

Instructions for clients

Dental care service voucher for comprehensive oral health care

You have been granted a service voucher for oral health care comprising one comprehensive treatment package: an examination, diagnosis, treatment plan and implementation of care.

The service voucher allows you to freely choose which dentist and dental clinic you wish to use from among the service provider dentists approved for the City of Helsinki's service voucher system.

Seek treatment after receiving the service voucher, preferably within two months.


You will receive a text message when your service voucher is ready, whereby you can make a treatment appointment with a service provider dentist.

You can find your service voucher on the palse.fi website. Sign in by using your Suomi.fi credentials or the information presented in the decision.

Click 'Kirjaudu sisään' (Log in) in the box on the left side of the page (in Finnish or Swedish).

Kirjaudu Suomi.fi -tunnistautumisella

- Palveluseteli
- Maksusitoumus
- Hoitotarvikejakelusuunnitelma

Suomi.fi -tunnistautuminen on käytössä
vain tiettyjen organisaatioiden asiakkaille.
Katso i-kuvakkeesta, mitkä organisaatiot
käyttävät Suomi.fi -tunnistautumista. 

Kirjaudu sisään

When you are logged into the system, you can see your service vouchers and the link to the client fee pricelist. You can also use the comparison function to view the service provider companies and dentists to choose the one you prefer.

PLEASE NOTE! Please inform the service provider that you wish to use your service voucher when making an appointment.

Your service voucher is valid for six (6) months from the date of issue. The treatment will cost you as much as the same oral health care in the City of Helsinki's own services.

You will pay the client fees and clinic fees, which are the same as the City of Helsinki's oral health care fees, directly to your service voucher dentist.

More information about the client fees for dental care is available at: www.hel.fi/sote/fees

In addition to the procedure fees, you will need to pay clinic fees per visit, such as for the City's own oral health care operations.

- €10.40 dentist (1 January 2021->)
- €8.10 dental hygienist (1 January 2021->)

You cannot get Kela compensation for the client fees you have paid, which also applies to oral health care provided by the City of Helsinki's own services. Client fees can be considered other basic expenses for social assistance on a case-by-case basis.

If your treatment plan includes prosthetics treatment or an occlusal splint (SFB10, SFB20, SFB30, SFB40, SPB05, SPB07, SPC01, SPC05, SPC31, SPC06, SPC07, SPD01, SPE01, SPE02, SPF02, SPF03 or SHB00), you will be required to pay for all the dental laboratory costs related to them, as is the case for the City of Helsinki's own oral health care services. These costs may form a significant portion of the total costs.

The service provider dentist will provide you with a cost estimate before starting the treatment, which also includes an estimate of potential dental laboratory costs.

If your treatment plan changes during the course of the treatment (if a tooth being treated requires a larger filling or a root canal procedure, for example), the final cost of the treatment may also change. The service provider dentists will discuss any changes to the treatment plan and their impact on treatment costs with you.

You are responsible for any costs incurred from missing an appointment.

Who is responsible for my treatment?

- If you are unsatisfied with the treatment you received with a service voucher, you can review the matter with the service provider dentist who treated you.

What should I do if I do not want to use my service voucher?

- If you do not wish to use a service voucher that you have been issued, please contact the oral health care appointment booking service (09 310 51400). The treatment you need will then be organised by the City of Helsinki's oral health care services. Please note that in this case you may have to wait longer for your treatment.

One-on-one guidance on using service vouchers is available through the City of Helsinki's customer service centre for oral health care, tel. 09 310 51400.

More information

You can find more information on oral health care service vouchers at www.hel.fi/helsinki/en/socia-health/health/dental/service-voucher.