

Omaolo instructions for use

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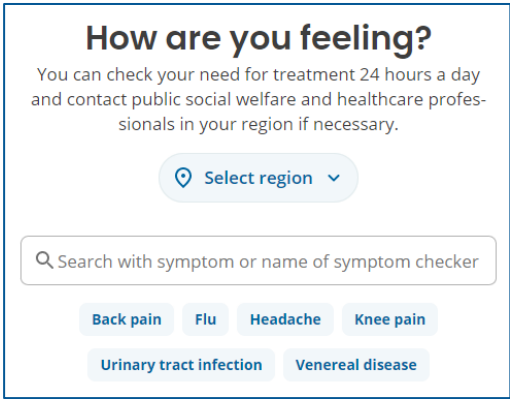
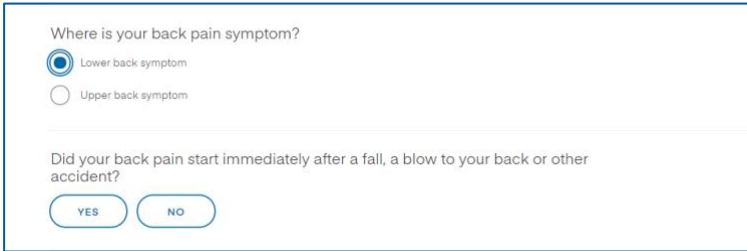
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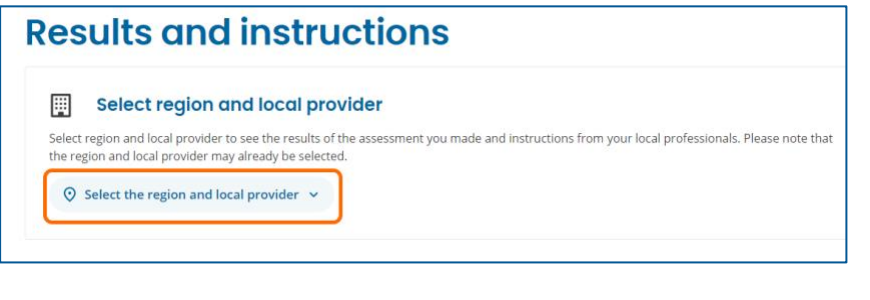
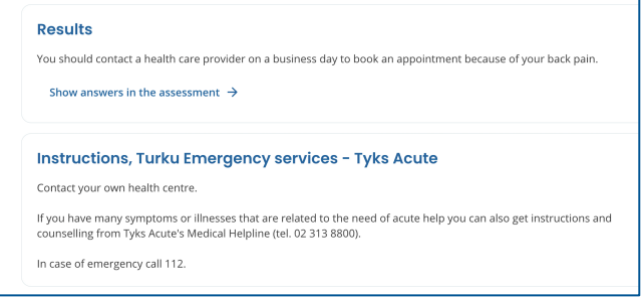
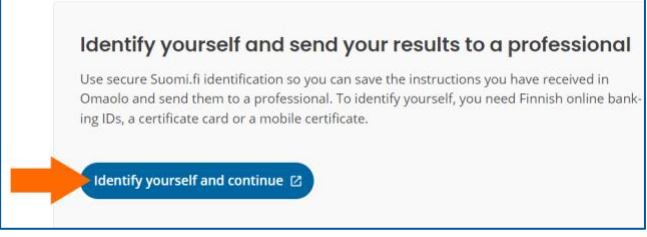
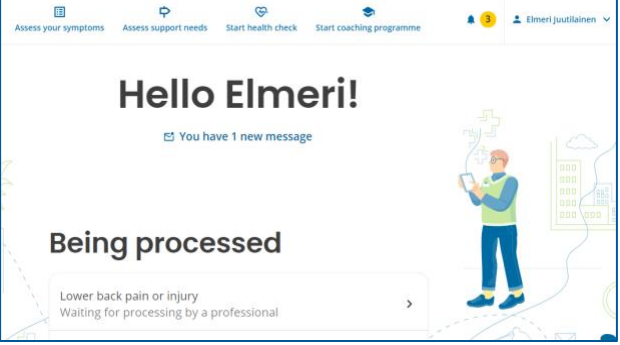
1. Quick guide for using Omaolo

Omaolo is not intended for emergencies such as acute and severe chest pain or shortness of breath, unconsciousness, convulsions, heavy bleeding and severe injuries. In an emergency, call 112.


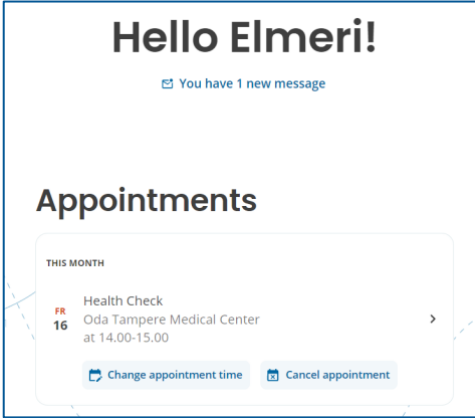
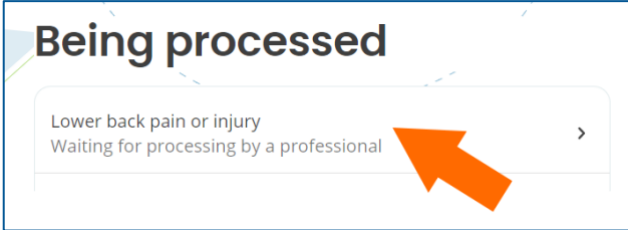
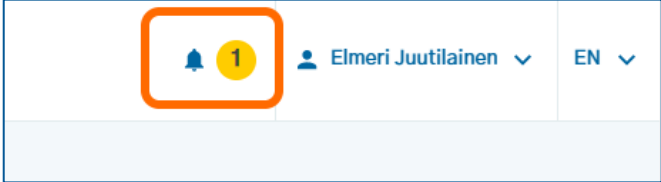
- ✓ The Omaolo service may only be used in accordance with the intended use specified by the manufacturer. For more information, read chapter Purpose of use, on page 8.
- ✓ If this is your first time using Omaolo, please reserve approximately 5–10 minutes for initial use. For Suomi.fi e-Identification, you need **online banking IDs** or similar credentials. When using a symptom checker, your previous **health data** (e.g. medication, blood pressure) might also be useful information.
- ✓ You can use some of the Omaolo services without identification. You need to identify yourself to contact a professional and save your data.
- ✓ If you are the guardian of a child under 15 years old, you can send Other contact on their behalf. Acting on behalf of an adult is not available in Omaolo.

