

Booking occupational health appointments in OmaMehiläinen 24/7

Booking an appointment:

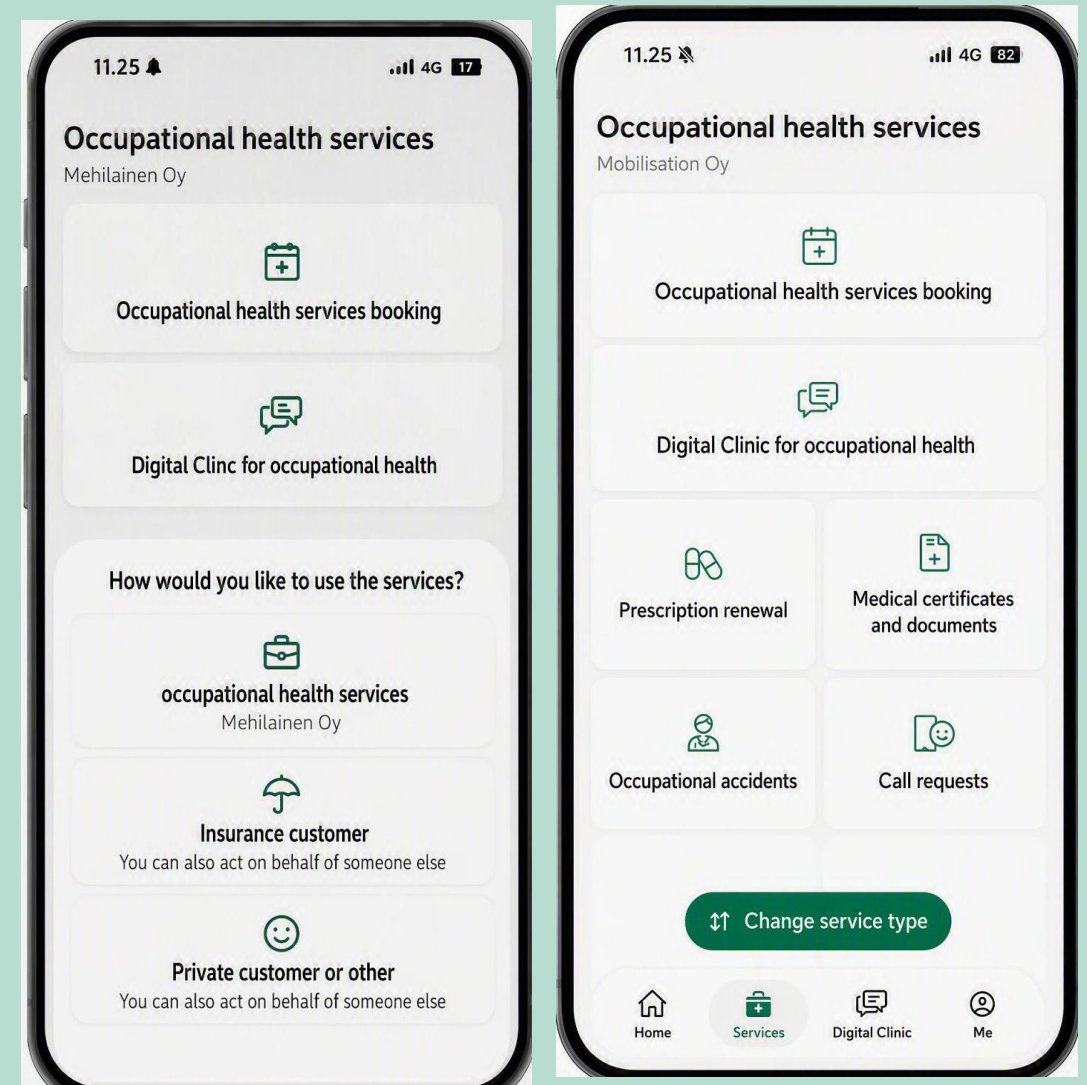
1. Open OmaMehiläinen and select **Services**
2. Select **Occupational health services** and **Occupational health appointment booking**
3. Choose the service and/or specialist, and the location.
4. Book a remote appointment or an appointment at the Mehiläinen clinic of your choice.

The appointment booking system helps employees choose the most suitable specialist for their needs. It also indicates which services are included in the occupational health agreement and which are paid for by the employee.

