



Welcome aboard to Heltti!

Info for Heltti's new
occupational health members

Heltti





Welcome aboard to Heltti!

Info for Heltti's
occupational health members

Heltti





01

What Heltti is?

02

Services included in your membership

03

How to use Heltti's services

04

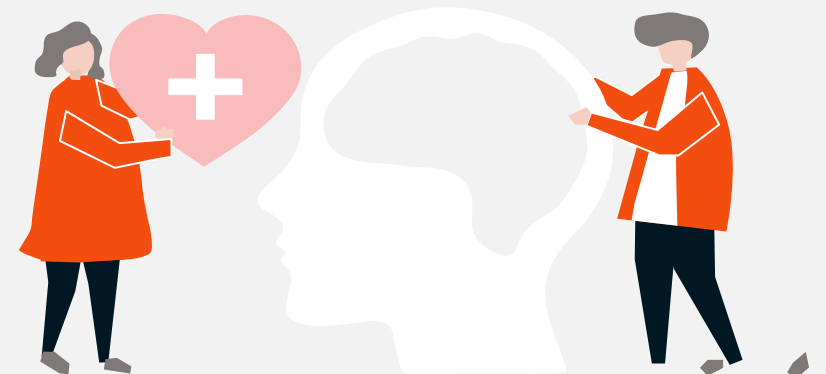
How to get the most out of your membership?

Helttis! That's how we say Hello here in Heltti.

We want your Heltti membership to start as smoothly as possible. So we collected some info for you about our services, your occupational health team and about Heltti in general.

We're so happy you're here. Welcome aboard Heltti!

Helttiäiset





At its best, your “work life” can support your overall wellbeing as a part of happy and healthy everyday life

Your workplace together with you and us here at Heltti can *work towards a happier and healthier you.*

On the next page you can find important information on what kind of support we can give you in different situations and how we do it. You’ll also get to know your Heltti Crew and our services a bit better!

Welcome aboard Heltti!

01

What Heltti is?

We are Heltti.

**We help you, your
co-workers and
knowledge workplaces
feel better.**

Heltti's multi-professional crew of 150+ people consists of doctors, occupational health care nurses, psychologists, short-therapists, psychotherapists, organization and leadership development experts, nurses, physiotherapists and psychiatric nurses. **All of us share the same in-depth understanding and interest in knowledge-work.** We are here for you when you need it – remotely or on-site at our Heltti locations.





Heltti's values and how we demonstrate them

Meet our values: Lempi (*Love*), Hehku (*Glow*), Pokka (*Courage*) and Tarmo (*Determination*). You can see and feel our values in everything we do, from all the encounters, to our receptions and services.

We believe in positive encounters. When you arrive to one of our Heltti-offices our staff will greet you with Love and strive to fill your day with a positive Glow.

Our Heltti crew is *determined* to take care of you and your well-being comprehensively. We have *the courage* to continuously work on building a better work life and bring attention to any and all issues we believe can improve the workplace, and people's overall well-being for the better.



Heltti's services for you:



Services included

Occupational Health Care



Medical Care



02

Services included in your membership

Occupational Health Care

The purpose of statutory occupational health care is to support your work ability and prevent any work ability risks.



Statutory healthcare services

Work ability process and related services eg.

- Work ability assessment
- Occupational health negotiation
- Appointments with occupational healthcare professionals and experts as part of preventive activities
- Return-to-work support after long sick leave
- Ergonomy checkups

Heltti Community services

- General wellbeing campaigns, events and webinars
- Community platforms such as Willfeel
- Mental Toolkit Self-help knowledge base
- Membership benefits

Medical care



The following areas of Heltti's services are included in your membership:

Remote care:

- **Remote health consultation, guidance and triage:**
HelttiLinja ja HelttiChat
- **General practitioner-level remote medical care:**
Heltti's professionals make a remote diagnosis, give additional instructions and health advice, and write electronic prescriptions.

On-site Medical Care

- Occupational and General Doctor's receptions
- Occupational and Medical Nurse's receptions
- Examinations and other diagnostic services
- Minor procedures by the nurse: e.g. removal of stitches.



Work Ability



These following Work Ability-services are included in your membership



Work Ability Questionnaires

- Annual Health Assessment Questionnaire
- Targeted Health and wellbeing meetings with needed diagnostics

Targeted capacity coaching programme

- Based on the assessment of Heltti's professional, we can offer you individual resource coaching to help you with e.g. sleep, mind, nutrition, exercise.



**This is how you use
Heltti's services**

03

How to use Heltti's services?

What do I do when I need medical assistance?