Use a symptom checker

<p>1. Use the search function on the front page to find the appropriate symptom checker. You can also now choose your own region.</p>	
<p>2. Answer the questions in the symptom checker.</p>	

<p>3. Select region and/or local provider, if these have not yet been selected.</p>	 <p>Results and instructions</p> <p>Select region and local provider</p> <p>Select region and local provider to see the results of the assessment you made and instructions from your local professionals. Please note that the region and local provider may already be selected.</p> <p>Select the region and local provider ▾</p>
<p>4. Read the results and possible instructions provided by your region's professionals.</p>	 <p>Results</p> <p>You should contact a health care provider on a business day to book an appointment because of your back pain.</p> <p>Show answers in the assessment →</p> <p>Instructions, Turku Emergency services - Tyks Acute</p> <p>Contact your own health centre.</p> <p>If you have many symptoms or illnesses that are related to the need of acute help you can also get instructions and counselling from Tyks Acute's Medical Helpline (tel. 02 313 8800).</p> <p>In case of emergency call 112.</p>
<p>5. Identify yourself, if you continue to book an appointment, send your results to a professional or save your results for yourself in Omaolo.</p>	 <p>Identify yourself and send your results to a professional</p> <p>Use secure Suomi.fi identification so you can save the instructions you have received in Omaolo and send them to a professional. To identify yourself, you need Finnish online banking IDs, a certificate card or a mobile certificate.</p> <p>Identify yourself and continue ↗</p>
<p>6. Results that you have sent and saved for yourself will create a service activity in Omaolo. In the future, you will find these on your front page after you have identified yourself.</p>	 <p>Assess your symptoms Assess support needs Start health check Start coaching programme 3 Elmeri Juutilainen ▾</p> <p>Hello Elmeri!</p> <p>You have 1 new message</p> <p>Being processed</p> <p>Lower back pain or injury Waiting for processing by a professional</p>
<p>7. Always log out when you finish using Omaolo.</p>	 <p>mme 3 Elmeri Juutilainen ▾ EN ▾</p> <p>My information</p> <p>Start acting on behalf of another person</p> <p>Log out</p>

Continue using Omaolo services

<p>1. Log in to Omaolo using Suomi.fi e-Identification.</p>	
<p>2. Once you have identified yourself, you will see a notification of new messages, all upcoming appointments and saved service activities on your front page.</p>	
<p>3. Click the service activity to go to the service activity page from your front page.</p>	
<p>4. As your service activity progresses, you will be sent a notification on this in Omaolo. You can have the most important notifications also sent to your e-mail or mobile phone.</p>	

5. When a service activity is completed in Omaolo, the service activity can be ended. Ended service activities have been saved in Omaolo, but there will be no ongoing service activity with a professional.

Summary

Messages

End the service activity

A professional has proposed ending the service activity 3.4.2024.

End the service activity

Write a message

2. Product description

Omaolo is a national digital service and service channel for social welfare, healthcare and oral healthcare that supports self-care and directs patients to appropriate assistance if necessary. Omaolo is available at www.omaolo.fi. Omaolo consists of different contents, some of which fulfil the criteria of a medical device, some of which do not.

The contents of Omaolo are

- Omaolo Symptom checkers (medical device)
- Omaolo Service assessments (non-medical device)
- Omaolo Health coaching programmes (non-medical device)
- Omaolo Health check (medical device)
- Omaolo Other contact (non-medical device)
- Omaolo Follow-up survey of long-term illnesses/blood pressure (medical device)
- Omaolo Well-being check-up (the Health check survey is a medical device)
- Omaolo Periodic check-ups (non-medical device).

The service is developed in close cooperation between DigiFinland Oy, Duodecim Publishing Company Ltd, all the wellbeing services counties using the service, HUS and the City of Helsinki. DigiFinland Oy is responsible for distributing the service.

2.1 Purpose of use

The purpose of use of Omaolo is to assess residents' need for treatment and the urgency of treatment in the following situations:

- assessment of an individual health problem or several symptoms
- assessment of health and well-being
- assessment of an illness or its risks
- assessment of treatment balance

and to refer residents to treatment and to services promoting health and well-being within Omaolo and in services external to Omaolo.

Omaolo is intended for permanent Finnish residents over the age of 15 and for residents entitled to public social and health services. Some of the non-medical contents are also intended for children aged under 15. Omaolo is used by health care and social welfare professionals when they take part in the treatment of a resident who uses Omaolo, and to promote health and well-being. Omaolo is not intended for use in life-threatening situations.

Omaolo is used via the terminal's internet browser over the public internet.

Omaolo is integrated with the EBMEDS® software produced by Duodecim Publishing Company Ltd.

2.2 Warnings and contra-indications

- **Omaolo is not intended for emergencies such as acute and severe chest pain or shortness of breath, unconsciousness, convulsions, heavy bleeding and severe injuries. In an emergency, call 112.**
- Symptom checkers assess the need for treatment and its urgency, but they do not make diagnoses or care decisions. Symptom checkers are not able to identify all possible symptoms, illnesses or conditions. Even serious illnesses might cause unusual symptoms that the symptom checkers may not be able to recognise. If the symptom checker's result does not correspond with your own idea of your situation, contact a health care professional in another way. You can find contact information and contact channels on the website of your wellbeing services county.

The service is always available, except for pre-scheduled maintenance breaks, which are indicated on the service website in advance. Follow Omaolo's notifications and disruption reports and the instructions in them.

Omaolo may show different warnings and error messages. Follow the warnings and error messages provided by Omaolo and follow their instructions. You can read about possible problem situations in the chapter Errors and issues, on page 22.

The service provider is not liable for the Internet connection of the user. The user must ensure that the operating system, browser, and antivirus program are up to date.

2.3 User groups and planned patient groups

User groups of the service are:

- residents aged over 15 as non-identified users
- residents aged over 15 as identified users
- social welfare and healthcare professionals
- a non-identified user can use a symptom checker and receive a recommendation for action also on behalf of another person
- some of the non-medical contents are intended for residents aged under 15.

The planned patient groups are residents aged over 15 as identified and non-identified users who are experiencing symptoms that are related to the most common reasons for visiting health stations and joint emergency departments. The urinary tract infection symptom checker is intended for women aged 18 to 75.

2.4 Clinical safety, performance and benefits

Compared with a professional assessment, the Omaolo symptom checkers are accurate, and Omaolo is able to identify severe symptoms well. Omaolo assists in supporting lifestyle changes, enhances preventive actions, and facilitates the monitoring of long-term illnesses.

The **clinical safety** of Omaolo symptom checkers has been researched with a validation study between 1 June 2018 and 31 December 2020. In the study, patients answered the questions of a digital symptom checker, after which a nurse specialised in assessing the need for treatment assessed each of these patients' need for treatment. The findings of the study demonstrated that digital symptom checkers were safe compared to the assessment of an experienced nurse. Of all the studied cases, the percentage of safe assessment by digital Omaolo symptom checkers was 98.55%. (Source: [How Does Triage by an Electronic Symptom Checker Match with Triage by a Nurse, \(PubMed\).](#))

Identified benefits of the Omaolo service are

- you can use the service regardless of time and place
- you get a timely assessment of the need for treatment and its urgency
- you get referred to the correct professional quickly
- communication with professionals is easier
- you can assess symptoms independently and get self-care instructions
- you get to participate actively in taking care of your health and wellbeing
- you get up-to-date and reliable information that is based on the Current Care Guidelines and latest scientific data.

To ensure the clinical safety and performance of Omaolo, users can be sent follow-up surveys on the use of symptom checkers.

2.5 Supported operating environments

You can use Omaolo on a computer, tablet or smartphone. The most common browser programs are supported. Browser extensions are not needed. Supported browsers and operating systems are indicated with the lowest supported version (see Table 1). JavaScript must be enabled on the browser.

