



Welcome aboard HELTTI

Info for Heltti's
occupational health members

Heltti



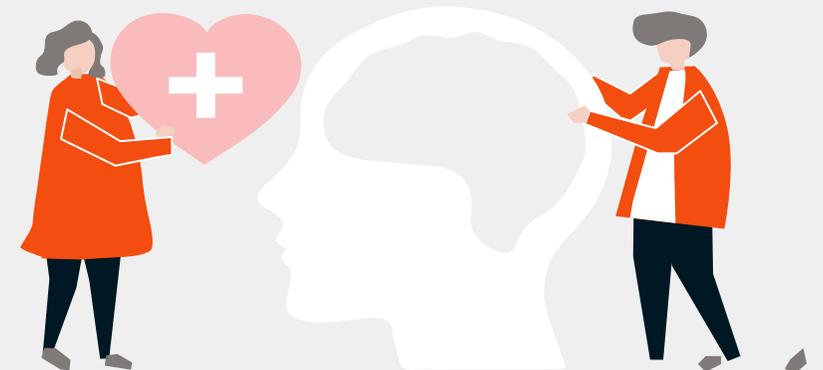


Helttis! That's how we say Hello here in Heltti.

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



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How to get the most out of your membership?



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 is Heltti?

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:



**Statutory Occupational
Health Services**



**Occupational health-oriented
medical care**



**Preventive, work
ability-supporting services**



02

**Services included in your
membership**

Statutory Occupational Health Services



The statutory core task of occupational healthcare is to promote health and work ability, and to prevent work-related illnesses and accidents in collaboration with the employer.

Workplace Assessments and Action Plan

Occupational health services conduct basic workplace assessments and, when necessary, targeted assessments to evaluate the health-related aspects of the work environment. Based on the assessment, an occupational health action plan is created in collaboration with the employer.

Statutory Health Examinations

Health examinations are considered statutory when there is a specific risk of illness associated with the work. Such risks may arise from working conditions involving physical, chemical, or biological factors that are likely to cause illness, excessive exposure, or harm to reproductive health. Night work and a heightened risk of violence at work can also constitute a specific risk of illness. The need and content of statutory health examinations are always determined by occupational health professionals based on workplace assessments.

Work-Related Vaccinations

According to the Occupational Safety and Health Act, employers are required to offer employees the vaccinations necessary due to the nature of their work. As such, vaccinations related to work or business travel, as well as the nurse's vaccination plan and appointment, are part of statutory occupational health services. The need for work- and travel-related vaccinations is always assessed by occupational health professionals.

Multidisciplinary Health Team

Provides guidance and advice on occupational health and safety, prepares statements related to work ability, assists in cases of suspected occupational diseases, and, when necessary, plans the return to work from sick leave in cooperation with the employer.



Occupational health-oriented medical care



Occupational health-focused medical care is a voluntary extension of the agreement offered by the employer. The following medical care components are included in your workplace occupational health agreement:

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.

Extended Medical Services / Medical Expense Insurance:

- Your company's agreement may include various extended medical services, for which you will receive the necessary referrals and guidance from Heltti's care team.
- If your company has a medical expense insurance policy, we can see the insurance details in our system and, when needed, refer you to services covered by the insurance with the appropriate referrals.



Preventive, work ability–supporting services



Preventive services supporting work ability, beyond those included in statutory occupational health care, are voluntary extensions offered by the employer. Your workplace occupational health agreement includes the following preventive services:



Electronic health assessments and health appointments

- Annual electronic health assessment
- Based on the survey results, we offer targeted health appointments including examinations as well as coaching and counseling related to sleep, mental health, nutrition, and physical activity.

Multidisciplinary team

- Guidance and counseling visits with a work physiotherapist for musculoskeletal issues, as well as support related to work ergonomics or vision needs at work.
- Guidance and counseling visits with an occupational health psychologist, including identifying and managing work-related stress factors, planning return to work after sick leave, assessing overall situation, and planning further care.
- Guidance and counseling visits with a nutritionist, for example in weight management and disease-related nutritional counseling.

