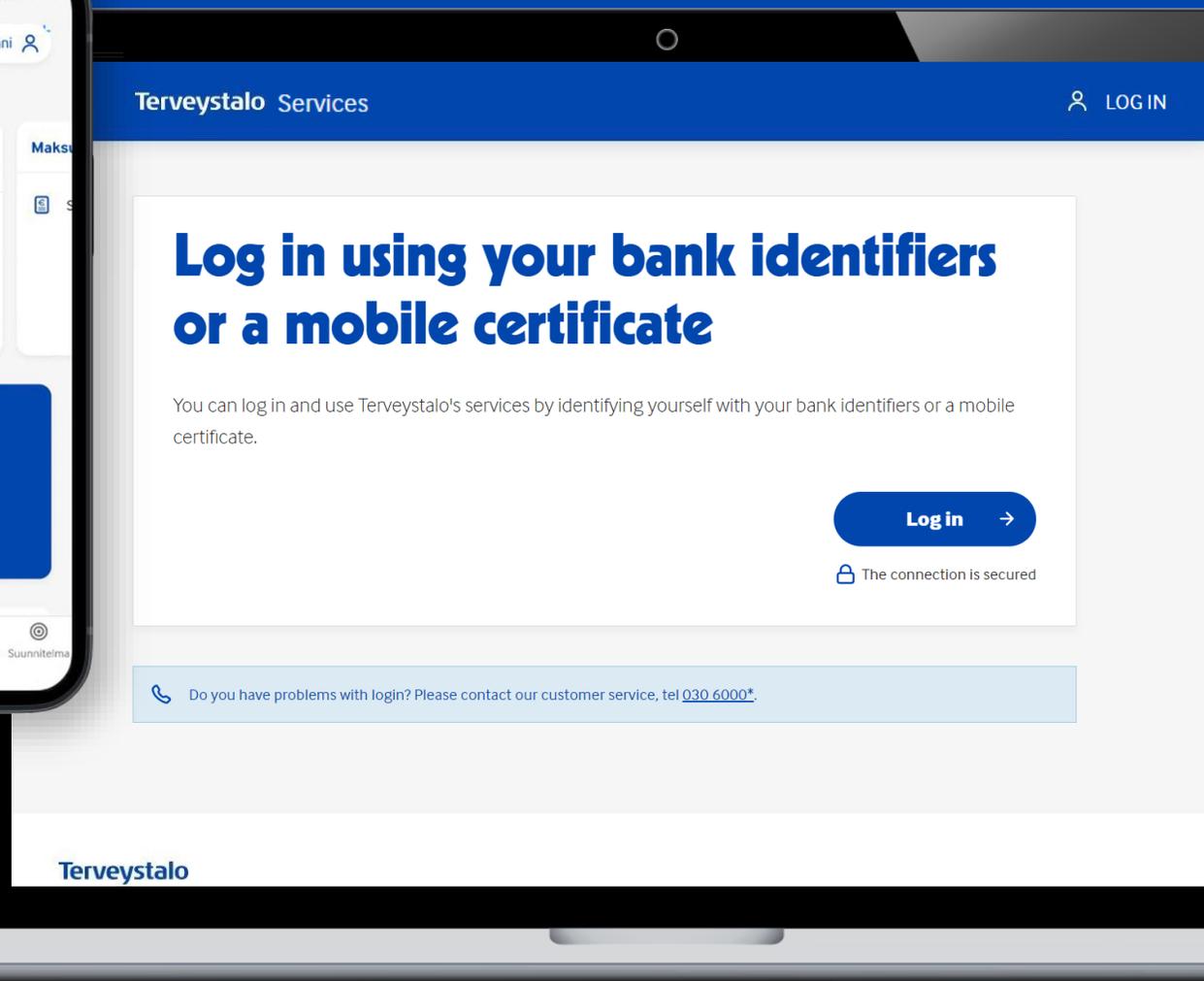
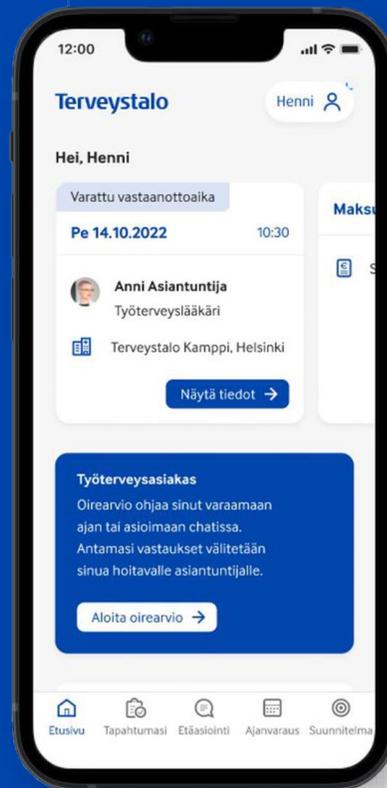


