

Mehiläinen Working Life Services

Info for occupational health
client companies

Updated 27.8.2026



A warm welcome to become Mehiläinen's occupational health care customer!

We are happy to start occupational health cooperation with you!

This presentation summarises the general issues related to cooperation, services and our services.

I will act as your contact person in the early stages and if you have any questions about the cooperation, you can contact me.

Best regards,

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27.8.2026



Mehiläinen's press release 10.8.2026:

[Heltti's occupational health care services to become part of Mehiläinen](#)

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1. Mehiläinen as a company



Mehiläinen in brief

Mehiläinen is a fast-growing and developing international social and health care service company with business operations in seven different countries.

Founded in 1909 in Finland, Mehiläinen offers comprehensive services to a wide range of customers.

Mehiläinen invests in the opportunities offered by digitalisation and in the quality and effectiveness of care in all its business areas.



55 000
professionals
in 7 countries



5.2
million
customers



1450
units



€ **2.4**
billion

27.8.2026 Turnover 2025



16.9%
Increase in turnover



4.1/5
Personnel
Research



Our foundation – strong values and culture



Knowledge
and
skills



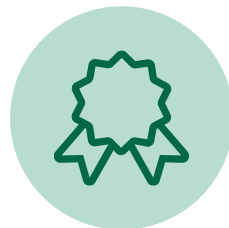
Caring and taking
responsibility



Partnership and
entrepreneurship



Growth and
development



A culture of quality
and continuous
improvement



Culture of execution and
results



A culture of openness and
teamwork

2. Mehiläinen as an occupational health partner



Support in working life

Mehiläinen's Working Life Services is a strong innovator of occupational health care, offering modern occupational health and well-being services to support management, work communities and personnel.

- We know the needs of our different customers. These are the reasons for the continuous development of our services and the renewal of the industry.
- We want to be a pioneer that both creates new service innovations and renews traditional operating models.
- We are a partner for companies of all sizes, regardless of industry.



More than
23,000
corporate customers in
occupational health care



More than **670,000**
private customers
of night health care



89
NPS

Mehiläinen's modern occupational health services emphasise:

- Cooperation with customers
- Inclusion and the active role of the individual
- Digital services
- Controlling with data
- Quality, effectiveness and cost-effectiveness
- Joint evaluation of results





Mehiläinen's experience brings certainty



1. Mehiläinen has one of the longest experiences in providing occupational health care services in Finland – dating back to 1974.
2. We know Finnish working life – our customers include more than 23,000 companies from different industries and more than 670,000 people within the scope of our services.
3. Our way of working is based on a strong partnership – the starting point for cooperation is always the needs and goals of the customer company.
4. The high quality of our services and customer satisfaction are also evidenced by the results of our surveys and our numerous public customer references.

3. Occupational health cooperation





Occupational health cooperation together



Confidential and open cooperation and understanding the customer's situation are of paramount importance to us. We invest in shared knowledge-based management, and we are constantly developing our services to ensure seamless cooperation between your company's human resources, supervisors and occupational health.

Our services, which are developed in cooperation with our customers, help to maintain and promote:

- employees' health and work ability
- safety of the working environment
- Work community activities
- prevent work-related illnesses and accidents;

Close cooperation between the multidisciplinary team and the client company ensures high-quality occupational health cooperation and partnership. The different needs of companies and changing situations require extensive expertise and professional skills from our occupational health professionals.

