

The Wellbeing Services County and the Healthcare and Social Welfare Services Reform:

WHAT WILL CHANGE IN THE HEALTHCARE AND SOCIAL WELFARE SERVICES FOR THE RESIDENTS OF TAMPERE AND ORIVESI ON 1st OF JANUARY 2023?

From the beginning of 2023 onwards, you will receive your Healthcare and Social Welfare Services from the Pirkanmaa Wellbeing Services County. The responsibility for the services will be transferred from the City of Tampere to the Wellbeing Services County.

The reason for the changes is the Healthcare and Social Welfare Services Reform, in which the responsibility for the municipal healthcare and social welfare services, the Pirkanmaa Hospital District and the Pirkanmaa Rescue Services will be transferred to the Pirkanmaa Wellbeing Services County.

For example:

- health centres and hospitals
- emergency medical services, such as ambulances
- dental clinics
- mental health and substance abuse treatment services
- school and student healthcare
- child health centres
- social services
- child welfare
- disability Services
- home care and housing services

Things that will not change on 1 January 2023

The same service points will continue in the current premises and with the current personnel. You can, for example, visit the same health centre or child health centre as before. The Wellbeing Services County may make changes to the services and service points at a later stage.

Your appointments and places in treatment queues will not change.

Referrals, as well as client and patient data will be preserved and transferred to the wellbeing services county.

Granted service vouchers and interpretation services will remain the same.

The Pirkanmaa Rescue Department is already functioning on a provincial scale, and there will be no changes in its services.

Always call the Medical Helpline Number 116 117 if you are thinking about going to the emergency department. In case of an emergency, call 112.

The mobile phone numbers of the employees and the telephone numbers of the Tampere University Hospital (TAYS) will not change.

Things subject to changes 1 January 2023

The numbers of the Healthcare and Social Welfare Services of Tampere and Orivesi beginning with 03 will change in the beginning of the year, but the calls will be automatically redirected to the correct number until 30 April 2023.

Email addresses will change:

The email addresses of the Wellbeing Services County will end with @pirha.fi.

The websites will change:

Information about the Healthcare and Social Welfare Services for residents of Tampere or Orivesi will not be on the Tampere.fi website, but on the website of the Wellbeing Services County at pirha.fi. Information concerning Tays services will also be available on these webpages. The Rescue Department website will remain pelastustoimi.fi/pirkanmaa.

The criteria for access to treatment, all compensations and reimbursements as well as client fees will be identical from 1 January 2023 throughout Pirkanmaa. The dates of payment of compensations and reimbursements may change. Some clients' benefits and client fees will change slightly.

If you want to receive client fee invoices through your online bank, you must sign a new e-invoice agreement with the Wellbeing Services County in your online bank.

If you use online services, you will need to fill in the consent form for using online services again.

For more information, see: pirha.fi

You can also ask for advice via the chat on the Pirha.fi website.

The Healthcare and Social Welfare Services General Helpline of the Wellbeing Services County is available at 03 384 5050 on weekdays from 8am to 6pm. There you can for example receive information about the opening hours of the service points. The need for treatment is not assessed through this number.