How to contact Terveystalo



You can contact Terveystalo's specialists quickly through the app and online service



When you become ill:

- You can quickly and easily carry out a symptom assessment with the Terveystalo app or the Terveystalo.com online service
- Based on your symptoms, you will be directed to either a local clinic or remote channels and directly to the right healthcare professional
- If you become ill, you can also make an appointment by calling Terveystalo's customer service at +358 (0)30 6000



If you have a referral or if you need further treatment:

- Make an appointment directly from Terveystalo's app or through the Terveystalo.com online service **to a laboratory**, X-ray or ultrasound, for example
- Submit information via the app or online service to **renew a prescription** or leave a **call request** to review test results, for example



Your occupational health team:

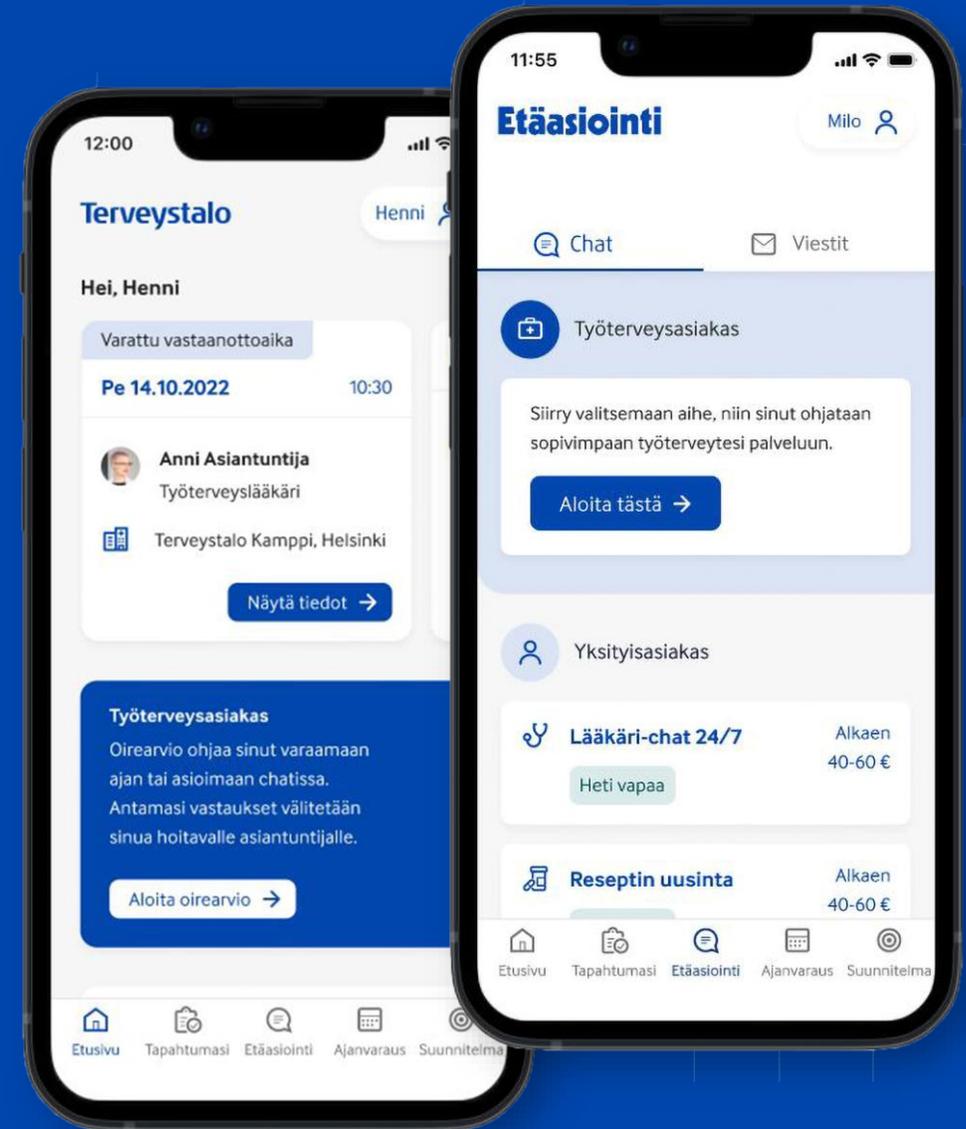
- For non-urgent matters, contact your occupational health team via the Terveystalo app or online service
- You can contact your team through the **Messages** section

