

# FSHS is student's support of well-being and health

date, event, speaker's name



# Congratulations on your new place of study!

- Healthy lifestyle and good interpersonal relationships affect positively to health, physical condition and general well-being.
- FSHS supports student health.

# Right to use the FSHS's services



- You can use our services
  - if you are studying for a Bachelor's or Master's degree at a university or other institution of higher education in Finland.
  - when you have paid your student union membership fee to a student union that is affiliated to the FSHS.
  - as long as your student union membership is valid.
    - for the full academic year, your right to use the FSHS's services starts on 1 August and ends on 31 July.
    - Autumn term membership starts on 1 August and ends on 31 December.
    - Spring term membership starts on 1 January and ends on 31 July.



# FSHS offers you services in



GENERAL HEALTH CARE



ORAL HEALTH CARE



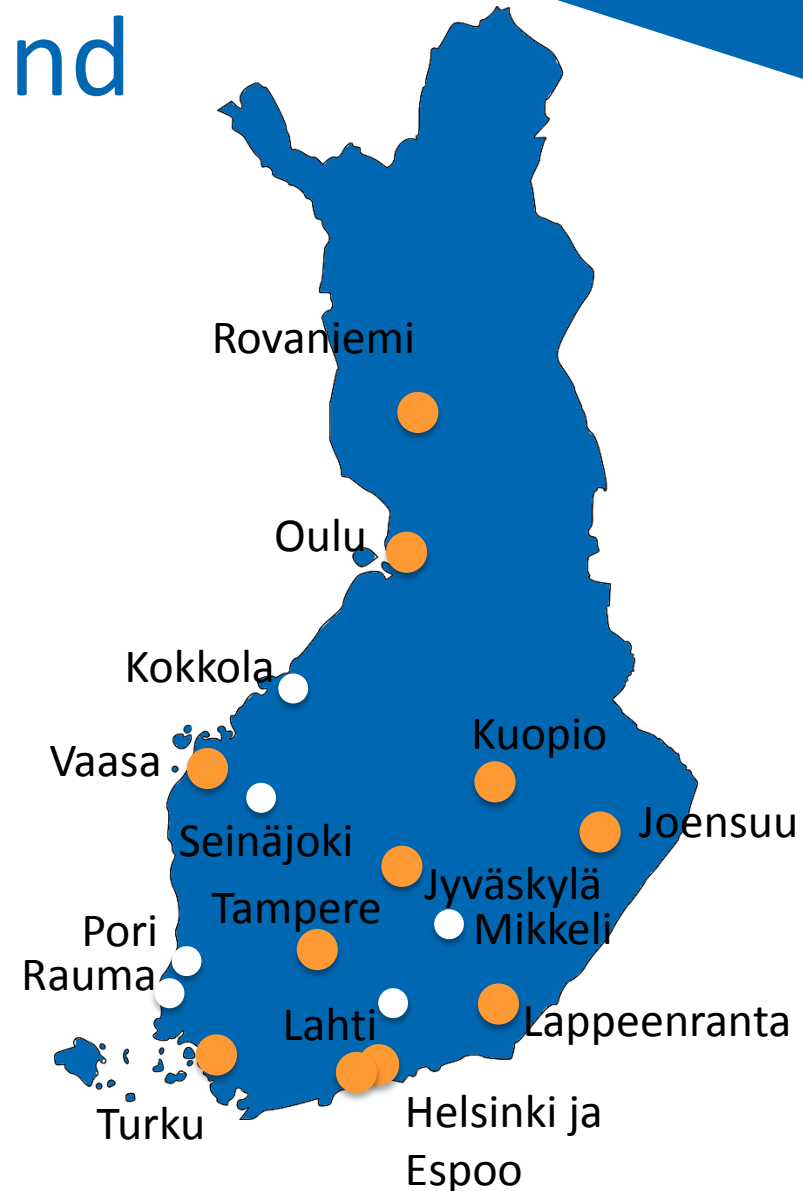
MENTAL HEALTH CARE



COMMUNITY HEALTH

# Units all around the Finland

- The FSHS operates in all university towns in Finland.
- You will find the contact information, opening times and telephone numbers for appointments and cancellations at [yths.fi/en](https://yths.fi/en).



# Self is the student's own online service for health care issues at FSHS.



Self is an easy and fast way to take care of your health care issues.

- update your contact information,
- manage appointment bookings,
- view your investigation results,
- communicate with us via chat or a contact form and
- access to remote consultation.

**Start using Self: [yths.fi/en/self](https://yths.fi/en/self)**

# Your own health records in My Kanta Pages.



My Kanta Pages is a Finnish citizens' own online service where you can

- browse your own health records and your medication recorded by healthcare services.
- consent to or refuse the disclosure of your personal data.