Impact can only be achieved through cooperation – we want to be a partner to our corporate customers



We understand the needs, goals and job requirements of **corporate customers**:

1. A partnership model that suits **the company's needs and open and proactive cooperation** with management, supervisors and HR
2. **Clear goals and indicators of cooperation** as well as transparent, nationwide reporting verify the effectiveness of the partnership
3. **Cost-effectiveness** and correctly dimensioned services for the company's needs
4. **Comprehensive** occupational health care supports the customer in building an **employer image**

We keep **your staff** as healthy and able to work as possible:

1. **Focus on preventive** occupational health care and supporting occupational health-oriented medical care support work ability
2. **The use of silent signals and analytics** helps to identify risks threatening the work ability of personnel at a sufficiently early stage
3. **Motivating employees** to self-manage and maintain a healthy lifestyle
4. **Digital service channels**, easy transactions and direct guidance to the right expert

Occupational health cooperation with Mehiläinen

Mehiläinen's goal is that the familiar occupational health team will continue to support your company and employees even after the merger, and cooperation focusing on supporting mental well-being will remain an important part of operations.

In matters related to occupational health cooperation, the occupational health nurse will continue to be your primary contact person.

Our customer relationship management model has received special praise for its smooth and professional cooperation, and corporate decision-makers give our cooperation a rating of 4.1/5.



Read more about
customer
satisfaction



Free corporate customer service at your disposal

Our occupational health customer companies also have access to nationwide, free-of-charge corporate customer service, which helps in particular:

- occupational health care contract matters
- Invoicing-related questions
- At the disposal of the YritysMehiläinen
- in the practical arrangements of occupational health cooperation
- in the deployment and maintenance of the customer relationship.

At the beginning of a new customer relationship, the Corporate Customer Service will contact your company, go through the agreement, contact persons, invoicing practices, occupational health team and digital services, and ensure that the cooperation starts smoothly.

Contact information and service hours of our corporate customer service:

- Email: yritysasiakaspalvelu@mehilainen.fi
- Phone: 010 414 0800
- Service hours: weekdays from 8:00 a.m. to 4:00 p.m.



Your company's occupational health contact



We hope that at least one main contact person will be appointed from your company to ensure the functioning of occupational health cooperation. In addition to this, other contact persons can also be appointed from your company.

We hope that the main occupational health contact person will:

- informs about occupational health issues in the company
- inform the company about the right to use occupational health services and changes
- report the company's new and departing employees through YritysMehiläinen
- report the company's changed information to the occupational health nurse (financial year, business ID, contact information)
- notify the occupational health nurse of any change in contact persons and key persons
- agree on how absences agreed upon with the permission of the supervisor and sickness absences from outside Mehiläinen (including those written about Mehiläinen without employer information) will be recorded in YritysMehiläinen
- organise health examinations together with the occupational health nurse
- participate in the organisation of first aid preparedness and workplace surveys, if necessary
- ensure that the occupational health care reimbursement application is prepared, approved and submitted to Kela on time

Mehiläinen's nationwide service network at your service

- At the start of the customer relationship, your company is assigned a primary Mehiläinen location that manages the relationship.
- Health examinations and other preventive and work ability support services are mainly provided at your primary Mehiläinen location or at another occupational health unit agreed with your company.
- Your personnel have the right to use occupational health care services nationwide at all Mehiläinen locations.
- Evening and weekend emergency visits are allowed.



[Check out our locations](#)

Right to use occupational health services



What is a personal data file?

The personal data of the personnel will be found in the personal data register maintained by Mehiläinen after the agreement enters into force.

The company is responsible for:

- submit an up-to-date personal data register through YritysMehiläinen as soon as the occupational health agreement enters into force
- notify YritysMehiläinen of changes, such as new and departing employees, as soon as possible, so that we can guarantee smooth service and invoicing

What is a payment commitment?

- The payment commitment is filled in and signed by the company's contact person or another person appointed by the company for the task.
- A payment commitment can also be used on a case-by-case basis when the company undertakes to pay for services that are not usually covered by the occupational health care agreement.

The right to use occupational health services is defined in the agreement.