Start using the Terveystalo app

Terveystalo's app will take care of your health information, and you can do business remotely without waiting.

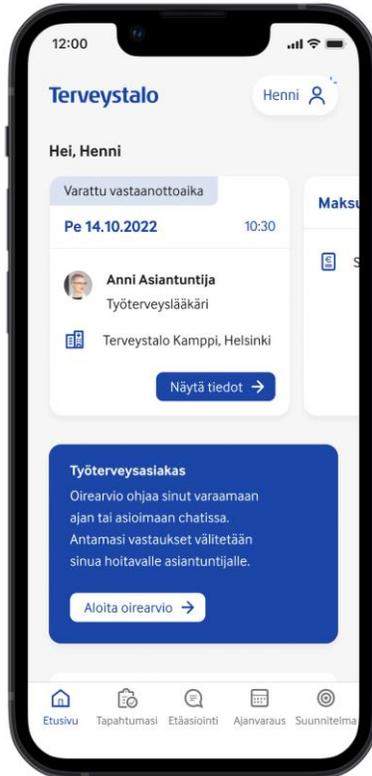
Based on your symptoms and their urgency, the app's symptom assessment will direct you to the right channel and the right specialist at the right time.

If you need help with remote appointments, contact Terveystalo's customer service at asiakastuki@terveystalo.com.

