



Central Ostrobothnia Joint Municipal Authority for Social and Health services Soite

How to send a message to Soite via the My Healthcare service

In the electronic My Healthcare service, it is possible to send a message safely to Soite's employee. Electronic messages can at the moment be sent to and from the doctors' and nurses' receptions at Soite's health care stations and to and from maternity, contraception and child health clinics.

You can send a message to a professional in Soite when it suits you best. A professional in Soite answers your message in the My Healthcare service or contacts you in some other way as soon as possible during office hours.

This is how you send a message to Soite via the My Healthcare service:

1. Log in to Soite's [My Healthcare service](#)

For identification, you need online bank user identifiers or a mobile certificate. The identification is done safely via the web service suomi.fi.

Click on the icon "Continue to service" in the window that opens after you have logged in.

After identification, the front page of Soite's My Healthcare service opens in your browser.

2. Click on the "Messages" icon in the menu in the left hand corner.

When you use the system for the first time, the system asks your permission for sending messages. If you have received the text message "Sinulle on uusi viesti. Voit käydä lukemassa sen Terveyskansiossa." (You have a new message. You can read the message in your health folder), you will find a message or answer that has been sent to you by a professional here.

3. Click on the icon “New message” and a new message and fields open up on your screen.

Inbox



Consent to the processing of personal data

 New message

4. Fill in the fields on the electronic form.

New message

The message concerns/A message about the person

To

The reason for the contact

Message

0 / 3500

Send

Cancel

- a. The field “The message concerns/A message about the person” is automatically filled with your name. You can also send a message on behalf of a loved one if you have an agreement on acting on behalf of another person. In that case, his/her name

can also be chosen in the menu.

b. In the “To” menu, choose the unit in Soite that you want to send your message to. An example: If you wish to send your message to the nurses’ and doctors’ reception in Kokkola, choose “Nurses’ and doctors’ reception in Kokkola” in the menu, if you have not been assigned your own contact person. If you have been assigned a contact person, choose “Assigned contact person, nurses’ and doctor’s reception” as the recipient.

c. In the field “The reason for the contact”, write the subject of your message.

If your message concerns a child between 12 and 18 years of age, add the child’s name and personal identity code in the “Message” field.

d. Write the message you wish to send to Soite's unit in the "Message" field. If the reason for your contact is a symptom (a new symptom or a symptom that has worsened), use the questions on the right hand side of the "Message" field when you write your message. In this way, the professional gets enough information to take care of your errand.

5. When you have finished writing your message send it by clicking on "Send". You can also cancel the whole message by clicking on "Cancel".

A professional in Soite will answer your message or will contact you in some other way as soon as possible during office hours.