Other work ability support service extensions

- Your agreement may also include various extensions of work ability support services, such as short-term therapy or flu vaccinations, for which you will receive necessary referrals and guidance from Heltti's care team.



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

03

How to use Heltti's services?

What do I do when I need medical assistance?

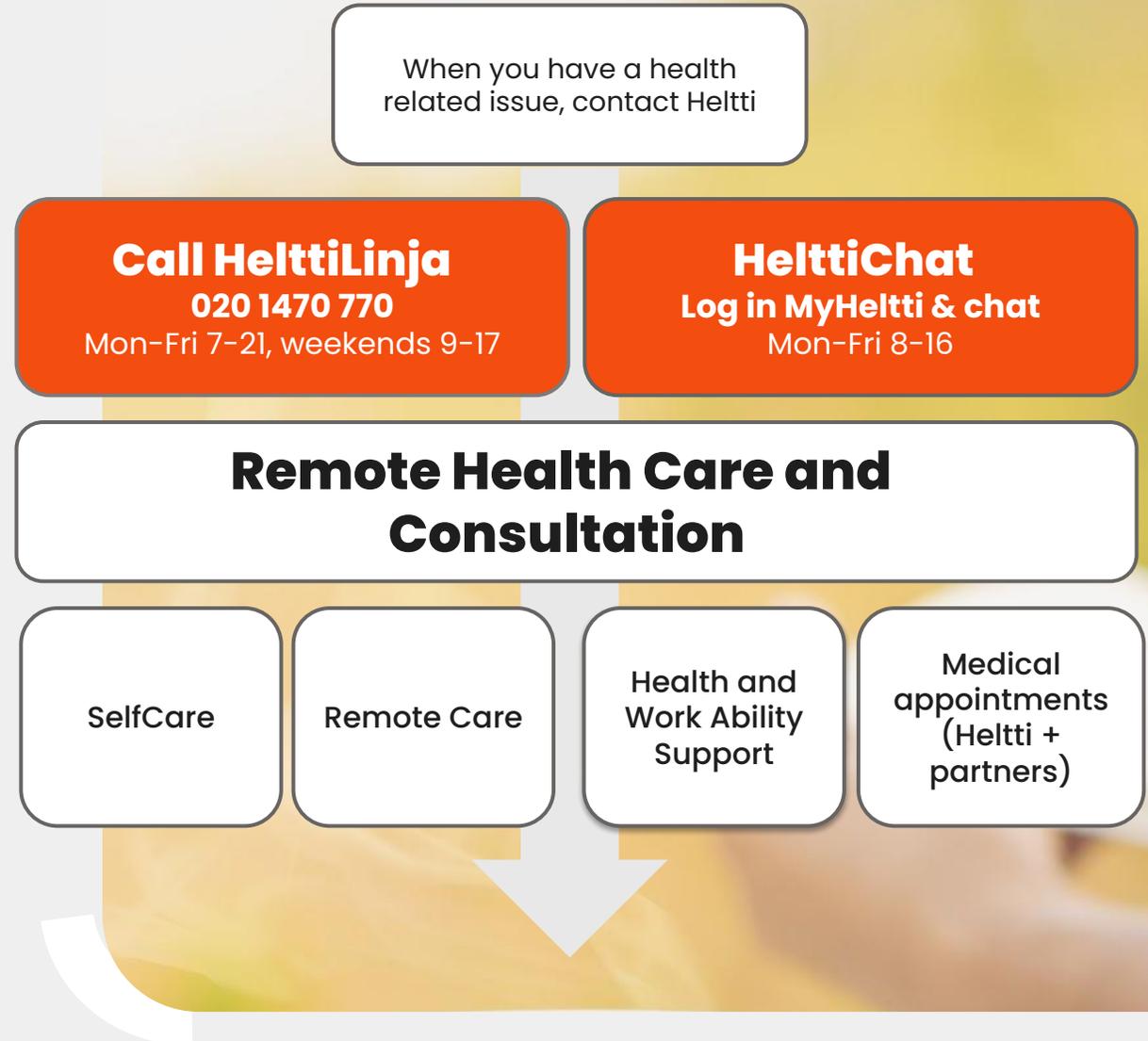
When you have an acute medical issue, contact HelttiLinja or Helttichat. In HelttiLinja and HelttiChat, you can reach a nurse directly and immediately get expert help for your situation.