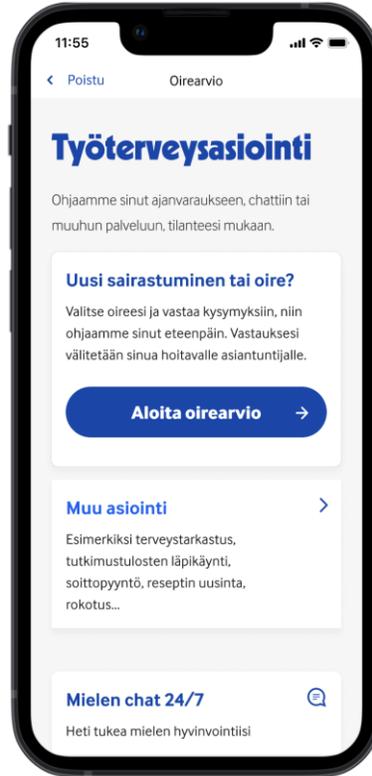




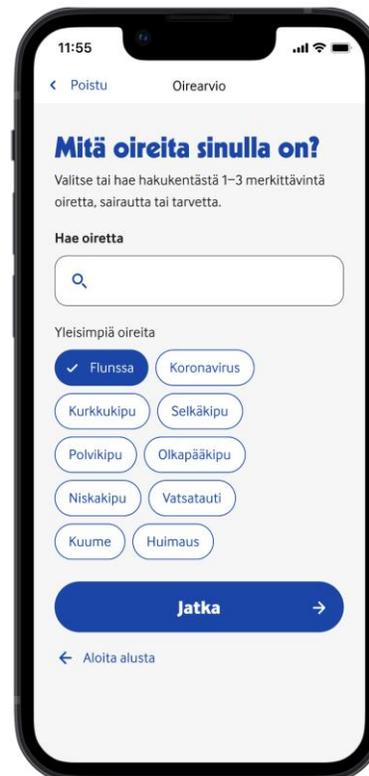
How to go from symptom assessment to treatment if you become ill



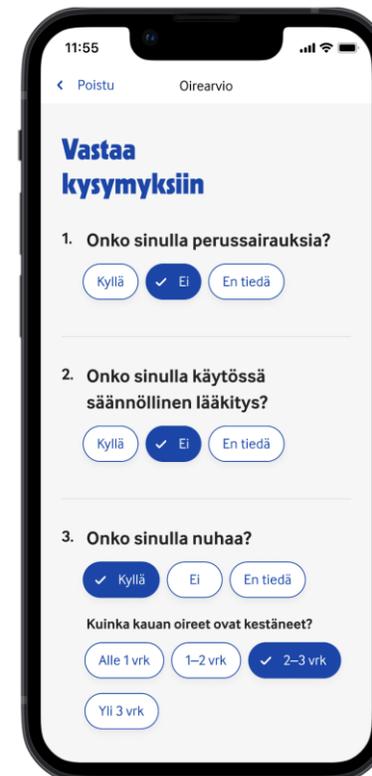
Open the app and enter the code you created. The symptom assessment is displayed directly on the Home screen.



Start symptom assessment



Answer the questions in the symptom assessment by selecting the options that best apply to you and complete your responses with your own written descriptions



Based on the information you have provided, you will be recommended a suitable service, and you can then move on to use the service. The options recommended to you are included in your occupational healthcare agreement.

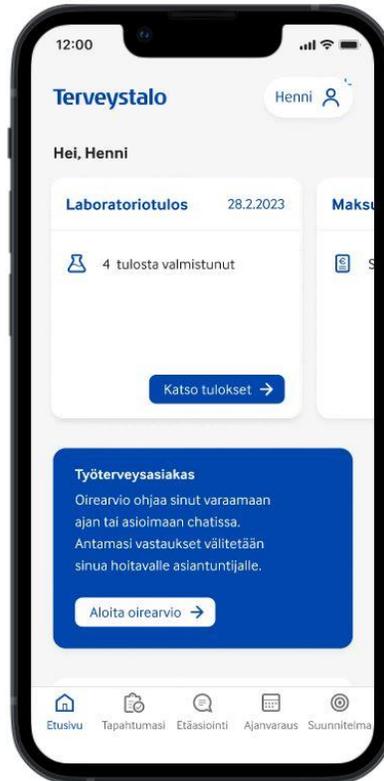




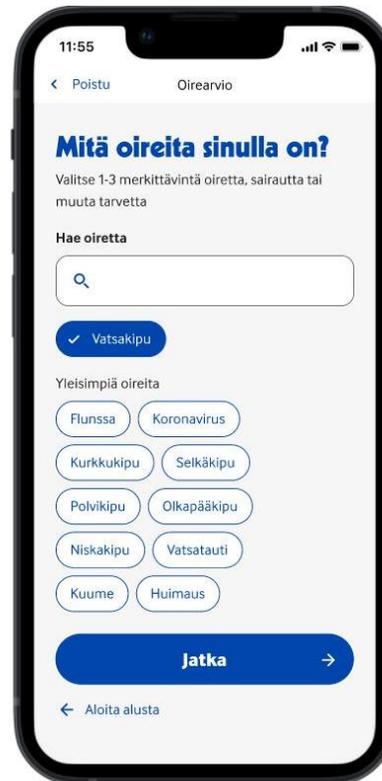
How to go from symptom assessment to treatment if you become ill



