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Hello everyone! And welcome to initiate your studies of higher education. On the behalf of the FSHS I congratulate each of you for your study place.

In this presentation I will tell you briefly

- about what kind of student health care services FSHS can offer you
- how you can start taking care of business with us and
- finally I will shed a few words on how the student health care will change from the beginning of next year and what it will mean to you as a student.

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You all are, in many ways, in the beginning of something new. Many of you have moved to a new town or city or even a new country. For some of you this is perhaps the first time that you will live on your own without your family. Your social relations will change and you will through your studies learn many new things.

In this new life situation and for the betterment of your study abilities it is important to take good care of yourself. A healthy life style and good social relations have a large impact on your health and wellbeing. But if necessary we will be there for you in matters relating to your health and wellbeing throughout your studies.

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Let’s begin by mentioning a few things about the right to use our services.

You can use FSHS services during the fall semester 2020 in case you are studying for your bachelor’s or master’s degree and you have paid your student unions membership fee for the fall term.

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We offer you low threshold service in general health, oral health, mental health, and we also support the wellbeing of study communities.

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Nowadays FSHS offers an increasing amount of remote services. However, of course we continue to offer in person services through our across Finland through our service units.

You can see in this map you can see our large service units in addition to these we offer our services in Lahti, Pori and Mikkeli and so forth. You can find up-to-date information of all service units contact information and opening hours through our website.

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Through our website you can also find the Self-services which are our online services for students.

You can start using self once you have paid the membership fee for the student union and the information about this transaction has been delivered to us.
You can log into Self through our website by using your online banking ID or Mobile ID for a strong authentication. This guarantees that your personal information is safe with us. You can find instructions on how to use Self through our website.

I really recommend that you start using Self immediately in the beginning of your studies, because you can easily take care of several issues connected to your health through there. Through Self you can for instance manage your appointments by either cancelling or relocating them if necessary.

Moreover, you can be in contact with us through Self for instance by using Self-chat or by filling in a contact request form. You will also need Self in case you have made an appointment to a remote consultation as they are conducted online through the Self-services.

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Another important e-service is called My Kanta and it would be good to start using this service as well.

My Kanta is maintained by Kela and everyone’s health information are stored there. For instance, if you have some medical prescription the information of that prescription is stored there. And you can also renew medical prescriptions through My Kanta services. Information regarding prescriptions ordered by FSHS doctors are also stored there.

The medical staff that are giving you medical treatment can check your health information through My Kanta after you have given the permission for that. The recommendation is that you should always give permission for that because it will make it easier for you to get medical treatment. And the permission will also improve your patient safety. Therefore, it would be good if you would familiarize yourself and start using the My Kanta services. You will find the My Kanta services through the website: kanta.fi/en

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Making appointments with us works always through the need for treatments assessment. Our medical staff will discuss with you and on the basis of the conversation you will evaluate your treatment need as well as the urgency of your matter. In addition, our medical staff will provide you with home treatment advice for different situations.

The need for treatment assessment is conducted by your choice either through Self Chat or by phone. You can make an appointment after you have received an assessment for your need for treatment. If needed, you can change the time of your appointment or cancel it through Self-services.

And remember to arrive on time to your appointment. In case you cannot come to your appointment then you can either cancel or change the time of your appointment 24 hours prior to the planned appointment.

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Our services are primarily free of charge.

However, there are some exceptions. For instance, consultations with specialists and dentists require service fees. In addition, also certificates and official statements are also subject to service fees. You will also be charged in situations where you have not arrived to your appointment. This also includes situations where you have not moved or cancelled your appointment in time. You can find additional information about service fees through the website yths.fi/fees

Almost all of our service fees will be gone from the beginning of next year. However, the penalty fee for not coming on your appointment or cancelling it on time will remain.
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www.yths.fi/en contains plenty of information regarding our services as well as instructions on how to use our services.

In addition to these you will find plenty of information on health and home treatment. Our health information resource is throughout the years the most read section of our website. Follow our website regularly because we communicate through them on all matters that are connected with our services and conducting business with us.

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It is important for us that you can conduct business with us smoothly and that the services we offer you are exactly what you need. Therefore, we hope that you will tell us where we succeeded and where we can develop!

When you have conducted business with us you might receive a text message with a customer satisfaction questionnaire. In addition, you can also give us feedback through our website.

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We will send you a health survey in order for us to get the best possible start to our common journey. Through this survey we will ask you about how you are doing.

This survey will be sent to you through Self-services during your first academic year. On the basis of your answers your situation will be assessed and if necessary you will also get an appointment to a nurse or a dental control.

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And finally, a few words connected to the matter I mentioned in the beginning of the presentation.

The Parliament of Finland has legislated a new law on the student health care of students in higher education which will enter into force 1.1.2021. A central aspect of this law is that students of universities of applied sciences will be encompassed by FSHS services as of 1st of January 2021. However, in addition to these international exchange students will be excluded from FSHS health services.

FSHS service network will expand to new locations as a consequence of this change. The amount of students encompassed by FSHS services will more than double.

Our services to you, as a university student, will in general remain similar as they are now. However, a significant change to the university students is connected to the payment of the student health care fee, which will in the future be paid to Kela instead of the student union. This change will enter into force from the beginning of next year. You can already find further information regarding the health care fee from Kelas website.

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However, all of these changes connected to the health care of students in higher education will enter into force only as of 1st of January 2021. Therefore, in case you are an international exchange student you can still receive our health care services in the fall of 2020 in case you pay the student unions membership fee.

We recommend that you master the facts of these changes by visiting our website www.yths.fi/en/fshs2021 in case you are still studying in Finland next year.
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We will communicate in an active manner regarding the coming changes through our communication channels. We recommend that you start following us so that the coming changes will work as smoothly as possible for you.

You will also get plenty of information regarding our services and on how to conduct business with us through our communications channels. And you will also find us in social media. Especially Facebook and Instagram are focused on communication with students. Therefore, we recommend that you will also follow us through social media in order to stay updated on what is going on.

Thank you for this moment and now you have received all the basic information that will help you on how to start using our services.

Remember to visit our www.yths.fi/en website and if you have something to ask then you can contact us and we will try to help you.

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We wish you all happiness and success in your coming studies! Good luck!