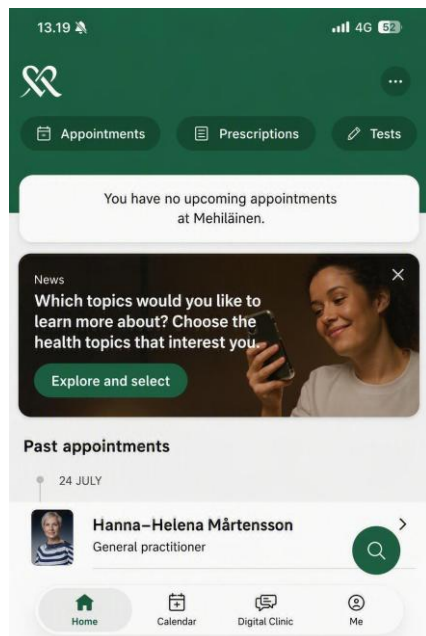
Requesting a callback:

- You can request a callback from the specialist who treated you if no more than 60 days have passed since the appointment.
- You can request a callback from a past appointment in OmaMehiläinen or through the online booking system.

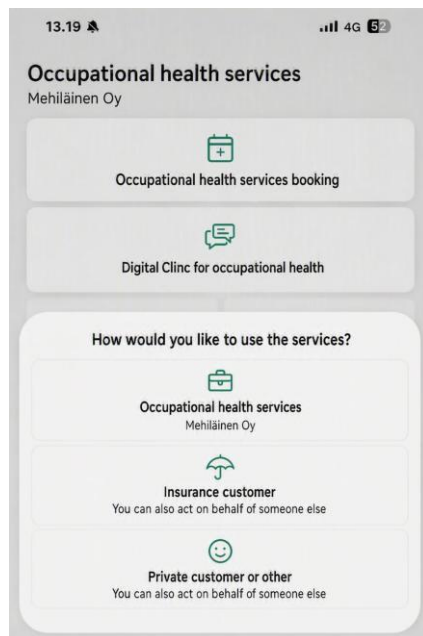
20.8.2024



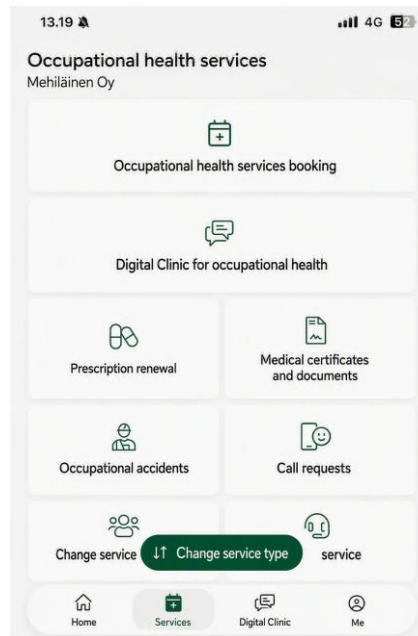
Booking an appointment with an occupational health specialist in the OmaMehiläinen app



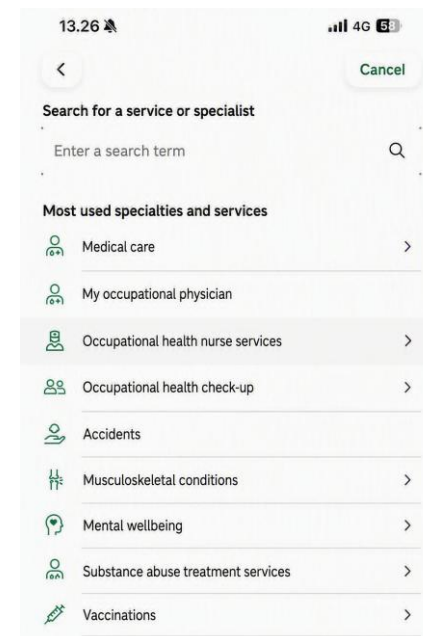
Open the OmaMehiläinen app.



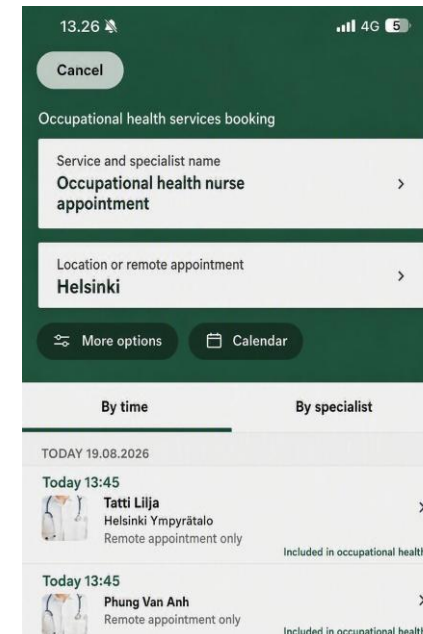
Select the Services tab and choose how you would like to use the services.



Select Occupational health appointment booking.



