



INSTRUCTIONS FOR USING THE SERVICE VOUCHER FOR COMPREHENSIVE CARE AND FURTHER TREATMENT AFTER EMERGENCY CARE

<https://www.hel.fi/helsinki/en/social-health/health/dental/service-voucher>

You have been granted an oral health care service voucher that covers some of the costs of the service conducted by the service provider.

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.

- Please seek treatment as soon as you receive your service voucher. You will receive a text message when your service voucher is ready, whereby you can make a treatment appointment with a service provider dentist.
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.
- You can find your service voucher on the **palse.fi** website with a Suomi.fi authentication (online bank codes or mobile certificate).
**In the box in the upper right corner of the page, click on 'Kirjaudu sisään asiakkaana' ('log in as a customer').
- When you are logged in, you will be able to see your service voucher information and compare clinics and their dentist to select the most suitable option.

** Box in the upper right corner of the Palse.fi page.



How much does your treatment cost?

- The value of the service voucher covers **some** of the costs of your planned treatment. You will need to pay the excess fee directly to the service provider dentist. **You can see the excess fee in the dentist price comparison after logging in to the palse.fi website.**
- The excess fees of the different service provider dentists vary within limits agreed with the oral health care services of the City of Helsinki.
- The excess will not be reimbursed by Kela. The excess **may case-specifically be considered** other basic costs added to basic social assistance, **but only to the extent of the health centre customer fee. Any additional fees must be paid by the customer who receives basic social assistance.**



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- If your treatment plan includes a prosthesis or occlusal splint, you will need to **cover all of the associated laboratory costs yourself**, as would also be the case if the treatment were provided by the City of Helsinki's oral health care services. **These costs may form a significant portion of the total costs.** In such cases your service voucher will include one or several of the following procedure codes: **SPB05, SPB07, SPC01, SPC05, SPC31, SPC06, SPC07, SPD01, SPE02, SPE01 or SPF11.**
Please note! The fees do not include potential **dental laboratory costs.**
- The service provider dentist will provide you with a cost estimate before starting the treatment, which also includes an estimate of potential 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 must resolve 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

One-on-one guidance on using service vouchers is provided at the following clinics:

- **Kalasantama Dental Clinic**, Työpajankatu 14 A, 2nd floor, room A12. The information desk is open on weekdays, Mon–Fri, from 8:00 to 15:15.
- **Centralised appointment booking**, open Mon–Thu 7:00–18:00 and Fri 7:00–15:00, tel. 09 3105 1400.