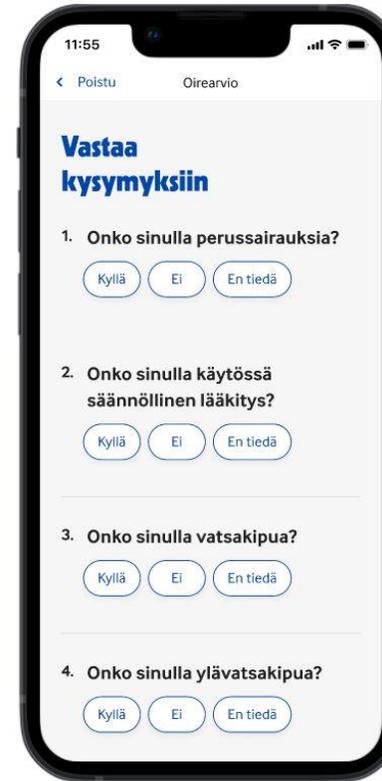
Open the app and enter the code you created



The symptom assessment is displayed directly on the Home screen



Answer the questions in the symptom assessment by selecting the options that best apply to you and complete your responses with your own written descriptions

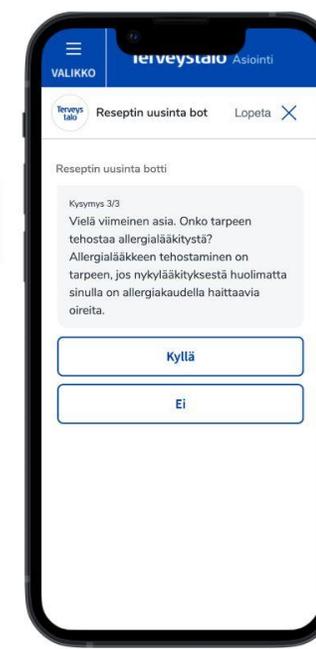
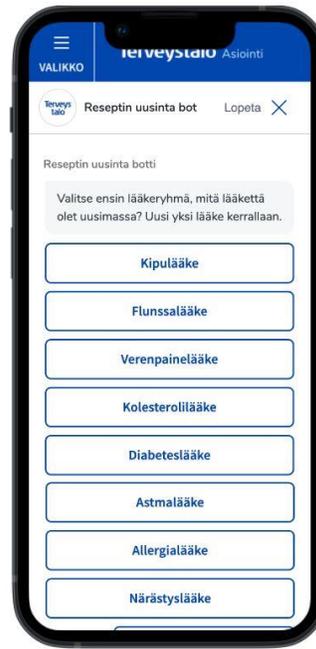
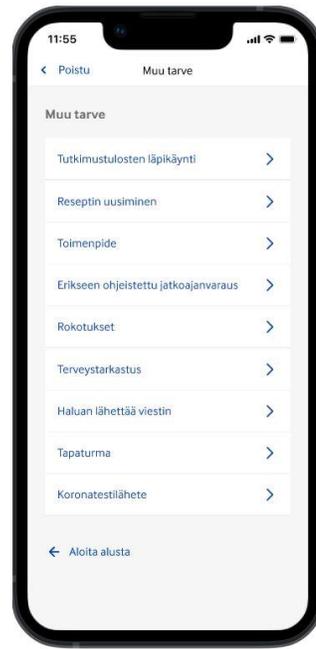
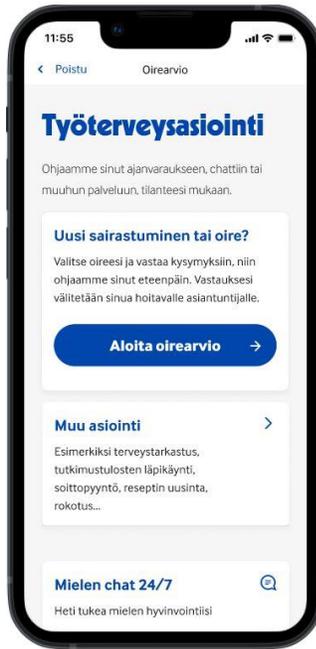
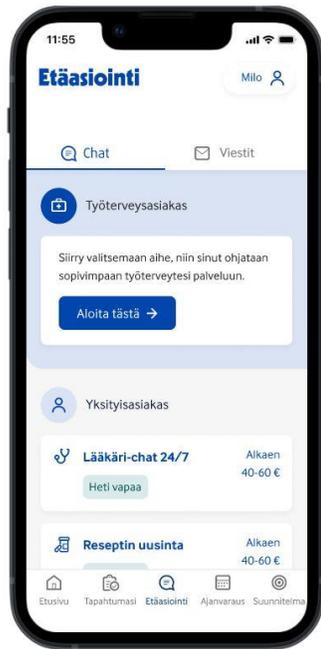


