, Safari 9 or newer versions

Supported devices: Devices running Android 4.3, iOS 8.3 or Windows 8.1 or newer versions of these operating systems

The e-service is accessible for example to persons with visual impairments.

Using the e-service on another person's behalf

If another person has authorised you to use health care e-services and access their information on their behalf, you can do so in this service. In this case, the Health information, Appointment, Forms and Messaging pages will include a pull-down menu as seen in Figure 2. Use this menu to select the person whose matters you want to handle in the service.



Figure 2: Select the person on whose behalf you use the service

The e-service will ask children older than 14 if they want a parent or guardian to use the service on their behalf. Parents cannot access their child's health information without the child's consent (Act on the Status and Rights of Patients, 785/1992).

Further information about using health services on someone's behalf and a consent form are available [on this website](#).

My information

On this page, you can see your contact information or the contact information of the person on whose behalf you use the service. You can also 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 test results, and questions to measure service quality. If you do not wish to receive these messages, you may turn them off on the My information tab or by calling to the Health Services telephone service. Its contact information is available on this website:

[https://www.espoo.fi/en-US/Social_and_health_services/Contact_Information_for_Social_and_Health\(9894\)](https://www.espoo.fi/en-US/Social_and_health_services/Contact_Information_for_Social_and_Health(9894))

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

Language versions

When you start using the service, the homepage is displayed in Finnish. You can change the language at the top right corner. The service is available in Finnish, Swedish and English.

Disconnection

For safety 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.

Data protection

The service uses cookies. To see a detailed description of the way the service uses cookies, click on Cookies in the bottom right corner on the homepage. When you log out, ensure that the service is properly closed. Empty your browser cache and close the browser.

The service contains general information about health, well-being, illnesses and their treatment, and personal data that you have produced. You can use the service to make appointments and safely contact health services. The information and messages sent by you and health service employees are saved both in the service and in the register used by health service employees.

Using this service alone does not constitute a patient care relationship and patient documents as referred to in the Act on the Status and Rights of Patients.

The privacy notice of the personal data register formed by the service is available at <https://www.espoo.fi/privacynotices>.

How to book an appointment

Users of the health services of the City of Espoo can check, cancel, change or make appointments online. Dental care, health centres and maternity and child health clinics may have limited the users' ability to edit their appointments. Detailed information is available at: <http://www.espoo.fi/e-healthcentre>

Some services allow you to fill in your medical history online if you have an upcoming appointment. In this case, the summary of your reservation will include the text "Fill in anamnesis". Click on it to open an online medical history form which you can fill in.

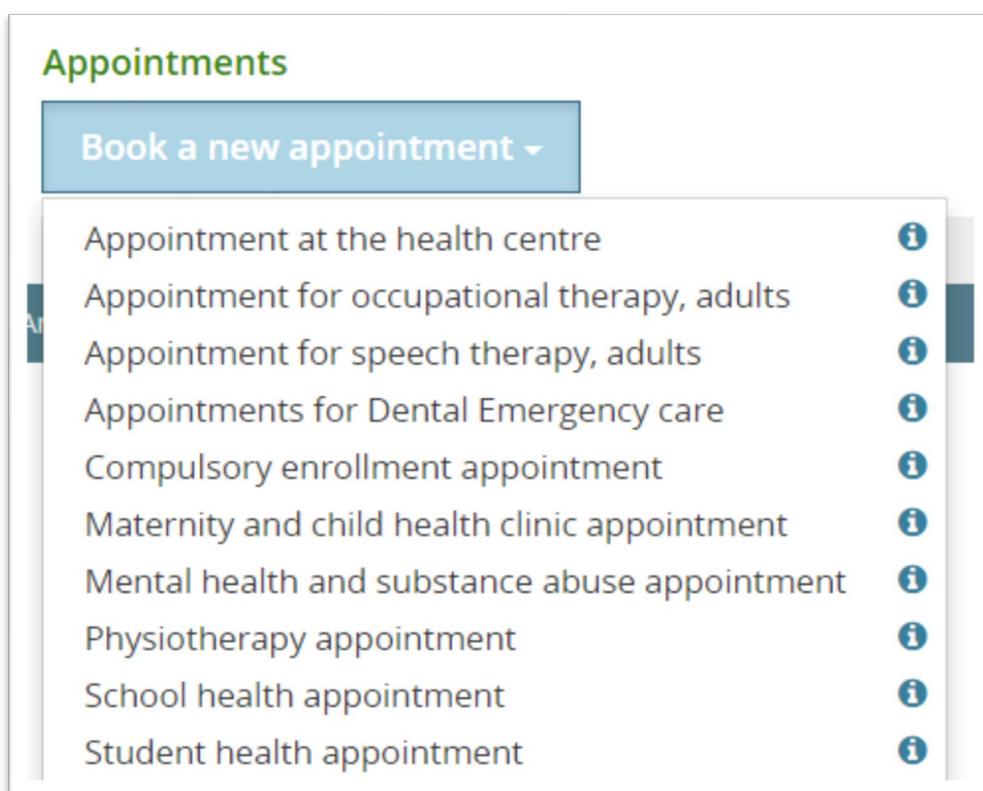


Figure 3: the Appointments page

You can also provide information about your medical history online. If you have not yet filled in your medical history or updated it in 12 months, you will receive a text message. The online medical history form is an alternative to the printed form.

