

HEALTH CARE SERVICES IN ROVANIEMI

Citizens of the EU/EEA countries, Switzerland, Australia and the province of Quebec in Canada can use public health care services in acute cases of illness and accidents that require medical attendance. The entitlement to public health care services needs to be proven (e.g. European Health Insurance Card EHIC). In any case, it is recommended to take a medical expenses insurance as it covers more extensive medical treatment than public health care.

Students from other countries must have a private health insurance and they can use private medical services. In a need of an urgent medical attention, the emergency care at Lapland hospital can be contacted. The emergency care is not free of charge so the student needs to have passport and the health insurance policy with him/her.

The city of Rovaniemi produces health care services for exchange students (EU, EEA, Switzerland) at Student Health Care

Office is located in the city, Rinteenkulma shopping centre,
address: Koskikatu 25, first floor

Appointments can be made by phone +358 (0)16 322 4280 (for service in English press 2)

Telephone service Mon-Thu at 8:00-16:00 and Fri 8:00-14:00

and email (not urgent) Nurse Minna Lohela: minna.lohela@rovaniemi.fi

HEALTH CENTERS

In addition, in case of the need of medical help or if you feel ill (acute cases), you can contact the municipal health services in Rovaniemi. There are three municipal Health Centres that provide medical care in Rovaniemi. You can choose in which health centre you'll make an appointment. There are also private health centres in the city at which you can be treated (at your own cost or through private insurance) even if you do not have access to public health care.

The public health centres are open Mon-Thu, 8 am to 4 pm & Fri, 8 am to 3 pm. If you wish to see a doctor or a nurse, you must make an appointment in advance by telephone. Appointments for laboratory tests are made in advance through the NordLab online booking system.

HEALTH CENTERS IN ROVANIEMI:

Rinteenkulma Health Centre & Laboratory

Koskikatu 25 (3rd Floor)

Tel. +358 (0)16 322 4620

Pulkamontie Health Centre & Laboratory

Pulkamontie 4

Tel. +358 (0)16 322 4610

Urheilukatu Health Centre
Urheilukatu 5-7
Tel. +358 (0)16 322 4600

NordLab
[NordLab — Ajanvaraus \(vihta.com\)](https://vihta.com)

When you call to the health center, there is a voicemail which is only in Finnish and at first you need to choose a number for the right service:

1. COVID-19 related issues
2. Cancelling an appointment
3. Booking an appointment
4. Prescriptions and test results

PRIVATE HEALTH CARE SERVICES IN ROVANIEMI

There is also a possibility to use private health care services in Rovaniemi. These services are **available during weekdays until late evening and also on Saturdays**. Please check the opening hours and services offered from the private health care provider directly. Please **note that the customer/patient is liable for all the costs**. Traveller's insurance usually covers the expenses of the use of private medical services. Please check this from the terms of your own insurance.

Terveystalo:

Address: Revontulikeskus, Koskikatu 27

Phone number (24/7): +358 (0)30 6000

www.terveystalo.com/en

Mehiläinen:

Address: Lampelankatu 6

Phone number (24/7): +358 (0)10 414 0200

www.mehilainen.fi/en

When dealing with health services, ALWAYS take your European Health Insurance Card with you or the document of your personal insurance as well as information about the medicines and allergies you regularly use.

DENTAL CARE

The city of Rovaniemi offers dental treatment at several dental clinics. There are also several private dental clinics in the city at which you can be treated even if you do not have access to public health care.

Dental pain emergency

If you need to arrange an emergency dental pain treatment appointment, you can contact:

City of Rovaniemi Dental Pain emergencies

Tel. +358 (0)16 322 4630 (press 1)

Opening Hours Mon-Thu, 8 am to 3:30 pm & Fri, 8 am to 3 pm.

EMERGENCY CARE

You can attend an Accident and Emergency department, e.g. at a hospital, if you suddenly become ill and cannot wait until the next day. Examples of such situations include a gushing wound, chest pain, burns, a broken leg etc. Accident and Emergency departments are open 24 hours a day, all year-round.

You cannot make appointments to the Emergency Clinic. The waiting time will vary according to number of people waiting. The order of arrival will not decide who is treated first, but the staff of the Emergency Clinic will assess the order of urgency on the basis of their state and the severity of their illness.

Emergency Clinic & Prehospital Emergency Care (First Aid)

Lapland Hospital

Ounasrinteentie 22

FI-96101 Rovaniemi

Open 24 hours a day, 365 days a year

Telephone Service 24/7 (only for the cases where the treatment cannot wait for doctor's appointment): +358 (0)16 322 4800

Lapland Hospital District

<https://www.lshp.fi/fi->

[FI/Sairaanhoitopiiri/In_English/Emergency_Clinic](https://www.lshp.fi/fi-)

IN URGENT AND LIFE-THREATENING CASES OF ILLNESS OR INJURY, ALWAYS CALL TO THE EMERGENCY NUMBER 112. You can also request assistance from the fire brigade or police service from the same number.

Health problems that do not require emergency examination and treatment, are treated at private health centres.

More information:

<https://international.rovaniemi.fi/en/Services/Healthcare-Services>