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 Helttilä 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



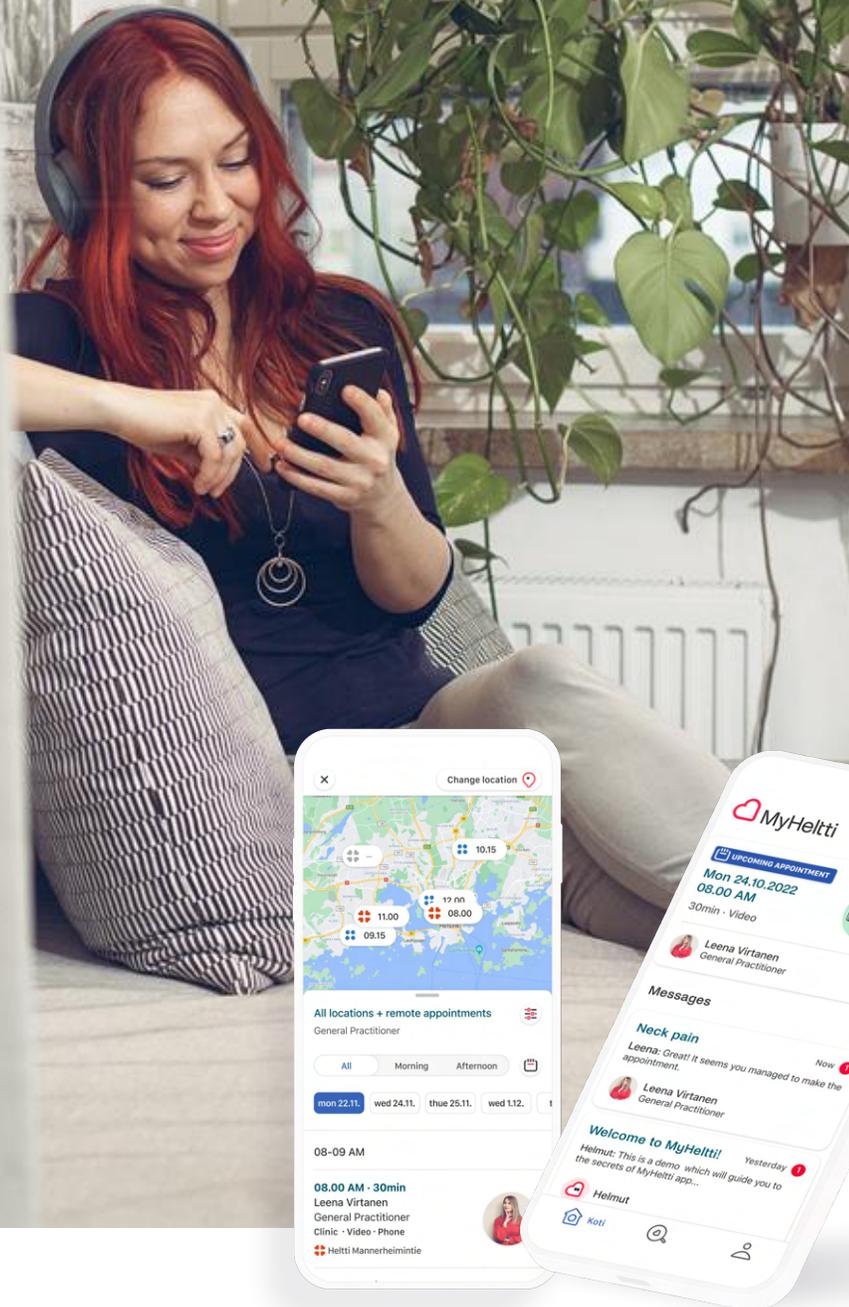
MyHeltti is a tool where you can find everything about your well-being and get in touch with Heltti's professionals in various fields. MyHeltti goes with you 24/7 both as a mobile application and as a browser version.