Health information

Please notice that you **cannot** use the Health information section to take care of urgent illness or to handle complex matters that involve a lot of 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 them. You cannot do anything else before you have read the terms and conditions. Only after this the Consent option becomes available. You can also sign this agreement on paper at a health centre.

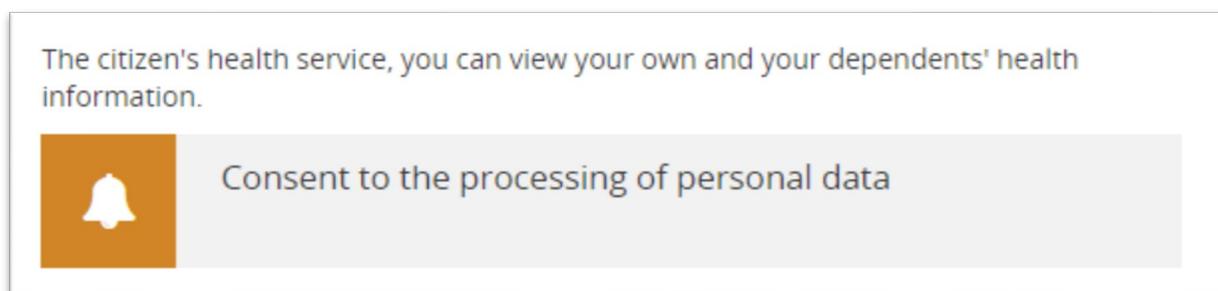


Figure 4: The service asks for your consent

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.

The homepage also includes a link to a virtual health check. Only the person who has signed in using their online banking credentials or mobile authentication can take the virtual health check!

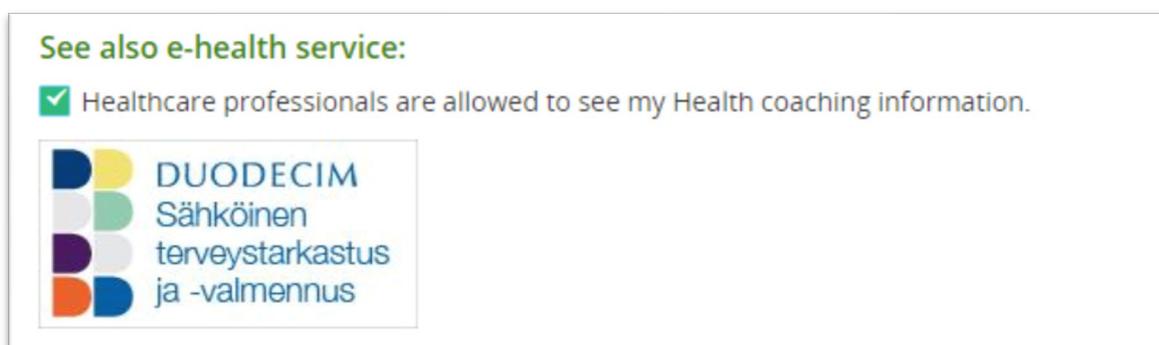


Figure 5: Virtual health check

The **virtual health check** provides information about factors that may affect your health. You may choose to make the health check results available to health care professionals. If you do this, the service will provide you with further care instructions. The results will not be made available to health care professionals if you have not consented to it by selecting “health care professionals may see my information”. If you wish to receive further treatment instructions, you may send a message to your health centre. Further information about sending messages is available below in the section Messaging.

Only the person who has signed in using their online banking credentials or mobile authentication can send information to health care professionals!

The content of the Health information page

The Health information service contains the following sections:

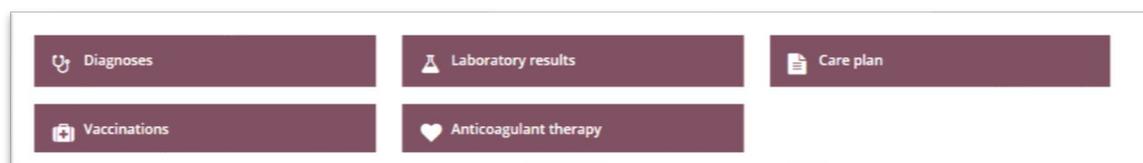


Figure 5: the Health information page

Laboratory results

The **Laboratory results** section includes all laboratory results that have been stored in your Health File (Terveyskansio) online health service before June 2015. Laboratory results completed after June 2015 are available in the Kanta online service. If you did not use the Health File before June 2015, no laboratory results will be displayed on this page.

