Omaolo instructions for use
Quick guide for using Omaolo

IMPORTANT! If you feel really weak or suspect that you are seriously ill, do not use the Omaolo service, but contact an emergency clinic or call 112 immediately.

✓ 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 of the Omaolo service, on page 14.
✓ 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 filling in a symptom checker, your previous health data (e.g. medication, blood pressure) might also be useful information.
✓ You can change the language in Omaolo (Finnish, Swedish, English) from the menu at the top.
✓ 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 fill in the coronavirus symptom checker on their behalf.

Fill in a symptom checker

1. Select a symptom checker that is appropriate for your situation from the Omaolo front page or the Services page.
2. Answer the questions of the symptom checker.
3. Select the region and local provider. If you are unable to find a suitable region, choose 'Rest of Finland' and do not select a local provider.

4. Read the assessment results and possible instructions provided by your region's professionals.

5. Identify yourself, if you continue to book an appointment, send your results to a professional or save your results for yourself in Omaolo.

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 the My service activities page.
7. Log out when you finish using Omaolo.

Continue using Omaolo services

1. Log in to Omaolo using Suomi.fi e-Identification.

2. New events from your service activities are listed on the front page of Omaolo. If you are acting on behalf of another person, you can see that person’s service activity events.
3. Go to the service activity page either from the front page or from the My service activities page.

4. As your service activity progresses, you will be sent a notification on this in Omaolo. We will also send the notifications to your email when you enable email notifications.

5. The service activity will be closed when it is time to end treatment or the service activity. The closed service activity has been stored in Omaolo, but there will be no ongoing service activity with a professional.
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1. Presentation of the Omaolo service

Omaolo.fi is a national digital service of the social welfare and health care service, engaging you in improving your health and well-being together with professionals. The service is available at https://www.omaolo.fi. Omaolo reaches more than half of the residents in Finland. See the regions where Omaolo has been adopted at https://digifinland.fi/omaolokasikirja/omaoloalueet/ (in Finnish and in Swedish).

Omaolo is developed jointly by all the municipalities, cities and hospital districts which have deployed the service and by DigiFinland Oy. DigiFinland Oy is responsible for distributing the service.

Omaolo provides you with individual instructions produced by Duodecim's EBMEDS® Clinical Decision Support. The software operates on evidence-based medical information. In practice, the software connects a person's reported symptoms, measured values, and health data with researched data and official care guidelines. EBMEDS® Clinical Decision Support is a medical device.

The service is always available, except for pre-scheduled maintenance breaks, which are indicated on the service website in advance. 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. The supported browsers and operating systems of Omaolo can be found in the Terms of use and Service instructions.

Omaolo is a CE-marked medical device that complies with the Medical Device Directive.

Information of the manufacturer of the device:
DigiFinland Oy
Toinen Linja 14
FI-00530 Helsinki

The terms of use of the Omaolo service include a link to an up-to-date list of the service providers of Omaolo. The list is available at https://www.omaolo.fi/palvelun-toimittajat (in English).
1.1 Warnings

- **IMPORTANT!** If you feel really weak or suspect that you are seriously ill, do not use the Omaolo service, but contact an emergency clinic or call 112 immediately.
- Read the instructions for use before starting to use the Omaolo service.
- Use Omaolo with just one browser and on one tab, at a time.
- Omaolo may show different warnings and error messages. Follow the warnings and error messages provided by Omaolo and follow their instructions.
- A red error icon on the mobile device main menu or on the Notifications link at the top of the page mean that the contents of the page can’t be updated due to a connection problem. Load the page again so the contents can be updated.
- Different disturbance notifications may be displayed in the Omaolo service, indicating, for example, upcoming disruptions in use or a disturbance related to identification. Follow the announcements provided by Omaolo.
- If Suomi.fi e-Identification does not work, please try again in a moment or contact health care in another manner, for example by telephone.
- 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. You can report an error or an incorrectly functioning section of the service to vaaratilanteet.omaolo@digifinland.fi.
- If you are unsure whether you sent your answers and results to a professional, you can check whether you have done so on the My service activities page. Refer to chapter Your service activities, on page 67, for more detailed instruction.
- The Omaolo service may not be independently translated into other languages.

1.2 Omaolo consent

The Omaolo service can be used either anonymously or when logged in as an identified user. If you use the service anonymously, you can identify yourself after completing the symptom check-up and consent to transferring information concerning your results to a patient register or social welfare’s client register maintained by a municipality. Next, you can read more about the specific instructions for anonymous use and giving consent.

1.2.1 Anonymous use

The Omaolo service can be used anonymously. Then, the system will not contain any direct or indirect user identifiers: even your postal code or home municipality can be identifiers. When you use the service anonymously, do not enter your postal code or home municipality.
The service saves any information given by the anonymous user as well as session-specific data. They are removed from the system after the user closes the session.

The system collects technically necessary cookies during anonymous and identified use.

1.2.2 Identified use

In identified use, consent is the legal basis for the processing of personal data. When you want to use the service with your credentials, log in through the Suomi.fi service.

When you are logged in to the service, the personal data processing of the symptom check-up is considered profiling in accordance with Article 22 of the data protection regulation.

You can consent to the following purposes of use:

1. Automated decision-making and profiling based on the information you provide and any background information.

The questions in the symptom check-up form are made by Duodecim. The result of the check-up is based on the information provided by the user. The answers are assessed mechanically with software built on the logical reasoning of Duodecim, which produces the results automatically.

Based on the profiling that follows the check-up, you can contact a healthcare professional who can further assess your health status, need for treatment and possible additional measures.

In relation to the coronavirus check-up, please take into consideration that its guidelines are updated in short intervals based on instructions issued by the Ministry of Social Affairs and Health.

When you have identified yourself in Omaolo for the first time, you will be asked to provide consent for the disclosure of treatment, service and background data contained in the symptom checker to a social welfare and healthcare professional and for storing the data in the patient register. The recipients are municipal or hospital district operators that use the service and the social welfare and healthcare professionals working in them. The municipal or hospital district operator, which received the user's personal data under separate consent, acts as the data controller for the disclosed personal data.

In the coronavirus check-up, you can separately give permission to link your symptom assessment from Omaolo with a possible positive coronavirus test result later.

2. Clinical research to develop the Omaolo service
With your informed consent, your personal data can be processed in a clinical study to develop the Omaolo service, as well as with your separate consent in accordance with EU Regulation 2017/745 on medical devices.

3. Consent of a minor

The Omaolo service is available to people aged 15 or over.

4. Other purposes of use

Personal data shall not be disclosed from the registers included in the Omaolo service, except in the event that the user has expressly agreed to the disclosure of personal data for a specific purpose.

Once the information has been transferred to the municipal patient and client registers, it can be used further for the purposes laid down in the act regarding secondary use of health and social data, such as planning and reporting tasks of the authorities, scientific research, teaching, knowledge management and development and innovation activities of municipalities.

Under Section 21 of the data protection regulation, you have the right to object to the processing of your personal data for one or more of these purposes.

5. Cancellation of consent

You can withdraw your consent at any time, but without consent you cannot use the Omaolo service after identifying yourself. You can withdraw your consent on the Omaolo My Information page.

6. Other user rights

You have the right to receive general information on the processing of personal data and detailed information on which of your personal data is stored in the well-being register. You have the right to transfer data from one system to another. You can save data from the well-being register in the Personal Health Record service in My Kanta, which is controlled by Kela.

1.3 Supported operating environments

You can use Omaolo on a computer, tablet or mobile phone. The most common browser programs are supported. Browser extensions are not needed.

Supported browsers and operating systems are indicated with the lowest supported version. JavaScript must be enabled on the browser.
The supported browsers and operating systems of Omaolo can also be found in the Terms of use (see Omaolo footer).

### 1.4 Use of cookies

When you start using Omaolo, you are asked to accept cookies. Cookies help us monitor Omaolo's security. You need to allow cookies to be able to use Omaolo.

