



Important information for initiating collaboration
for the company's employees and management

What to expect from occupational healthcare collaboration with Heltti

A thick, horizontal orange brushstroke is located at the bottom of the text area, extending across the width of the main title.

Our operations are based on the requirements set by the law, but it is much more than that!



What does Kela say?

"The purpose of occupational health care is to prevent work-related illnesses and accidents and promote employees' work ability and functional capacity, as well as the functioning of the work community."

What exactly is occupational health care?

"Occupational health care is available to all employees, regardless of the nature and duration of their employment. Occupational health care is provided and funded by the employer. Occupational health care promotes a healthy work environment and safe working conditions. The goal of occupational health care is to support employees' work ability throughout their careers."

Let's complement together

All of Heltti's service offerings also include services that benefit other knowledge workers. Additionally, it is possible to add services such as medical care, services that promote work ability and health, as well as mental health services to support well-being.

What happens when your workplace becomes a customer of Heltti?



Before the collaboration starts

Contract

- The scope of occupational health services and the start date are always agreed upon in writing.

Services beginning

Company information to the HelttiView portal

- Employee information
- Insurance information
- Billing information

Services ongoing

Informing employees

- Internal communication about changing the occupational health service provider
- Heltti will send registration invitations to MyHeltti portal on the start day.

Legal measures

- Workplace assessment
- Action plan
- Transfer of potential work ability cases

Ongoing collaboration

Partnership

- Collaboration meetings
- Active communication from both parties
- Kela reimbursement applications

Checklist of your company's responsibilities

To ensure smooth collaboration and compliance with legal requirements, there are certain things that **you** need to take care of. We have compiled an information package for you on the following pages.

- | | |
|---|--|
| <input type="checkbox"/> Adding and updating employee information in the HelttiView portal | <input type="checkbox"/> Creating a model for early support and a substance abuse treatment model |
| <input type="checkbox"/> Adding and updating billing and insurance information in the HelttiView portal | <input type="checkbox"/> Reporting sick leaves to the occupational health nurse |
| <input type="checkbox"/> Updating company information | <input type="checkbox"/> Submitting the pre-filled Kela reimbursement application provided by Heltti to Kela |
| <input type="checkbox"/> Scheduling and conducting workplace assessment | <input type="checkbox"/> Ensuring occupational safety and first aid readiness. |
| <input type="checkbox"/> Completing the pre-assessment form for workplace assessments and annual meetings | |



Employee information and its maintenance



Employee information is maintained in the HelttiView portal. It is important that employee information is up to date so that we can invoice you correctly and your employees receive the entitled services.

1

Employee information

The maintenance of employee information is the responsibility of the employer. The designated contact person(s) will receive credentials to access the HelttiView portal, where the management of employee information takes place.

It is important that employee information is up to date in HelttiView and that the agreement between your company and Heltti is signed for the initiation of occupational health services.

!

Updating employee information

You can add **new employees** to the HelttiView portal as soon as you know their employment start date. Similarly, you can set an end date in advance when the employment comes to an end.

When you add a new employee to the HelttiView portal, they will automatically receive an invitation to register for the MyHeltti service designed for employees.

Your company information



Your company information is maintained in the HelttiView portal. It is important to keep your company information up to date to ensure accurate invoicing and to ensure that your employees receive the entitled services.

2

Billing and insurance information

You can add your company's **billing and insurance information yourself in the HelttiView portal.**

- Statutory occupational accident insurance and pension insurance
- Possible voluntary insurances
- This way, we can immediately see in HelttiLinja which insurances we can utilize.

3

Updating information

Please notify the designated occupational health nurse of **any changes related to your company's operations** as soon as possible, such as:

- Changes in locations and new branches
- Changes related to insurances
- Changes in contact persons

It is your company's responsibility to ensure that the following are completed and documented in writing:



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Workplace assessment

A workplace assessment is conducted through a physical meeting, and the goal is to conduct it within 3 months after the start of the services and whenever there are changes in the company's premises.

How to prepare for a workplace assessment?

*When the services start, you will receive a **pre-information form** requesting more detailed information about your company. This information will be used as background information for the workplace assessment.*

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Action plan

Based on the workplace assessment, an **action plan** is created, which is updated annually during the annual meeting.

For more information on the content and significance of the workplace assessment and action plan, please refer to the provided [link](#).

What happens if a workplace assessment or action plan is not conducted?

Is it necessary, if I don't have time? Yes!

A white silhouette of a person's head in profile, facing right, positioned on the left side of the slide. Three orange speech bubbles are connected to the right side of the head.

You will not receive reimbursements for the costs of occupational health services from Kela

The Regional State Administrative Agency (Avi) monitors the implementation of occupational health services and conducts inspections in companies, during which these forms need to be presented.

According to Finnish law, employees have the right for the employer to have taken care of matters related to work safety.

Remember the benefit for your company!

The workplace assessment is conducted to identify areas that require attention and to determine what is functioning well within the company. The workplace assessment serves as a source of information to support work ability management.

In addition, there are other obligations mandated by the law that the company is responsible for.



The occupational health nurse assists in initiating the development of models if needed. Heltti also provides training as an additional service.

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The Early Intervention Model, also known as the VARTU model

The company's **shared operational model**, which aims to establish a "marching order" of who takes the lead and how to promptly address the situation if work ability is at risk.

Especially designed as a tool for supervisors and employees in situations where concerns about an employee's work ability have arisen.

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The substance abuse treatment model

The **preventive substance abuse treatment model** may be included in the early intervention model.

It helps to prevent and manage substance abuse issues in the workplace, reduce the costs associated with substance-related risk behaviors, and minimize health hazards for individuals.

You are also legally responsible as an employer for the following matters...