Table 1 Supported operating environments

Browsers	Mobile operating systems	Mobile browsers
Chrome 130	iOS 17	Chrome 130
Firefox 130	Android 12	Safari 17
Edge 130		
Safari 17		

2.6 Privacy policy and Terms of use

You can find the Privacy policy and Terms of use in Omaolo: [Privacy policy, \(omaolo.fi\)](#) and [Terms of use, \(omaolo.fi\)](#).

3. How to use Omaolo

You can select your region and start a service best suited to your situation on Omaolo's front page (see Figure 1):

- You can search for the **symptom checker** best suited to your situation and complete it.
- You can assess your need for support by completing a **service assessment**.
- The digital **health check** assesses your lifestyle and mental well-being.
- **Health coaching programmes** that you implement independently support you in your lifestyle change. They include information, tips, and exercises to support your well-being, helping you make lasting changes to your daily life.
- In other non-urgent matters, you can fill in **Other contact**.

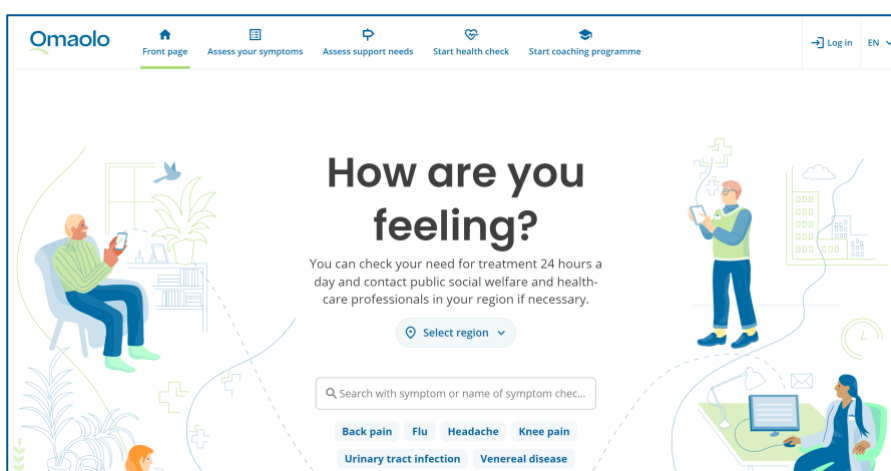


Figure 1 Front page of Omaolo

Select a suitable service from the front page or the main menu (see Figure 2).



Figure 2 The main menu of Omaolo

When using mobile devices, you will find the links to services on the front page as well as in the **main menu** (see Figure 3), which will open when you click on them.

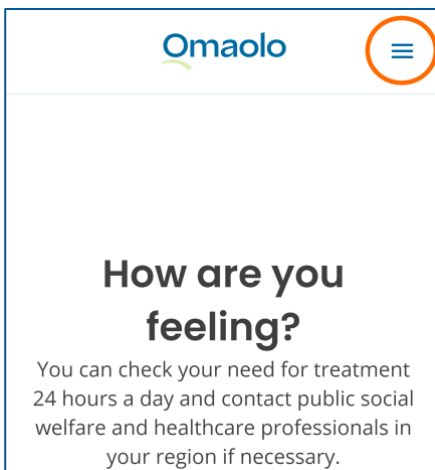


Figure 3 Main menu in a mobile device

3.1 Identification

You can use Omaolo either **anonymously**, that is, without identification, or as an **identified**, logged-in user. Your identity is verified via **Suomi.fi** e-Identification. You need online banking credentials, a certificate card, or a mobile certificate for the identification.

Without identification, you can:

- use a symptom checker, service assessment and digital health check and see their results. You will also see possible local instructions.
- fill the preliminary information form for a periodic check-up, which does not require identification.

You need to identify yourself when you:

- send a symptom checker, service assessment or digital health check results to a professional
- communicate with a professional by starting a chat and you go to an external chat service
- send Other contact to a professional
- book an appointment with a professional
- cancel or change the time of an appointment
- save your results for yourself in Omaolo

- continue the service activities you have started in Omaolo, e.g. read a message sent by a professional
- use Omaolo on behalf of another person
- start health coaching programme
- fill preliminary information form for a periodic check-up, which requires identification
- fill a survey for a well-being check-up added by a professional
- fill in a blood pressure monitoring form added by a professional.

To start identifying yourself, press the **Log in** link in the main menu. Follow the service provider's instructions for identification. If Suomi.fi e-Identification does not work, please try again in a moment or contact social welfare or healthcare in another manner, for example by telephone.

When you have identified yourself in Omaolo, the user menu displays your name or the name of the person you are acting on behalf of.

3.1.1 Consent and cookies

After identification, Omaolo will ask for your mandatory **consent** to use the service. You can use Omaolo and interact with a professional only if you give all the consents. You can later view and update the consent you have given on the **My information** page.

When you start using Omaolo, you will be asked for a consent to the collection of visitor statistics. Your choice has no effect on Omaolo functions.

Omaolo uses necessary cookies to make sure that the site works correctly, is secure, and is pleasant to use. By using Omaolo, you automatically consent to the necessary cookies. Omaolo does not use marketing cookies. You can read more about consent and cookies in the [privacy policy, \(omaolo.fi\)](#).

3.2 Acting on behalf of another person

At the moment, you can act on behalf of a child under 15 years old in Omaolo when it concerns Other contact. Acting on **behalf of an adult** is not available in Omaolo.

You can start acting on behalf of another person once you have identified yourself in Omaolo. Open the user menu and select **Start acting on behalf of another person**. You can read more about acting on behalf of another person on page [Acting on behalf of another person, \(omaolo.fi\)](#).

3.3 Your front page, your service activities, and notifications

You can view the service activities saved in Omaolo and the latest details of them on your front page when you identify yourself in Omaolo (see Figure 4). You will also see the notifications of the service activity events, for example new messages. When you are acting on behalf of another person, the service activities of this person and the notifications concerning the person's service activities are displayed on your front page.

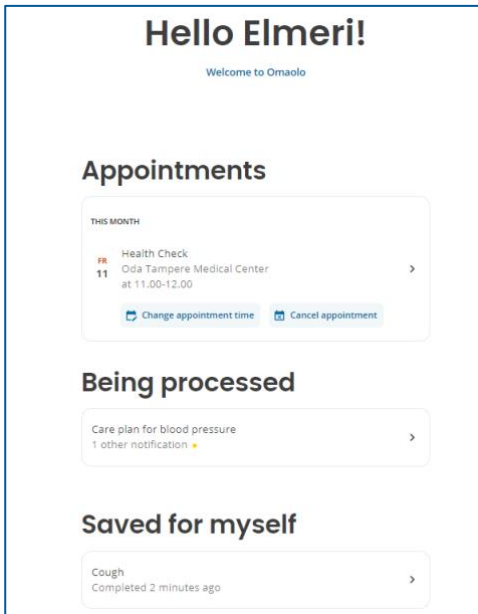


Figure 4 Service activities on your front page

The service activities are grouped on your front page under headings as follows:

- **Appointments:** Service activities with an upcoming appointment.
- **Being processed:** Service activities processed by a professional that do not include appointments or the appointments have passed.
- **Saved for myself:** Service activities that you have only saved for yourself in Omaolo. A professional cannot view these service activities.
- **Ended:** Ended service activities.
- **Cancelled:** Cancelled service activities that do not include upcoming appointments. An open service activity will be cancelled when you withdraw your consent and stop using Omaolo.