Based on the information you have provided, you will be recommended a suitable service, and you can then move on to make an appointment. The options recommended to you are included in your occupational healthcare agreement.





How to quickly and easily renew your prescription



Open the app and enter the code you created. Go to the “Remote service” or “Booking” page and start as an occupational healthcare customer.

Choose “Other matters”

You can choose from a list of other topics through which you can move forward. Choose “Renewal of prescription”.

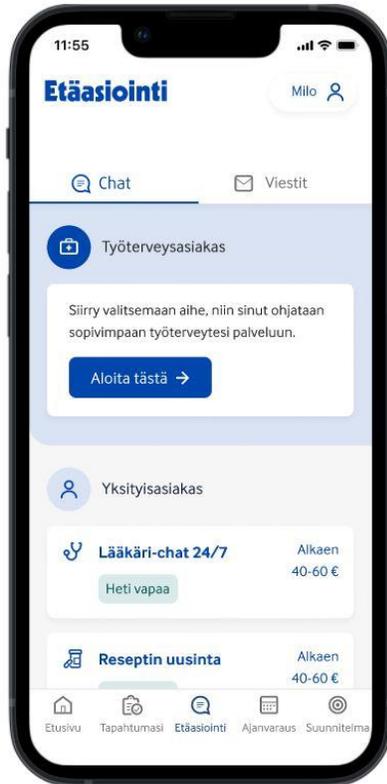
Select a prescription class from the list

Fill in the required fields and answer the questions.

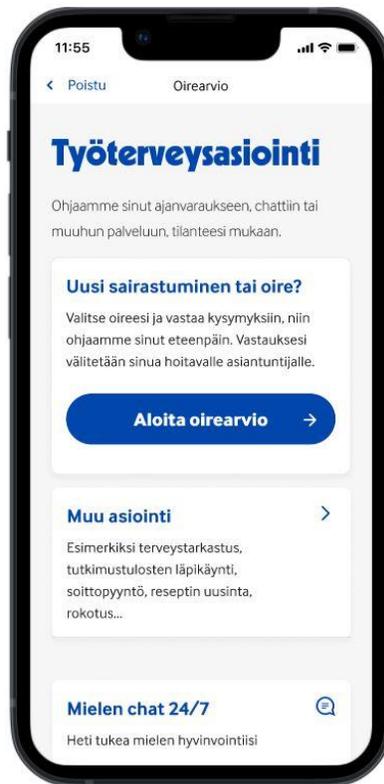
After submitting the information for the renewal of the prescription, you can proceed to a chat appointment to renew the prescription or submit a service request, which will be responded to within 4 hours.



