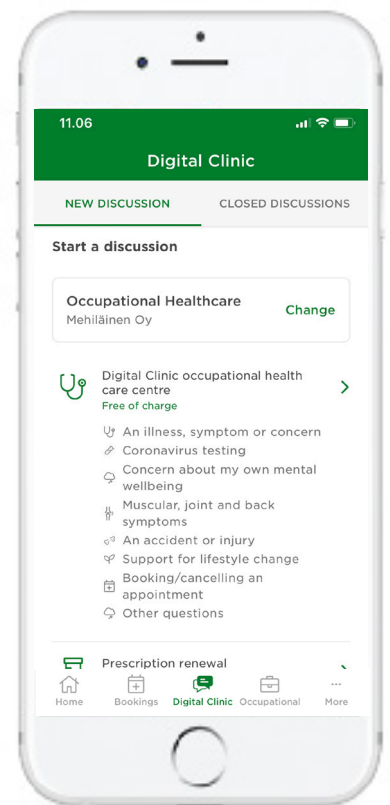


HOW TO USE THE OMAMEHILÄINEN SERVICE AND DIGITAL CLINIC

By downloading the OmaMehiläinen-service:

- You can easily make an appointment with a doctor, view your appointments, and receive reminders.
- Register at the clinic before your appointment and see where you should go. You can also cancel your appointment easily.
- Store your test results and prescriptions securely. You can also renew your prescriptions.
- Receive notifications when your test results are ready.
- Get assistance with all issues related to your health every day, around the clock, in the Digital Clinic.
- As an occupational health customer, you can find the services included in your occupational health agreement and the contact information of your occupational health team on the Occupational Health tab.
- Invitations to health examinations and any occupational health inquiries can be answered in the application.
- Add the information of your child or another family member into the application, which allows you to make appointments for them, renew their prescriptions and view their test results.
- You can manage your service and marketing message settings.
- You will receive information about issues and services related to health and well-being
- You have an access to a cost-free video library with over 120 videos related to mental and overall well-being
- The service is available in Finnish, Swedish and English.





How to enable the OmaMehiläinen-service:

- The OmaMehiläinen app can be downloaded for free from App Store or Google Play and online service at oma.mehilainen.fi
- Use your online banking credentials as a form of authentication when you log in for the first time.
- Read and accept the terms of use of the service.
- Continue using the application by logging in with a separate PIN code or your fingerprint.
- If you have used the OmaMehiläinen online service before, your settings will be imported to the mobile application when you start using it.
- Enter the details of your payment card and take a picture of your Kela card when you use the service for the first time. This ensures that the Kela reimbursement will be applied directly and you only need to pay the deductible. This phase can be skipped the next time you use the service.

How to use Digital Clinic as an occupational health care customer:

- You can use Digital Clinics Occupational health care centre 24/7
- The service channel will ensure the availability of an occupational health care multidisciplinary team on an on-call basis nationwide.
- The occupational health care multidisciplinary team consists of an occupational physician, nurse, and physiotherapist, who are available from 7 a.m. to 7 p.m.
- Outside these hours, the service can be used to reach general practitioners and nurses
- The service is available on an on-call basis, no appointment is needed
- Start the discussion by choosing your matter and then answer to the automated symptom survey questions. After this, you'll be directed to the most appropriate professional.

How to use the Digital Clinic as a private customer:

- You can use Digital Clinic for your own matters or behalf of your family members
- Open Digital Clinic, click Change and Select payer choose "Payment by myself/ Maksan itse"
- Enter a description of your symptoms and attach a photo, if necessary.
- You will receive an answer within minutes. If you use the application, you will receive a notification once your message has been replied to.
- You will see the prices before you start the conversation. You will be charged only if you can be treated remotely.

[Read more about OmaMehiläinen Digital Clinic](#)