

When I need urgent care - what do I do?

Operation of health centre emergency admissions from 2 December 2024

From 2 December 2024, patients in need of urgent care in the Wellbeing Services County of Central Finland will be treated on weekday evenings and weekends from 8am to 10pm at the following locations:

- **Äänekoski Health Centre** (Terveyskatu 8 Äänekoski)
- **Joint emergency clinic of Hospital Nova** (Hoitajantie 3, Jyväskylä)

Jämsä emergency clinic (Sairaalantie 11, Jämsä) will continue to operate 24 hours a day, as before.

As a result of the reform, the evening and weekend emergency admissions will cease in **Viitasaari, Pihtiputaa, Saarijärvi, Laukaa, Keuruu and Muurame**.

Daytime emergency admission

Daytime emergency admissions will continue at health centres on weekdays from 8am to 4pm, as before.

Around-the-clock (24/7) emergency care

Joint emergency clinic of Hospital Nova (Hoitajantie 3, Jyväskylä) and **Jämsä emergency clinic** (Sairaalantie 11, Jämsä) provide 24-hour services to patients who must be treated immediately on the same day due to an illness or accident and the treatment cannot be postponed until the next day.

Medical Helpline 116 117 is open 24 hours a day

When your own health centre is closed and you are considering going to the joint emergency clinic of Hospital Nova or the Jämsä emergency clinic, call the free-of-charge **Medical Helpline on 116 117**. The Medical Helpline is available 24 hours a day. On the Medical Helpline, a health care professional will issue instructions for treatment, assess the need for treatment and, if necessary, direct you to the right place for treatment.

In an emergency, always call the Emergency Response Centre on 112

Nurse chat service is there to help also on weekdays and weekends

The free-of-charge **nurse chat service** of the Wellbeing Services County of Central Finland also helps in urgent cases on weekdays from 8am to 8pm and on weekends and public holidays from 10am to 4pm. You can start a conversation through the chat window on the [hyvaks.fi](https://www.hyvaks.fi) website.