By using necessary cookies, we can make sure that the Omaolo.fi site works as intended. Necessary cookies make it possible to sign in to Omaolo.

Session cookies are used to collect statistical data for analytics in order to improve the service. The analytics are completely anonymous, and the user cannot be identified. Session-specific cookies are essential cookies.

Accepting the cookies only applies to an individual session, which means the cookies are removed from the system once the session is closed.

### 1.5 Acting on behalf of a child under 15 years old

You can use Omaolo on behalf of a child under 15 years old if you are registered as their guardian in the Population Information System. Acting on behalf of a dependant in the service is possible until they turn 15.
On behalf of their child, a guardian can

- fill in the coronavirus symptom checker
- send the result of a symptom checker to a professional in their municipality if allowed by the municipality’s further recommendations
- make an appointment if allowed by the municipality’s further recommendations.

When you are using Omaolo on behalf of a child, make sure you type in the child’s age and other information correctly.

The guardian’s right to act on behalf of their child is checked from the Population Information System. Check your information from the Digital and Population Data Agency service.

When you start using the services on behalf of another person, choose to act on behalf of another person when you are identifying yourself. Refer to chapter Identification to Omaolo, on page 18, for more detailed instructions.

Stop acting on behalf of another person when you want to continue using your personal services or to change the person you are acting on behalf of. Refer to chapter Stop acting on behalf of another person, on page 31, for more detailed instructions. If you do not plan to continue using the service, log out of Omaolo.

1.5.1 Possible errors when acting on behalf of another person

Switching to acting on behalf of another person may fail due to a missing authorisation, interrupted search or technical error in the service. In this case, Omaolo will display an error page that tells you what could have caused the error.

If you want to switch to acting on behalf of another person from the error page, press the Please try again button. You can return to the Omaolo front page by pressing the Return to the front page button.

2. Purpose of use of the Omaolo service

The purpose of use of Omaolo is to assess the resident’s treatment need and urgency in the following situations:

- assessment of an individual health problem or several symptoms
- assessment of health and well-being
- assessment of a sickness or its risks
and guiding the resident to receive treatment in services promoting health and well-being within Omaolo and in social and health services external to Omaolo.

Omaolo is intended for residents over the age of 15. Some of the health and well-being assessments are intended for those under the age of 15. Omaolo is used by health care and social services 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.

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.

A resident can be redirected to the Omaolo service from the coronavirus mobile application Koronavilkku once the resident has been informed of their exposure to coronavirus. In Omaolo, the resident can complete the coronavirus symptom check-up and send it to a professional. (Read more in chapter Omaolo functions for Koronavilkku users, on page 66.)

Omaolo is used with the user’s own terminal (computer, mobile device) over the public Internet. A resident who has been transferred from the Koronavilkku app to Omaolo uses Omaolo on their phone where they have installed the Koronavilkku app. Other medical devices are integrated into Omaolo. The most central one is Duodecim’s EBMEDS® Clinical Decision Support.

3. Starting use of the service

Start the use of Omaolo at www omaolo fi/. If this is your first time using Omaolo, please reserve approximately 5–10 minutes for initial use.

You can change the user interface language and sign in via the page’s top bar. The top bar also has a link to the Services page, which includes symptom checkers, the health check-up, coaching programmes and service assessments. You can also agree with a healthcare professional on the use of other services, such as a well-being check-up and the completion of the preliminary information form for a periodic check-up.

The service activities saved in Omaolo are listed in your My service activities page. Note! You can always return to the front page of the Omaolo service by pressing the Omaolo text in the middle of the top bar of the page.
When using mobile devices, you will find the links to services on the front page as well as in the **main menu**, which will open when you click on them. Also use the main menu to access the user interface’s language selection, to sign in and to access My service activities.

Logging in to Omaolo takes place via the **Suomi.fi** service, and requires online banking credentials, for example. When responding to a symptom assessment, your previous health data (e.g. medication, blood pressure) might be useful information.

Please read Omaolo’s **privacy policy** and **terms of use** carefully. Also read the **user instructions**. Links to these are in the page footer. The footer also contains the manufacturer’s **contact information**, version information (**Version**), release date (**Rel Date**) and links to the **feedback form**, **accessibility statement**, and to the page with information on **acting on behalf of another person**.
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.

The feedback button can be used to provide feedback related to the Omaolo service. Note! Do not send any details or personal information related to your service use or treatment via the feedback form. You cannot add HTML code in the feedback form text field.

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

IMPORTANT! If you feel really weak or suspect that you are seriously ill, do not use the Omaolo service, but contact an emergency clinic or call 112 immediately.

3.1 Language selection

You can use Omaolo in Finnish, Swedish and English. You can change both the user interface language as well as the language in which you receive notifications about the services you use.

When necessary, change the user interface language from the top right corner of the page or from the main menu of Omaolo if you are using a mobile device.

FI: in Finnish, suomeksi
SV: in Swedish, på svenska
EN: in English
Some Omaolo features are not yet available in English.

![Omaolo](image)

**Figure 4 Language selection**

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 Your information and settings on page 76.

Please note that if you change the user interface language whilst filling in a symptom checker, service assessment or health check-up, 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. If you change the user interface language in the middle of filling in a form added by a professional, you are asked to confirm the language change, as changing the language takes you back to the front page of Omaolo.

Changing the language of the user interface or service does not change the language of previous services or notifications. For example, if you fill in the symptom assessment in Finnish, it shows in Finnish on Omaolo even if you change the language to English later.

### 3.2 Identification to Omaolo

You can use Omaolo either anonymously (without identification) or as an identified, logged-in user.
Without identification, you can:

- fill the symptom checker, service assessment and electronic health check-up 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, and send it to a professional. **Note**! In such form, you need to fill your personal information and other information marked as obligatory.

You need to identify yourself when:

- you send a symptom checker, service assessment or electronic health check-up results to a professional
- book an appointment with a professional
- 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 coaching programme on well-being
- fill preliminary information form for a periodic check-up, which requires identification, and send it to a professional
- fill a survey for a well-being check-up added by a professional
- fill a form for monitoring a long-term illness and send it to a professional.

Your identity is verified via Suomi.fi e-Identification. You need online banking credentials or a mobile certificate for the identification.

It is important that you do not identify yourself in the service and complete the symptom checker on behalf of another person. If you are the guardian of a child under 15 years old, you can fill in the coronavirus symptom checker on their behalf. Once you have identified yourself, choose acting on behalf of another person. Refer to chapter Choose acting on behalf of another person on page 23, for more detailed instructions.

**Note!** If you have identified for the Omaolo service and the service is not used for 30 minutes, the session expires and you are logged out of the service automatically. To continue using the service, you must log in to the service again.

Use Omaolo with just one browser and on one tab, at a time.
3.2.1 Identify yourself and provide consent

To start the identification process, click the Log in link on the front page. If you identify yourself during a service activity, e.g. after filling a symptom checker, start identification by pressing the Identify yourself and continue button.

Follow the service provider's instructions for identification. If Suomi.fi e-identification does not work, please try again in a moment or contact health care in another manner, for example by telephone.

![Figure 5 Log in](image)

If you use a mobile device, the Log in link is in the main menu.

![Figure 6 Main menu in a mobile device](image)
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.

1. Read the consent texts.
2. Check the box to give your consent.
3. Press the Save button.

![Omaolo needs your consent](image)

**Figure 7 Mandatory consent**

You can later view the consent you have given on the My information page (see chapter Your information and settings, on page 76). On this page, you can also remove your consent and stop using Omaolo entirely.

### 3.2.2 Checking your own information

When you log in Omaolo for the first time or an updated version of Omaolo has been released, you will be asked to check your contact information and notification settings. After the information has been checked, you will be informed what improvements have been made in Omaolo.

1. Check and, if necessary, update your contact information and notification settings (see also chapter Notifications of your services, on page 25).
2. Press the Save button.
3. After you have reviewed all the windows, press the Submit button.

