



Ålands hälso-
& sjukvård

Public healthcare services on Åland



About public healthcare services on Åland

Ålands hälso- och sjukvård (ÅHS) provides **healthcare services** to the Åland population as well as all visitors at varying stages of life.

Everyone employed by ÅHS is bound by **professional secrecy**.

ÅHS switchboard telephone: 018-5355.

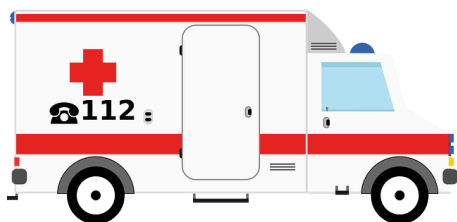
Website: www.ahs.ax

Emergencies

In **life-threatening situations**, call **112**.

If you need to contact the Alarm Center in other than life-threatening situations, call 018-19000.

Åland Alarm Center = police, rescue service, ambulance and sea rescue.



Which health services are you entitled to?

All permanent Åland residents are entitled to public healthcare services on Åland (ÅHS).

All people who need emergency care on Åland are entitled to it.

You **may** also be entitled to more than emergency care. This right is assessed by the treating physician and is affected by your place of domicile, whether you have a European Health Insurance Card (EHIC), and whether you have a promissory note.

These factors also affect how much you need to pay for healthcare services on Åland.

Read more at www.ahs.ax



Healthcare information service

If you have questions regarding healthcare services, self-care, illnesses or other health-related issues, you can call the healthcare information service (ÅHS) at 018-538 500

On-call telephone numbers

- Emergency Unit, around the clock: 018-535 001
- On-call dentist service: 018-14 600

Remember:

- Always arrive **on time** to scheduled appointments.
- If you can't make your appointment, remember to **unbook** it.
- Unless you unbook ahead of time, you will be charged a fee for each missed appointment (48 €/appointment).
- Remember to bring along **a valid ID**.
- All scheduled visits are for one patient only.
- Appointment times may be short.
- **Avoid** wearing perfume and other heavily scented products.

Patient fees

Patients using public healthcare services are subject to fees
This is legally determined.

However, the following services are free of charge:

- School healthcare
- Maternity and child healthcare counseling
- Family planning counseling for persons under 25 years
- Screening for cervical cancer (every five years for ages 25-60)
- Screening for breast cancer (every other year for ages 50-69)
- Primary healthcare visits for children and youths
- Dental care visits for children and youths.



Are your healthcare fees too high?

The annual healthcare fees depend on your annual income.

Maximum fees in 2020:

For clients with an annual income of less than 14,000 €, the maximum annual fee is 125 €.

For clients with an annual income of 14,000–16,000 €, the maximum annual fee is 250 €.

The application of annual maximum fees requires you provide ÅHS with a copy of your income tax card.

You can:

- email your tax card to kund.ekonomi@ahs.ax or
- bring a copy of your tax card to the ÅHS reception at the front

entrance of the hospital, or

- bring a copy of your tax card to the finance department of ÅHS.

For persons who turn 75 years or more during the current year the maximum fee is 250 € per year.

This is automatically taken care of by ÅHS.

Save all receipts

Save all receipts from the pharmacy (for medicine purchases), the dentist, the optician, ÅHS as well as private healthcare visits (Medimar and Cityläkarna). You have the right to deduct these expenses in your tax declaration.



Primary healthcare

Primary healthcare is open for everyone.

You **do not need a referral** to primary care.

Primary health care assists clients to live as healthily, as well and as long as possible.

Contact primary care for answers regarding:

- your physical health
- your mental health
- pregnancy
- your child's health
- sexual health and family planning
- help with losing weight
- help with quitting smoking

- vaccinations (for travel vaccinations, contact Medimar or Cityläkarna).

Primary care units include:

- The healthcare center in Mariehamn: 018-538 500 (for English, press star *)
- The healthcare center in Godby: 018-535819 (for English, press star *)
- Healthcare clinics
- Home nursing
- The mental health clinic for adults (18 years and older)
- The family planning clinic
- Child healthcare counseling
- Maternity healthcare counseling
- School- and student healthcare.

Specialized healthcare

Specialized healthcare comprises particular areas of medicine, such as orthopedics, gynecology and cardiology.

Appointments to specialists in particular areas of medicine require a **referral** from a physician within primary care.

Dental care

ÅHS provides dental care to children and young adults up to 28 years of age as well as for patient groups prioritized due to medical or social reasons. All other adults on Åland are to turn to private dental care services.

The dental care clinics within ÅHS are located in Mariehamn at Ålandsvägen 26 and in Godby at von Knorringsvägen 1.

Telephone: 018-538 524



Interpreter

You have the right to an interpreter (telephone interpreting) when you have an appointment at ÅHS. If you need an interpreter, make sure you inform ÅHS of this in good time before your scheduled appointment.

NOTE: If you can't make it, always remember to unbook your appointment when you have requested interpreter services, since the hospital will have to pay the interpreter's fee even if you don't show up.

Family members or friends should not function as interpreters during your healthcare visits.

Pharmacy

All pharmacy personnel work under **professional secrecy**.

Pharmacy staff can help you determine whether you need to seek medical help.

Prices of prescription-free drugs can vary from pharmacy to pharmacy. Both prescription-free and prescription medication are purchased by the patient.

Most often, prescriptions are not handed out in paper-form. Prescriptions for patients with a social security number are sent directly to pharmacies in electronic form. Make sure to bring along a valid ID when you pick up any prescription medication.

In Finland, there is a high-cost protection for medication. This means that the patient only pays his or her medication costs up to a certain sum annually, after which sum the costs are covered.



Return superfluous/expired medication to a pharmacy.

Patient ombudsman

www.ombudsman.ax

The patient ombudsman can help you if you are dissatisfied with the healthcare services you have received. You can also contact them to give feedback regarding healthcare services.

You can also receive help with drafting a patient injury report. However, the patient ombudsman does not assess medical care decisions, errors or negligence.

Always book an appointment with the patient ombudsman for consultation.

Films

Animated short films about, for example, ÅHS, cold symptoms and healthy living, subtitled in English and Arabic, can be found at www.kompassen.ax.

Selfcare

Selfcare instructions regarding the most common illnesses can be found on the webpages of the different units at www.ahs.ax.

Adequate selfcare information regarding health and illnesses is also available online, for example in the Swedish 1177 vårdguiden (www.1177.se/en/Stockholm/other-languages/other-languages/).

Online

www.ahs.ax	Ålands hälso- och sjukvård
www.kompassen.ax	Integration on Åland (information in several languages)
www.infofinland.fi	About Finland (information in several languages)
www.thl.fi	Finnish Institute for Health and Welfare (Finnish, Swedish, English)
www.thl.fi/en/web/infectious-diseases-and-vaccinations:	On vaccinations and infectious diseases
www.kanta.fi	electronic prescriptions
www.1177.se	Vårdguiden (Sweden)
www.youmo.se	Information for youths in several languages
www.fipoh.se	Multilingual information on mental health issues



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