



MEHILÄINEN

OCCUPATIONAL HEALTH CARE
SERVICES

University of Oulu



OCCUPATIONAL HEALTH CARE IS A SPECIALIST IN WORKING CAPACITY

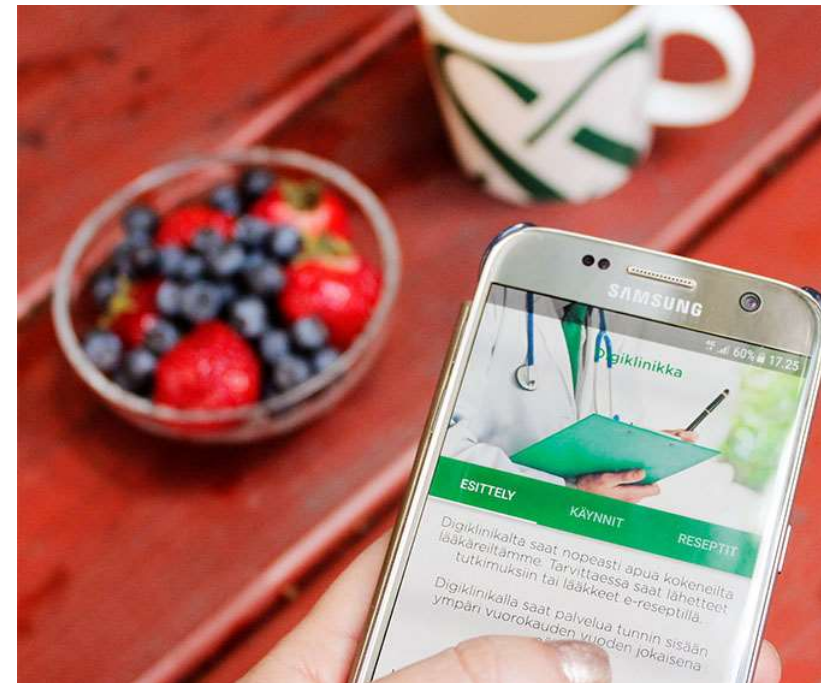


- One of the tasks of occupational health care is **to support and monitor employees' working capacity**. Occupational health care guides and supports employer and supervisor in matters pertaining to working capacity and participates in drawing up a model for managing working capacity at workplace.
- Occupational health care analyses and reports workplace-level indicators associated with support of working ability agreed upon in the action plan of occupational health care, such as absences due to illness or number of occupational health care consultations held.
- Occupational health care consultation is an important occupational health care platform for cooperation between employee, supervisor and occupational health care to promote planning for employee's working capacity.
- Occupational health care evaluates employee's working capacity and functional capacity as well as need for rehabilitation and refers the employee to rehabilitation.
- **Occupational health care is responsible for coordinating support for working capacity** regardless of where the employee's treatment and rehabilitation take place.
- Return to work is planned in cooperation with employee and employer. If necessary, collaboration with other health care services, rehabilitation and insurance companies is implemented.

OMATYÖTERVEYS – TELEPHONE SERVICE – NO OTHER BOOKING CHANNELS



- OmaTyöterveys telephone service is open every day throughout the year from 6 a.m. to 10 p.m.
- The telephone number is 020 690 661.
- **For service in English, dial + 358 20 690 623**
- At the OmaTyöterveys service your questions are always answered by a nurse, who will give you advice and assistance in matters associated with your health (self-care instructions)
- If necessary, an appointment will be booked with
 - an occupational health nurse
 - an occupational physiotherapist
 - an occupational physician
 - a GP during out-of-office hours (Mon-Sat)
 - laboratory or imaging services in case you have a referral for examinations from Mehiläinenor you will be referred to the Digital clinic chat service



OCCUPATIONAL HEALTH CARE SERVICES AT MEHILÄINEN



Places of service provision

Services are provided in Oulu (Linnanmaa and Kauppurienkatu).

Additionally, services are provided in Kuusamo, Rovaniemi, Kajaani, Ylivieska, Kokkola, Haapajärvi, Helsinki, Espoo, Kouvola, Hämeenlinna, Tampere, Turku, Tornio and Lappeenranta.

The unit responsible for national coordination of occupational health care cooperation is Mehiläinen Oulu Linnanmaa, at the address Yliopistonkatu 1, 3rd floor, 90570 Oulu. For the most of the faculties, services are provided here.