Who can use the services? The identification method can be:

- Personal data register
- Payment commitment
- other agreed method

When can I use the services? Options:

- only weekdays from Monday to Friday
- also in the evenings, nights, holidays and/or weekends (increased price)

2. Using Mehiläinen services



Using Mehiläinen services and booking an appointment

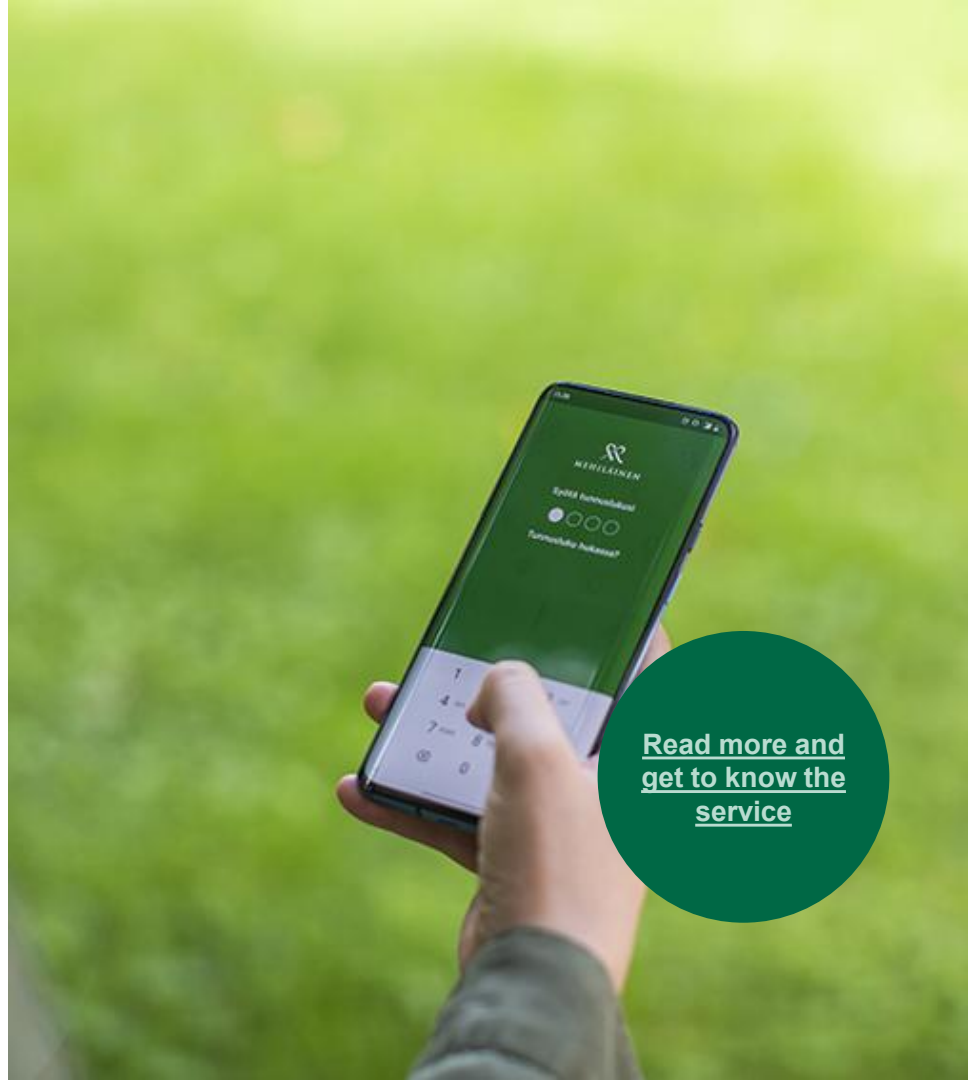
Our appointment booking channels are available to you 24/7:

- **Mehiläinen's customer service 010 414 00 (local network charge/mobile call charge)**
 - Our customer service is there to help you and provide instructions on how to use the service and book an appointment, if necessary.
- **Online appointment booking www.mehilainen.fi**
 - You can log in to the online booking system with your online banking credentials. You can book an appointment at a clinic, a remote appointment or a telephone appointment.
- **OmaMehiläinen online service and mobile application**
 - Transactions can be done primarily and smoothly through OmaMehiläinen. Many things can be done remotely, without the need for an appointment.