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Monitoring sick leaves

The employer is responsible for monitoring employees' sick leaves and reporting it to occupational health care.

In collaboration with occupational health care, common practices related to sick leave are agreed upon, to which both the employer and occupational health care commit.

Did you know that...

It is the employer's responsibility to report an employee's sick leave to occupational health care if it exceeds a total of **30 days**.

→ It is the employer's responsibility to determine if any specific arrangements are needed in the workplace to facilitate the employee's return to work or continuation of work after the sick leave has ended.



As a company grows in size, there are additional obligations that come into play

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Occupational health and safety

The employer is responsible for all workplace occupational health and safety activities.

It is the employer's duty to continuously monitor the work environment and identify hazards and risks specific to the company.

If the employer lacks sufficient expertise, external experts should be consulted.

Did you know that...

- **The occupational safety representative** is selected when the company regularly employs at least **10 employees**.
- **The occupational safety committee** is established when the company regularly employs at least **20 employees**.

The occupational health service participates in the meetings of the occupational safety committee when invited.





Utilize ergonomic consulting

Included in your agreement is an ergonomic assessment. Ergonomic consulting can be conducted separately or combined, for example, with a workplace assessment visit. A work physiotherapist can participate in conducting the workplace assessment, ensuring that ergonomic issues are addressed during the same visit.

As remote work is increasingly prevalent, a work physiotherapist can also provide assistance and tips for good ergonomics in home offices and remote work settings!

We also offer lectures on topics such as ergonomics, recovery, and everyday physical activity. The content and pricing for these sessions are always agreed upon separately. Please contact myynti@heltti.fi or inquire directly from your designated occupational health nurse for more information!

Billing for missed appointments



While most appointments are included in the fixed monthly fee, it is important to consider a few practices to ensure that there are as few missed appointments as possible and that our resources are sufficient for those who need them.

Appointments and their cancellation

Heltti has the right to charge for a reserved appointment if it is not cancelled at least 24 hours before the scheduled time.

Heltti will charge the employer for uncancelled appointments.

Other meetings, visits, and coaching sessions

Cancellation free of charge at least seven (7) business days in advance, otherwise charged according to the reserved time.

These are also good to know and take into account:

- **In case of sudden illness**, the appointment or meeting can also be rescheduled with a shorter notice period, and there will be no charge for the rescheduled appointment or meeting.
- **Remember to inform your staff about the cancellation policy for appointments as well!**

The employer also has the right to charge the employee for missed appointments if this has been agreed upon in your organization.





Where to contact regarding corporate cooperation?



Your own occupational health nurse

You can reach your own occupational health nurse securely through MyHeltti. For urgent matters, you can contact HelttiLine or HelttiChat.

If you are in contact via email and your message contains employees' personal information, please use secure email and send it to:

turvaposti.heltti.fi

General feedback and inquiries

To provide us with general feedback, suggest changes, and ask questions, please utilize Heltti's customer support channel. You can inquire about the following topics, for example:

- Contract matters
- Billing inquiries
- General feedback
- Questions regarding membership and customer information
- General support for Heltti's services
- Requesting contact

Customer support

Feedback about the quality of treatment

You can provide feedback to us regarding medical treatment, our healthcare service processes, and our appointments through MyHeltti. The feedback will be processed by the individuals responsible for Heltti's healthcare processes and medical quality.

MyHeltti

Shared communication



Successful occupational health collaboration requires active communication from both sides!

Contacting your occupational health nurse

Your assigned occupational health nurse will be in contact with you via email shortly after the start of the agreement.

The purpose is to introduce themselves and arrange a date for the workplace survey.

If necessary, we can also discuss the communication of services to employees.

The action plan is updated during the annual meeting.

We meet annually at the annual meeting, where we discuss updates and exchange information. We also update the action plan between the company and the occupational health services as needed.

You will receive the pre-meeting **questionnaire for the annual meeting** well in advance. Please fill out the questionnaire carefully in advance so that we can focus on developing our collaboration during the meeting.

Customer communication

In our customer newsletters, we communicate about current matters related to our services, prices, contract contents, and general updates from Heltti. Please make sure to read these letters and inform us about the individuals from your company who should be included in our customer mailing list.

We encourage you to reach out to us with any needs or concerns you may have. In order for us to provide proactive support, it is important for us to hear from you about how things are going on your end.

Please make sure to respond to your occupational health nurse's contact attempts!

How to make use of occupational health when everything is fine and we are healthy?

Make use of the expertise of occupational health professionals and be proactive in your role as an employer.

Good communication ensures that additional support needs are identified, and together we can take action.



Examples of when to be alert and in interaction with us:

1. Company growth and changes in personnel
2. Influenza seasons and other external challenges
3. Health and well-being surveys
4. Actively utilizing Heltti's member services, which we regularly communicate about in our customer and member newsletters.

Useful links



[Frequently asked questions about occupational health care](#)

In Heltti's frequently asked questions, we have provided comprehensive answers to various intricacies of occupational health.

[Kela compensation](#)

On the Kela website, you can find a quick guide to occupational health care reimbursements.

[Sick leave protocol](#)

Comprehensively compiled on the website of the Finnish Institute of Occupational Health, you can find information on negotiating and procedures regarding sick leave practices.

[Substance abuse program tool](#)

Create a modern substance abuse program tailored to your organization's needs.

[Occupational safety activities in the company](#)

Comprehensive information about occupational safety cooperation, roles, and responsibilities.

[Mental health toolbox](#)

Tools for supporting mental health in the workplace.

[withHeltti](#)

Self-funded therapy and mental health information

[Heltti.fi/työpaikoille](#)

In addition to occupational health, Heltti supports you in broader organizational or leadership well-being projects, lectures, and mental health services.