



Urgent and non-urgent health care in Tampere

**When should I go to my own
health centre?
When should I go to the first aid
unit Acuta?**



TAMPEREEN KAUPUNKI
HYVINVOINTIPALVELUT

IMPORTANT TELEPHONE NUMBERS.

Emergency number 112

In an emergency, dial the EMERGENCY NUMBER 112. Dial the emergency number

- if you urgently need an ambulance or the help of the fire department or the police
- because your own or somebody else's life, property or environment is threatened or at risk.



Health Care Counselling

+358 3 100 23 (if using a mobile phone)

100 23 (if using a landline)

Call health care counselling

- if you fall ill
- if you need care instructions
- if you want to book an appointment with a doctor or a nurse at a city health centre.



The health care counselling service is open daily from 7 a.m. to 10 p.m. Outside opening hours, your call will be redirected to a recorded message.

If you hear a queue tone, please wait. Do not hang up. You will be informed of the estimated queuing time.

If your matter is not urgent, you can leave a message requesting call-back.

Health care counselling will then call you.

Requests for a callback are accepted until 1 pm. For more detailed instructions, please listen to the message after the notice of your queuing time.

During health services counselling, a nurse will assess your need for treatment and refer you to the correct place to receive it.

URGENT HEALTH CARE

The city health centres provide urgent health care in the daytime on weekdays. The first aid unit Acuta at Tampere University Hospital provides urgent care at other times.

When to go to your own health centre

Your own health centre is responsible for treating ordinary problems which require urgent treatment.

These include respiratory tract infection, sprains, back pain or a child's ear infection.

Follow these instructions:

If you need urgent care, please call health care counselling. The counselling nurse will give you care instructions, assess your need for treatment and refer you to the correct place to receive treatment. If necessary, the nurse will also schedule an appointment with a doctor or a nurse.

You can also go to your health centre directly without an appointment to see a nurse. However, an appointment will eliminate the need to queue.

If you fall ill on a weekday night and the illness does not require immediate care, wait until morning. Then call health care counselling.



When to go to the Tampere University Hospital first aid unit Acuta

If your health centre is closed and you need immediate care, go to the Tampere University Hospital first aid unit Acuta.

A nurse will see you when you arrive at the first aid unit Acuta at Tampere University Hospital. The nurse will assess the severity of your illness and the need for examinations and treatment. Patients are treated in the order of urgency. If your illness is not life-threatening or does not require immediate treatment, you may be referred to another place for treatment or sent home.

When a child falls ill

If a child falls ill suddenly in the daytime on a weekday, take him or her to a city health centre. If the treatment so requires, the health centre will refer the child to Pediatric Emergency Services.

Children who require immediate care in the evening or at night are treated at the Tampere University Hospital first aid unit Acuta.

Obstetrics and Gynecology Emergency Services

Urgent problems related to early pregnancy and gynecological diseases are primarily treated at the Tampere University Hospital first aid unit Acuta. If necessary, emergency services will refer patients who are in labour to the Gynecology Emergency Unit.



There is a separate labour emergency unit. Sign posts on Teiskontie Street show the way to the unit (“Synnytys” is Finnish for labour). Patients who are to ready deliver or are having complications in late pregnancy should go directly to the emergency unit at all times.

EMERGENCY DENTAL CARE

The first aid unit Acuta provides emergency dental services for patients who require urgent or immediate first aid.

When to go to Acuta’s emergency dental care unit?

Go to Acuta’s emergency dental care unit in the following cases:

- Your toothache will not subside with painkillers.
- You have a fever and your mouth and jaw area is swollen.
- You are experiencing severe pain after having a tooth removed even though you have followed the care instructions.
- You have lost a permanent tooth in, for example, an accident.
- A fixed brace is chafing and you cannot fix the problem by, for example, applying wax or xylitol chewing gum to the problem area.

Follow these instructions:

- Monday to Friday from 8.30 a.m. to 6 p.m.: call emergency dental services on +358 3 5657 0111.
- From 6 p.m. to 9 p.m. on weekdays, during weekends, and from 5 p.m. to 9 p.m. during midweek holidays, call health care counselling on +358 3 10023.
If necessary, they will refer you to emergency dental services.

SCHEDULING AN APPOINTMENT TO NON URGENT HEALTH CARE

If you need non urgent health care, schedule an appointment with a nurse or a doctor. You can schedule the appointment through health care counselling.

You do not always need to schedule an appointment. You may also go directly to a health centre to see a nurse or a doctor.

We recommend that you make an appointment to avoid queuing.

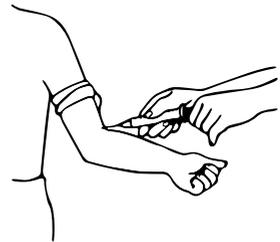
Non urgent doctor's appointments are scheduled in, for example, the following cases:

- follow up appointments for chronic illness
- doctor's appointments for symptoms or ailments which have continued unchanged for a long period
- different medical opinions and certificates
- an illness or ailment continues after a visit to emergency services.

If your problem does not require urgent treatment, it is good to schedule a doctor's appointment in good time.

Nurses manage non urgent matters such as

- removing stitches
- rashes
- vaccinations
- pharmaceutical injections
- providing post procedure care instructions
- general health counselling



Public health nurses primarily focus on the prevention and treatment of common illnesses, such as diabetes, cardiovascular diseases and hypertension.

Public health nurses are also in charge of regular check ups for chronic illness in accordance with a health care and treatment plan. You must always book an appointment to see a public health nurse.

Nurses and public health nurses are also available for preparatory appointments for patients with chronic illnesses.

