Rovaniemi

Online service for Student Health Services to begin

The student health services of the City of Rovaniemi will introduce an online service in the beginning of February. This online service will allow students to contact a nurse via the Internet.

The service is intended for all students in the educational institutions in the City of Rovaniemi. The online help service is a personal service between the student and the nurse via a protected Internet connection. The students register for the service with their personal online banking identification information.

The service allows the students to send questions to the nurse at their own school. This e-service is based on the confidential relationship between the student and the nurse, and is comparable to a phone conversation or an appointment at the health clinic.

Help and guidance provided through the service

The online health service is a means of providing personal help and guidance. Questions submitted by the student online are answered by nurses from the City of Rovaniemi's student health service within three working days.

The student can contact the nurse at his/her own school
- To ask for and receive help and guidance on health issues.
- The student may also make an appointment via the online service for non-urgent matters.

The objective of this personal online service is to provide the student with as complete an answer as possible and to facilitate taking further care of the matter within the health care system, if further attention is needed. The questions are directed to a nurse who has been appointed in each school, or, if she/he is unavailable, to a substitute nurse.

Instructions for the use of the service

The student must provide his/her name when using the online service. Identity authentication is conducted when the student logs in.

The identity authentication is carried out with online banking user information, the so-called TUPAS login information. The objective of the identification is to ensure that outsiders cannot access the student's data or information about him/her. Transfer of information between the client and the health care professionals is carried out with a protected SSL connection. Identification and the protected SSL connection ensure that outsiders cannot see the questions or answers submitted via the online help service. Confidentiality regulations also apply to those updating or developing the service.

Registering for the service

Registration is a prerequisite for using the service and is carried out the first time a student uses the service. With registration, the student accepts the terms and conditions of the online help service and agrees to comply with them. During registration, the customer's name and identity number are recorded as compulsory information. The student can also choose to submit an e-mail address or a mobile phone number. Recording the personal information prevents the disclosure of non-public or confidential information to outsiders. Contact information is used to provide notification of responses that have been received.

You can access the student health care online service with a computer equipped with an Internet connection and a web browser (Internet Explorer, Netscape, Mozilla or equivalent).

Due to its private nature, using the service requires identification. To do this, you need online banking identification information from Handelsbanken, Nordea, Osuuspankki or Sampo.

You can access the student health online service via links on the City of Rovaniemi website. Log in to the service as a new user by clicking the "Registration" link and follow the instructions.

Remember to log out of the service and, if needed, to empty the cache of the web browser you are using.

For more information about the service, go to:

www.rovaniemi.fi/nettivastaanotto