Permission to use your phone number for Omaolo services is selected as a default. When you give us permission to use your phone number, you can receive more information on treatment instructions from a professional or text messages concerning reserved appointments, for example. You can remove the permission on the My information page. Please note that the permission concerns all Omaolo services.
Note! It is important to keep e-mail notifications enabled, so you are notified of a message sent by a professional. If you disable e-mail notifications, you must ensure that you see a message sent by a professional quickly enough. A professional may propose an appointment for you through Omaolo, and the appointment has to be cancelled if it is not confirmed.

Figure 8 Checking your own information

3.2.3 Choose My services

After identifying yourself, choose My services as the service type if you want to manage your personal services in Omaolo. Press the Continue to my services button.

Figure 9 Choose My services as the service type
Once you have identified yourself and chosen My services, you will see your name in the upper right corner of the page.

![Omaolo interface with name](image)

**Figure 10 My services: Name of the identified person**

### 3.2.4 Choose acting on behalf of another person

After identification, choose **Acting on behalf of another person** as the service type if you want to use the Omaolo services on behalf of another person. Press the **Start acting on behalf of another person** button.

![Select service type](image)

**Figure 11 Choose Acting on behalf of another person as the service type**

You will be directed to the Suomi.fi service to choose the person you are acting on behalf of.

1. Choose the person you want to act on behalf of. **Note! The necessary authorisations are checked after your selection. If you do not have the necessary authorisations, you will receive an error message. Read about errors in chapter Possible errors when acting on behalf of another person, on page 14.**

2. Press the **Confirm and continue to the service** button.

3. Also give the necessary **consent** for the person you are acting on behalf of.
4. Verify the **contact information** and **notification** settings. Please note that when you are acting on behalf of another person, the professional will contact you based on the contact information you have provided.

Once you have identified yourself and chosen to act on behalf of another person, the top right corner of the page will show you who you are acting on behalf of. The user menu at the top of the page shows the name of the person you are acting on behalf of. The Omaolo.fi site only displays the services that are available when you are acting on behalf of another person.

![Figure 12 Information on acting on behalf of another person](image)

**3.2.5 Switch from My services to acting on behalf of another person**

Once you have identified yourself and selected **My services**, while you are signed in, you can switch to acting on behalf of another person.

1. Press your name to open the user menu.
2. Choose **Start acting on behalf of another person**. You will be directed to the Suomi.fi service to choose the person on whose behalf you wish to act.

![Figure 13 Start acting on behalf of another person](image)

If you are in the middle of using **My services** when you switch over to acting on behalf of another person, your current **My services** session will be interrupted.
3.3 Notifications of your services

After you have identified yourself in Omaolo, you will also be notified of progress in your service activity. For example, you will receive a notification when a professional takes up your service activity or sends you a message. If you have used the Omaolo services on behalf of a child under 15 years old, you will see notifications on the child’s services when you choose the Acting on behalf of another person service type after identifying yourself.

You can select Finnish, Swedish, or English as the language for the notifications. You can change the language under My information, section “Service language”. See also chapter Your information and settings, on page 76.

You will see the notifications on the frontpage of Omaolo after identification. New, unread notifications are marked with a blue notification icon. Notifications are links to the service activity in question. When you click Go to the service activity link, you will be directed to the summary of the service activity in question. To see a list of all your service activities, click See all your service activities link.

A yellow notification icon is also shown for new notifications in the upper-right corner of the page next to the link Notifications. If you use a mobile device, the notification icon is shown in the main menu. The number in the icon reveals the number of new notifications.
A red error icon on the mobile device main menu or on the Notifications link at the top of the page mean that the contents of the page can’t be updated due to a connection problem. Load the page again so the contents can be updated.

The service activity page will also display a connection problem warning which will advise you to reload the browser page.

From the notifications link, you can enter Notifications page where new, unread notifications are under section The new and already read notifications under section The old. Notifications are links to the service activity in question.
Notifications

Figure 19 Notifications and notification settings

In the page **My service activities**, a blue notification icon is shown when there is a new activity, e.g. a professional has sent you a message. The number in the icon reveals the number of new activities.

My service activities

The My service activities page assembles your treatment and service entities (goals, actions and follow-up) in one place. Here you can find information you have saved for yourself and the actions agreed together with a professional. Through the service activity, you can also communicate directly with the professionals taking care of your matter, if necessary.

Visible to professionals

Lower back pain or injury
6.4.2021 | Oulu Tampere English | Minerva Marilla

Figure 20 There is a new activity in the service activity

The service activity page compiles notifications in a summary of the service activity, and the blue notification icon is also shown in the service activity section that it relates to. For example, a message sent by a professional will be shown as a notification icon under Messages section.
3.3.1 E-mail about a received notification

We recommend that you add your e-mail address in Omaolo and allow email notifications. You will thus receive an e-mail when there is a new notification in Omaolo, concerning e.g. a message sent by a professional.

If you disable e-mail notifications, you must ensure that you see a message sent by a professional quickly enough. A professional may propose an appointment for you through Omaolo, and the appointment has to be cancelled if it is not confirmed.

If you have a non-disclosure in place, you cannot receive email notifications from Omaolo. In this case, follow Omaolo notifications by signing into Omaolo.

Enable e-mail notifications on the My information page. You can reach the page either from the user menu or from Notifications page by clicking Open notification settings button.

You can also enable notifications when you are requested to check your information when logging into Omaolo. You can also update your notification settings when sending your results to a professional. Read more in chapters Checking your own information, on page 21, and Send the results to a professional, on page 45.

Read more in chapter Your information and settings, on page 76.
3.4 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.

1. Press the name to open the user menu.
2. Press Log out.
3. Confirm the logout by pressing the Yes, log out button. You will see a notification of successful logout (see Figure 25).
4. Close all browser windows after using Omaolo.

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. Be sure to also log out of Omaolo when you finish using it. Read more in chapter Stop acting on behalf of another person, on page 31.

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. If you have Omaolo open in multiple tabs or browsers, log out of all of these.

![Figure 22 Log out](image)

If you use a mobile device, the Log out button is in the main menu at the top right corner, which opens when you tap it.
Figure 23 Log out with a mobile device

Log out

Are you sure you want to log out of Omaolo?

NO  YES, LOG OUT

Figure 24 Confirmation of logout

You have logged out of Omaolo.

Remember to close all browser windows after you have stopped using the service.

If the computer you use is in shared use, you should clear the browser’s cache. Instructions for clearing the cache are browser-specific and you can find them in the browser’s help menu, if necessary.

LOG IN

Figure 25 A successful logout
3.4.1 Stop acting on behalf of another person

Stop acting on behalf of another person if you want to continue using your personal services or to change the person you are acting on behalf of.

How to stop acting on behalf of another person:

1. Open the user menu in the upper right corner by pressing the name of the person you are acting on behalf of.
2. Choose Stop acting on behalf of another person
3. Confirm that you want to stop acting on behalf of the person by pressing Yes, stop acting on behalf of another person.
4. Choose service type
   a. If you want to continue using the service, choose Continue to my services
   b. If you want to act on behalf of another person, choose Start acting on behalf of another person.

Note! When you stop acting on behalf of another person, you will not be logged out of Omaolo. Be sure to also log out of Omaolo when you finish using it.

Figure 26 In the user menu, choose Stop acting on behalf of another person
4. **Symptom checkers**

Symptom checkers refer to the symptom-based assessment produced by Duodecim Publishing Company Ltd, in which the resident describes their symptoms and receives a recommendation for action based on them. The recommendation for action may give you self-care instructions, advise you to contact an appropriate place of treatment such as your health centre or emergency clinic, 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.

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.

**Note!** 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.
Omaolo contains the following symptom checkers:

- Anal region symptom
- Coronavirus symptom checker
- Cough
- Diarrhoea
- Discharge from the eye, watery or reddish eye
- General symptom checker
- Headache
- Heartburn
- Knee symptom or injury
- Lower back pain or injury
- Painful or blocked ear
- Respiratory tract infection
- Sexually transmitted disease
- Shoulder pain, stiffness or injury
- Sore throat or throat symptom
- Urinary tract infection

The symptom checkers are on the Omaolo front page and on the Services page, which you can access from the top left corner of the front page. On the Services page, select the Symptom assessments section.