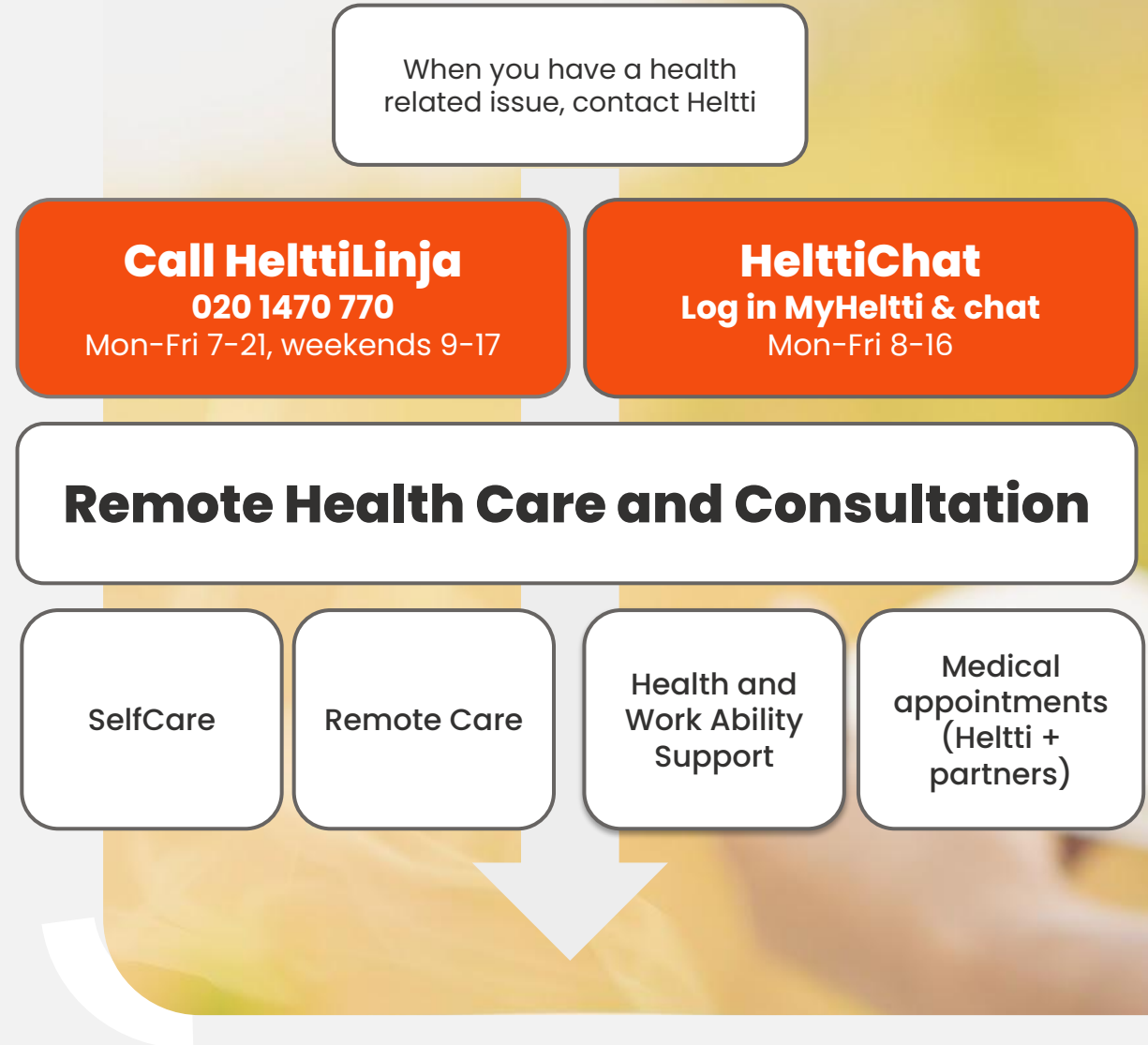
When you have an acute medical issue, contact HelttiLinja or Helttichat. In HelttiLinja and HelttiChat, you can reach a nurse directly and immediately get expert help for your situation.

Our experienced nurses map your situation comprehensively and guide you to an optimized course of treatment. If possible, Heltti's professionals make a remote diagnosis, give additional instructions and health advice, and write electronic prescriptions. If necessary, we book an appointment for a reception in Heltti clinic or at one of our many partnering clinics.

Did you know? Up to 40% of all issues are resolved during the first contact.

"I feel that I received very good help right from the first contact because I got to talk to a nurse immediately."

"I got help fast and felt like I was truly being taken care of."