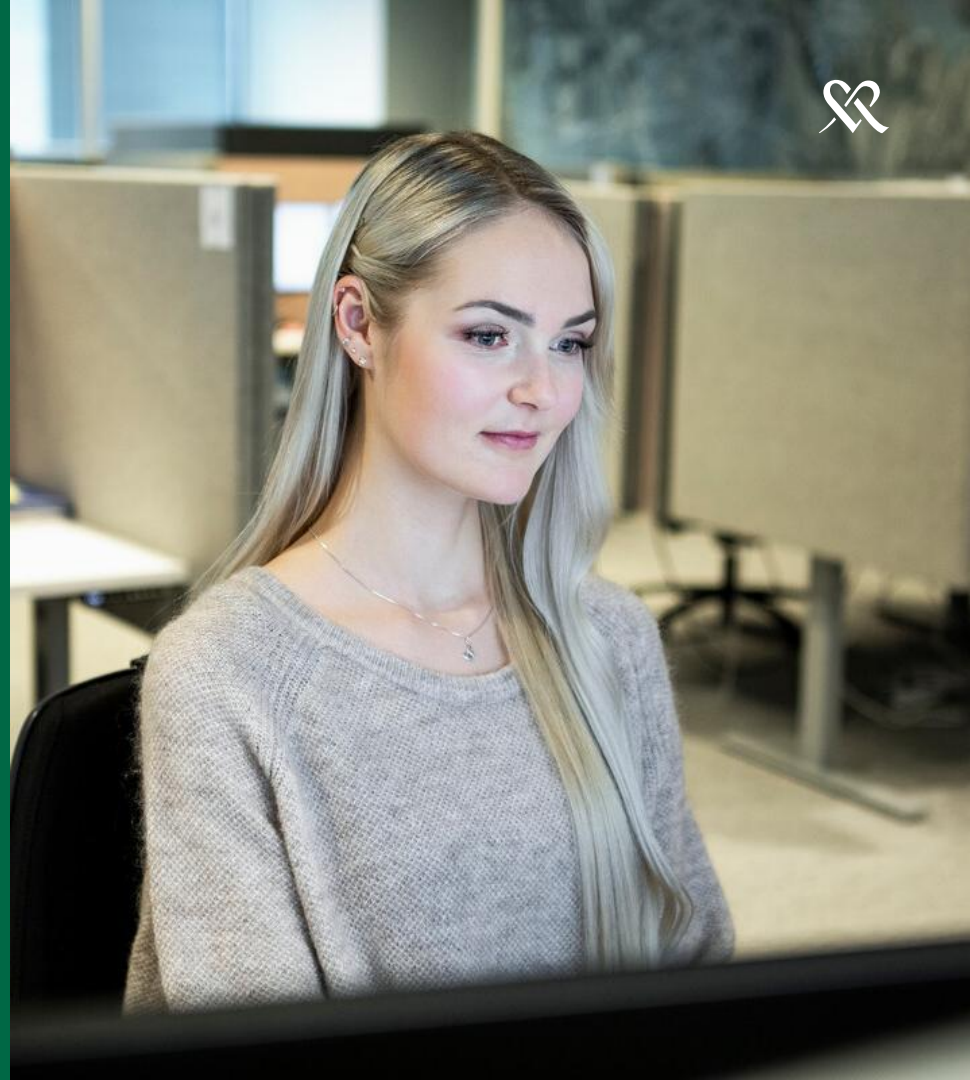
OmaMehiläinen's modern occupational health services for your company

- OmaMehiläinen is a modern and cost-effective service channel that is an important part of modern occupational health.
- OmaMehiläinen makes occupational health services flexibly available to all your staff, regardless of time and place.
- Through the service, the employee can find information about occupational health care services, their own occupational health team and various occupational health documents, such as sick leave certificates and other forms.
- The OmaMehiläinen service works with a mobile application or in an online service. Downloading and using OmaMehiläinen is free of charge, only transactions are charged in accordance with the price list of Working Life Services.
- The service can be used in Finnish, Swedish and English.