![Services](image)

*Figure 28 Symptom assessments section*

Select the checker that best matches your symptoms. A name and description are available for every symptom checker. Press the **Take an assessment** button to start completing the assessment.
Instructions for use  34 (87)
OTT_40 Omaolo instructions for use

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Coronavirus symptom checker

Fill in this form if you suspect that you have caught coronavirus. You can use this form if you have symptoms or even if you don’t have any symptoms at all.

Keywords: coronavirus, corona, COVID-19

Figure 29 Description of the symptom checker

At the beginning of the symptom checker, you are asked to assess whether you need treatment and want to fill in the symptom checker or whether you think your symptoms can be treated at home and you want self-care instructions. **Note! Some symptom checkers do not have self-care instructions.**

My assessment
- I think I need treatment and I want to fill out a symptom checker
- My symptoms are suitable for self-care and so I only want self-care instructions

Continue

Figure 30 Select a symptom checker or self-care instructions

If you think you might need treatment, select filling out a symptom checker and refer to chapter Fill in a symptom checker, on page 35, for more detailed instructions.

If you want self-care instructions, select self-care instructions and refer to chapter Self-care of symptoms, on page 48, for more detailed instructions.
4.1 Fill in a symptom checker

Fill in a symptom checker if you believe you need treatment.

1. Read the answering instructions carefully.
2. Under My assessment, select the option “I think I need treatment and I want to fill out a symptom checker”.
3. Answer the questions (see also chapter Answering questions, on page 35).
4. Go to the results by pressing the Continue button.

![My assessment](image)

*Figure 31 Select filling out a symptom checker*

4.2 Answering questions

Answers the questions carefully and truthfully.

All forms are answered according to the same principle:

- Choose the appropriate answer option by taking the mouse pointer above the selection and by pressing it.
- Enter numerical answers by pressing the answer field and typing the response using numbers only. Use a decimal point with decimal numbers, e.g. 37.5.
- You may change your selections, if necessary.
- There are different types of questions and they are not all included in all forms.
- You cannot add HTML code in the response fields.
When a question regards **age** or the **duration of symptoms**, always answer with an integer, e.g. 40 or 5.

*Figure 32 Questions related to age or the duration of symptoms*

The forms include questions that are answered by selecting **Yes** or **No**. Select from among the options the option that **best** describes your state of health.

*Figure 33 Yes/No question*

**Multiple-choice questions** have a **circle** or **square** in front of the text.

When there is a **circle** in front of the text, select the option that **best** describes your condition from among the options provided. Making a selection turns the circle in front of the text blue as a sign of selection.

*Figure 34 Select the option with the most accurate description*

When there is a **square** in front of the text, select **one or more** options given to describe your state of health.
Figure 35 Select one or more options

The forms include open-ended questions, where you can enter additional information in your own words. The maximum number of characters and the number of entered characters are indicated in the bottom corner of the text box.

Figure 36 Enter additional information, if necessary

If there is a calendar icon in the date field, click on the field to open the calendar. You can select the date on the calendar or enter a date in the field. If there is an error with the date, the question turns red and you will be asked to check the date.
Instructions for use

OTT_40 Omaolo instructions for use

25 January 2022 Public

Figure 37 Select the date on the calendar

The form may contain a question whose answer has been selected automatically. You cannot change the selection. In a question like this, the option will be highlighted in grey. There will be a note under the question that it has been filled out automatically.

Figure 38 Answer has been selected automatically

After you have answered all questions, press Continue. If the form is incompletely filled in, a remark will be displayed under the button, indicating that not all mandatory questions have been answered. The questions that you have not answered will turn red in the survey. Complete the form and press the Continue button again.

Figure 39 Remark about unanswered questions
4.3 Results and instructions

The assessment gives you a recommendation for action, which is based on medical knowledge. The recommendation for action may give you self-care instructions, advise you to contact your health care provider in a non-urgent manner or seek assistance from an emergency clinic, or direct you to call the emergency number 112.

After you have answered the questions, choose your region and local provider from the drop menu in order to access the instructions the professionals in your region may have added. If your region only has one local provider, it is selected automatically. If you are unable to find a suitable region, choose ‘Rest of Finland’ at the end of the list and do not select a local provider. In this case, you get the national recommendation for action.

Note that the region may have been pre-selected if you have been transferred to the Omaolo service with a link shared by your region. Finally, select a local provider if there are several in the region.

Results and instructions

Figure 40 Select the region and local provider

After you have selected the region and local provider, you get your assessment results. If you want to see your answers, press the See all the answers link. The instructions from the professionals in your region are below the assessment results if such local instructions have been added.
Assessment results

You have symptoms of a respiratory infection. Because of your symptoms you should contact a healthcare professional within 24 hours. You need a coronavirus laboratory test to verify the positive home test result. Avoid close contact with other people until you get further instructions. See OTTs Instructions for reducing further infections. If you have severe symptoms or if your symptoms get worse, contact your nearest emergency room immediately. In life-threatening situations, call the emergency number on 112.

You gave permission to combine the data you gave on the symptom checker with your coronavirus test result, if a test is taken. If you want to withdraw your permission, you can do it any time on OTTs website.

Instructions, Turku Emergency services - Tyks Acute

Contact your own health centre first.

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).

**Figure 41 Assessment results and regional instructions**

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

**Figure 42 Call the emergency number 112**

After you have read the instructions, you can continue to:

- A. booking an appointment or
- B. sending your results to a professional or
- C. saving your results for yourself in Omaolo.

Please note that the further measures offered by Omaolo depend on your results and the service instructions of your region and local provider. The measures require you to identify yourself in Omaolo. If you have not identified yourself in Omaolo yet, press the Identify yourself and continue button.
more detailed instructions on how to identify yourself, refer to chapter Identify yourself and provide consent, on page 20.)

If your selected region and local provider have not enabled sending your results to a professional or saving them for yourself in Omaolo, you can return to the front page of Omaolo by pressing the Go to the front page link.

4.4 Book an appointment

Your selected local provider may suggest booking an appointment with a professional based on the results or 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 on the My service activities page.

Note! Appointments that have been booked cannot be cancelled through Omaolo. If you want to cancel a booked appointment, please contact the local provider in question.

![Identify yourself and continue to booking an appointment](image)

*Figure 43 Continue to booking an appointment*

Press the Identify yourself and continue button, or if you have already identified yourself, press the Continue to booking an appointment button.

The booking view shows the booking instructions of your chosen local provider and a list of available appointments. The times are in Finnish time. The right to book an appointment is valid for a limited period of time.
The booking view has the following functions:

A. Book an appointment by pressing the **Book an appointment** button.

B. If the proposed appointments are not suitable for you, search for more appointments by pressing the **Load more appointments** button.

C. If your selected local provider doesn’t have available appointments or you want to see a different local provider’s available appointments, press the **Change local provider** link. For more information, read the chapter **Change the local provider of the booking**, on page 44.

D. If you are unable to find a suitable appointment or you do not want to book an appointment at all, press the **Send your results to a professional** link. **Note!** The link is visible only if your selected local provider allows for the results to be sent. After you have sent your results, you cannot book an appointment anymore. Wait for a professional to contact you via Omaolo or follow the instructions you have been given.
How to book an appointment:

1. Press the **Book an appointment** button.
2. Check your contact details and the permission to use your contact details. We also recommend you keep your **email notifications on**, so you can receive an update on your service activities being processed.
3. Give consent for your information to be sent to a professional.
4. Press the **Confirm and send appointment** button. A confirmation of a successful booking will appear on the screen. The appointment details have also been saved in the service activity information in Omaolo.
5. Finally, press the **Continue to your service activity summary** button. A summary of your saved service activity is displayed on the screen.