MyHeltti

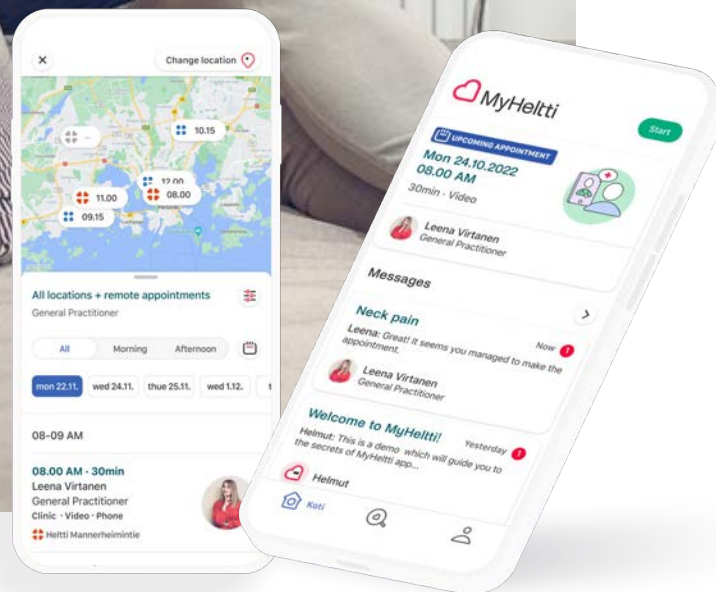


MyHeltti is a tool where you can find everything about your well-being and get in touch with Heltti's professionals in various fields. MyHeltti goes with you 24/7 both as a mobile application and as a browser version.

Things you can find and do in MyHeltti

- All matters related to your Heltti -membership and the Heltti's services available to you
- You can contact us and communicate via HelttiChat
- You can see your appointment, locations for receptions and you can easily start a remote reception
- Digital well-being libraries and digital trainings

Tip: download the MyHeltti mobile app from the App Store or from the Play Store.



MyHeltti
Register or Log in

When you need on-site care...