During preparatory appointments, the (public health) nurse and patient jointly examine how the patient is coping with everyday life and monitor the development of the disease.

Scheduling an appointment to non urgent dental care

To book an appointment with a dental clinic (including in Orivesi), dial +358 3 5657 0100, Mon–Fri from 8 a.m. to 5 p.m.



CITY OF TAMPERE HEALTH CENTRES

www.tampere.fi/english/healthservices/healthcentres.html

Atala Health Centre:

telephone +358 3 5657 0411

Pulkkakatu 1

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3253, Mon–Fri from 10 a.m. to 11 a.m.

Hatanpää Health Centre

phone +358 3 5657 3245

Hatanpääkatu 24, entry through the main door of the Hatanpää Hospital.

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3126, Mon–Fri from 10 to 11 a.m.

Hervanta Health Centre

phone +358 3 5657 2328

Insinöörinkatu 38

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3255, Mon–Fri from 10 a.m. to 11 a.m.

Kaukajärvi Health Centre:

phone +358 3 5657 0325

Keskisenkatu 9

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3256, Mon–Fri from 10 a.m. to 11 a.m.

Kämmenniemi Health Centre:

phone +358 3 5657 4710

Kämmenniemenkatu 42

Opening hours Mon–Fri from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3257, Mon–Fri from 10 a.m. to 11 a.m.

Lielähti Health Centre:

phone +358 3 5657 4847

Teivaankatu 1

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3258, Mon–Fri from 10 a.m. to 11 a.m.

Linnainmaa Health Centre:

phone +358 3 5657 9023

Kirviälänkatu 2

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3259, Mon–Fri from 10 a.m. to 11 a.m.

Tammelakeskus Health Centre

phone +358 3 5657 8850 (2nd floor)

phone +358 3 5657 8874 (3rd floor)

Itsenäisyydenkatu 21 B,

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

Tesoma Health Centre

phone +358 3 5657 9325

Kohmankaari 9

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m., Fri and days before public holidays from 8 a.m. to 3 p.m. To renew a prescription:

phone +358 40 806 3263, Mon–Fri from 10 a.m. to 11 a.m.

Tipotie Health Centre:

phone +358 3 5657 3939

Tipotie 4 (5th floor)

Opening hours Mon–Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

To renew a prescription:

phone +358 40 806 3260, Mon–Fri from 9 a.m. to 11 a.m.

Omapihlaja Hervanta

Insinöörinkatu 30 (3rd floor)

Omapihlaja Kehräsaari

Kehräsaari B (4th floor)

To book an appointment, call a nurse directly at Omapihlaja.

A list of the nurse doctor teams
of Omapihlaja is available on the

Omapihlaja website at:

www.pihlajalinna.fi/omapihlaja/omapihlaja-hervanta

Orivesi Health Centre

Information line, prescription renewal

phone +358 40 133 6392, from 12 noon to 2 p.m.

Sairaalantie 6

Opening hours Mon-Thu from 8 a.m. to 3.30 p.m.,

Fri and days before public holidays from 8 a.m. to 3 p.m.

LABORATORIES (FIMLAB) IN TAMPERE AND ORIVESI

To book an appointment,
call +358 10 808 515
(on weekdays from 8 a.m. to 4 p.m.,
subject to call charge)
or go to www.laboratorio.fi

Hatanpää Laboratory

Hatanpäänkatu 24

Patient samples Mon–Fri from 8 a.m. to 6 p.m.,
and with an appointment Sat from 9 a.m. to 1 p.m.

Hervanta Laboratory

Insinöörinkatu 38

Patient samples Mon–Fri from 7.30 a.m. to 1 p.m.

Kämmenniemi Laboratory

Patient samples

with an appointment on Wed from 7.30 a.m. to 1 p.m.

Pediatrics Outpatient Clinic Laboratory,

Tampere University Hospital

Teiskontie 35

Samples are taken from child patients in queuing order on Mon–Fri
from 8 a.m. to 3 p.m.,

Lielähti Laboratory

Teivaankatu 1

The laboratory is located on the top floor of the Lielähti Centre next to
the library. Patient samples are taken by appointment Mon–Fri from
7.30 a.m. to 1 p.m.

Linnainmaa Laboratory

Kirviälänkatu 2

Patient samples Mon–Fri from 7.30 a.m. to 1 p.m.

Orivesi Laboratory

Sairaalanatie 6

Patient samples by appointment

Mon–Wed from 7.30 a.m. to 2.45 p.m., Thu–Fri from 7.30 a.m. to 1.45 p.m.

Pitkäniemi Laboratory

Pitkäniemi

Patient samples are taken

from hospital patients in queuing order from 7 a.m. to 11 a.m.

Outpatient Laboratory,

Tampere University Hospital

Teiskontie 35

Patient samples Mon–Thu from 7.30 a.m. to 3 p.m.,

Fri from 7.30 a.m. to 2.30 p.m.

Tesoma Laboratory

Kohmankaari 9

Patient samples are taken by appointment Mon–Fri from 7.30 a.m. to 1 p.m.

Tullinkulma Laboratory

Hammareninkatu 5 B

Patient samples Mon–Fri from 7 a.m. to 4 p.m.,

in July Mon–Fri from 7 a.m. to 3 p.m.,

Tuulensuu Laboratory

Hämeenkatu 28

Patient samples Mon–Fri from 7 a.m. to 4 p.m.



Selkokeskus on tarkistanut
esitteen tekstin.

Kuvat: Papunetin kuvapankki, www.papunet.fi



TAMPEREEN KAUPUNKI

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