



SERVICES

Heltti's occupational healthcare and wellbeing services

This appendix defines the occupational healthcare and wellbeing services that Heltti provides to the customer in accordance with the selected service package (Beginner, Caretaker, Forerunner).

A. Services included in the fixed monthly fee

1. HELTTI COMMUNITY

Community services and benefits for all Heltti members provide a low-threshold support and increase awareness of current topics and phenomena. Heltti's digital channels ensure easy access to services and occupational health professionals. Heltti community services are included in all service packages.

Service	Description	Beginner	Caretaker	Forerunner
General wellbeing campaigns and events	Heltti's wellbeing campaigns, webinars and events that are open to all Heltti members.	x	x	x
Community platforms	Mental health and wellbeing discussion forums and communities, such as withHeltti.	x	x	x
Self-help knowledge base	Heltti's digital library including materials for e.g. Stress management, self-management and the prevention of musculoskeletal disorders.	x	x	x
Membership benefits	Membership benefits from Heltti and partners.	x	x	x
Extranet service for customer HR	Extranet service including employee data management, document sharing and collaboration between customer HR and Heltti's occupational health professionals.	x	x	x



MyHeltti service for employees	Digital service for Heltti members includes e.g. Management of personal data, appointment bookings, secure communication channels between the employee and Heltti's occupational health professionals.	x	x	x
Occupational health -contact channel	Employees are able to reach their own designated occupational nurse in matters related to their work ability.	x	x	x

2. OCCUPATIONAL HEALTHCARE INCLUDED IN THE FIXED FEE

Statutory occupational healthcare services aim to prevent work-related illnesses and accidents, promote the health and safety of the work environment and work itself, support the employee's work ability, and foster wellbeing of the work community via collaboration between Heltti and the customer.

The work ability process begins in situations where the employee has been diagnosed with a long-lasting illness that reduces their ability to work, or a clear risk of it, and rehabilitation and/or work-related actions are needed.

Service	Description	Beginner	Caretake	Forerunner
Occupational healthcare action plan	An action plan for occupational health care services made in co-operation with the customer, which describes the needs and measures arising from the working conditions and the goals set for the co-operation of the parties. The action plan is updated annually.	x	x	x
Basic workplace survey	The customer is responsible that the workplace survey is done and up to date. The workplace survey assesses the impact of physical and psychosocial risks as well as positive resource factors arising from the work and work environment on employees' health and work ability. A workplace survey included in the fixed monthly price is conducted at the start of the contract and every five years thereafter at one of the customer's office locations.	x	x	x
Ergonomic assessment	Work environment ergonomics	x	x	x



	consultation when needed, maximum once a year at one office location indicated by the customer.			
Sick leave monitoring	Statutory monitoring of sick leaves.	x	x	x
Kela reporting and delivery of pre-filled compensation application	Providing annual cost report and pre-filled compensation application for customer to apply compensations from Kela.	x	x	x
Coordination of work ability process	Coordination and management of work ability cases.	x	x	x
Work ability assessment	A multi-professional report based on the written request of the employer, when the ability to work has decreased due to health reasons.	x	x	x
Occupational health negotiation	An appointment attended by an employee, their supervisor, and an occupational health professional to support the employee's continuation at work or return to work.	x	x	x
Appointments with occupational healthcare professionals and experts as part of preventive activities	Appointments with an occupational physician, nurse, physiotherapist, psychologist and nutritionist as part of preventive activities supporting employee's work ability (Kela compensation class I). In addition, diagnostic services as defined in section 3 prescribed by occupational health professionals.	x	x	x
Certificates and expert statements	Expert statements and certificates made by the occupational physician (for the customer, Kela and insurance companies) for proving employees' incapacity for work and rehabilitating purposes.	x	x	x
Return-to-work -support after long sick leave	Planning and coordinating measures to support the return-to-work including the necessary medical reports.	x	x	x

3. MEDICAL CARE SERVICES INCLUDED IN THE FIXED FEE



The occupational health-focused medical services and service limitations provided by Heltti are described in this section. Medical services are provided by Heltti or Heltti's partners.

Service	Description	Beginner	Careta ker	Foreru nner
Remote health consultation, triage, guidance and telehealth	Customer's employee can contact Heltti's healthcare professionals for questions related to their own health and wellbeing via HelttiChat and HelttiLinja. Nurses comprehensively evaluate the situation, advise and suggest an optimal treatment plan. When needed, the nurse will consult a physician or other occupational health professionals and specialists. On the basis of the treatment plan, an employee can be referred to examinations and on-site or remote appointments with a suitable healthcare professional.		x	x
Occupational physician and general practitioner appointments	On-site and remote appointments with occupational physicians and general practitioners.		x	x
Nurse appointments	On-site and remote appointments with nurses and occupational nurses.		x	x
Minor procedures conducted by a nurse	Minor procedures performed by a nurse or occupational nurse, e.g. Stitch removal.		x	x
Laboratory examinations	Laboratory examinations as defined in Heltti's valid price list based on a medical need evaluated by healthcare professionals.		x	x
Imaging examinations	Imaging examinations as defined in Heltti's valid price list based on a medical need evaluated by healthcare professionals.		x	x

Clinical physiology examinations and other diagnostics services	Clinical physiology examinations and other diagnostics as defined in Heltti's valid price list based on a medical need evaluated by healthcare professionals.		x	x
Statement written for medical expense subsidies	B-certificate for medical expense subsidies.		x	x



In case the customer has a valid medical expense insurance, services eligible for compensation covered by the insurance will primarily be directed via the insurance provider.