Omaolo will notify you of changes in service activities (see Figure 5). We recommend that you enable e-mail or text message notifications. Read more in chapter [User information](#), on page 24.

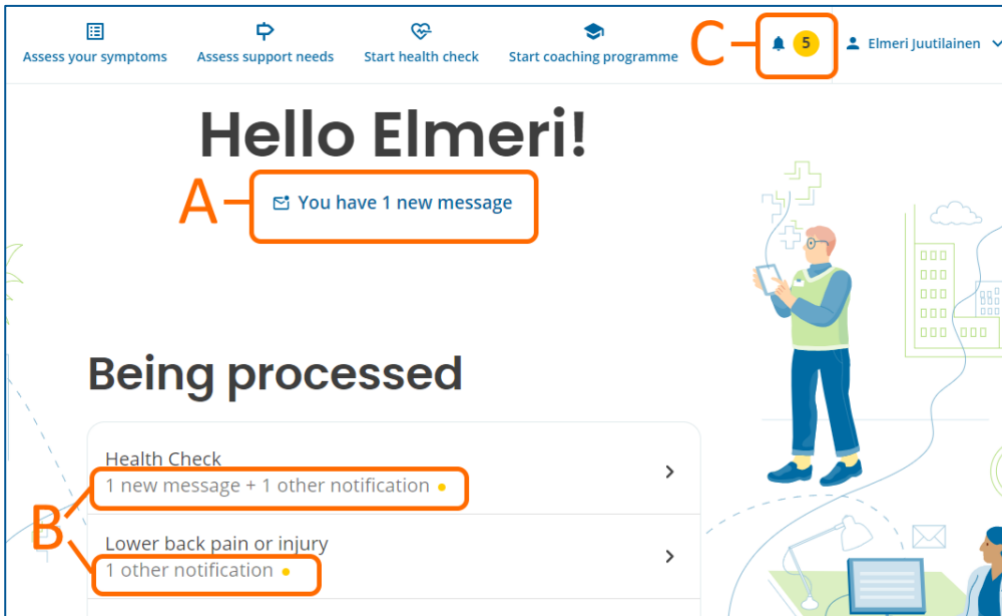


Figure 5 Notifications on your front page

The notifications are shown on your front page as follows:

- A. Envelope icon and notification after greeting: **New messages**.
- B. Notification and yellow ball icon in the list of service activities: **New messages** and **other notifications**.
- C. Notification icon in the main menu: Number of unread notifications and link to **all notifications**

In a mobile device, you will see the notifications on your front page once you have identified yourself in Omaolo. The main menu will also display a notification icon giving the number of unread notifications (see Figure 6). To view all notifications, open the main menu and select **Notifications**.



Figure 6 Notification icon in the mobile device main menu

An important topical notification can be placed at the top of your front page (see Figure 7).

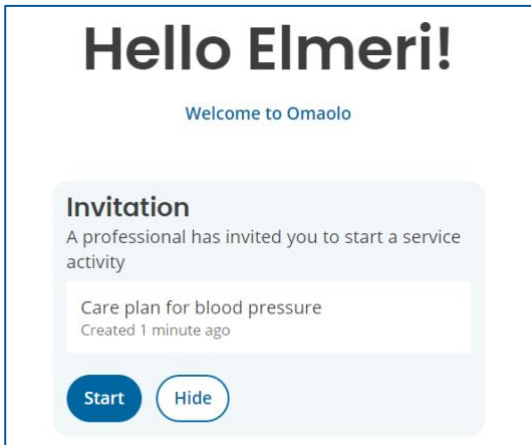


Figure 7 A highlighted notification on your front page

The service activity page compiles notifications in a summary of the service activity. Unread notifications are marked with a blue notification icon. The blue notification icon is also shown in the service activity section that the notification relates to. For example, a message sent by a professional will be shown as a notification icon under **Messages** section (Figure 8).

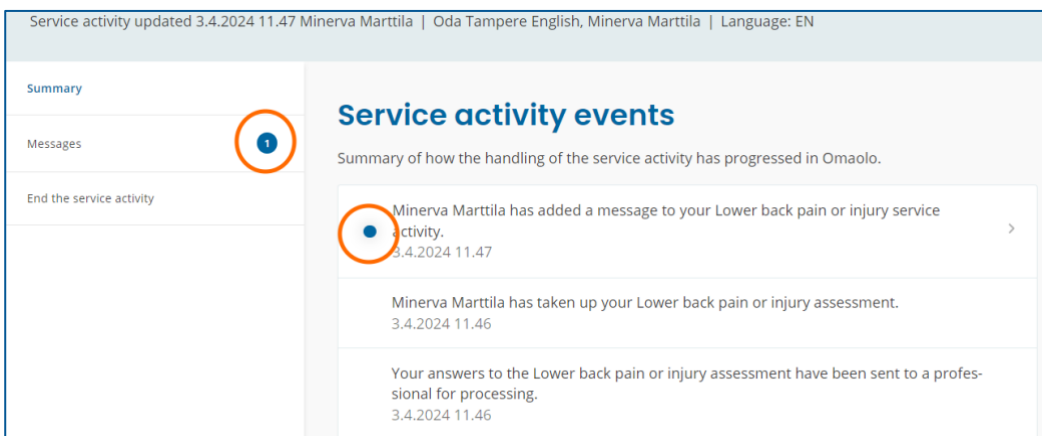


Figure 8 Notifications in the service activity page

When you are logged in to Omaolo, you will also receive floating notifications of new events (see Figure 9). The notification will be updated on your front page and the service activity page when you refresh the browser page.

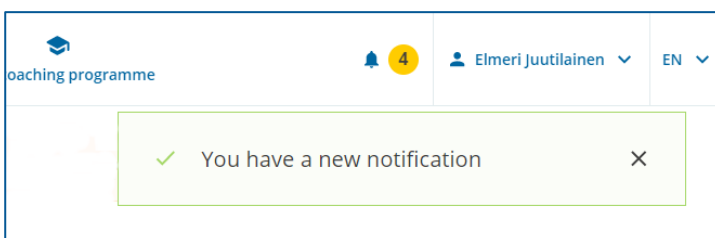


Figure 9 A floating notification of a new event

3.4 Selecting a region

Omaolo may give local instructions in addition to national instructions, and you are asked to select your region for them. The region selection is displayed on Omaolo's front page above the symptom checker search before you have logged in. Alternatively, you can select a region after you have filled in a symptom checker or other survey.

The region you selected will be saved to your Omaolo user information. If you want to change your region selection later, select another region on Omaolo's front page or when filling in a new survey.

3.5 Language selection

You can use Omaolo in Finnish, Swedish and English. The Omaolo service may not be independently translated into other languages. You can change both the **user interface** language as well as the language in which you receive **notifications** about the services you use.

If needed, you can change the **user interface** language in the cookie window, in the menu at the top right corner or in the main menu of Omaolo if you are using a mobile device.

FI: in Finnish, suomeksi

SV: in Swedish, på svenska

EN: in English

If you wish to change the language in which you receive **notifications**, sign into Omaolo and change your service language on the **My Information** page. Read more in chapter [Service language](#), on page 25.

Please note that if you change the user interface language whilst using the **symptom checker**, **service assessment** or **health check**, the language of the questions changes also and you need to start filling in the form from the beginning.

