

Changes to the use of at home care service vouchers provided by support for informal care

The City of Helsinki will gradually introduce a new service voucher system (Palse) during spring 2020 at palse.fi.

The new system will be introduced for service vouchers for the disabled and the elderly on 1 February 2020. The change also applies to the following service vouchers:

- At home treatment of people under the age of 65 provided by support for informal care
- At home treatment of elderly people (over the age of 65) provided by support for informal care

The services for current service voucher clients will remain the same. The criteria for granting service vouchers will remain the same. This change requires no action on the part of the customer.

Changes to the at home care service provided by support for informal care

You have a valid service voucher decision concerning at home care provided by support for informal care. This means that you will either have 24 or 36 hours of service per month. No changes will be made to the number of hours granted.

The change only applies to the allocation of the hours at your disposal. You can use the hours that you have accumulated in periods of your choosing, which will then be added together. The service producer will invoice you for the excess fee of 11.40 euros each time 12 hours, or one block of statutory leave, is completed.

If you use several services to implement statutory leave, you must make sure that you do not use more services than you are entitled to. Any excess leave will be paid for by you. You can use your statutory leave during the calendar year according to your wishes. You can also use your leave designated for December in January.

Please book your times with the service provider well in advance to avoid disappointment.

Use of the service voucher system

- The look of the service voucher will change slightly.
- On the system website, you can search, compare and choose a suitable service voucher provider. You do not need to log in to compare service providers.
- By logging in to the system, you will be able to view your service vouchers, personal information and service events.
- You can log in to the Palse.fi system using the online banking authentication system, which also allows you to view information on the service vouchers granted to you. You can also log in to the system using the identifier information on the service voucher, which allows you to view the information for the voucher in question. You can also use the service on behalf of someone.
- Please contact the service provider of your choice by phone or email and make an agreement on the service when you are ready to select your service provider.
- Using the service voucher does not require you to use the system.

The service voucher system website and instructions (in Finnish) are available at palse.fi

Please contact your informal care employee for **further information** on service vouchers and the upcoming changes.