*Figure 45 Check your contact information to book an appointment*
When booking an appointment, you may get a notification that the appointment is no longer available, e.g. if another person has booked it. In this case, book a new appointment.

Figure 46 Appointment cannot be booked; select a new appointment

4.4.1 Change the local provider of the booking

If your selected local provider doesn’t have available appointments or you want to see a different local provider’s available appointments, you can change the local provider.

Here is how you can change the local provider:

1. Press the Change local provider link (see Figure 44, section C)
2. Choose the local provider in the drop menu and press the Change button. Note! You can only choose local providers that have enabled electronic booking.
   a) If you want to change also the region or municipality, press the Go back and change the region or municipality link. You will be redirected to selecting the region and local provider.
4.5 Send the results to a professional

Your chosen local provider may direct you to send your result for a professional to handle. After this, the professional will contact you either via Omaolo or by phone. Your service activity is also saved in Omaolo on the My service activities page.

How to send your results to a professional:

1. Press the Continue to send button.
2. Check your contact details and the permission to use your contact details. We also recommend you keep your email notifications on, so you can receive an update when your service activities are being processed.
3. Give consent for your information to be sent to a professional.
4. Press the **Send** button. A confirmation of a successful sending will appear on the screen.
5. Finally, press the **Continue to your service activity summary** button. A summary of your saved service activity is displayed on the screen.

![Send results to a professional](Image)

**Figure 49 Continue to sending your results to a professional**

![Check your contact information](Image)

**Figure 50 Check your contact information for sending**

If you do not want to send your results to a professional, Omaolo may suggest saving the results for yourself in Omaolo. In this case, press the **Save your results for yourself** link. Read more in the chapter **Save your results for yourself**, on page 47.
4.6 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 service coordination at your chosen local provider.

*Note!* You cannot save the general symptom checker and the coronavirus symptom checker for yourself; you can only send these to a professional.

This is how you can save your results for yourself in Omaolo:

1. Press the **Continue to save** button. A confirmation of a successful saving will appear on the screen.
2. Finally, press the **Continue to your service activity summary** button. A summary of your saved service activity is displayed on the screen.

![Save your results for yourself]

**Save your results for yourself**

You can save the assessment you made and the results you received for yourself. You can come back to view them later by identifying yourself again in Omaolo.

---

**4.7 Self-care of symptoms**

Choose self-care instructions if you think your symptoms are suitable for self-care.

![My assessment]

**My assessment**

- I think I need treatment and I want to fill out a symptom checker
- My symptoms are suitable for self-care and so I only want self-care instructions

---

**This is how you can choose self-care instructions:**

1. Read the answering instructions carefully.
2. Under **My assessment**, select the option “My symptoms are suitable for self-care and so I only want self-care instructions”. **Note! This option is not available in the general symptom checker.**
3. 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.
4. Press the **Continue** button, so you can choose the region and local provider to receive regional instructions if those are available. You can also continue to saving the instructions for yourself in Omaolo.
5. Health check-up

In Omaolo, you can make an electronic health check-up that assesses your way of life and mental wellbeing. You will also be notified if you must contact a health care professional or if you need an appointment to be further examined. The system may also propose coaching programmes to you after you have answered a health check-up survey. You can do a health check-up 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.

You can find the health check-up in the **front page** and the **Services** page, and you can access it from the top left corner of the front page. In the Services page, select the **Health check-up** section.

---

**Figure 56 Health check-up section**

**Note!** You should reserve 10–15 minutes to complete the survey. You cannot fill in only a part of the form, instead it must be completed in full at one time.

**How to fill in a health check-up survey:**

1. Press the **Do the health check-up** button.
2. Answer the questions (see also chapter **Answering questions**, on page 35).
3. Go to the results by pressing the **Continue** button.
4. Select the region and local provider in the drop menu. If you are unable to find a suitable region, choose ‘Rest of Finland’ at the end of the list and do not select a local provider.
5. You will receive a summary of the assessment results.
   a. Read a more detailed report by pressing the **See the full report** link.
   b. If you want to see your answers, press the **See all the answers** link.
When you identify yourself, depending on your situation and chosen local provider, you may continue to book an appointment, send your results to a professional or save them for yourself in Omaolo. Press the Identify yourself and continue button. For more detailed instructions, read the chapters Results and instructions, on page 39, Send the results to a professional, on page 45, and Save your results for yourself, on page 47.

If you send the results of your health check-up to a professional or save them for yourself, the results are saved in the My service activities page.

After you have carried out the online health check-up, you can also start the well-being coaching programmes in Omaolo. The available coaching programmes are in the Coaching programmes section of the service activity.
If you have sent health check-up results to a professional, they can add a coaching programme to the service activity. You will receive a notification of any coaching programme that has been added for you. The coaching programme added by a professional is in the Coaching programmes section under Available coaching programmes. Read more about coaching programmes in chapter Coaching programmes on well-being, on page 52.

The professionals in your region may have added links to other services in the health check-up. You can find them in the Also check out these section of the service activities.

6. Coaching programmes on well-being

You can start and complete the coaching programme independently or after a professional has added it to the service activity saved in Omaolo. Note! Starting a coaching programme requires identification in Omaolo.

Coaching programmes available in Omaolo:

- Coaching programme for families with children
- Coaching programme for quitting smoking
- Health-enhancing exercise programme
- Health-promoting nutrition training
- Positive interaction in a couple relationship
- Reducing alcohol use
• Reducing everyday fretting
• Resolving conflicts in a relationship coaching programme
• Sleep coaching
• Weight management

6.1 Starting a coaching programme independently

The available coaching programmes are listed in the front page and Services page, and you can access them from the top left corner of the front page. In the Services page, select the Coaching programmes section.

Figure 60 Coaching programmes

The purpose of the coaching programme is indicated under its name. For more detailed information about the contents and assignments of a coaching programme, press the Read more button.

How to start a coaching programme independently:

1. Select a coaching programme and press the Read more button.
2. If you have not identified yourself in Omaolo yet, press the Identify and start a coaching programme button.
3. If you have already identified yourself, press the Start a coaching programme button.
4. Start the first weekly assignment. For more information on how to complete coaching assignments, read chapter Completing coaching assignments on page 55.
When you start a coaching programme, it is saved on the My service activities page. There, you can see both the coaching programme and advice contained in it. A professional is unable to access the coaching programme you have started independently.

You can also start a coaching programme independently from a service activity saved in Omaolo, for example after you have carried out an electronic health check-up. When you press the Move on to other well-being coaching programmes button in the Coaching programmes section of the service activity, the available coaching programmes are displayed.

Figure 61 Coaching programme’s goal and summary

Figure 62 Move on to well-being coaching programmes from a service activity
6.2 Starting a coaching programme added by a professional

A professional can add a coaching programme on your service activity that they are processing. In this case, you will be notified of the added coaching programme in Omaolo.

You see the coaching programme added by a professional in the Coaching programmes section of the service activity under the Available coaching programmes. The deadline by which the professional wishes you to complete the coaching programme is shown under the name of 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.

Here's how to start a coaching programme added by a professional:

1. Select the Coaching programmes section of the service activity.
2. Press the Explore and start coaching button.
3. Read the description of the coaching programme and press the Start a coaching programme button.
4. Start the first weekly assignment. For information on how to complete coaching assignments, read the section Completing coaching assignments on page 55.

6.3 Completing coaching assignments

Coaching programmes include weekly assignments. For each weekly assignment, the system indicates the date and time when it should be completed. Assignments vary between coaching programmes.
You can see the number of assignments on the coaching programme page. The first number indicates how many assignments you have completed. The latter number indicates the total number of assignments included in the coaching programme.

**Figure 64 Coaching programme’s goal, summary and number of assignments**

The coaching programme page lists coaching assignments, one below the other. You can read more details on future assignments by pressing the name of the assignment, but you can acknowledge assignments as completed only in the order provided.

**How to complete the weekly assignments:**

1. Select the Coaching programmes section of the service activity.
2. Read the description of the next weekly assignment and do any assignments given.
3. Press the Mark as done button under the assignment. The weekly assignment changes to the Done state, and the next assignment opens for completion.