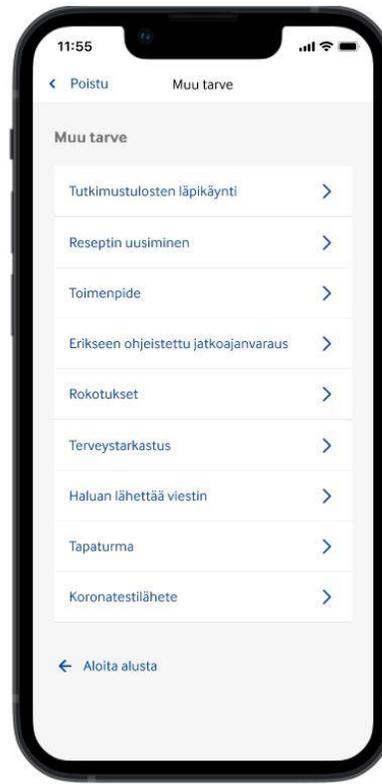
Further treatment path, e.g. appointment with a referral



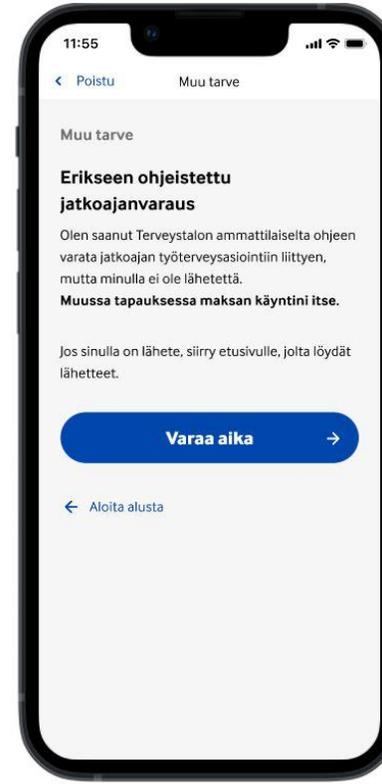
Open the app and enter the code you created. Go to the "Remote service" or "Booking" page and start as an occupational healthcare customer



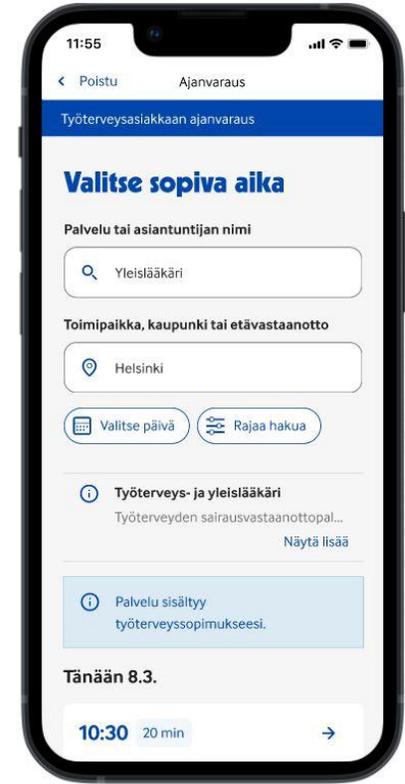
Choose "Other matters"



You can choose from a list of other topics through which you can move forward



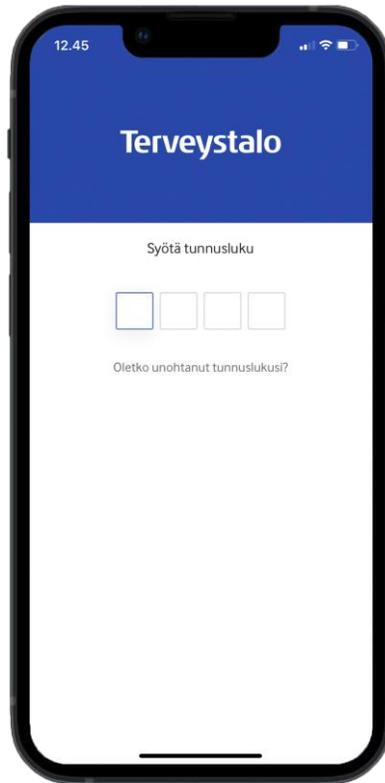
Based on the information you provided, you can book an appointment if necessary