If you are filling in a **form added by a professional**, such as a preliminary information form for a periodic check-up or a survey for a well-being check-up, you cannot change the language of the questions. If you wish to fill in the form in another language, ask your professional for a new link to the form in a different language.

Changing the language of the user interface or service does not change the language of previous services or notifications. For example, if you use the symptom checker in Finnish, the resulting service activity will show in Finnish on Omaolo even if you change the language to English later.

3.6 Messages

If a professional sends you a message, you will be notified in Omaolo. You will see a notification of a new message on your front page once you have identified yourself in Omaolo (see Figure 10).

- Click the notification to read the message. The notification is a link to the **Messages** section of the service activity.
- If there are new messages in more than one service activity, the link will take you to the **Notifications** page from where you can go to the service activities to read the messages.

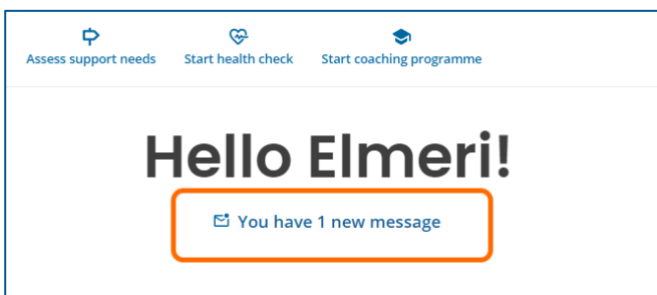


Figure 10 Notification of a new message on your front page

You can send a message to the professional responsible for your matter in the **Messages** section of the service activity. Sending a message is only possible when a service activity is active. It is not possible to send messages via ended service activities.

You can add images and pdf-files as attachments to your message. Considerations for attachments

- you can add up to five attachments to a message
- the maximum size of one attachment file is 20 megabytes. The permitted size of a pdf file is 2 megabytes and 500 pages.
- allowed file formats include jpeg, png and pdf.

How to send a message to a professional:

1. Type your message in the text field.
2. Press the **Send** button.
 - a. If you wish to add an attachment from your device or take a picture with a mobile device, click the plus sign. If adding the attachment is unsuccessful, you will see an error message.
 - b. Verify that you have added the correct attachments. You can preview images by clicking them. You can remove an incorrect attachment by clicking the X before sending the message.
3. Click **Send**. Attachments are included in the message.

Both the messages you send and those sent by the professional will be visible in the same message thread. Your own messages are in blue, and the professional's messages are in grey. The newest message will be last in the thread. The sender's name is listed under the message. A professional can attach images and pdf files to messages. You can save and print pdf files by clicking them.

- It will say "Sent" below your message when your message has been sent to a professional but it has not been seen by one yet.
- It will say "Seen" below your message when your message has been seen by a professional.

You can **delete** any message you have sent as long as the professional has not seen it. You can do this by clicking **Delete message** under the message. Any deleted messages will leave a trace in the message chain. The professional can also delete messages they have sent as long as you have not seen them.

3.7 Appointments

You can find the upcoming appointments on your front page when you have identified yourself in Omaolo (see Figure 11).

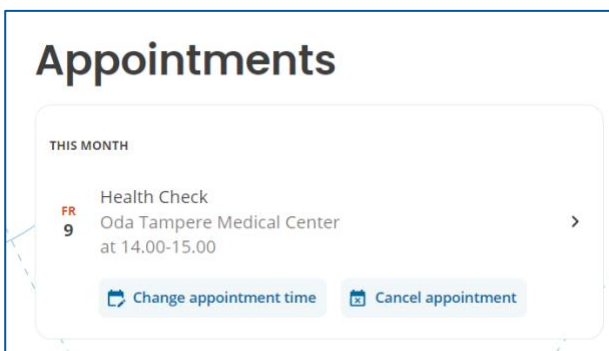


Figure 11 Upcoming appointment on your front page

3.7.1 Booking an appointment

Your selected local provider may suggest booking an appointment with a professional based on the results of the symptom checker or other form you filled in. When you book an appointment, your results are sent to the professional and saved in Omaolo. After this, your local healthcare unit is responsible for your treatment.

How to book an appointment:

1. Press **Continue to booking an appointment**.
2. Pick a time suitable for you and press **Select**.
3. Verify your contact information and notification settings. Press **Continue**.
4. You must give consent as well.

5. Press **Confirm and send appointment**. A confirmation of a successful booking will appear on the screen. Your results have been sent to a professional, and the service activity has been saved to your front page.

If you cannot find a suitable time or do not want to book an appointment at all, your local provider can offer the option to start a chat or send your results to a professional in Omaolo without an appointment. After you have gone to the chat service or sent your results in Omaolo, you cannot book an appointment anymore. Wait for a professional to contact you via Omaolo or follow the instructions you have been given.

You can find the upcoming appointment on your front page. *Note! Appointments reserved outside Omaolo, for example to a laboratory, are not visible in Omaolo.* The appointment details show the time and service location of the appointment, as well as links to rescheduling and cancelling of the booking. Click the service activity to view appointment details and possible local instructions on the service activity page.

3.7.2 Changing an appointment time

You can use Omaolo to change the time of an appointment you have booked if the local provider permits changing the time, if the appointment is not urgent and if the appointment is at least 12 hours away. You can change the service location at the same time if there are appointments available. You can change the time of an appointment even if the service activity has ended. When you change the appointment time, the new appointment will be displayed on your front page and on the service activity page.

3.7.3 Cancelling an appointment

You can use Omaolo to cancel an appointment you have booked if the local provider permits cancellations, if the appointment is not urgent and if the appointment is at least 24 hours away. You can cancel an appointment even if the service activity has ended.

If it is not possible to cancel the appointment in Omaolo, you will see a notification of it. Read the instructions the local provider may have provided. Your appointment will remain valid unless you cancel it some other way.

If the service activity is being processed by a professional, you can also propose ending the service activity to the professional. This function is not available if your service activity is not being processed by a professional yet, if ending the service activity has been proposed or if the service activity has already ended.

When you cancel an appointment, the service activity page will say so. If you want to book a new appointment, fill in a new survey.

3.8 Ending the service activity

The service activity can be ended after a service activity in Omaolo has been completed.

There are different ways to end the service activity:

- A professional proposes that the service activity should be ended. You can accept or reject the proposal.
- The professional ends the service activity without your approval.
- If you have been in contact with a professional as part of a service activity, you can propose that the service activity should be ended. The professional can accept or reject your proposal.
- If you have saved the service activity only for yourself, you can end the service activity when you want.

Even if the service activity in Omaolo is ended, **your treatment can continue elsewhere**.

Appointments and **open rights to book an appointment** will also remain in effect, and you can cancel an appointment or change its time if necessary. However, ending the service activity will close the unfinished coaching programme provided as part of a service activity.

After the service activity has ended, no changes can be made to the service activity and you cannot send messages to a professional via the service activity. You can find your ended service activities on your front page under heading **Ended**. After the service activity has ended, the end date has been saved to the service activity.

3.8.1 A professional has proposed that the service activity should be ended

A professional can propose in Omaolo that the service activity should be ended. If you accept the proposal made by a professional, you can confirm the ending of service activity, and the service activity will end immediately. If you do not send any confirmation, the service activity will end automatically 72 hours after the proposal.