The Linnanmaa office is open Mon-Thu from 8 a.m. to 4 p.m., Fri from 8 a.m. to 2.30 p.m.

For the faculty of medicine, services are provided by Mehiläinen Oulu, Kauppurienkatu 9, 4th and 5th floor, 90100 Oulu. Occupational health care services are open Mon-Fri from 8 a.m. to 4 p.m.

In case you fall ill acutely or have an occupational accident on weeknights or Saturday, the service is provided at the address Kauppurienkatu 9, out-of-hours services of GPs on 2nd floor. Further treatment is always handled by occupational health care.



WHAT TO DO WHEN YOU NEED OCCUPATIONAL HEALTH CARE SERVICES



Digital clinic services

- **Chat services through OmaMehiläinen application: in case of minor symptoms, a GP will answer questions between 7 a.m. and 11 p.m. and a nurse between 11 p.m. and 7 a.m., the most of prescription renewal is also possible through this channel.**

Occupational health nurse services (always the first option in the following situations)

- **acute mild symptoms and illnesses** (if necessary, rapid tests are taken and a physician is consulted)
- **for employees who have fatigue symptoms, sleep disturbances, other prolonged or recurrent symptoms or who have previously used occupational health care services frequently**, a 1-hour appointment will be booked primarily with assigned occupational health nurse. Appointment and follow-up visits with occupational health nurse also in case of prolonged absence due to illness.
- **health examination, initial analysis of working capacity, support conversations regarding working ability** as well as monitoring of working capacity through appointment with occupational health nurse
- **special work glasses** (computer glasses), please contact occupational health nurse (call request)

Occupational health physiotherapist services

- Guidance and counselling visits with a referral by occupational health nurse or occupational health physician
- **acute symptoms/pain of musculoskeletal system (back, legs, neck, arms) - appointment for guidance and counselling, occupational physiotherapist can also consult a physician in case a prescription of sick leave certificate is needed, appointment for this directly through OmaTyöterveys service**

14 November 2019 Jaana Kähkönen Customer Relations Manager Mehiläinen Oulu jaana.kahkonen@mehilainen.fi

Occupational health physician services

- Occupational health physician assigned to company: Medical assessments, working ability evaluation and support, examination and treatment of illnesses, visit duration usually 20-40 minutes, a longer visit (40-60 minutes) should be booked in case of several issues, **initial evaluation by occupational health nurse always needed**
- Various referrals most reliably through assigned physician (call request or visit)
- Another occupational health physician: Initiation of treatment of an illness or accident (1-2 visits)

GP services

- Initiation of treatment of an illness or accident (first visit) in case of acute illness or accident, further treatment always by occupational health physician
- A GP can be seen in acute illnesses, employee will be referred to own assigned occupational health physician in cases of absence due to illness longer than 5 days.

Occupational health psychologist services

- Guidance and counselling visits with a referral by occupational health nurse or occupational health physician

Specialist services

- Services are available in case the assigned occupational health physician evaluates that working capacity is restored more rapidly through specialist consultation.
- **Evaluation of need for treatment and consultation referral by assigned occupational health physician always needed**
- Not available for follow-up of treatment of primary diseases or evaluations of patients' situations in general

WHAT, WHICH, WHEN?

- **OmaTyöterveys is a telephone service** that involves an interview by nurse, nurse's self-care instructions if necessary, or booking a time for telephone call/visit with the most suitable specialist to address the situation
- If necessary, OmaTyöterveys will direct the employee to contact the Digital clinic if the complaint requires medical help but not necessarily a visit with a physician
- **Always book a visit only by calling the OmaTyöterveys telephone number.**
- **The Digital clinic is a chat service** available on OmaMehiläinen application in your smart phone where you can ask questions with regard to your health concern.
 - A GP will answer your question within an hour.
 - You can also renew your prescriptions via the OmaMehiläinen application
- OmaMehiläinen is an archive of your health records in your pocket and also a source of information regarding your occupational health care team
- **You cannot book an appointment** for the health services funded by your employer **through the application** as the service is not a part of the agreement. However, when booking a visit as a private customer, this service is available (the invoice will be sent to you).