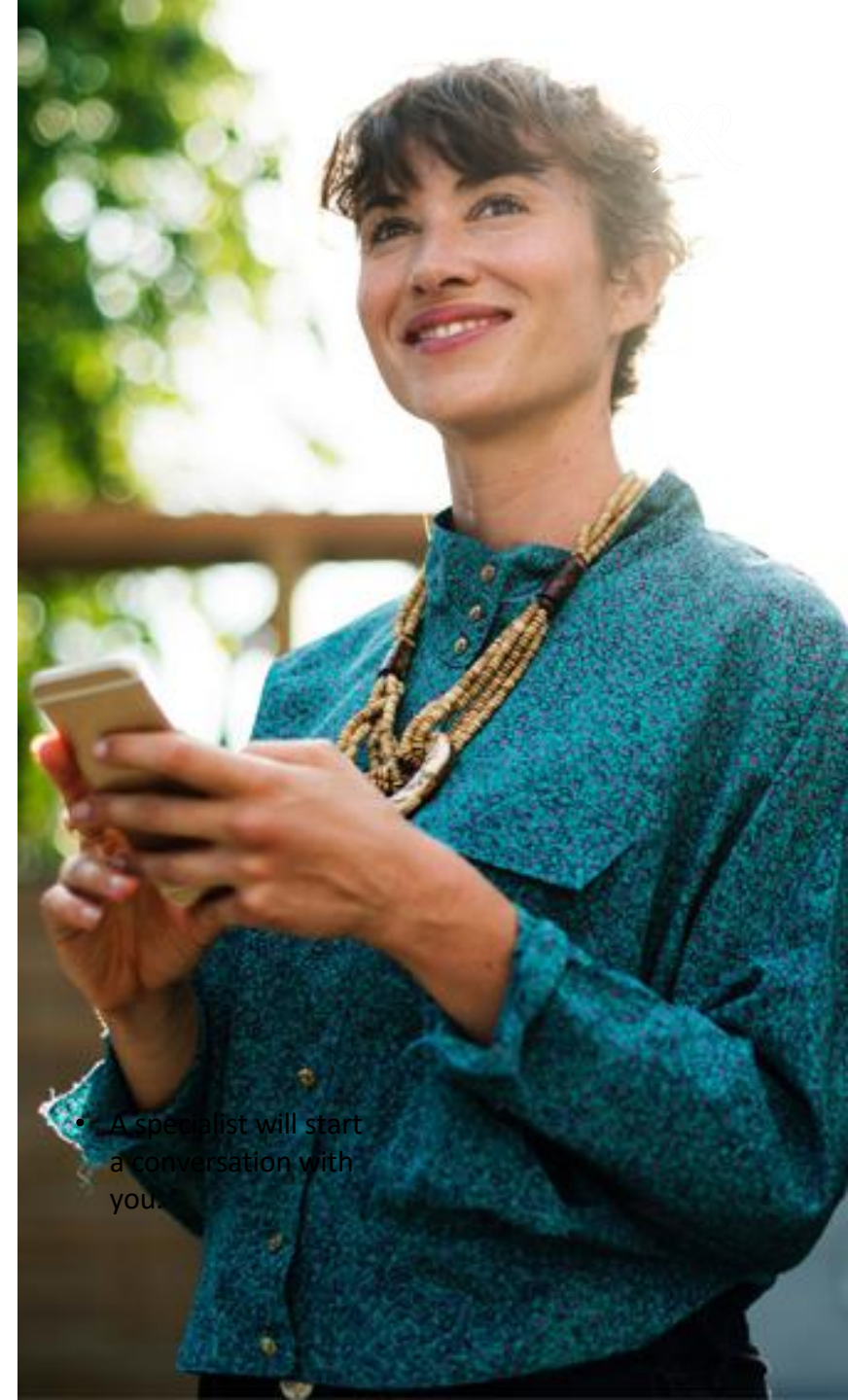
Search for a service or specialist, or select the desired service from the menu.



Choose a location or remote appointment, then select a suitable time.

Using the Digital Clinic occupational health centre anytime, anywhere

1. Open the OmaMehiläinen app.
 2. Select Digital Clinic or Services, choose Digital Clinic occupational health centre and start a conversation.
 3. Choose the topic that best matches your needs.
 4. Complete the automated wellbeing questionnaire and provide any requested additional information. You can also attach images to the conversation.
 5. Based on your responses, the conversation is routed to a suitable occupational health specialist.
- **The waiting time** will be announced after you answer the mandatory questions in the initial symptom questionnaire. You can use your phone normally while waiting, provided you do not end the conversation – the open conversation remains available on the Digital Clinic start page.
 - **You'll be notified** when a specialist joins the conversation. Make sure notifications are enabled in your phone's settings. If you do not respond to the specialist's message within one hour, the specialist will end the conversation and you must start a new one.
 - **Please use only one channel at a time** and start only one conversation at a time. **If you are unable to continue using the service**, select "End" on the right-hand side. You will leave the queue and your request will be closed.



- A specialist will start a conversation with you.