

BETTER STUDENT HEALTH



F · S · H · S

FINNISH STUDENT HEALTH SERVICE



## **DID YOU KNOW?**

The FSHS promotes students' health, wellbeing and ability to study.

# FSHS – Experts in student health care

The Finnish Student Health Service (FSHS) provides general, mental and oral health care services. We are active promoters of student wellbeing and health.



## WHO CAN USE OUR SERVICES?

You can use our services if you are a basic degree student of a university or other institution of higher education and you have paid your student union membership fee to a student union that is a partner of the FSHS. Under a pilot scheme launched with the Saimaa and Seinäjoki Universities of Applied Sciences in autumn 2011, you can also use our services if you are studying at the Saimaa or Seinäjoki University of Applied Sciences, have paid the FSHS health care fee and your local study unit has entered into an agreement with the FSHS. This fee provides you with access to all FSHS health centres, and it can be paid for one academic year or one term at a time. For more information visit [www.yths.fi/en](http://www.yths.fi/en).





## **DID YOU KNOW?**

The FSHS offers students a broad selection of mental wellbeing guides for that extra strength you may need in your studies.

As a customer of the FSHS you will have access to the basic services below on the basis of a treatment need assessment.

## GENERAL HEALTH

### **Your health is your wealth so remember to look after it!**

We mainly offer appointments with public health nurses and general practitioners. You can visit any of our health centres around Finland.

#### **Our services cover:**

- appointments with public health and other nurses;
- electronic health inquiry for all first-year students and, if necessary, a health discussion session;
- travel vaccinations and advice;
- appointments with general practitioners and, if necessary, with gynaecologists and dermatologists;
- physiotherapy;
- laboratory and x-ray examinations on referral by an FSHS doctor.

## ORAL HEALTH

### **Your mouth is what you make of it!**

Our oral health professionals will help you promote and maintain your oral health.

#### **As a customer of the FSHS you are entitled to receive the following services:**

- appointments with oral hygienists;
- appointments with dentists and some dental specialists' services;
- x-ray examinations.

## MENTAL HEALTH

In mental health issues you can see our public health and other nurses, general practitioners, psychiatric nurses and social workers as well as psychologists and psychiatrists.

#### **Our mental health services cover:**

- preventive mental health work;
- appointment reservations and advice over the phone (preliminary treatment need assessments);
- mental health advice and examination sessions;
- treatment sessions in accordance with a treatment plan (incl. brief sets of psychotherapy sessions, crisis therapy, medical treatment).





## Read more

Would you like to read more about the FSHS?

Visit our website at

[www.yths.fi/en](http://www.yths.fi/en)



## FSHS SERVICES ARE AVAILABLE WHERE STUDENTS ARE

There are FSHS health centres in 15 towns and cities. Our services are used by around 135,000 students of universities and other higher education institutions.

### FSHS health centres:

Helsinki  
Espoo  
Joensuu  
Jyväskylä  
Kajaani  
Kuopio  
Lappeenranta  
Oulu  
Rauma  
Rovaniemi  
Savonlinna  
Seinäjoki  
Tampere  
Turku  
Vaasa

### Outsourced services:

Kokkola  
Lahti  
Mikkeli  
Pietarsaari  
Pori  
Ylivieska

## OUR CUSTOMERS ARE SATISFIED WITH US

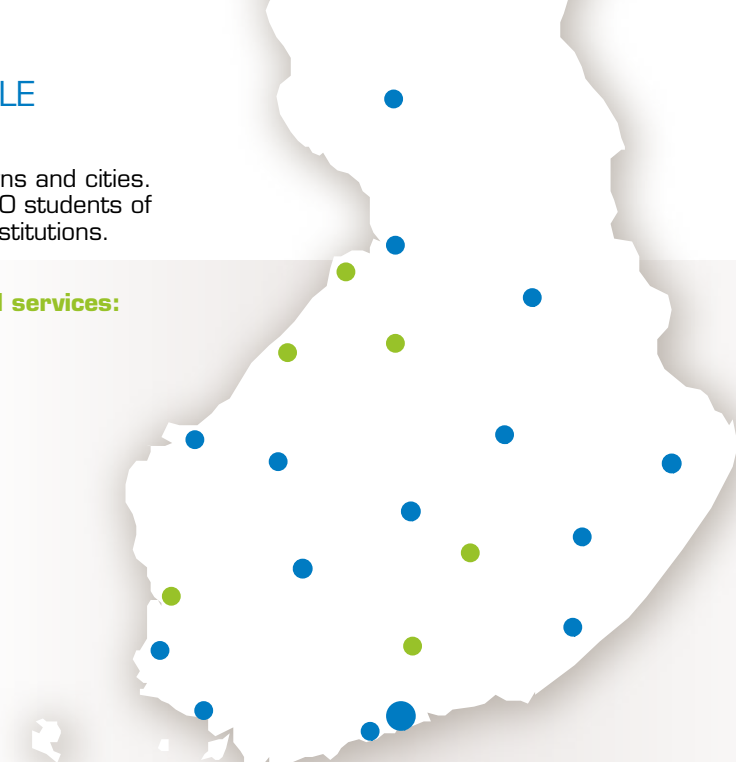
According to the FSHS 2011–2012 customer satisfaction survey, our customers were very satisfied with our health care services. We received an excellent general score (3.8/5) for the care provided by us. Our customers also rated our staff's professional competence and use of time, the fees charged for our services and staff interaction and communication as excellent. Positive feedback was also provided on our travel vaccinations and advice helpline and easy access to appointment cancellation services.

In all 58,455 surveys were sent out to those who had used our services, and a total of 8,843 students responded to it.

### IT IS NICE TO WORK FOR US

We employ more than 600 health care professionals. Our staff range from general practitioners and specialists (such as gynaecologists and dermatologists), public health and other nurses and physiotherapist to dentists, oral hygienists and psychologists and psychiatrists.

The FSHS is regarded as a pleasant and safe place to work – we have very nice customers! We support our staff in competence and professional skills development. Our staff have a genuine opportunity to participate in workplace development and internal decision-making.





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