



## **Kanta-Hämeen hyvinvointialue - Oma Häme**

Kanta-Häme wellbeing services county organises health, social, rescue and emergency medical services for the residents of Kanta-Häme.

**Forssa**

**Information in English**



## HEALTH STATION

Contact your health station if you are concerned about your health, have a sudden symptom or need support treating a long-term illness. At the health station, you can be seen by a nurse, public health nurse, physiotherapist or doctor. Health stations can also refer you to a specialist if needed. Health stations also provide health care guidance. Health stations provide services for all residents of the region, regardless of age.

When you contact the health station, a nurse will assess your situation and refer you to the appropriate professional if needed. You can contact your health station either by phone or online in Finnish and English at [www.omaolo.fi](http://www.omaolo.fi).

- ! In life-threatening situations call the emergency response centre at 112.

If you do not speak Finnish and need interpretation to make an appointment, please follow the instructions below: Send a text message to the number below. Type the name of your language in the message. For example, if your native language is English, type ENGLANTI. We will call you back with an interpreter speaking your language.

Tel. +358 45 7397 9982



**Health station: Urheilukentänkatu 2, Forssa**

## EMERGENCY DEPARTMENT AT FORSSA HOSPITAL

Patients in need of immediate and urgent care are seen by Forssa Hospital emergency department at all hours.

The nurse will assess your need for treatment and make an appointment at the emergency department or provide you with more detailed care and follow-up instructions. If necessary, the nurse will provide you with instructions on how to seek medical attention from the emergency department at Kanta-Häme Central Hospital.

When arriving at the Forssa Hospital emergency department between 7:00 and 21:30, entry is through the hospital main entrance. Please register at the information desk. Between 21:30 and 7:00, entry is through the emergency department's entrance by ringing the doorbell.

**In an emergency, call 112.**

Phone number for the emergency department: +358 3 4191 3000 or 116 117



**Hospital: Urheilukentänkatu 9, Forssa**

## **EMERGENCY DEPARTMENT AT KANTA-HÄME CENTRAL HOSPITAL**

Kanta-Häme Central Hospital provides urgent and emergency care for patients in need of immediate and urgent care.

A sudden paralysis or acute severe chest pain/shortness of breath are examples of situations requiring immediate examination and treatment at the emergency department. Serious accidents, burns and fractures should also be examined without delay.

The emergency department is open 24 hours a day. Patients are seen in order of medical urgency. If the situation does not require urgent treatment, the patient is sent home or referred to occupational health care, health centre or private physician. The emergency department does not renew prescriptions or write medical certificates for sick leave.

**Before seeking medical attention from the emergency department, call the national toll-free medical helpline at 116 117 (also available in English).** If the line is busy, you can choose the call-back option, and we will call you back as soon as possible.



**In an emergency, always call the emergency number 112.**



**Kanta-Häme Central Hospital: Ahvenistontie 20, Hämeenlinna**



## ORAL HEALTH CARE

All residents of the municipalities in the region are entitled to oral health care. The services include check-ups and examinations, preventive procedures and personal guidance as well as the treatment of dental and oral diseases.

The need for treatment and its urgency are assessed when making an appointment. If you have severe pain, we attempt to make an appointment for the same day.

Oral health care for adults is subject to a fee. The amount depends on the treatment performed. Oral health care is free for people under 18 years of age. They are also invited to dental examinations by age group.

If you need interpretation services to make an appointment:

Send a text message to the number below. Type the name of your language in the message. For example, if your native language is English, type ENGLANTI. If you have toothache, also type the word SÄRKY (ache) in the message. The dental clinic will call you back on weekdays between 8 and 15 with an interpreter speaking your native language.

**Tel. +358 45 739 658 20**



**Urheilukentänkatu 2, Forssa**

## EMERGENCY DENTAL CARE

On weekdays, emergency dental care is provided by the dental clinics of your own health centre.

On weekday evenings (from 15 to 21), emergency dental care is arranged in the facilities of Kanta-Häme Central Hospital. Make an appointment by phone.