The **Care plan** section includes the treatment plans made for your long-term illnesses, the minimum and maximum values set for your treatment results, and the 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. The section includes your required INR level, two latest INR results and any potential instructions concerning your Marevan medication. 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 in the section Messaging.

The **Diagnoses** page lists your medical diagnoses.

Forms

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

Figure 6: Medical history and forms

Medical history

If you have an upcoming appointment, you have not yet provided your medical history or not updated it in 12 months and you have an opportunity to fill in your medical history, you will receive a text message.

The summary of your reservation will include the text "Anamnesis". Click on it to open an online medical history form which you can fill in. In Figure 7 below, the text is highlighted with a red square. The online medical history form is an alternative to the printed form.

Appointments

[Book a new appointment](#)

Attendee	Reservation	Place	Time	
	Hammaslääkäri 2 Ruusulinna	Ruusulinnan hammashoitola Huvilinnantie 4 02600 ESPOO	19.09.2019 11:00 - 11:30	Change Appointment Medical history

Figure 7: Notification of the opportunity to fill in a medical history form

Fill in the form by writing in the text fields or by using your mouse to select the answer that applies to your situation (see Figure 8).

Click Next to move onwards. You can return to the previous page by clicking Back. If you wish to stop filling in the form, click End service (Figure 8). The service will then ask you whether you wish to save your answers. If you save them, you can come back later and continue filling in the form from where you left off. If you do not save your answers, the form will be empty the next time you use the service.

Some questions require an answer before the service lets you move onwards. If you try to click on the Next button too soon, a red symbol and a text will appear on the form to indicate a missing answer.

I have an artificial organ or disability: •

Yes
 No
 Don't know

Hip or knee replacement, organ transplant, artificial heart valve, pacemaker, congenital or other disability

I am going into hospital for treatment: •

Yes
 No
 Don't know

To have an operation or procedure

I have a chronic disease or permanent medication: •

Yes
 No
 Don't know

Marevan, other blood thinning, heart condition, cardiovascular disease, high blood pressure, asthma, diabetes, thyroid condition, rheumatism, etc

I have carefully read and entered the above information: •

Figure 8: Filling in a form

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

Forms

The information entered on a form will be saved in the medical record of the person whose name is displayed at the top of the page as the “person selected” and on the form in the section “personal information”. However, the information will not be transferred to the My Kanta service unless a health care professional transfers them there.

If you wish to fill in forms, JavaScript must be enabled in your browser.

Fill in the form by writing in the text fields or by using your mouse to select the answer that applies to your situation (see Figure 7).

Click Next to move onwards. You can return to the previous page by clicking Back. If you wish to stop filling in the form, click End service (Figure 7). The service will ask you whether you wish to save your answers. If you save them, you can come back later and continue filling in the form from where you left off. If you do not save your answers, the form will be empty the next time you use the service.

Some questions require an answer before the service lets you move onwards. If you try to click on the Next button too soon, a red symbol and a text will appear on the form to indicate a missing answer.

Messaging

Click on **New message** to send short messages to the health centre in charge of your care. Please note that you cannot use messages to take care of urgent illness or handle complex matters that involve a lot of information.

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

If you have been writing a message for a long time, the service will ask you to sign in again for safety reasons. In this case, the unsent message will disappear. You can select a recipient for your message. However, anyone in the team may reply to your message depending on work shifts.

The messages and the answers will be stored in the system for three years.



Figure 9: Messaging

How to enable JavaScript or to check if it is enabled

JavaScript is a technology that makes it possible to fill in forms and send messages between systems. In this case, JavaScript enables your web browser to transfer information related to your medical record.

How to check if JavaScript is enabled in Internet Explorer:

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

How to check if JavaScript is enabled in Firefox:

- Open the Options menu.
- Select the Content section.
- Select Enable JavaScript.
- Select OK.

How to check if JavaScript is enabled in Chrome:

- Open the drop-down menu in the top right corner (three dots on top of each other).
- Select Settings
- An empty search box appears at the top of the page. Type "JavaScript". OR:
- Select Settings from the top left corner and then select Advanced.
- Select Privacy and Security. Then scroll down to Content settings.
- JavaScript should be set to "Allow all sites to run JavaScript".
- Select OK.