Once you have acknowledged that all of the coaching programme’s assignments have been completed, you will receive a notification of the end of the coaching programme and it will be marked as completed. The details of a completed coaching programme can be viewed on the My service activities page.

### 7. Service assessments

A service assessment refers to a survey that assesses a resident’s right to personal assistance, support for informal care support, or transport services under the Act on Services and Assistance for the Disabled and the Social Welfare Act. The service assessments are available in Finnish and Swedish.

The result is information on whether the resident is likely to have a right to support or not. 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.
Service assessments available in Omaolo:

- An assessment on personal assistance
- An assessment of movement outside the home
- An assessment of the situation of informal care

The available service assessments are listed in the front page and Services page, and you can access them from the top left corner of the front page. You can do a service assessment on the Finnish or Swedish pages of Omaolo.

![Services](image)

**Figure 65 Service assessments section**

**How to fill in a service assessment:**

1. Select the survey that best matches your need for services. A name and description are available for every service assessment.
2. Press the **Take an assessment** button.
3. Answers the questions. See also chapter **Answering questions**, on page 35.
4. Go to the results by pressing the **Continue** button.

After you have answered the questions, choose your **region** and **local provider** from the drop menu in order to access also any regional instructions. If your region only has one local provider, it is selected automatically. If you are unable to find a suitable region, choose ‘Rest of Finland’ at the end of the list and do not select a local provider. In this case, you get the national instructions.

The result is information on whether you are **likely to have a right to benefit** or not. The contents are based on legislation, and they have been jointly prepared and approved by various municipal parties.
Under the assessment results, you can also see the instructions from the professionals in your region if they have added regional instructions or if they are directing you e.g. to third-party services.

If you want to see your answers, press the See all the answers link.

Depending on your situation and selected local provider, you may continue to sending your results to a professional or saving your results for yourself in Omaolo. This require you to identify yourself in Omaolo. If you have not identified yourself in Omaolo yet, press the Identify yourself and continue button. For more detailed instructions, read the chapters Results and instructions, on page 39, Send the results to a professional, on page 45, and Save your results for yourself, on page 47.

If you send the results of your service assessment to a professional or save them for yourself, they are saved in the My service activities page.

8. 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. Follow the instructions on action provided to you by the professional. 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. These surveys are also saved in the My service activities page in Omaolo, and you can return to them later if you want.

If a survey does not require identification, the details in the survey will be transferred to the professional and you can save your answers for yourself in PDF format.

The professional has defined a period within which the survey must be answered. If the time for filling in the survey has expired, you will no longer be able to complete the survey. In this case, contact the organisation or person who provided you the link to the form.

Note! You must complete the form at one time; the form cannot be saved.

8.1 Respond to a survey that requires identification

If you have received an invitation to fill in a survey that requires identification into Omaolo, you must identify yourself before filling in the form.
If you have not logged in to Omaolo yet, continue to fill in the form as follows:

1. Give your consent to the submission of your information to a professional by checking the box.
2. Press the **Identify yourself and start** button.
3. Identify yourself through the Suomi.fi e-Identification service. Follow the service provider’s instructions for identification.
4. If you are using the Omaolo service for the first time, you will also be asked for other **consents**. Fill in the consents and press the **Ready** button. Now you can start filling in the form.

If you have already **identified yourself**, you will be asked to give consent to the submission of the information to the professional. Then press the **Continue to fill in the form** button. Now you can start filling in the form.

**How to fill in a form:**

1. Press the **Fill in the form** button.
2. Read the instructions for the survey and answer the questions (see also chapter **Answering questions**, on page 35).
3. Finally, press the **Submit** button.

After submitting the form, you will see the results. You can see all your answers by pressing the **See all the answers** link at the end of the summary. The page may also show further recommendations or links to further information.

After you have responded to a survey that requires identification, the survey is saved in the **My service activities** page in Omaolo. To return to a survey that you previously completed, you can find a summary of the survey in the **My service activities** page, under the **Visible to professionals** heading.

**8.2 Respond to a survey that does not require identification**

If a survey does not require identification, a link will open the start page where you must fill in your name, personal identity code and other fields marked as mandatory (marked with an asterisk *). You cannot add HTML code in the fields.

**How to fill in a form:**

1. Fill in the fields marked as mandatory on the start page of the survey (marked with an asterisk *).
2. Go to the survey by pressing the **Start a survey** button.
3. Read the instructions for the survey and answer the questions (see also chapter Answering questions, on page 35).
4. Finally, press the Submit button.

After submitting the survey, you will be notified that the survey information has been sent to a professional. Finally, you can close the browser.

8.3 Return to the survey you filled out

You can read the results of a survey that you have filled out earlier if you filled out the survey as an identified person.

If you use the survey link that you received, you will be directed to the front page of the survey.

- If you are not logged in to Omaolo, press the Identify yourself button under Return to the survey you filled out.
- If you have already identified yourself, press the Continue to service activities button under Return to the survey you filled out.

You will be redirected to the My service activities page, where you can select a previously completed survey and view its details.

You can also access a previously completed survey without a link. Log in to Omaolo and open the My service activities page. Under Visible to professionals, select a survey that you have filled out previously.

9. Well-being check-up

A professional can add an online well-being check-up to Omaolo for you to complete. A well-being check-up consists of three surveys:

- The Health Check-up
- The Quality of Life Survey
- The Oral Health Survey

Please answer all three surveys if you can and if you have not agreed otherwise with the professional.
Completing the well-being check-up surveys requires that you have identified yourself to Omaolo. To access the well-being check-up, go to the My service activities page. You will be notified in Omaolo when a professional invites you to complete a well-being check-up.

![Well-being check-up](image)

**Figure 66 A well-being check-up added by a professional and the surveys included in it**

**How to take the well-being check-up survey:**

1. Identify yourself to log in to Omaolo and go to the My service activities page. You can also go directly to the well-being check-up from the notification about it.
2. Under Results, you will see the surveys waiting to be completed. You can take the well-being check-up surveys in the order you like.
3. Select Fill in the form to start taking a survey.
4. Read the response instructions and answer the questions. (Read more about answering questions in Answering questions, on page 35.
5. After responding to the questions, press Send. Your answers will be saved to the service activity and can be viewed by a professional.

After you have taken a survey, you can view its results.

- If you want to read a more detailed summary, press the See a more detailed summary link.
- If you want to see your answers, press the See all the answers link.
Figure 67 Completed Quality of life survey

After you complete a survey, a coloured ball icon appears in front of its name. For the Health Check-up and the Quality of Life Survey, the colour of the icon depends on the results of the survey (traffic light colours). When you have taken the Oral Health Survey, you will see a grey ball icon in front of it.

If you have not yet completed a survey, it will have a white ball icon in front of it.

On the summary page, you will see your region’s recommendation, which may be a right to book an appointment to a professional, for example. Read more in chapter Booking an appointment for reviewing the results, on page 63.

You can find the surveys you have not taken yet under Continue the well-being check-up. Fill in the next survey by pressing the Fill in the form button.

Figure 68 Continue the well-being check-up: Surveys you have not taken
If you want to finish the well-being check-up later, go to the service activity by pressing the **Go to your saved results** button.

Once you have taken all the surveys of the well-being check-up, you can go to view the results for the service activity by pressing the **Complete your well-being check-up** button.

A professional can see your responses and add an assignment, message, goal or well-being coaching programme to the service activity. If a professional makes any changes, you will be notified of them in Omaolo.

You can also start a well-being coaching programme independently in the Coaching programmes section of the service activity. For more information on coaching programmes, read chapter Coaching programmes on well-being on page 52.

The professionals in your region may have added links to other services in the well-being check-up.

The municipality of your health care services 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.

### 9.1 Booking an appointment for reviewing 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.

After you have taken the survey, you will see the **right to book an appointment** under **Further recommendation of your region**. The right to book an appointment will include information on the last date you can book the appointment. You can book an appointment right away or after you have taken all the surveys.

