



# The wellbeing services county of Central Finland is taking the responsibility for organising social, health and rescue services

As of 1<sup>st</sup> of January 2023, the wellbeing services county of Central Finland shall be responsible for organising social, health and rescue services concerning about 273 000 persons from Central Finland. Previously, these services have been organised by the municipalities along with the joint municipal authorities. The health and social services reform (reform of the organisation of health, social and rescue services) is one of the most significant administrative reforms in Finnish history.

## Services work and are available as before

At the turn of the year, you shall be provided with medical attention by familiar professionals in the same and well-known units with the telephone numbers also remaining the same. You shall continue visiting the same health centre unit or health centre, social services unit, dental clinic, maternity and child health clinic and family centre for medical attention and help or participating the day activities for older people, just like before. Also home care services, services for persons with disabilities and other services shall continue as the same. As of 1<sup>st</sup> of January 2023, information on services, contact details and offices/units shall be available on the website of the wellbeing services county of Central Finland, [www.hyvaks.fi](http://www.hyvaks.fi). From the beginning of the year 2023, this information can also be found on the website of your own municipality or of your joint municipal authority for health care and social welfare services with a link to the website of the wellbeing services county.

## During 2023, we shall start to reform services. Our aim is that

- our services are human-based.
- equality, availability and accessibility of services shall be improved.
- disparities in wellbeing and health related to persons from Central Finland shall be reduced.
- services shall be improved, they shall be active, effective and cost-effective.
- experience(s) of the persons from Central Finland in their own wellbeing, health and safety shall be strengthened



## **We are available both in non-urgent and urgent cases**

### **Non-urgent treatment – contact your own health centre unit**

Health centre units provide you with services within primary health care. If you need an assessment of the need for your treatment, an appointment time for the nurse's or doctor's office or some other non-urgent service within health care, contact your own health centre unit.

### **Urgent treatment**

Urgent treatment needed provided by the emergency appointment services of the health care units and dental clinics are available on weekdays, during opening hours of the health centre units. Always call first the service number of the health centre unit, dental clinic or emergency services in order to get an assessment of the need for treatment along with the instructions appropriate to the situation.

### **Emergency services**

There shall be no changes to the current emergency services' opening hours at the turn of the year. Emergency services are available in some health centre units in the evenings and at weekends. The emergency services of Jämsä are available 24 hours a day. Call the service number of the health centre unit or emergency services before seeking medical attention from the emergency services. Outside the emergency services' on-call times of your health centre unit or if you need any dental emergency services outside the opening hours of the dental clinic, call the Medical Helpline, telephone number 116 117.

### **The joint emergency services of the Hospital Nova – always call first the number 116 117**

The joint emergency services of the Hospital Nova (Hoitajantie 3, Jyväskylä) treats only those patients, who, due to illness or accident must be treated immediately on the same day and whose treatment cannot be postponed until the next day. Always call first the Medical Helpline, telephone number 116 117 (free of charge) before seeking medical attention from the joint emergency services in order to have an assessment of the need for treatment concerning your situation.

### **Social and crisis emergency services**

Contact the social and crisis emergency services, telephone number +358 14 266 0149, for example when the situation requires an urgent assessment by social work or some immediate measures. These can, for example, include concern about a child, family



situation, aged person's or disabled person's managing and coping at home or acute violence or threat of it in the family. Social and crisis emergency services provide acute help and support also in traumatic crisis situations.

In life-threatening situations, call the emergency telephone number 112.

### **The responsibility of the wellbeing services county for organising services include, among other things:**

- Services provided by the health centre units and health centres
- Social services
- Services for children, young persons and families
- Student welfare services
- Mental health and substance abuse services
- Services provided by dental clinics
- Services for older people
- Services for persons with disabilities
- Services within special medical care, services provided by the Hospital Nova
- Rescue services and prehospital care, services provided by the rescue department of the Central Finland

### **First-rate services for all ages**

Our task is to organise social, health and rescue services for every person from Central Finland, equal in quality and equally. Supply of services shall unify and become equal. Grounds for granting home care services and housing services for older people, informal care support, family care, mental health and substance abuse services, home care services for families with children and services for persons with disabilities shall be unified during the year 2023. Service decisions for the new clients shall be made as of 1<sup>st</sup> of January 2023 in accordance with the grounds for granting services within the wellbeing services county of Central Finland. Services, service decisions and client and treatment relationships of the current clients and patients shall be transferred and shall continue within the wellbeing services county according to plans. All those clients, whose services change, shall be contacted.

The payment policy and payment dates concerning the care fees within informal care and family care shall be unified, the payment date for informal care shall be the last day of the month and for family care the 15<sup>th</sup> day of the month. Also compensations concerning family care along with fees related to personal assistance shall be based on the granted decisions in the year of 2023.



The wellbeing services county shall have uniform client charges.

The focus of the health care and social welfare in the wellbeing services county of Central Finland is on timely and active primary health services in order to be able to intervene in the client's case and situation at an early stage. We want clients to have access to treatment and services as easily and quickly as possible.

### **The largest employer in Central Finland**

The wellbeing services county of Central Finland is the largest employer in Central Finland, the number of professionals is about 11 500. We provide opportunities for professional development and diverse career paths and career planning. Attraction in the work units within our wellbeing services county include openness, servant leadership, professional development and providing flexibility in working life in order to balance family life and work.

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

Telephone switchboard +358 14 269 1811, on weekdays at 7am–6pm, as of 1<sup>st</sup> of January 2023

Postal address of the registry Hoitajantie 1, 40620 Jyväskylä