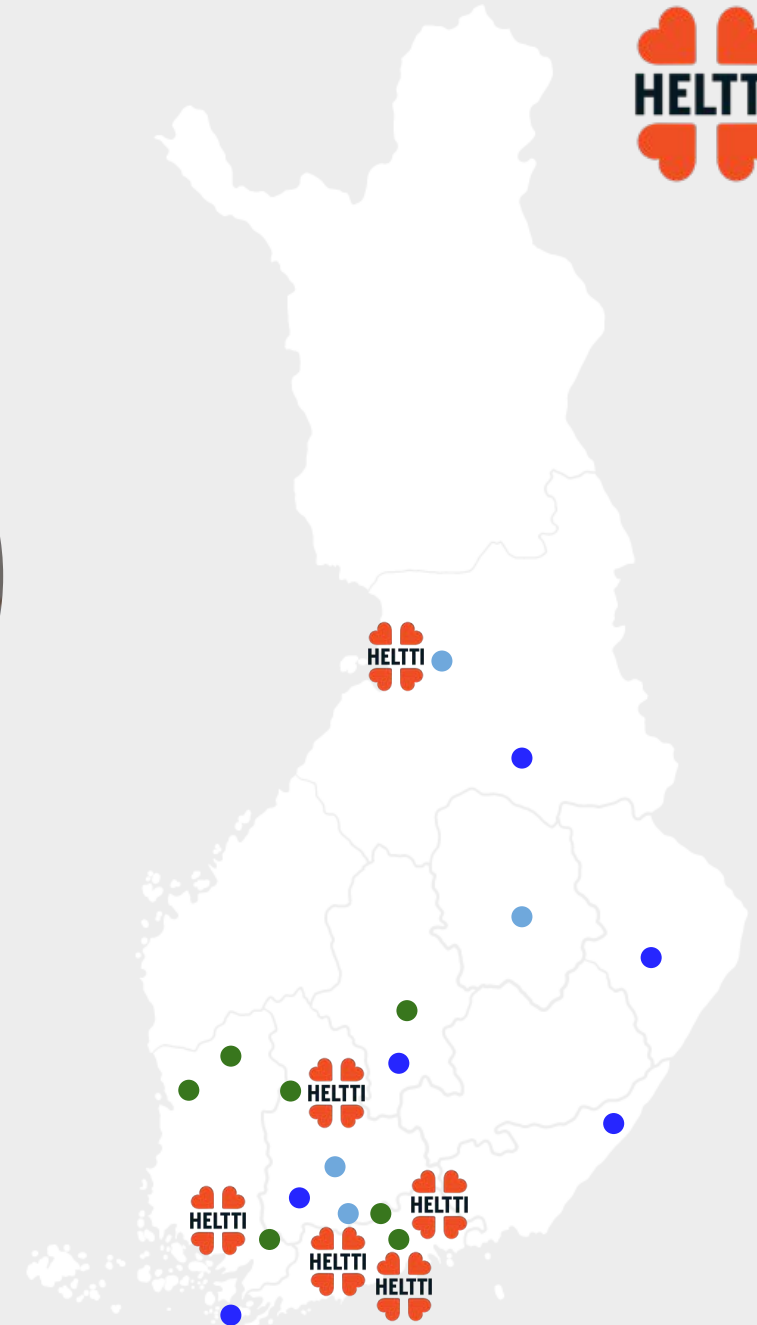
Heltti clinics

Helsinki Turku
Espoo Tampere
 Oulu

Healthcare partners

In addition to our Heltti clinics, you can use the medical centers of our partners, where we make sure that you get treatment as quickly as possible, even in places where we do not have our own offices.

- Aava
- Mehiläinen





What is it like at the Heltti clinics?

One of the key things that characterize our everyday life are the **appreciative and empathetic human encounters** - regardless of whether the encounter takes place remotely or at our physical locations at the Heltti clinics.

Heltti clinics are an important part of our membership experience:

- Arriving to Heltti clinic is simple and uncomplicated
- The interior is calming and relaxing
- Our waiting areas are like cafés, where you can unwind while sipping on a hot beverage
- Our experts, such as doctors, nurses and physiotherapists, wear their own clothes instead of white uniforms, call you by your first name and meet you in our comfortable rooms.

We're here for you even when you're healthy and well!

Get the most out of your membership – services, self care tips, webinars and events!

*Not all services are available in English



Member benefits, wellness library, and digital coachings in MyHeltti

Wellness library and digital coaching: By logging into MyHelt, you have access to digital coaching, videos and other content prepared by our experts focused on sleep, nutrition, exercise and recovery. Start digital coaching when it suits you best and feels better!

Member benefits: As a member of Heltti, you also have access to various valuable member benefits for our partners. You can find all the member benefits by logging into MyHeltti.

[Log in to MyHeltti and discover the benefits](#)