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...



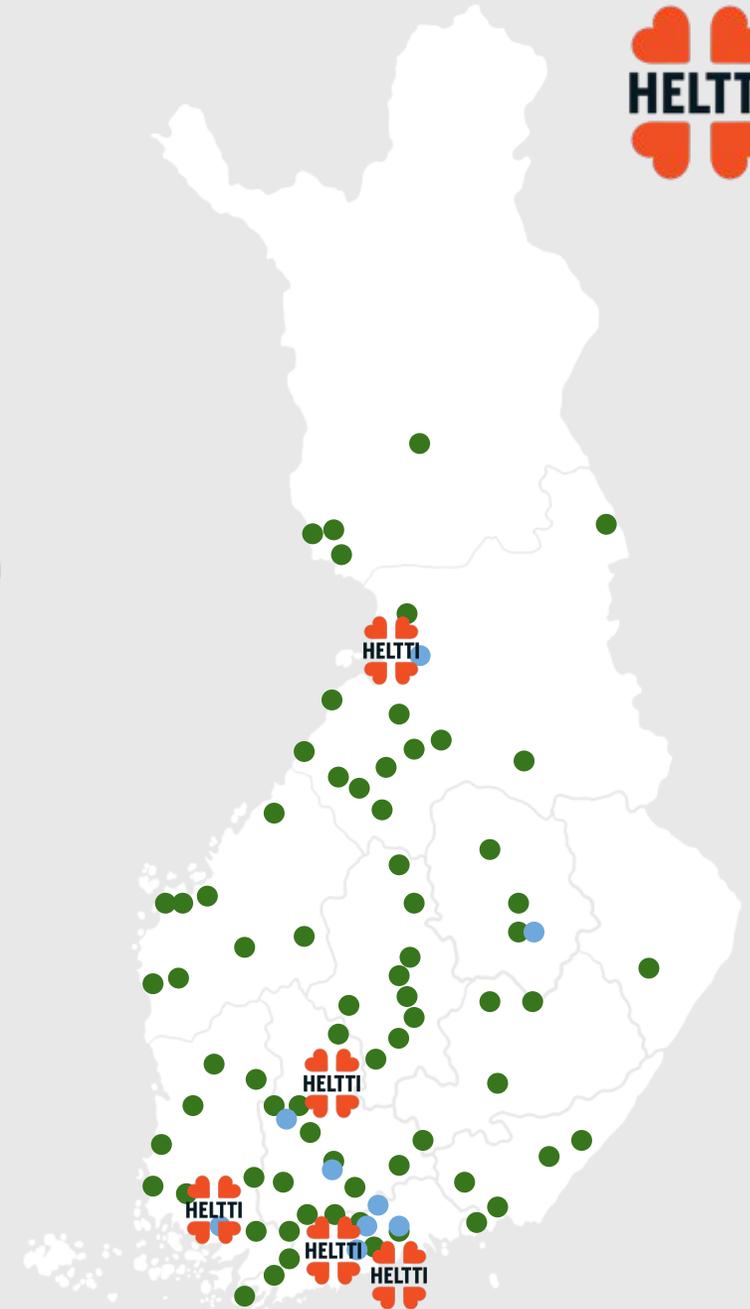
Heltilät

Helsinki Turku
Espoo Tampere
 Oulu

Healthcare partners

In addition to our "Heltiläs", 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's it like at the Heltti clinics?