On weekends and mid-week holidays (from 8 to 21), emergency dental care is arranged in the facilities of Kanta-Häme Central Hospital. Make an appointment with the weekend emergency clinic by phone between 8 and 9.

Phone number for making an appointment with the emergency dental clinic at Kanta-Häme Central Hospital: +358 40 620 5664



**Kanta-Häme Central Hospital: Ahvenistontie 20, Hämeenlinna**



## **MATERNITY AND CHILD HEALTH SERVICES**

Maternity and child health services include services of the maternity and child health clinics and sexual health services. The purpose of the maternity and child health services is to promote the health and well-being of the population and to prevent diseases. This also includes the prevention of accidents and infectious diseases, including the implementation of the national immunization programme.

Maternity and child health services are based on statutory health examinations carried out by the clinics' public health nurses and doctors. In addition to the statutory examinations, additional visits can be arranged to look into matters requiring more detailed examination, to assess the need for specialised and multi-professional support, and to monitor the child's health, well-being, growth and development or the situation of the parents and family. Clients can also be referred to other social welfare and health care services.

The entire family is welcome to the maternity and child health service appointments. All maternity and child health services are free of charge.

### **Pregnancy**

The purpose of the maternity and child health services is to promote the health and well-being of the pregnant woman, the foetus and the new-born child, and the entire expecting family. The goal is to support the family's internal relationships, resources, and growth into parenthood.

### **Babies and children under school age**

The purpose of the maternity and child health services is to monitor and promote the healthy growth and development of children under school age and their families, provide support for parenting and relationships, and promote a healthy growth and development environment and lifestyle. Maternity and child health services do not provide treatment for acute or chronic illnesses, as these are treated in outpatient or specialised health care arranged by primary health care services.

### **Sexual health**

Sexual health services are comprehensive family planning and sexual counselling services. The services include individual counselling on contraceptives as well as assistance in finding the suitable contraceptive method.

If you are using maternity and child health services for the first time and need help making an appointment, please contact multilingual service counselling at +358 40 646 3733.

Please visit the maternity and child health clinic only when you are feeling healthy!



**Maternity and child health clinic (neuvola): Kujalankatu 3, Forssa**



## **CLIENT ASSISTANCE FOR OLDER PEOPLE**

Client assistance assists older people who need advice or support in their daily lives. Together with the client and possibly their family members or other loved ones, client assistance assesses and discusses the kind of help the client needs in their daily life and the kind of services and options the Finnish society has to offer. These include, for example, home care and other services supporting living at home or 24/7 care services for older persons.

Discussions, calls, and assessments are carried out confidentially and respecting the privacy of the older person. Client assistance is free of charge.

**Client assistance phone number +358 3 4191 6148**

If you need interpretation for client assistance:

Send a text message to +358 3 4191 6148. Type the name of your language in the message. For example, if your native language is English, type ENGLANTI. Client assistance will call you back with an interpreter speaking your native language.



## **SOCIAL SERVICES**

The wellbeing services county organises various statutory social services to promote the well-being of children and young people, families with children, working-age people, and older persons. Social services support residents of the region in different stages and situations in life, such as in questions related to the birth and growth of children, schooling, parenthood after divorce, income, immigration, and services for persons with disabilities.

Contact details for the services provided in different municipalities can be found on the website of the Kanta-Häme wellbeing services county at

**[www.omahame.fi/palvelumme](http://www.omahame.fi/palvelumme)**

If you need help finding the right social service, please contact multilingual service counselling.



## **MULTILINGUAL SERVICE COUNSELLING**

Multilingual service counselling answers questions related to the services provided by the wellbeing services county on Mondays, Wednesdays and Fridays from 9 to 12. Multilingual service counselling can assist you in finding the right service or making an appointment. Service counselling is provided in Finnish, English and Russian. Telephone interpretation is provided for customers speaking other languages. Service counselling does not assess the need for treatment or services.

Phone number for service counselling: **+358 40 646 3733**

Calls are answered on Mondays, Wednesdays and Fridays from 9 to 12. The number is unavailable during mid-week holidays.

Please note, that there might be some changes in this information. Check the updated information on our website [www.omahame.fi](http://www.omahame.fi). (Please use the code below)

