

# Primary Health Care Services in Jyväskylä

Wellbeing Services County of Central Finland



# JYVÄSKYLÄ HEALTH CENTRES - LOCATIONS



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

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

**Urgent and Non-Urgent Care**

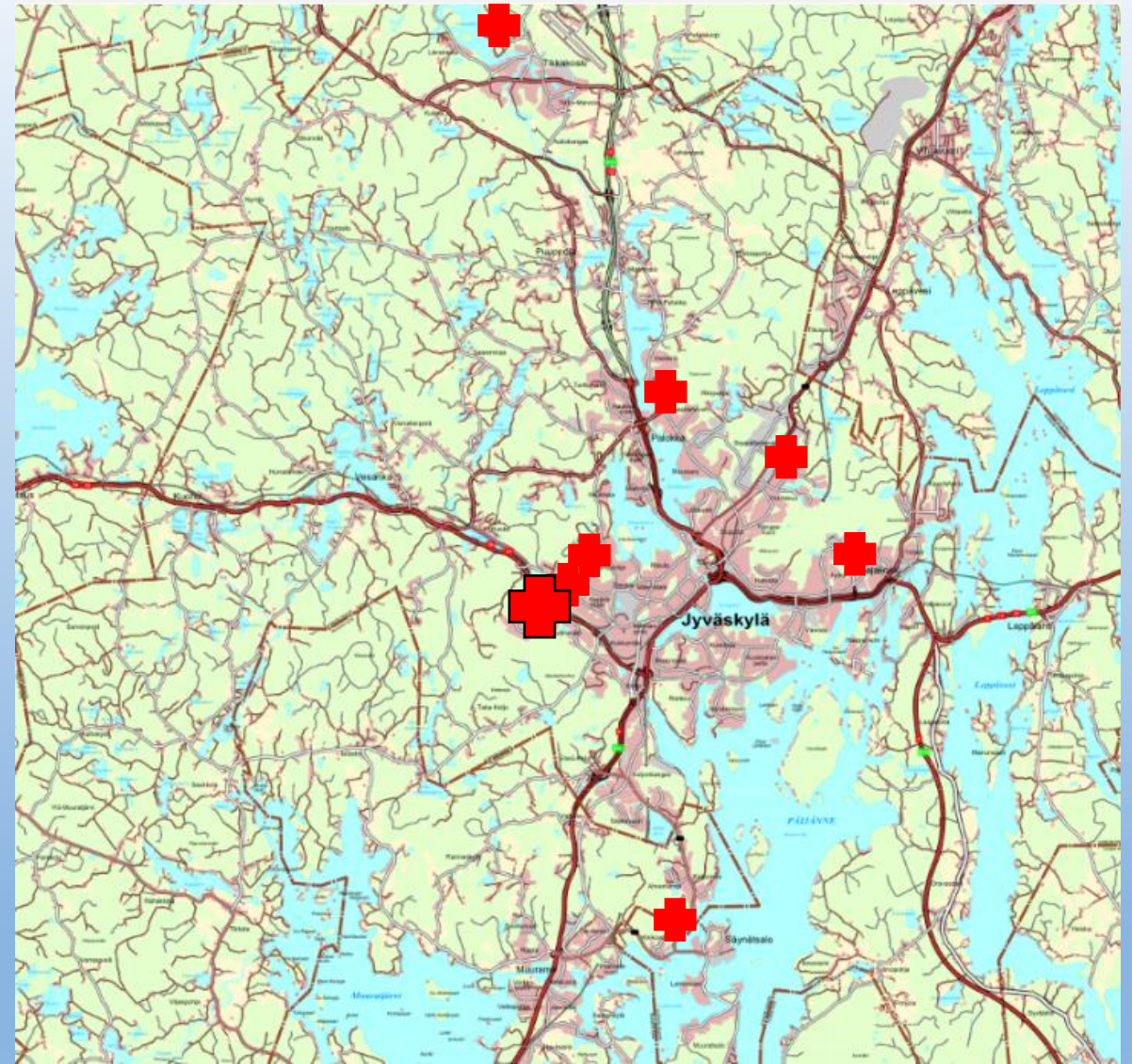
**Mon-Thu 8 am – 4 pm/8.00-16:00**

**Fri 9 am – 4 pm/9.00-16.00**



**1 Hospital: Nova (Hoitajantie 3)**

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: Keskussairaalantie 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 of health centres are

**Mon-Thu      8am – 4pm/8.00-16.00**

**Fri              9 am – 4 pm/9.00-16.00**

Outside of these hours you can contact Medical Helpline in number 116 117/visit hospital Nova emergency department.

**In case of an emergency, call 112/visit hospital Nova emergency department.**



# 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/first-aid (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

We are developing **digital services** with fast pace. Digital services are available in english in web page: [Wellbeing Services County of Central Finland | Keski-Suomen hyvinvointialue](#)

**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 €73.30)



# 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.,

EU-health insurance card/other  
health insurance card

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

Your contact details in Finland  
(phone number, address, email)  
and your address in your home  
country

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







# Laboratory examinations

- All the laboratory tests are taken in Fimlab
- Fimlab has several units in Jyväskylä area
- You need a referral from your healthcare center before you go to the test. You need to contact your health center to ask for the referral.
- A nurse or a doctor will always assess your need for different tests and make the referral based on that
- The referral for laboratory tests is valid for 2 months (60 days)
- You can book an appointment for the laboratory tests to Fimlab online or by calling. Most of the blood tests can also be taken in Fimlab without booking an appointment.
- You can get all sample containers from Fimlab. You do not need an appointment to collect and return containers for home sampling
- Fimlab is open from monday to friday from 7am to 3pm
- Fimlab's internet page in english: [Front page - Fimlab](#)
- Fimlab's customer service phonenumber: 010 808 515, open from monday to friday 7am to 4pm





# Vaccination

- You can get certain vaccines for free from your health center (check THL Finnish national vaccination programme which vaccines are free).
- You have to pay for vaccines that are not part of Finnish national vaccination programme. For those vaccines you need a prescription from the doctor. You can buy the vaccine from the pharmacy after you have a prescription for that.
- To get more information, contact your health center and if necessary, book an appointment for the nurse for vaccination
- If you have vaccination records from prior vaccines, bring it with you to your booked appointment.



# Dental care

- There are several dental clinics around the city, **service desk** available in

Kyllö Health Centre, second floor  
(Keskussairaalantie 20)

- In urgent need (severe tooth ache, accidents) and non-urgent needs, call

**+35814 266 0126**

Mon-Fri 8 am – 4 pm/8.00-16.00

- In urgent need for dental care outside of these opening hours, call Medical Helpline 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)  
Keskussairaalantie 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 €30,20/visit
- Physiotherapy €18,60/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

[www.hyvaks.fi/in-english](http://www.hyvaks.fi/in-english)

Thank you! Stay safe and healthy!

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

#hyvaks #hyvääarkikaikille