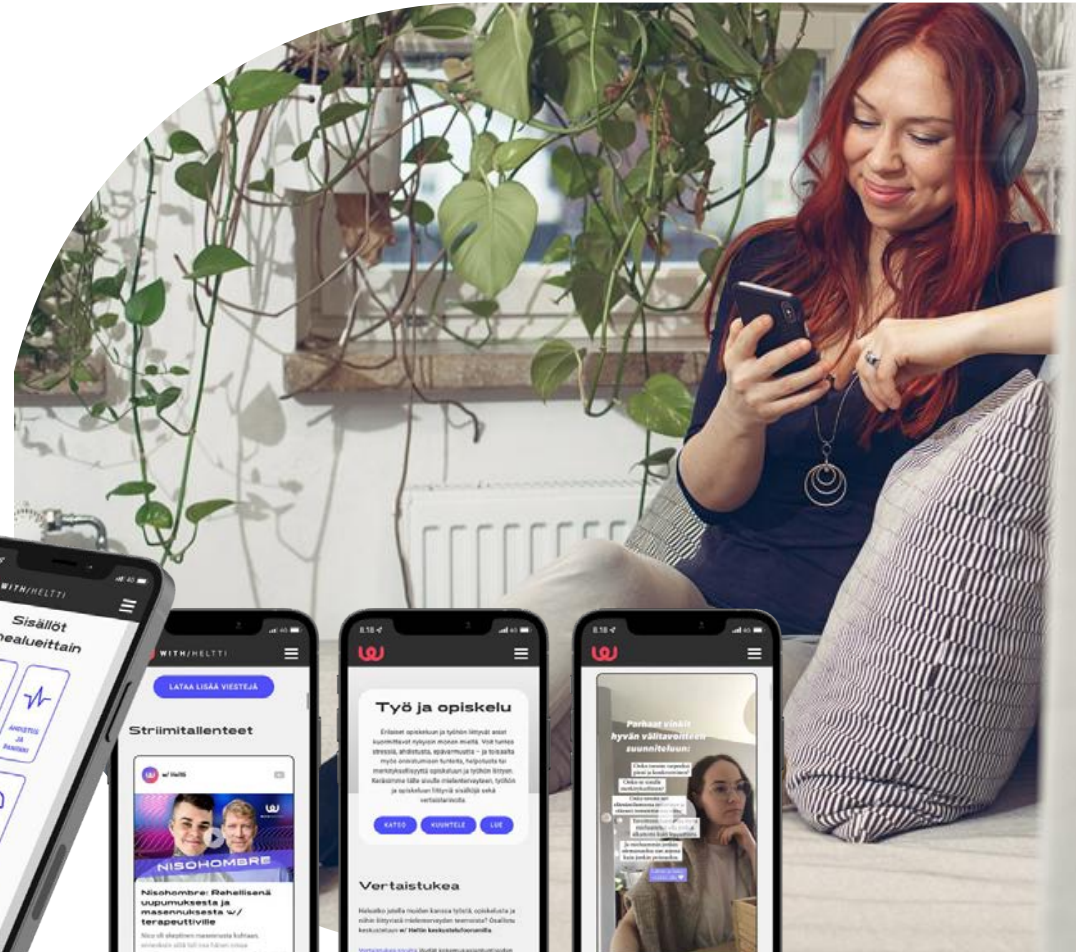


w/ Heltti – Mental Wellbeing, Mental Care and information – from our therapists to you and your loved ones

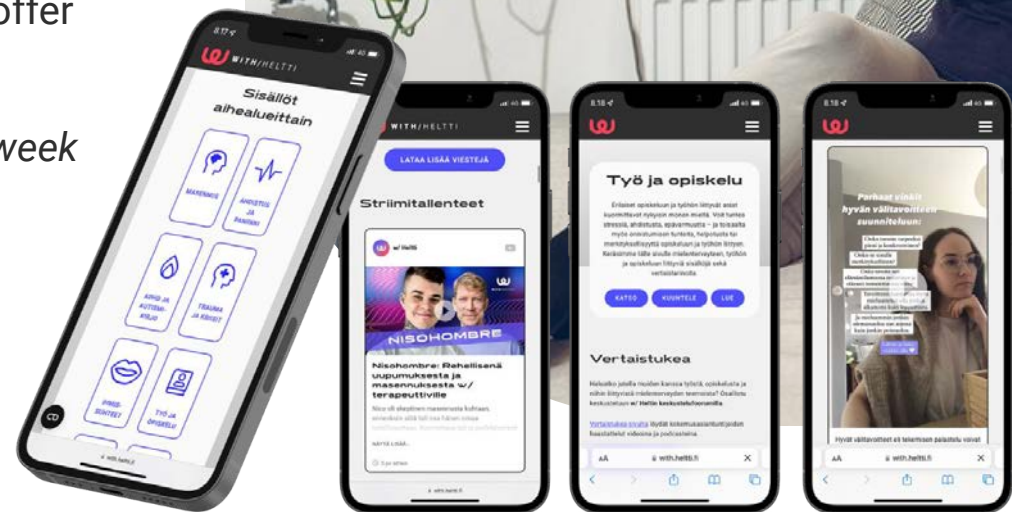


with.heltti.fi - support, information and therapy 24/7

- content created by experienced and popular therapists and psychologists on various mental health and mental well-being topics.
- you can also find more than 90 therapists on the website and the self-paid therapy services they offer for you or your loved ones
- *Streams, videos and podcast multiple times per week on [Instagram](#), [Youtube](#) and [Spotify](#).*



Add with.heltti.fi to your favorites



Heltti webinars, events and other content



Heltti organizes high-quality webinars and events dealing with the phenomena of working life.

In addition, on our website you will find guides and reading packages, as well as articles on various topics written by our experts and guest pencillers.

You can find out about all of these via Helt's member letter, our social media channels and Helt's website.



Add [heltti.fi -events page](#) to
your favorites

And one more thing...

New Heltti member's check-list



1

Register in MyHeltti

As a new member, take advantage of Heltti's services, digital libraries and trainings, as well as member benefits by registering for MyHeltti. Remember to also download the MyHeltti mobile app from your app store.

2


Feeling sick?

Call HelttiLinja, **Mon-Fri 7am-9pm and Sat-Sun 9am-5pm**. Or contact HelttiChat found in MyHeltti, **Mon-Fri from 8 am to 4 pm**. Chat messages left outside service hours will be answered no later than the next business day.

3

Towards happier worklife

Utilize Heltti's expertise to develop your skills towards better and happier worklife. Check the tips from the membership letter and follow our social media content.



**Welcome aboard to
Heltti! We're happy
to have you as our
member.**

heltti.fi

Instagram: [@helttihealthy](#) & [@with.heltti](#) [LinkedIn](#)