

# Services in Jyväskylä Health Centres



# JYVÄSKYLÄ HEALTH CENTRES - LOCATIONS



**8** Primary Health Care Centres in  
the area of Jyväskylä

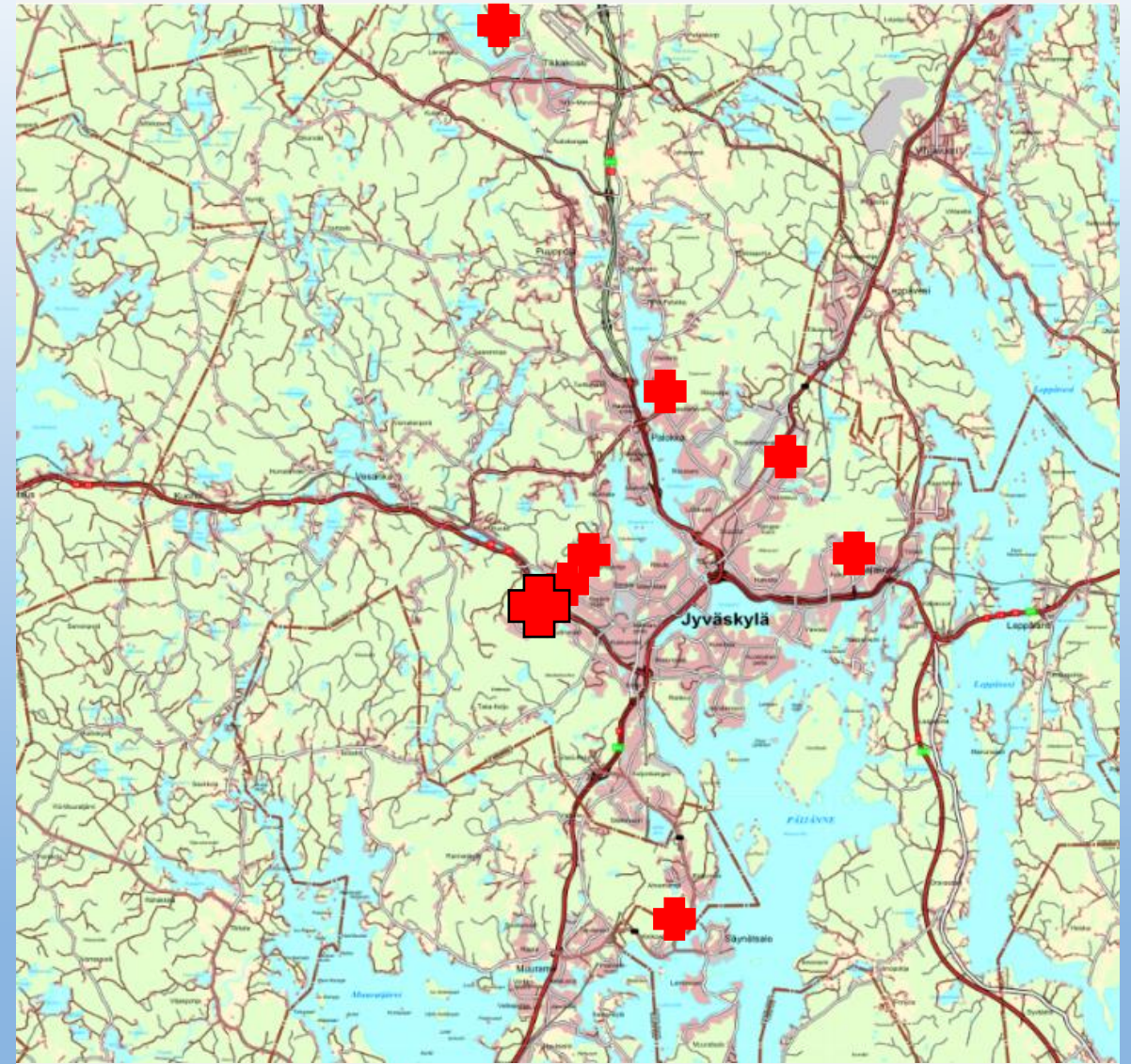
(Huhtasuo, Korpilahti, Kyllö, Nova, Palokka, Sampoharju,  
Säynätsalo & Tikkakoski)

Urgent and Non-Urgent Care  
Mon-Fri 8 am – 4 pm/8:00-16:00



**1** Hospital: Nova

Emergency Health Care and Specialised Health Care





# Find your health centre

- You can find your designated health centre on the following web page:  
<https://www3.jkl.fi/sotepa/terveys/omalaakarihaku>
- Write down your home address (street name and number) on the white field, then press “Hae”

## Terveysasemahaku

Terveysasemahaku toimii Jyväskylän kaupungin alueella. Jyväskyläläinen voi hakea oman terveysasemansa tiedot kirjoittamalla hakukenttään oman **katuosoitteensa** (siis VAIN tiennimi ja talon numero, ei postinumeroa eikä postitoimipaikkaa).