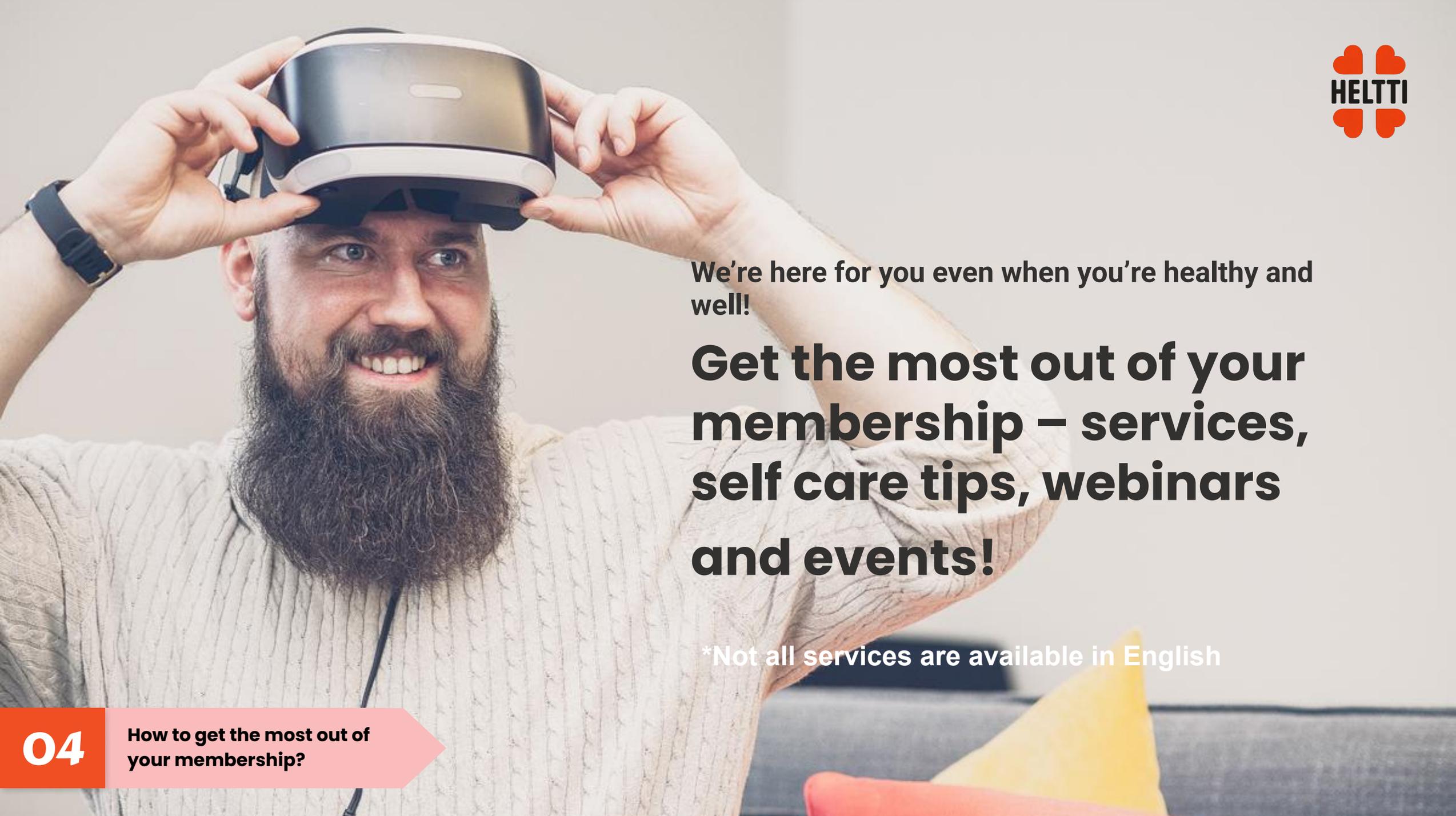


One of the key things that characterize our everyday life are the **appreciative and empathetic human encounters** - regardless of whether the encounter takes place remotely or at our physical locations at the Heltti clinics.

Heltti clinics are an important part of our membership experience:

- Arriving to Heltti 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.



A man with a full, dark beard and mustache is smiling and adjusting a black and white VR headset on his head. He is wearing a light-colored, textured sweater. The background is a simple, light-colored wall.