- You can end the service activity immediately by clicking the **End the service activity** option in the **End the service activity** section of the service activity.

If you do not accept the proposal made by a professional and you do not want to end the service activity, send a message to the professional in Omaolo within 72 hours of the proposal. Note that ending the service activity will not cancel your appointments or your rights to book an appointment.

- You can reject the professional's proposal by clicking the **Write a message** option in the **End the service activity** section of the service activity. Send a message to a professional telling why you do not want to end the service activity.

3.8.2 Propose that the service activity should be ended

You can propose a professional that the service activity should be ended if the service activity is already being processed by a professional. Your appointments and your rights to book an appointment will remain in effect even if you propose that the service activity should be ended. However, ending the service activity will close the unfinished coaching programme provided as part of a service activity.

- You can propose ending the service activity by clicking the **Propose ending** button in the **End the service activity** section of the service activity. Note! You cannot propose ending the service activity if the professional has not yet taken up your service activity for processing. Contact your local provider to end the service activity.

3.8.3 End service activity saved for yourself

If you have saved the service activity only for yourself, you can end the service activity when you want.

- You can end the service activity by clicking the **End the service activity** button in the **End the service activity** section of the service activity.

3.9 Logout

Remember to log out of Omaolo when you have finished using it. It is also a good idea to clear the browser cache if you visited Omaolo on a shared computer.

Log out from the user menu, or if you are on a mobile device, tap **Log out** in the main menu. When you have been successfully logged out, you will see a confirmation saying “You have logged out of Omaolo”.

If you have been identified for the Omaolo service but have not used it for 60 minutes, the session will expire and you will be automatically logged out. You will be notified of the automatic logout 15 minutes before the session expires. You can continue the session by clicking **Stay logged in**.

If you were acting on behalf of another person in Omaolo, you stop acting on their behalf when you log out. But if you only stop acting on behalf of another person, you will not be logged out of Omaolo.

If you log out of the Suomi.fi service, you will not log out of Omaolo. Always make sure you log out and close your session through Omaolo.

4. Errors and issues

The table (Table 2, on page 23) contains errors and issues you may encounter when using Omaolo. Omaolo may also display other error messages. Follow their instructions. If you encounter an error, you can also try to

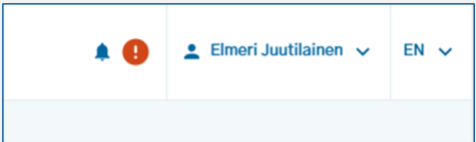
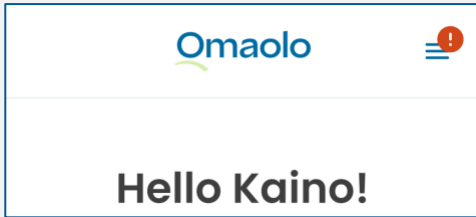
- clear the cache in your browser
- check your internet connection and reload the page

- use Omaolo on another device or browser
- log in again.

When you log in to Omaolo, do not use a login link displayed by a search engine. Instead, type **omaolo.fi** in the address bar of your browser and select **Log in** on the Omaolo front page. Use Omaolo with just one browser and on one tab, at a time.

If the Omaolo service does not work or it works incorrectly in your opinion, contact a health care professional, if your state of health so requires. If you feel very unwell or it's an emergency, call the emergency number 112. If you think you might need an urgent assessment or urgent care, go to the emergency department immediately.

Table 2 Possible problem situations

Issue	Possible cause	Measures
<p>The main menu has a red exclamation mark and the service activity page displays a warning of a connection problem.</p>  	<p>Omaolo is experiencing a connection problem; for example the device is unable to connect to the web.</p>	<p>Check your device's internet connection and reload the page.</p>
<p>Loading of own service activities fails.</p>	<p>The device is unable to connect to the web.</p>	<p>Check your device's internet connection and reload the page.</p>
<p>Suomi.fi e-Identification does not work.</p>	<p>Issue with Suomi.fi e-Identification.</p>	<p>Try again in a moment or contact social welfare or healthcare in another manner, for example by telephone.</p>
<p>Acting on behalf of another person fails.</p>	<p>A guardian does have required authorisations, the application process for an authorisation has been suspended, or there is a technical issue with the authorisation service.</p>	<p>Check Suomi.fi e-Authorisations or try again after a moment.</p>
<p>Error message "Content not found" is displayed.</p>	<p>A web page cannot be found, or it is not available in the chosen language.</p>	<p>Check the web page address or change the language in the service.</p>

Issue	Possible cause	Measures
Error message "Sorry! Something went wrong." is displayed.	The device is unable to connect to the web.	Check your device's internet connection and reload the page.
Omaolo is completely unavailable and the front page displays a full-page error message.	Omaolo is completely out of use due to a temporary disruption or outage.	Please try again after a while or contact social welfare or healthcare in another way, for example by phone.

You can report an error or an incorrectly functioning section of the service to vaaratilanteet.omaolo@digifinland.fi.

5. User information

When you have identified yourself in Omaolo, you can update your information, settings and consent on the **My information** page.

5.1 Contact information and notification settings

You can update your e-mail address, phone number, notification settings and the permission to use your phone number under **General** on the My information page. At the first login, your address and e-mail address will be copied from the Suomi.fi data content, if they have been specified there. You cannot update address information in Omaolo. Please note that the information you edit will not be passed on from Omaolo to other service providers.

If you have a non-disclosure in place, your contact details will not be copied from Suomi.fi to Omaolo, but you can add your e-mail address and phone number to Omaolo if you wish.

Notification settings

If you want to receive the most important notifications **by e-mail**, add your e-mail address and enable e-mail notifications at "The Omaolo service may send me e-mail notifications related to my services, such as scheduled appointments and messages from a professional".

If you want to receive the most important notifications **by text message**, add your phone number and enable text message notifications at "The Omaolo service may send me text message notifications related to my service activities, such as messages from professional and scheduled appointments".

If you do not enable e-mail or text message notifications, you can keep up to date on your matter by logging in to Omaolo. You have to make sure you don't miss any events in your service activity that require action from you.

Permission to use telephone number

Permission to use your phone number for Omaolo services is selected as a default. When you add your phone number and give permission to contact you by phone, a professional may, for example, provide you with more detailed treatment instructions by phone or send text messages about appointments. The permission concerns all Omaolo services. You can give and remove the permission at “I consent to being sent text messages and receiving phone calls in relation to service activities I have initiated in Omaolo”.

5.2 Service language

You can select Finnish, Swedish or English as the **service language**. The selection of the service language affects the language in which you will receive **notifications** in Omaolo in the future. You can select the service language on the **My Information** page, in the **General** section.

5.3 How to stop using the service

When you identify yourself, you can view the consent you have given in the **Consents** section of the **My information** page. If you want to stop using Omaolo completely, click **Stop using the service** in the **Consents** section. When you stop using Omaolo, all your service activities will be ended and use of the service will end. If you are acting on behalf of another person and you stop using the service, the person's service activities will be ended. You will not be ending your own service activities.

Once you have stopped using Omaolo, you cannot contact the professionals in your area through Omaolo. If necessary, contact health care services in another way. Please note that stopping the use of Omaolo does not delete a valid appointment.