Terveysasemahaku  
Hae osoitteellasi :

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Taitoniekantie, 10  
Tiedot osoitteelle Taitoniekantie 10:

**Kyllön terveysasema**, osoite: Keskussairaalanatie 20 [ [kartalla](#) ]



# Kyllö and Nova health centre

- Many of the student apartments are located in the areas of Kyllö and Nova health centres
- **Kyllö health centre/Kyllön terveystasema**  
Address: Keskussairaalantie 20, 40620 Jyväskylä  
Phone number: +35814 266 2011
- **Nova health centre/Novan terveystasema**  
Address: Hoitajantie 3, 40620 Jyväskylä  
Phone number: +35814 266 0120

# The Opening Hours

The opening hours in health centres are

Mon-Thu 8 am – 4 pm/8.00-16.00 (Service Desk 8 am – 3 pm/8.00-15.00)  
Fri 9 am – 4 pm/9.00-16.00 (Service Desk 9 am – 3 pm/9.00-15.00)

Outside of these hours you can contact Medical Helpline in number 116 117.

**In case of an emergency, call 112.**



# Booking an appointment

**By phone (in Finnish and in English):** please wait on the line for the answer

- Leaving a callback message: in urgent matters press 1, in non-urgent matters press 2. End the call only when the automatic message ends. (Automatic message is spoken in Finnish and the callback service only works from Finnish phone operators' numbers.)

**By service desk (also in other languages):** please take a service number from the machine and wait for your turn

- We have interpreting services available in many languages

**Please cancel an appointment** you won't be able to come to, phone number is +35814 2660161 (a fee for a missed uncanceled doctor's appointment is €56.70)

# Assessment of treatment needs

- When you contact health centre, a registered nurse will assess your treatment needs based on your symptoms
- According to your symptoms you will be given an appointment time or contact details for the professional with best skills to help you (including nurses, doctors, physiotherapy services, mental health and substance abuse services, social workers and family planning clinic)





## What to bring with you

Your ID, passport, certificates etc.

Your contact details in Finland (phone number, address)

Information of your former diagnoses, medications and nutritional supplements you might use

You can also prepare by writing down your symptoms: what, where, for how long etc.



# Dental care

- There are several dental clinics around the city
- In urgent need (severe tooth ache, accidents) call +35814 266 0126

8 am – 4 pm / 8.00-16.00

- In non-urgent matters the number is the same, please call after noon
- Outside of opening hours, call 116 117





# Family planning clinic

- Family planning clinics provide services related to sexual health issues. The services include f.e. contraceptive advice, pregnancy planning and infertility treatments

Contact number +35814 266 2229/Mon-Fri 8.30 am – 10 am/8.30-10.00

Appointment visiting address (no service desk available)

Keskussairaalan tie 20 40620 Jyväskylä



# Medication and Medical Prescriptions

- Prescriptions in Finland are electronic, written by a doctor or in some cases by a nurse with special training
- Ask your doctor for a printed patient instruction sheet to buy your medicine with from the pharmacy
- Medication can only be bought in pharmacies (*apteekki* in Finnish)
- Some medicine is available without prescription, such as antihistamine, ibuprofen and paracetamol
- Pharmacy employees will gladly help you if you have any questions





# Customer fees

Fees for students from EU / ETA – country, Switzerland, Quebec Canada or Great Britain (same as citizens):

- Nurse's appointments in health centres are free of charge
- Doctor's appointment fee €23.00/visit
- Physiotherapy €12.80/visit
- No need for cash, an invoice will be mailed to your home address in a few weeks after the appointment

Your residence permit for studies requires you to have a private insurance that covers your medical and drug expenses

If you are coming from a country/area outside of those mentioned, you will have to pay the actual higher costs. In some cases private health care fees might cost less.

# Kiitos

**Thank you and have a nice day!**

[www.hyvaks.fi](http://www.hyvaks.fi)

#hyvaks #hyväarkikaikille