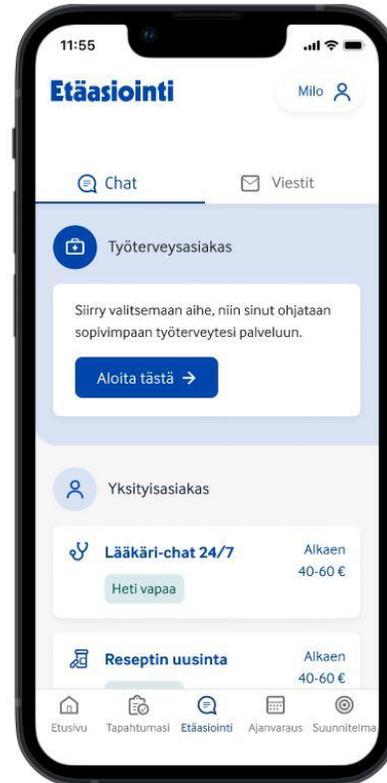
The options available to you are included in your occupational healthcare agreement



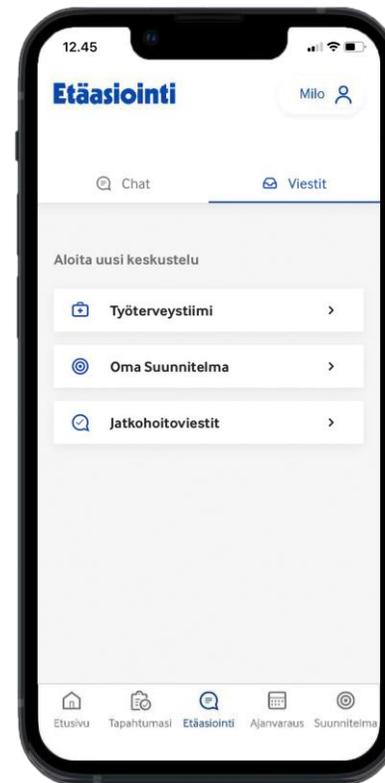
How to send a message to occupational healthcare in non-urgent matters



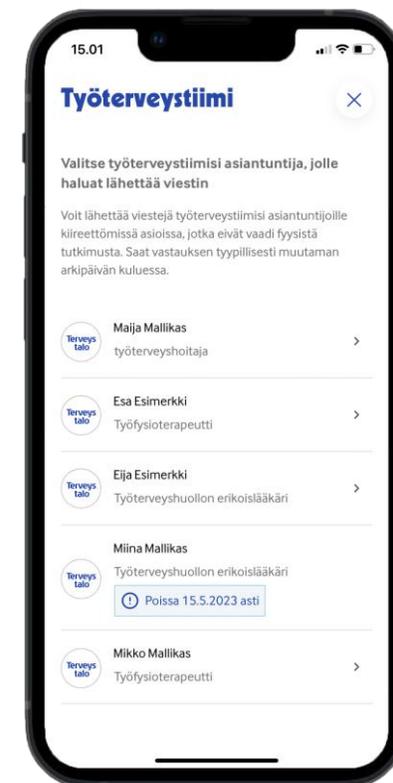
Open the app and enter the code you created



Go to the "Remote service" page



Choose "Messages" from the top right corner and select the topic you want to send a message about



Choose a specialist of your occupational health team to send a message to. You will receive a reply within 2–3 business days.

Terveystalo

TÄRKEIN ENSIN

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