**Start using My Kanta**  
**[omakanta.fi/en](https://omakanta.fi/en)**

# An appointment for FSHS's services

## 1. . Contact us by phone



Before appointment reservation FSHS make treatment need assessment. Assessment is made by a health care professional regarding access to and urgency of treatment.

FSHS has a call-back service. Continue call until the machine tells you that your call-back request has been registered.

## 2. Make an appointment



After treatment need assessment you can book appointment by phone or when you have permission to appointment you can use Self.

Self allows you to manage your appointment bookings and submit preliminary information forms. Everyone can view and cancel their appointments without permission.

## 3. When you have an appointment



Make sure you arrive in time for your appointment.

Remember to cancel your appointment in time if you cannot make it.

Read more: [Our cancellation fee policy](#)



# Service fees

- You can use our services when you have paid your student union membership fee to a student union.
- Services subject to charge
  - Specialist and specialised dentist
  - Certificates and statements subject
  - Read more about the service fees [yths.fi/en/fees](https://yths.fi/en/fees)
- The penalty fee for no-show appointments is 35 €.

**FSHS sends out invoices  
by mail or via e-invoices.**

**Start using e-invoices!**

# On yths.fi/en you will find for example

The screenshot shows the FSHS website with a blue header. The header includes the FSHS logo, the text 'FINNISH STUDENT HEALTH SERVICE', and navigation links: 'Services', 'Health information and research', 'FSHS', 'Feedback', and 'Contact details'. There are also language options 'Suomeksi' and 'På svenska', and a 'For media' link with a search icon.

The main content area is titled 'Welcome to FSHS' and features a grid of service links: 'Appointments', 'Online services', 'Fees and billing', 'Health information', 'Care guarantee', and 'Who can use our services?'. Below this is a 'FSHS Units' section with a dropdown menu to 'Select the FSHS unit'.

On the right side, there is a 'Self' service section with a description: 'Self is an online service through which students can communicate with the FSHS. It allows you for example to manage your appointment bookings, communicate with us via contact form or chat, access to remote consultation and submit preliminary information forms.' Below this is a 'How to use Self?' link and a 'Self' button.

At the bottom, there are four news snippets:

- Opening hours during summer 2019** (May 31, 2019): All our units are closed on Midsummer Eve, Friday 21 June, and from 1 July to 28 July 2019. There are unit specific differences in the opening hours. See the list below for your local FSHS unit's...
- Chat will be expanded and made more fluent** (May 23, 2019): From the beginning of year 2019 the chat became a steady service channel alongside our telephone service for assessing the need for treatment and assisting with appointment bookings. Students have...
- FSHS has contacted all who may have received an erroneous chlamydia test result for re-testing** (Apr 26, 2019): FSHS announced on Tuesday that FSHS will invite patients who may have received an erroneous chlamydia test result between 1 October 2018 and 28 February 2019 for re-testing. There were a total of 23...
- More services in Self** (Apr 25, 2019): Self is student's own online service for health care issues at FSHS. Self continues to grow and develop. During the spring you will find new features in Self. These features will speed up your contact...

- Opening hours and contact information
- Health information
- Health advice
- Log in to the Self
- Online services like renewal of contraception prescriptions, remote testing for sexually transmitted diseases, travel advice and online courses.

**Check: [yths.fi/en](https://yths.fi/en)**

# Make us a part of your student life – also on social media!



@ylioppilaiden-  
terveydenhoitosaatio



@yths\_fshs



@YTHSvideo



@YTHS\_FIN



@yths

You will get information and tips for student health care from all our communication channels

# Give us feedback!



- Feedback provided by our customers is vital for our efforts to develop our services and improve our activities.

Give us feedback: [yths.fi/en/feedback](https://yths.fi/en/feedback)





## How you are doing?

- The FSHS invites all first-year students to answer a health inquiry in Self.
- You will get a personal assessment of your health and if needed, also a ticket for booking an appointment to our professionals.

**Answer a health inquiry in Self**  
[yths.fi/en/self](https://yths.fi/en/self)





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Aalto-yliopisto  
Aalto-universitetet  
Aalto University

Taiteiden ja suunnittelun korke  
Högskolan för konst, design o  
School of Arts, Design and Ar

avoinna  
ma-pe 8.00-20.00  
la-su suljettu

öppet  
mån-fre 8.00-20.00  
lör-sön stängt

open  
mon-fri 8.00-20.00  
sat-sun closed

We wish you to enjoy your student life!



F · S · H · S  
FINNISH STUDENT HEALTH SERVICE

[www.yths.fi/en](http://www.yths.fi/en)