THE RIGHT CHANNEL TO OCCUPATIONAL HEALTH CARE SERVICES



OmaTyöterveys telephone service – primary contact to occupational health care

OmaTyöterveys telephone service is available every day throughout the year from 6 a.m. to 10 p.m. at the number 020 690 661 (in Finnish) or 020 690 623 (in English) when you do not necessarily need to book an appointment. It is your first contact to occupational health care when you feel ill or when you have other acute questions about your health. During the telephone call, a health care professional will evaluate your situation, book an appointment, if necessary, or recommends notifying your supervisor about your absence by using the Omailmoitus service.

Digital clinic – remote occupational health care clinic that complements the services 24/7

The Digital clinic of Mehiläinen is a complementary service for company personnel. Help regarding health issues is available 24/7 through the Digital clinic. A GP will answer questions every day from 7 a.m. to 11 p.m. and a nurse at nights from 11 p.m. to 7 a.m. You can add for example photos of an infected eye or a skin rash to your question. You will receive an answer within an hour. The Digital clinical can be used through the OmaMehiläinen application available for your telephone or through internet service at www.omamehilainen.fi. A service provided by your employer, the Digital clinic is intended for dealing with employees' own health issues, not for instance those of their children.

OmaMehiläinen mobile application for smooth and flexible occupational health care

OmaMehiläinen is a free-of-charge application and customer channel by Mehiläinen for occupational health care. It gives you access to remote appointments of the Digital clinic, possibility to renew your prescriptions, stores your test results, prescriptions and sick leave certificates in one place. You can also check your bookings at OmaMehiläinen and register for your appointments. You can use it through a web browser or download an application from AppStore or Google Play.

OMAMEHILÄINEN AND DIGITAL CLINIC: HOW TO DOWNLOAD OMAMEHILÄINEN



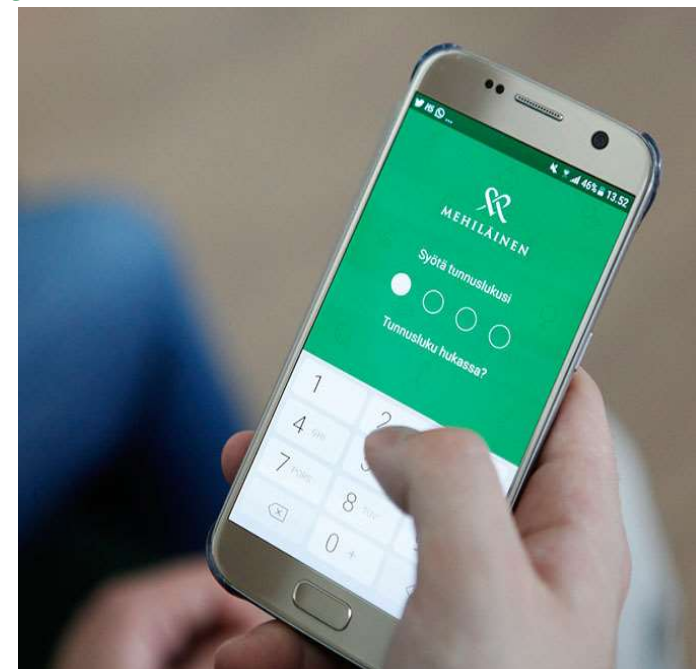
Your health information and the Digital Clinic are always available through the OmaMehiläinen application and web browser.

To enable the OmaMehiläinen application:

- Download the application from the App Store or Google Play Store.
- Use your online banking credentials to log into the service for the first time.
- Read and accept the terms of use of the service.
- If you wish, you can link your family members to your personal profile.
- The OmaMehiläinen application is available in Finnish, Swedish and English.
- In future, you can log in to the OmaMehiläinen application by using a separate password or fingerprint identification.

Mehiläinen's Digital Clinic is at your service in health matters 24/7, wherever you are .

- Via the Digital Clinic, you can send your questions and, as necessary, images to the practitioner or nurse. They will respond to you within an hour.
- You can also send a separate request for a renewal of your prescription.
- The service provides general practitioners on call – no need to make an appointment.
- A physician responds daily between 7 a.m. and 11 p.m. and a nurse between 11 p.m. and 7 a.m.
- The Digital Clinic provides services in Finnish and English.



Log in to the OmaMehiläinen online service: omamehilainen.fi.