The parties have agreed that this agreement does not include (without a separate confirmation of the customer's representative) medical consultation, diagnostics or appointments for the following:

- Pregnancy (unless it is related to the assessment of work ability or exposures at work known to be harmful to pregnancy)
- Birth control (for females or males)
- Occupational accidents (treatment through statutory accident insurance)
- Hormone replacement therapy (for females or males)
- Diagnostics without medical need, illness or symptoms (e.g. Laboratory tests without illness or symptoms.)

To the extent that the customer's representative has confirmed the above-described services to be provided to the customer's employee, they will be invoiced in accordance with Heltti's valid price list.

4. HEALTH PROMOTING SERVICES



Heltti's preventive, work ability management and mind care services improve and cultivate the productivity and performance of individuals and work communities through active cooperation between Heltti and the customer.

Service	Description	Beginner	Caretaker	Forerunner
Stress test	Annual stress test (Exhaustion disorder scale KEDS) for employees.		x	x
Coaching for coping management (General groups)	Group coaching on coping management for managers/supervisors held by an occupational health psychologist, which ensures the basic competence of managers/supervisors and their role as a manager of coping. The fixed monthly fee includes one general group coaching per year.			x
Annual health survey	One annual electronic survey for all customer employees. The areas of the survey (e.g. Basic health questions, capacity and workload enquiry, fatigue symptoms) are agreed with the customer. Individual wellbeing paths will be defined for employees based on the survey results. Additional surveys will be carried out on customer's request according to Heltti's price list in force at the time.			x
Health examinations and laboratory tests	Targeted health examinations based on the needs identified in a health survey, including an appointment with an occupational nurse and potential laboratory tests assessed by health professionals.			x
Capacity coaching programme	Employee's coaching needs are defined based on the health survey results, health examinations or use of services or other indicators. A coaching program can be individual (max. 4 meetings per year), digital coaching or group coaching program. Coaching programmes are carried out by occupational health professionals.			x

B. Services invoiced based on usage



1. STATUTORY OCCUPATIONAL HEALTH CARE SERVICES AND OTHER SERVICES PROVIDED IF NEEDED AND INVOICED BY USAGE

The services described in this section are provided if needed and invoiced based on actual usage according to the price list in force at the time.

Service	Description
Occupational physician's work in workplace survey	Participation of occupational physician to workplace survey or its documentation if so required due to exposures and risks from work.
Targeted workplace survey	A targeted workplace survey is carried out according to an identified need in the work community or a part of it (based on a basic workplace survey, an identified special need or other problem or health risk). The subject of the targeted survey may be, for example, the work processes and the mental, physical or social risk factors of the work or workplace.
Examinations related to targeted workplace survey and specific risk factors	Workplace examinations related to targeted workplace surveys or exposure to specific risk factors at work and workplace.
Additional clarifications requested by Kela	Working time used by Heltti for any additional clarifications requested by kela that have not been caused by Heltti's operations.
Statutory health examinations	Statutory initial and periodic examinations and diagnostics required due to specific work exposures and risks. Need for these examinations is determined on the basis of a workplace survey.
Work-related vaccinations	Vaccinations that an employee needs due to work related exposures and reasons, e.g. Business trips.
Work ability coordinator services	The work ability coordinator looks for solutions with the employee, if necessary in cooperation with the occupational pension institution, social insurance institution or educational service providers, which will enable the employee to continue in working life despite his health limitations.



2. SERVICE EXTENSION SELECTED IN SERVICE AGREEMENT

The customer's employees have the right to use the service extensions described below, **if the customer has selected them as part of the service package in the agreement.** The services described in this section are invoiced based on actual usage according to the price list of Heltti or Heltti's partner in force at the time.

Service	Description
Short therapy	Short therapy appointments with a referral from a physician or psychologist max. 5-10 times / year / employee.
Vaccinations	Vaccines included in the national vaccination program and seasonal influenza vaccination.
Minor general practitioner level surgical operations	Minor general practitioner level operations e.g. Stitching, lump or protuberance removal with local anesthesia (includes anatomic pathology diagnostic).
Specialist consultations	Specialist consultations, including the examinations, max. 3 appointments / year / employee.
Physiotherapy	Physiotherapy treatment period, max. 5 appointments / year / employee with referral from a physician.

3. OTHER SERVICES

In addition to the above mentioned services, the customer and Heltti may agree on the provision of other services. Unless otherwise agreed, such services are in accordance with Heltti's service descriptions and priced in accordance with Heltti's price list in force at the time.