The right to book an appointment will also be displayed in the **Appointments** section of the service activity, and you can book an appointment there as long as the right to book an appointment is valid. For more information on booking appointments, read chapter **Book an appointment**, on page 41.
10. Monitoring a long-term illness

A professional can agree with you on the digital monitoring of a long-term illness, which means **measuring blood pressure** at home and filling in the measurement results on a **form** in Omaolo. The professional will review the information you have filled in and agree with you on the continuation of care/follow-up.

Omaolo will notify you when a professional has added a service activity containing a blood pressure monitoring form to your Omaolo. You can find the service activity on the **My service activities** page after you have identified yourself in the service. You can also go directly to the correct service activity from the notification.

*Note!* The professional will give you **instructions on how to measure your blood pressure at home.** Perform the measurements at home at the agreed time and write down the measurement results on paper, for example. When you have performed all measurements, store all values at the same time on the **form** in Omaolo.
The measurement instructions can also be found at the beginning of the form to be filled in (after you press the Fill in the monitoring form button) and in the Assignments section of the service activity. The monitoring form is also filled in with medication information, so please have them at hand before completing the form.

To fill in the monitoring form:

1. Press the Fill in the monitoring form button. **Note! Fill in the form only after you have made all measurements over the entire monitoring period. You cannot fill the form in parts.**
2. Fill in the measurement results on the form and answer the questions on the form (please see chapter Answering questions, on page 35).
3. Press the Submit button.
4. The summary view appears. To see the answers you provided, press the See all the answers link.

The professional will see your results and will agree on follow-up measures with you.

You can communicate with the professional in the Messages section of the service activity. For more information, see chapter Messages, on page 73.

If you wish to set a target level for your blood pressure, enter it in the Goal section of the service activity. The professional may also have added a target value; you can see it in the Goal section. For more information, see chapter Goal, on page 70.
A professional can add you an assignment or coaching programme or request you to book an appointment. If a professional makes any changes, you will always be notified of them in Omaolo. **Note!** Appointments reserved outside Omaolo, for example to a laboratory, are not visible in Omaolo.

### 10.1 Links to online courses

The monitoring of a long-term illness also includes Kustannus Oy Duodecim’s **My Care online courses**, which you can complete independently outside Omaolo. Links to the online courses (in Finnish and in Swedish) are also available in the **Also check out these** section of the service activity.

When you press the **Open** button, the online course opens in the browser in a new tab.

![Figure 71 Links to My Care online courses](image)

### 11. Omaolo functions for Koronavilkku users

A resident can be directed to the Omaolo service from the coronavirus mobile application **Koronavilkku**. In Omaolo, the resident can complete the **coronavirus symptom check-up** and send it to a professional or book a time for a corona test, if booking appointments is in use in the selected municipality. A resident who has no symptoms can also fill in the coronavirus symptom checker, if they wish to receive instructions on how to proceed.
11.1 Fill out the coronavirus symptom check-up

If you have been informed in the Koronavilkku mobile application that you have been exposed to coronavirus, you can fill out the coronavirus symptom check-up in Omaolo and submit it to a professional for processing. Submitting requires identification in Omaolo.

For instructions on filling out a symptom check-up, see chapter Answering questions, on page 35, and for instructions on submitting your results to a professional, see chapter Results and instructions, on page 39. See instructions on how to book an appointment in chapter Book an appointment, on page 41.

The information about your municipality of residence that you have saved in the Koronavilkku application is automatically filled in the form, so your municipal data is pre-selected when you send the coronavirus symptom check-up to a professional. The form will also contain the information that you have been transferred to Omaolo from the Koronavilkku application after receiving information of exposure. Since a professional must process the coronavirus symptom check-up of an exposed person, you cannot save the coronavirus symptom check-up only for yourself in Omaolo.

12. Your service activities

All the service activities you have sent to a professional or saved for yourself are listed on your My service activities page. You will see your service activities when you identify yourself in Omaolo.

- At the top of the My service activities page, there is a list of service activities that are visible to professionals, such as the service activities that you have sent to the professional.
- Below them, under the Saved for myself heading, are the service activities you have saved for yourself that professionals cannot see.
- Finally, your closed service activities are listed under the Past service activities heading.

Go to the page for the service activity of your choice by clicking on its name.
**12.1 Summary**

The summary of a service activity includes the service activity’s recent events, results, and possible instructions from your region’s professional. An upcoming appointment appears at the top of recent
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events until the date and time for the appointment has passed. **Note! Both the appointment time and service time stamps are in Finnish time.**

**Figure 74 Summary of a service activity**

The list of recent events will show the three most recent events. To see all the events, click the Show all events link.

**Figure 75 Show all events**

When you use a mobile device, the summary view of the service activity is displayed when you select a service activity. To navigate to different sections of the service activity, such as messages, appointments, or assignments, select the desired section from the menu below the service activity name (see Figure 76).
12.2 Goal

If a professional has added a goal to your service activity, it will appear in the Goal section. The goal may be one that was prepared together with a professional or one set by yourself. If a professional adds a goal for you, you will be notified in Omaolo.
You can edit the goal text if you like:

1. Press the **Edit the goal** button.
2. Type your goal in the text field in your own words. The maximum length of text is 1,000 characters. You cannot add HTML code in the text field.
3. Press the **Save** button.

![Edit the goal](image)

*Figure 78 Typing a goal*

### 12.3 Assignments

In a service activity, a professional can give you free-form **instructions** on action or ask you to complete a symptom assessment, for instance. Added assignments appear in the **Assignments** section in your service activity. If a professional adds you an assignment, you will be notified in Omaolo.

![Assignments](image)

*Figure 79 An assignment added to a service activity*
12.4 Coaching programmes

In the Coaching programmes section of the service activity, you can see the ongoing, available and completed coaching programmes.

If a professional has added a coaching programme to a service activity, you will see the programme under the heading Available coaching programmes. The deadline by which the professional wishes you to start the coaching programme is shown under the name of the programme. If a professional adds a coaching programme for you, you will be notified in Omaolo.

Figure 80 Coaching programmes on a service activity

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.

You can also start the coaching programme independently, for example, after you have completed out a health check-up in Omaolo. The available coaching programmes are in the Coaching programmes section of the saved service activity.

For more information about the coaching programmes, see chapter Coaching programmes on well-being on page 52.
12.5 Appointments

Any appointment you have booked in the Omaolo service is saved in the Appointments section of the service activity. The upcoming appointment will also appear at the top of the list of recent events of the service activity until the data and time of the appointment has passed.

![Well-being check-up](image)

**Figure 81 An appointment has been saved in the service activity**

**Note!** Appointments that have been booked cannot be cancelled through Omaolo. If you want to cancel a booked appointment, please contact the local provider in question.

For more information about booking an appointment, see chapter [Book an appointment](#), on page 41.

12.6 Messages

In the Messages section of the service activity, you can send a message to a professional and read messages sent by a professional. Please note that messages are only available in active service activities. It is not possible to send a message to a professional via service activities that have been closed. If a professional sends you a message, you will be notified in Omaolo.

**How to send a message to a professional:**

1. Type your message in the text field. You cannot add HTML code in the text field.
2. Press the Send button.
The **message draft** is saved even if you visit other sections of the service activity before sending the message. However, the message draft will not be saved if you leave the service activity. Before you leave the service activity, Omaolo will notify you that you have an unsaved message or ask you if you wish to leave without sending the message.

The message draft will disappear without confirmation if you refresh the page or leave Omaolo without logging out.

### 12.7 Closing a service activity

When you feel you no longer have any symptoms or feel you have recovered, it is time to close the service activity. You can close a service activity that you have saved for yourself when you want. If you
have had a service activity where you have used e-services with a professional, you can suggest to the professional that the service activity be closed.

The professional can also suggest that you close the service activity, and in that case you will receive a notification of the proposal. If you do not respond to the closing proposal and close the service activity, the professional can close the service activity without your approval.