[Read more and
get to know the
service](#)

3. Digital services



We provide leading digital services for individuals, managers, HR and management



Employee services

Electronic surveys

Digital Clinic Occupational Health Centre

Work ability radar

Coaching programs and video library

Supervisor services

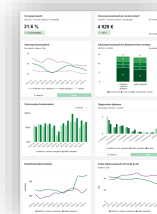
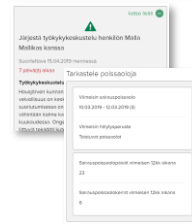
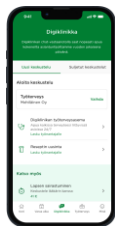
Support for supervisory work chat

Supervisor Compass

Management and HR services

Work Ability Compass

Reporting



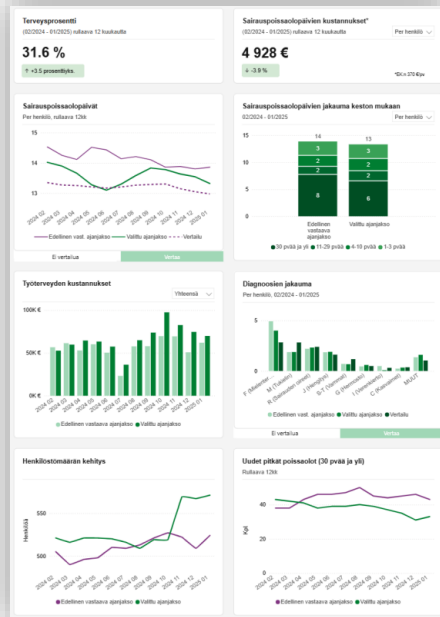
OmaMehiläinen

YritysMehiläinen

YritysMehiläinen – all your company's occupational health information in one place



YritysMehiläinen is a free online service for our corporate customers, which provides customers with real-time, customizable and transparent overall reporting.



YritysMehiläinen brings the company's most important information to HR and management in a concise form:

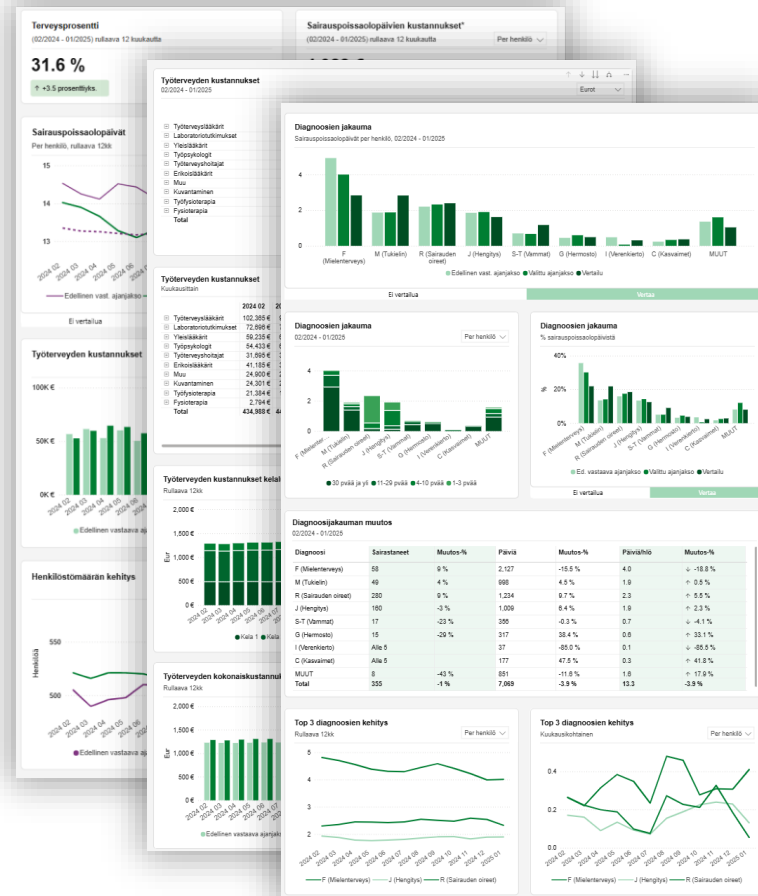
- Reports can be flexibly tailored
- real-time reports related to occupational health cooperation and sickness absences
- Reporting of workplace surveys
- Occupational health care costs at different levels
- Latest information on responsible occupational health teams and contact persons
- Common company-level documents
- personal data register, its modification and data entry
- Available in English