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](#)



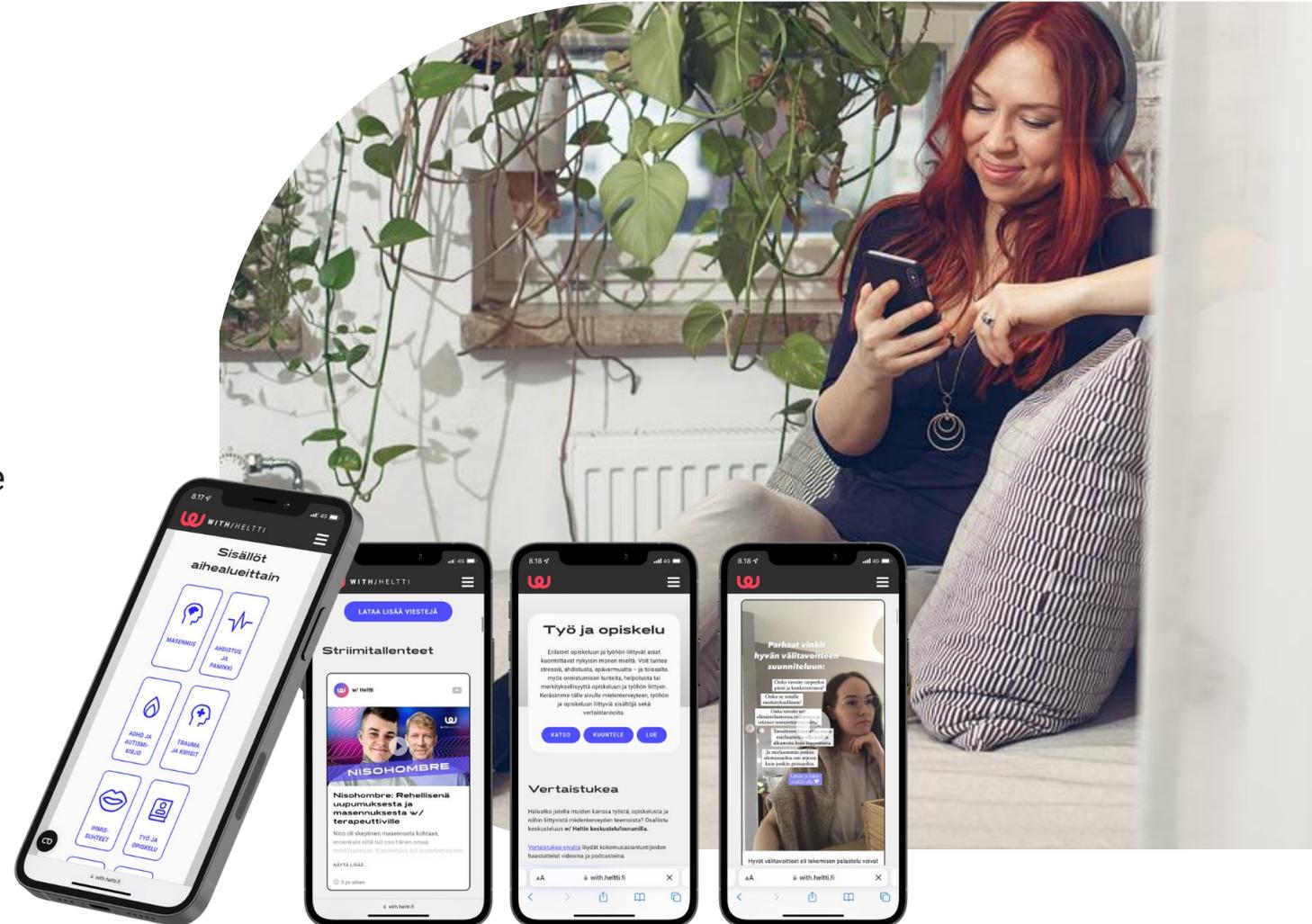
w/ Heltti - Mental Wellbeing, Mental Care and information – from our therapists to you and your loved ones



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 Heltti's member letter, our social media channels and Heltti's website.



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?

In **acute** illnesses, call **HelttiLinja** at 020 1470 770, where you get immediate help from the nurse on call Mon-Fri 7am to 9pm and Sat-Sun 9am to 5pm. For **non-urgent** matters, use MyHeltti's **HelttiChat**. Our team responds to messages Monday to Friday, between 8:00 AM and 4:00 PM.

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](#)