>Note! A service activity cannot be closed if it contains appointments or if it has not yet been processed by a professional. In other cases, you can do this by following the instructions below.

**This is how you propose closing a service activity:**

1. Select the **Close the service activity and end the treatment** section.
2. Press the **Propose closure** button.
3. Confirm your proposal by pressing the **OK** button.

---

**Lower back pain or injury**

Service activity updated 6.4.2021 14:35 Minerva Marttila | Oita Tampere English, Minerva Marttila | Language: EN

<table>
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**Close the service activity and end the treatment**

The professional handling your service activity has not yet proposed closing your service activity. You can propose the closure of the service activity yourself.

After the closure of the service activity, professionals can no longer see it or contact you about your service activity. You can find your closed service activities under past service activities.

[PROPOSE CLOSURE]

---

*Figure 84 Suggestion to close the service activity*
This is how you close a service activity that you have saved for yourself:

1. Select the **Close the service activity and end the treatment** section.
2. Press the **Close the service activity** button.
3. Confirm the end of treatment by pressing the **Close the service activity** button.

![Cough](image)

**Figure 85 Close a service activity you have saved for yourself**

Both you and the professional will continue to be able to view closed service activities that the professional has processed, but you will no longer be able to make changes to them.

The end date will be saved in a closed service activity.

![Information]

**Figure 86 Notification of the closing of the service activity**

13. Your information and settings

Once you have identified yourself and logged in to Omaolo, you will see your name at the top right corner of the front page. Clicking the name will open the **User menu**. From the User menu, you can go to the **My information** page to update your **contact information**, **notification settings**, **language settings**, and **consent**.
Figure 87 My information

If you are acting on behalf of another person, the top right corner of the page will show who you are acting on behalf of. The user menu shows the name of the person you are acting on behalf of.

Figure 88 The name of the person you are acting on behalf of

When you are acting on behalf of another person, the My information page will contain the information of the person you are acting on behalf of. Please note that the professional will contact you based on the contact information you have provided.

When using a mobile device, open the My information page from the main menu.
The My information page is divided into sections:

- The General section contains your contact information, notification settings, and language settings.
- The Consents section contains the statutory consent required for the use of the Omaolo service. In the Consents section, you can also stop using the Omaolo service entirely.

### 13.1 Your contact information and e-mail notifications

You can update your e-mail address and phone number and the permissions concerning them in the General section of 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. If you have a non-disclosure in
place, your contact details will not be copied from Suomi.fi to Omaolo, but you can add them to Omaolo if you wish.

Please note that the information you edit will not be passed on from Omaolo to other service providers.

![Figure 91 Edit your information](image)

When you add your e-mail address, we also recommend that you keep e-mail notifications turned on so that you can be notified of messages sent to you by a professional in the e-mail address you have indicated. If your e-mail address is missing along with the permissions concerning e-mail notifications, the service cannot send you any e-mail notifications.

**Note**! If you disable e-mail notifications, you must ensure that you see a message sent by a professional quickly enough. A professional may propose an appointment for you through Omaolo, and the appointment has to be cancelled if it is not confirmed.

If you have a non-disclosure in place, you cannot receive email notifications from Omaolo. In this case, follow Omaolo notifications by signing into Omaolo. Read more in chapter Notifications of your services, on page 25.
Permission to use your **phone number** for Omaolo services is selected as a default. When you give us permission to use your phone number, you can receive more information on treatment instructions from a professional or text messages concerning reserved appointments, for example. Please note that the permission concerns all Omaolo services.

Please note that when you are acting on behalf of another person, the professional will contact you based on the contact information you have provided.

**How to edit your own information:**

1. Enter your e-mail address and/or phone number in the text box.
2. Check the permissions concerning e-mail notifications and change them if necessary.
3. Press the **Save** button.

**13.2 Language of the services**

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.

**To select the service language:**

1. Select the service language from the drop-down menu.
2. Press the **Save** button.

*Figure 92 Select the service language*

Note that changing the service language does not change the language of notifications you have already received. After you have changed the service language, you will receive notifications in the language you have selected.
You can select Finnish, Swedish, or English as the user language for the Omaolo user interface. Read more in chapter Language selection, on page 17.

13.3 Consent

You will be asked to give the necessary consent once you log in to Omaolo.

You can view the consent you have given in the Consent section of the My information page. Without the consent, you will no longer be able to use the service, and any ongoing service activities will be closed. (For more information, see chapter Stop using the Omaolo service, on page 81.)

Figure 93 Consents

For more information about consent, see chapter Omaolo consent on page 10.

13.3.1 Stop using the Omaolo service

When you end use of Omaolo, your active service activities will be closed and use of the service will end. After this, professionals will not have permission to use your contact details that are in Omaolo. You will not be able to contact professionals through Omaolo, either. If necessary, contact social welfare and healthcare professionals using other methods.

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.

How to stop using the Omaolo service:

1. Go to the My information page and choose the Consents section.
2. Press the Stop using the service button.
3. Confirm that you want to stop by pressing **Yes, exit all services and terminate the use of the service** button.

---

**Stop using Omaolo**

When you stop using Omaolo, you will be logged out and all your use of services will be permanently terminated. After this, professionals will not have the permission to use your contact details that are in Omaolo. You will not be able to contact professionals through Omaolo, either. If necessary, contact social welfare and health care professionals using other methods.

Please note that some of the data collected by the service will not be deleted even if you stop using the service. If you want to delete all data, read more in the privacy statement.

---

**Figure 94 Stop using the service**

If you are acting on behalf of another person and you stop using the service, the person's services are terminated. You will not be terminating the use of your own services.

Please note that when you stop using the service, all the information collected by the service will not be deleted. If you want to delete all the information, you can find more specific instructions in the privacy policy that is linked in the Omaolo footer.

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.

**13.3.2 Saving services and activities in My Kanta’s wellbeing data**

You can consent to having your wellbeing data saved in the Personal Health Record which is part of the My Kanta service. In this case, you will be able to view your service use not only in Omaolo, but also the My Kanta’s wellbeing data. This function is available for all persons over the age of 16.

The following services can be saved in My Kanta:

- service assessments
- all symptom checkers, except the corona symptom checker and general symptom checker.

All your independent services can be saved, meaning services that you have not sent to a professional. Data that can be saved include assessment form questions, your responses and the recommendation for action you received. Each service is saved only one time, meaning that if you edit your service at a later time, the changes will not be saved in My Kanta.
How to give consent:

1. Identify yourself in Omaolo.
2. Go to the My information page and choose the Consent section.
3. Click on the Give consent button. You will be directed to e-Identification after which you can give consent on the Personal Health Record page.

**Note!** Services and activities are not saved in My Kanta and the related consent will not be displayed in Omaolo if you are under the age of 16 or you are acting on behalf of another person.

---

**Figure 95** Give consent for saving your services and activities in My Kanta

Once a service has been saved in My Kanta, the text “Copy saved in well-being data in My Kanta” will appear in the service activity’s title field.

---

**Figure 96** The service has been saved in My Kanta
If saving the service in My Kanta fails due to a connection problem, Omaolo will show a notification on this. In this case, the service is only saved in Omaolo. No later attempts will be made to save the same service in My Kanta.

You can **cancel** your consent in My Kanta.

Please note that if you terminate the use of Omaolo completely will not rescind consent. Consent will be valid until you cancel it in My Kanta.

**14. Customer experience survey**

A user of the Omaolo service may be asked to provide feedback on the use of the service with a customer experience survey.

The user is asked a few questions, for example, about the ease of using the service and the usefulness of the service. It is not mandatory to respond to surveys and surveys can be ignored if desired.

**Note! Do not enter your patient data or personal data in the customer experience survey. Also, do not send any details related to your service use or treatment via the customer experience survey. Health and social service professionals do not see the answers given in the customer experience survey. Only the product development team of Omaolo see the answers. They make improvements to Omaolo based on the answers.**
15. Version history of the instructions for use

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## Instructions for use

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