YritysMehiläinen's reporting



- **The most important occupational health indicators** in one tool. Among other things, the monitoring of costs and sickness absences.
- **Comparison** by group, company, department and cost center. A direct view of which groups are causing the change.
- **Industry comparisons** are directly included in the data.
- Flexible **filtering and filtering functions**
- **Create** and edit groups directly from the user interface.

[More information and instructions for logging in to the service on our website](#)



Kompassi tools: Timely and effective work ability management

Effective work ability management requires comprehensive and real-time information and timely guidance of operations. With the help of the Compass tools, companies can:



**Automating
work ability
management
processes**



**Timely information
to support decision-
making**



**Improving the
efficiency of the
daily work of those
in charge**

Benefits of the Compass tools:

- Guiding operations according to the customer's model.
- Compile information and documents related to the personnel's work ability and workplace health.
- Enhance the flow of information and cooperation between the customer's different stakeholders.
- They reduce unnecessary work from supervisors and HR.
- Report in real time on the results and efficiency of operations.



Kompassi tools: Timely and effective work ability management



SupervisorCompass

A tool for managers & HR to ensure that the early support model is being acted upon.

- Supports supervisors in implementing early support by alerting, advising and reminding
- HR tool for monitoring the implementation of early support discussions by supervisors and for managing the quality of supervisory work
- Enables communication to the occupational health team
- Based on the absence register data produced by the company's own payroll administration
- Available in Finnish, Swedish and English

Work AbilityCompass

A joint ERP platform for HR and occupational health care that ensures timely support for work ability customers.

- Makes the work ability support implemented by the occupational health team visible to the company: the persons in charge of the company's work ability management can see the progress of the agreed return-to-work support measures at the individual level
- Alert occupational health in accordance with the company's operating model and early support criteria
- Enables communication to the occupational health team
- Displays pension risk calculations produced by the pension insurance company
- Is available in Finnish

4. Insurance services

27.8.2026



Starting occupational health services with Mehiläinen



Company and employees

The company provides its insurance details to Mehiläinen as follows:

- a) Voluntary insurance policies with Pohjola: Send the information to Mehiläinen via the links below

[Corporate medical expenses insurance](#)

[Other voluntary personal insurance](#)

- b) Other insurance policies: Ask the insurance provider to send the details directly to the vakuutuspalvelut@mehilainen.fi

- c) Gives permission/power of attorney to Insurance Services at vakuutuspalvelut@mehilainen.fi to authorise them to request information from the insurance provider.
- Employees must know which company insurance policies apply and what to do in the event of an occupational accident or illness.
 - When required, employees must be able to prove that the insurance is valid using an insurance card or the insurer's app.
 - After an occupational accident, an employee may visit an accident clinic without an appointment or book an appointment at Mehiläinen without separate authorisation. The employee and employer must submit an accident report to the insurer.
 - Medical expenses insurance may require a referral from occupational health care to a specialist and may include a deductible payable by the employee.