In connection with identification, you have given your consent to transferring your treatment information, service information and background information included in assessments to a social welfare and healthcare professional, and you have also given your consent to saving your information in the patient data register and social welfare client register of the wellbeing services county, the City of Helsinki or HUS. Please note that the data collected by the service will not be deleted even if you stop using the service. If you want to delete all the information, you can find more specific instructions in the [privacy policy, \(omaolo.fi\)](https://omaolo.fi/privacy).

If you have stopped using Omaolo entirely, you will be asked for consent again when you log in to Omaolo the next time. You have to give the necessary consent so that you can log in to Omaolo. You will be asked to give the necessary consent once you log in to Omaolo.

6. Services

6.1 Symptom checkers

Symptom checkers refer to assessment produced by Duodecim Publishing Company Ltd, in which the resident describes their symptoms and receives recommendations for action based on them. The

recommendations for action may give you self-care instructions, advise you to contact an appropriate place of treatment such as your health centre or emergency department, or direct you to call the emergency number. The symptom checkers utilise the newest and best available medical knowledge compiled from care guidelines, systematic reviews and reliable original research.

Note! Omaolo is not intended for emergencies such as acute and severe chest pain or shortness of breath, unconsciousness, convulsions, heavy bleeding and severe injuries. In an emergency, call 112.

Omaolo provides you with individual instructions generated by the EBMEDS® software produced by Duodecim Publishing Company Ltd. EBMEDS® is a medical device. In practise, the software connects a person's reported symptoms, measured values, and health data with inference rules that have been created with the latest scientific data and international care guidelines.

You can use the search function to find the appropriate symptom checker. The search function works with the symptom checker's name or keywords linked to the symptom checker such as symptoms. All symptom checkers have been compiled on the **Assess your symptoms** page to which there is a link in the main menu. The page includes more detailed descriptions of symptom checkers and their related keywords.

Select the checker that best matches your symptoms. You can find more detailed response instructions on the start page of the symptom checker. If you cannot find a symptom checker that is appropriate for your symptom, select the **General symptom checker** or contact health care services in another way. You can find contact information and contact channels on the website of your wellbeing services county.

At the beginning of the symptom checker, you are asked to assess whether you think you need treatment and want to use the symptom checker or whether you just want self-care instructions. **Note!** *Some symptom checkers do not have self-care instructions.*

Use a symptom checker

If you think you might need treatment, select to use a symptom checker. When you have completed a symptom checker, select your region and local provider so that you will receive possible local instructions in addition to a national recommendation for action. If Omaolo or a specific symptom checker is not available in the region you have selected, you will receive national instructions.

If your results tell you to call the **emergency number** and you are using a smartphone, you can call the emergency number 112 directly by pressing the **Call 112** button.

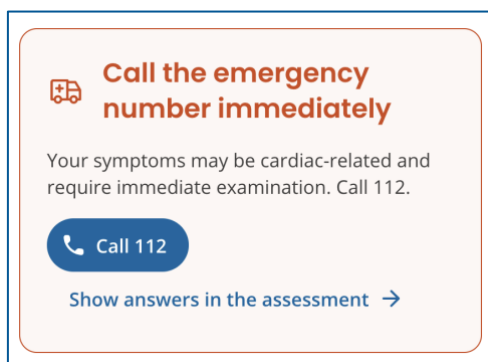


Figure 12 Call the emergency number 112

After you have completed the checker, you can continue to:

- A. booking an appointment (see chapter Appointments, on page 19) or
- B. communicating with a professional, where you can choose to start a chat or send your results in Omaolo
- C. sending your results to a professional or
- D. saving your results for yourself in Omaolo.

Please note that the further measures offered by Omaolo depend on your results and the local instructions of your region and local provider. The further measures require you to **identify yourself** in Omaolo. After you book an appointment, go to an external chat service or send results to a professional, your local healthcare unit is responsible for your treatment.

Start a chat

Your chosen local provider may suggest a chat with a professional based on the results of the symptom checker you used. When you proceed to the external chat service, your results are transferred to the professional in the chat, but they are not saved in Omaolo, and no service activity is created in Omaolo. After this, your local healthcare unit in your region will be responsible for your care.

Go to the external chat service like this:

1. Press **Continue with a professional**.
2. Press **Go to the chat service**.
3. You must give consent as well.
4. Press **Go to the chat service**.

After proceeding, the chat service will open in a new tab and the professional will see your results. The results are not saved in Omaolo and the service activity will be closed in Omaolo.

Sent the results to a professional

Your chosen local provider may direct you to send your result for a professional to handle. How to send your results:

1. Press **Continue to send**.
2. Verify your contact information and notification settings. Press **Continue**.
3. You must give consent as well.
4. Press **Send**. A confirmation of a successful sending will appear on the screen. The service activity is saved on your front page.

After this, a professional sees your results and will contact you either via Omaolo or by phone. If you are unsure whether you sent your answers and results to a professional, check the service activities that are being processed on your front page.

Save your results for yourself

In certain situations, you can save your results and instructions only for yourself in Omaolo, without a professional being able to see your results. The option of saving your results only for yourself depends on the results you have gotten and the local instructions of your chosen local provider. When you save your results for yourself only, the service activity is saved on your front page.

Self-care instructions

Choose self-care instructions if you think your symptoms are suitable for self-care. The Omaolo service provides you with a summary of self-care instructions containing instructions and links to articles and instructions in the Terveyskirjasto health library. When you go on to select the region and local provider, you can get local instructions if there are any. You may save the self-care instructions for yourself in Omaolo. The service activity will be saved to your front page.

However, if you want to contact a professional, you must use a symptom checker matching your symptom and, at the beginning, select that you think you need treatment and want to use a symptom checker.

6.2 Service assessments

With the service assessments, you can review what kind of support and help can be found from social services for your or your loved one's life situation. You can access the service assessments by clicking the **Assess support needs** link in the main menu or on the front page of Omaolo. You can find more detailed response instructions on the start page of the service assessment.

You can do a service assessment without identifying yourself, but if you want to send your results to a professional or save your results for yourself in Omaolo, you need to identify yourself. After you send results to a professional, your local social welfare unit is responsible for your treatment.

When you send the results of your service assessment to a professional or save them for yourself, the service activity is saved on your front page.

The local provider you selected may have added local instructions and can even suggest other services. You can find links to services under **Also check out these** in the service activity.

6.3 Health check

In Omaolo, you can make a digital health check that assesses your way of life and mental well-being. The health check is based on the digital health check and coaching programme of Duodecim Publishing Company Ltd (Duodecim STAR®). You can access the digital health check by clicking the **Start health check** link in the main menu or on the front page of Omaolo. You can do the digital health check without identifying yourself, but if you want to book an appointment, send your results to a professional or save your results for yourself, you need to identify yourself in Omaolo. After you book an appointment or send results to a professional, your local healthcare unit is responsible for your treatment.

You can find more detailed response instructions on the start page of the health check. When you have filled in the health check, select your region and local provider so that you can get the summary and report as well as local instructions if there are any. The local provider you select can also suggest booking an appointment based on your results. When you book an appointment, send the results of your health check to a professional or save them for yourself, the service activity is saved on your front page.

Use of digital health check at the MedicubeX self-measurement station

If a MedicubeX self-measurement station is available at your local provider, you can also complete the Omaolo digital health check through it after taking your measurements. The MedicubeX self-measurement station can only be used for the Omaolo digital health check.