Situations in which a remote consultation is appropriate:

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- Mild infections of the upper respiratory tract, urinary tract, and gastrointestinal tract (good general condition, duration of symptoms a few days)
 - Rashes and changes in the skin
 - Allergy symptoms
 - Acute back pain with no alarming signs (no symptoms in the limbs, and no or intense or increasing pain)
 - Symptoms with eye infections
 - Renewal of prescriptions
 - Follow-up appointment with the same physician

Situations in which the patient is referred to a physical consultation:

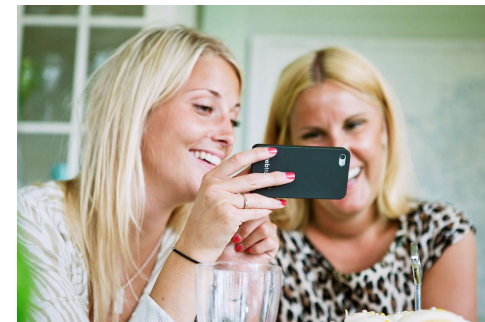
- When a physical examination is required
 - Trauma
 - Symptoms in limbs
 - Neurological symptoms
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- The Digital Clinic offers a supplementary channel for quickly obtaining medical help or asking for acute advice. It does not replace a physical consultation with a doctor – nor is this the intention.

STATUTORY OCCUPATIONAL HEALTH CARE

The focus in occupational health care has been changed towards **working capacity support** and **maintaining the ability to work**. Occupational health care services have coordination responsibility in situations where working capacity is at risk, and emphasizing cooperation at workplace is in accordance with good occupational health care practices.

Methods include the following matters:

- cooperation with regard to occupational health care
- collaboration with primary health care, specialized care and rehabilitation institutions
- providing information to occupational health care regarding absence from work and other factors affecting employees' health and working capacity
- **workplace surveys** carried out by occupational health care and workplace risk evaluation from the perspective of the health-related impact of work
- **health examinations focusing on exposure and working capacity**
- providing information, guidance and advice as well as criteria promoting a healthy workplace by occupational health care
- **coordination of treatment** and rehabilitation of those with partial ability to work



A preventive service that supports working capacity

VOLUNTARY HEALTHCARE AGREEMENT FUNDED BY EMPLOYER

Content of the service

- Appointments with occupational health physician, occupational health nurse, occupational physiotherapist or GP
- The agreement contains a personalized selection of basic laboratory tests and imaging examinations
- Treatment and monitoring of primary diseases with good therapeutic control is handled by health care centers

Emergency services when you fall ill suddenly or have an (occupational) accident

- A GP can be seen in acute illnesses, employee will be referred to own assigned occupational health physician in cases of absence due to illness longer than 5 days.
- Visits allowed on Saturdays, NOT on Sundays
- Minor procedures requiring immediate attention carried out by a general practitioner or occupational health physician
- Specific examination menu is possible during acute appointments

Chronic diseases

- In case of **changes** in primary diseases that reduce working capacity, an appointment is booked for a health examination with occupational health nurse first (**not a GP**)
- If necessary, the matter can be addressed through the assigned occupational health team or by referral to central hospital for a specialist's appointment
- Occupational health care concentrates on handling situations that affect working capacity, control visits with regard to primary diseases (e.g. cardiac and pulmonary controls, thyroid tests, diabetes controls, laboratory tests of rheumatoid diseases, microbiological examinations of prolonged infections, skin diseases or acute situations requiring procedures) are handled by public health services or at the employee's own cost at the medical centers (eye diseases, gynecological/urological situations)

Occupational accidents and leisure time accidents

- In situations requiring out-of-hours services, first visit at occupational health care services, further treatment possible at Pohjola (insurance company's hospital)
- Leisure time accidents are taken care of at Mehiläinen primarily through own insurance



Medical treatment
supporting working
capacity

ACTION PLAN AND FRAMEWORK PLAN FOR OCCUPATIONAL HEALTH CARE



- The action plan for occupational health care includes the frames for cooperation and health check information
 - Available on intranet
- The framework plan of occupational health care explains the processes of occupational health care in more detail, for example
 - Workplace health assessment process
 - Health examinations
 - Occupational health consultations
 - Responsibilities and roles associated with management of working capacity

For feedback: <https://www.mehilainen.fi/en/your-opinion>



HEALTHY PEOPLE ARE
BETTER EMPLOYEES.

Lataa OmaMehiläinen-sovellus