Mehiläinen

- Updates the company's insurance details based on information received by Insurance Services.
- Provides guidance in line with the policy terms.
- Confirms the payer at checkout.
- Visits and examinations covered by insurance are linked to the appropriate care pathway in the patient information system for billing. Mehiläinen's centralised insurance billing team invoices the insurer, which makes the final coverage decision after receiving the invoice.

Operating model for new and changed insurance information



Insurance company

When a company takes out insurance from an insurance company, **the insurance company must instruct the employer** on insurance practices and provide clear instructions for employees.

Insurance information to Mehiläinen

The company must give permission to the insurance company to submit the insurance information to Mehiläinen, or the company gives permission to Mehiläinen to ask for information directly from the insurance company

Employee

The employee is aware of the practices of the insurance, and Mehiläinen's information system contains information about the company's insurance. The employee uses services that are directed to the insurance company through insurance invoicing.

Employer

The employer informs and instructs employees on the practices and operating models of the insurance. What to do in the event of an occupational accident, accident or illness, what the insurance requires or what it covers.

Changes

If a company changes insurance companies or insurance policies change, **the company must notify Mehiläinen of this.**

Location

At the appointment, the company's insurance information is checked and, in accordance with the terms and conditions of the claim, the costs of the visit are directed to the insurance through the information system. The employee is then directed to the fund for a check by the payer.

5. Additional services for occupational health care customers

27.8.2026





Facts about working life podcast



In the Asiaa työelämä podcast, we open up current phenomena and themes in working life together with our expert guests.

The podcast is hosted by Mehiläinen's organizational psychologist Merike Aminoff.

For 2026, we have published the following episodes

- Episode 1: Remote and hybrid work: Who decides where to work?
- Episode 2: Is the Mental Health Crisis a Real Phenomenon?
- Episode 3: Artificial Intelligence and Working Life: Will We Be Exhausted by Artificial Intelligence or Will We Find a New Balance?
- Episode 4: Intoxicants and working life: Who bears responsibility for substance abuse problems in the workplace?

Check out and listen to the episodes or read the articles about them [on our website](#).

Lifeclass video library and video coaching are available free of charge in OmaMehiläinen



Mehiläinen offers low-threshold support for supporting and promoting one's own well-being in the OmaMehiläinen application. More than 80 videos offer a wide range of information and tips to support coping and mental well-being. The video library is available to all customers free of charge. In addition, our occupational health customers have the opportunity to start 4-5 weeks of free video coaching. The content and subtitles of the videos are available in Finnish and English.

Lifeclass Video Library - Information and tools for promoting your own well-being

- Check out over 80 mental wellness videos based on expert interviews
- The versatile OmaMehiläinen video library is divided into four sections: Mental well-being at work, Well-being tools, Information on depression and Information on alcohol. You can watch videos whenever it suits you.
- The video library can be found on the front page of the OmaMehiläinen application, behind the Me menu in the bottom bar, under 'Video library'.

Lifeclass video coaching - Support for promoting the well-being of the mind and the work community

- **Tools for mental well-being – video coaching** for mental well-being and coping at work
- **Tools for supporting the work community video training** for supervisors, which offers ideas for developing the team's well-being
- **Assess your alcohol use video coaching** to increase awareness of the impact of alcohol on work ability and well-being
- Video training for occupational health customers can be found at the bottom of the Occupational Health tab.



[Read more](#)

Shaping the world of work for over 50 years



We have had the opportunity to cooperate with companies as a partner in working life for more than 50 years.

In cooperation with our customers, we develop sustainable solutions that promote the work ability and well-being of all employees and build more functional work communities and environments.

Effective occupational health cooperation and cost-effective occupational health operating models benefit the client company, their employees and society as a whole. Like every person, every organization is different. We want to offer and develop our services always according to the needs of our customers.

We have a working life to do.