Based on the results of your Omaolo digital health check, the local provider you selected may suggest a consultation with a health care professional. If you book an appointment or send the health check results to a health care professional, you must attach the measurement results from MedicubeX.

If the region you selected does not offer a consultation with a health care professional, you can save the Omaolo health check you completed at the MedicubeX self-measurement station for your own records. In this case, the measurement results cannot be attached to a consultation, but you will receive them as a printout from the MedicubeX self-measurement station.

At the MedicubeX self-measurement station, you will be automatically logged out of the Omaolo service when you send or save your results. You can later find your service activity details on your Omaolo homepage when you log into the service using your own device.

6.4 Health coaching programmes

Health coaching programmes that you implement independently support you in your lifestyle change. They include information, tips, and exercises to support your well-being, helping you make lasting changes to your daily life. The coaching programmes are based on the digital health check and coaching programme of Duodecim Publishing Company Ltd (Duodecim STAR®). You can start a health coaching programme independently or recommended by a professional, for example in connection with a well-being check-up. Starting a coaching programme requires identification in Omaolo.

Start a health coaching programme independently

You can access the health coaching programmes by clicking the **Start coaching programme** link in the main menu or on the front page of Omaolo. Select a health coaching programme and proceed according to the instructions of the coaching programme. When you start a coaching programme, it is saved on your front page. There you can view the contents of the coaching programme and continue the programme. A professional is unable to access the coaching programme you have started independently.

You can also start a health coaching programme independently from a service activity saved in Omaolo, for example after you have carried out a digital health check. When you click **Move on to the other health coaching programmes** in the **Coaching programmes** section of the service activity, the available coaching programmes are displayed.

Start a health coaching programme added by a professional

A professional can add a health coaching programme on your service activity that they are processing. After you have identified yourself, you see the coaching programme added by a professional in the **Coaching programmes** section of the service activity. The deadline by which the professional wishes you to complete the coaching programme is shown under the name of the programme. The coaching programme has instructions on how to proceed within the programme. The professional will be able to see whether you have started the coaching programme added onto the service activity and completed any assignments of the programme.

Ending a health coaching programme

The health coaching programme ends when you have marked all the coaching programme's assignments as done. The contents of a completed coaching programme can be viewed on your front page. After the coaching programme, you can complete the digital health check in Omaolo and see what effects the coaching programme has had on your health.

6.5 Other contact

Send **Other contact** when you have a non-urgent matter that other Omaolo services are not suitable for handling. You can find the "**Other contact**" option on the Omaolo front page, on the pages titled **Assess**

your symptoms and **Assess support needs** or by using the search field on the front page. You can find more detailed response instructions on the start page of the contact.

Other contact requires identification on behalf of yourself or on behalf of a child under the age of 15. After you send a contact to a professional, your local social welfare or health care unit is responsible for your treatment. You can find the sent contact on your front page.

If Other contact is not available in your region, you cannot send a contact in Omaolo. However, you will receive instructions on who you can contact to take care of your matter.

6.6 Services initiated by a professional

6.6.1 Monitoring blood pressure

A professional can agree with you on monitoring your blood pressure, after which the professional adds a blood pressure monitoring form for you in Omaolo. You can find the service activity on your front page after you have identified yourself in Omaolo.

Take the blood pressure measurements at home according to the instructions you receive from the professional. Once you have taken all the measurements, save the measured values in the Omaolo form. Once you have saved the measured values in Omaolo, the professional will see your results and will agree on follow-up measures with you.

On the service activity page, you can also find Duodecim My Care online courses produced by Duodecim Publishing Company Ltd. They are information packages that you can use independently. Links to the online courses (in Finnish and in Swedish) are available in the **Also check out these** section of the service activity.

The professional may also have added a target blood pressure; you can see it in the **Goal** section of the service activity. If a professional has added instructions, you can find them in the **Assignments** section of the service activity. A professional can also recommend health coaching programmes. You can find them in the **Coaching programmes** section of the service activity.

6.6.2 Well-being check-up

A professional can add an online well-being check-up to Omaolo for you to and agree on responding to the included surveys. The well-being check-up is available in Finnish and in Swedish. The well-being check-up consists of three separate surveys:

- Health Check (in Finnish “Terveystarkastus”)
- Quality of Life Survey (in Finnish “Elämänlaatukysely”)
- Oral Health Survey (in Finnish “Suunterveyskysely”)

You can find the well-being check-up on your front page once you have identified yourself in Omaolo. You can find response instructions on the start page of each survey. Once you have responded to the surveys, you can read their summaries, the Health check report and local instructions if there are any. A professional will see your answers to the surveys.

If a professional has added a goal to the service activity, it will be displayed in the **Goal** section of the service activity. If a professional has added instructions, you can find them in the **Assignments** section of the service activity. A professional can also recommend health coaching programmes. You can find them in the **Coaching programmes** section of the service activity. The professionals in your region may have added links to other services in the well-being check-up. You can find them in the **Also check out these** section of the service activity.

Right to book an appointment to review the results

After taking a survey included in the well-being check-up, you might be offered an opportunity to book an appointment with a professional to review the survey results. You can book an appointment right away or after you have taken all the surveys. The right to book an appointment will include information on the last date you can book the appointment.

You can book an appointment in the service activity's **Appointments** section as long as the right to book an appointment is valid. Upcoming appointments are displayed on your front page when you have identified yourself in Omaolo. Read more about appointments in chapter [Appointments](#), on page 19.

6.6.3 Preliminary information for a periodic check-up

A professional can send you an invitation to complete a **survey** related to a **periodic check-up**. You can access the survey concerning the check-up from the link sent to you. You can find instructions for responding to a survey on the start page of the survey. Follow the instructions provided to you by the professional and be aware of the response period displayed on the start page of the survey. If the response period has ended, you will not be able to fill in the survey any more. In this case, contact the organisation or person who provided you the link to the form. The surveys are available in Finnish and Swedish.

Some surveys require you to identify yourself in the Omaolo service before responding to the survey, and the service will then ask you to log in. **Note!** *To fill in the preliminary information form for a periodic check-up, choose not to act on behalf of another person.*

Once you have identified yourself and completed the survey, your responses will be sent to a professional. If you have received the same survey link for multiple children and you want to fill in a new survey with the information of another child, identify yourself and choose **Fill in a new survey**. The surveys you fill in as an identified user are saved on your front page, and you can return to them later if you want.

If a survey does not require you to identify yourself, fill in the required information on the start page of the survey and then answer the questions. Your responses will be sent to a professional, but the survey will not be saved for you in Omaolo.

7. Information about the manufacturer

The name of the device:

Omaolo

The manufacturer of the device:

DigiFinland Oy

Siltasaarenkatu 8–10

00530 Helsinki

Switchboard: 029 431 4000



Omaolo is a CE marked medical device, compliant with the Medical Devices Regulation (MDR).



8. Information about the instructions for use

If you want, you can order a paper version of the instructions for use at saavutettavuus@digifinland.fi. The delivery time for the paper version is seven calendar days from the day DigiFinland has received the request. The paper version is free of charge. All pictures in the instructions are from the Omaolo test environment, which uses fictional characters created for test use. No personal information belonging to real persons is shown in the instructions.

You can find the revision date of the instructions for use in the footer of the instructions.