

Lunna

Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde

The Lunna digital services platform in student welfare services



What is Lunna in the Western Uusimaa Wellbeing Services County?

Lunna is a digital service channel for our wellbeing services county that you can use to contact us in a flexible manner:



The chat is open on weekdays from 8:00 to 16:00:

- Digital clinic at the health centre
- Maternity and child health clinic
- Rehabilitation
- Dental care
- Advice for older people
- Customer service

Video receptions

Surveys and forms

Non-urgent messages:

- Digital clinic at the health centre
- School and student health care
- School social workers of student welfare (from 25 September onward)
- Psychologists of student welfare (from 28 January onward)
- Maternity and child health clinic
- Rehabilitation
- Dental care
- Advice for older people
- Customer service
- Family law services

**You may send us a non-urgent message
at any time of the day.**

**We will respond to non-urgent messages
within three business days.**

6.10.2025

How we serve you in student welfare services

Non-urgent messages

You may send us a non-urgent message at any time of the day.

Response within three business days.
Allows you to message a familiar professional, for instance.

School and student health care

- Non-urgent message to school and student health care

School social worker services

- Non-urgent message to school social workers from 25 September 2025 onward

Psychologist services

- Non-urgent message to psychologists from 28 January 2026 onward

In urgent situations, contact a professional by phone during office hours

Video reception as a booked appointment

Receptions organised remotely will be transferred from Teams to Lunna:

School and student health care

- from 25 September 2025 onward

School social worker services

- from 25 September 2025 onward

Psychologist services

- from 28 January 2026 onward

Forms and surveys

You may fill out a form or survey at any time of the day.

Forms

Preliminary information forms for school health examinations:

- for the parents of first-graders
- for the parents of fifth-graders
- for the parents of seventh-graders and eight-graders
- for eight-graders

Surveys

- Preliminary information forms for periodic health examinations for parents of 2nd, 3rd, 4th, 6th and 9th-graders
- Starting contraception
- Delaying periods
- Salmonella certificates

Wilma messages from student welfare services with the introduction of Lunna

With the introduction of Lunna, we will only communicate general student welfare matters via Wilma.

In the future, we will not use Wilma for confidential communications related to client and patient data.

Clients have access to:

- **Lunna**
 - non-urgent messages have been used by school and student health care since 9 April 2025
 - non-urgent messages will become available for school social worker services of student welfare as of 25 September 2025
 - for psychologist services of student welfare as of 28 January 2026
- **Secure email from turvaposti.luvn.fi**
- **Phone** (call or text message)
- **Open receptions** with a public health nurse, psychologist or school social worker
- **School and student health care also use electronic booking**

Getting started with Lunna

Channel:

- Web browser: www.lunna.fi
- Lunna mobile app from AppStore or GooglePlay

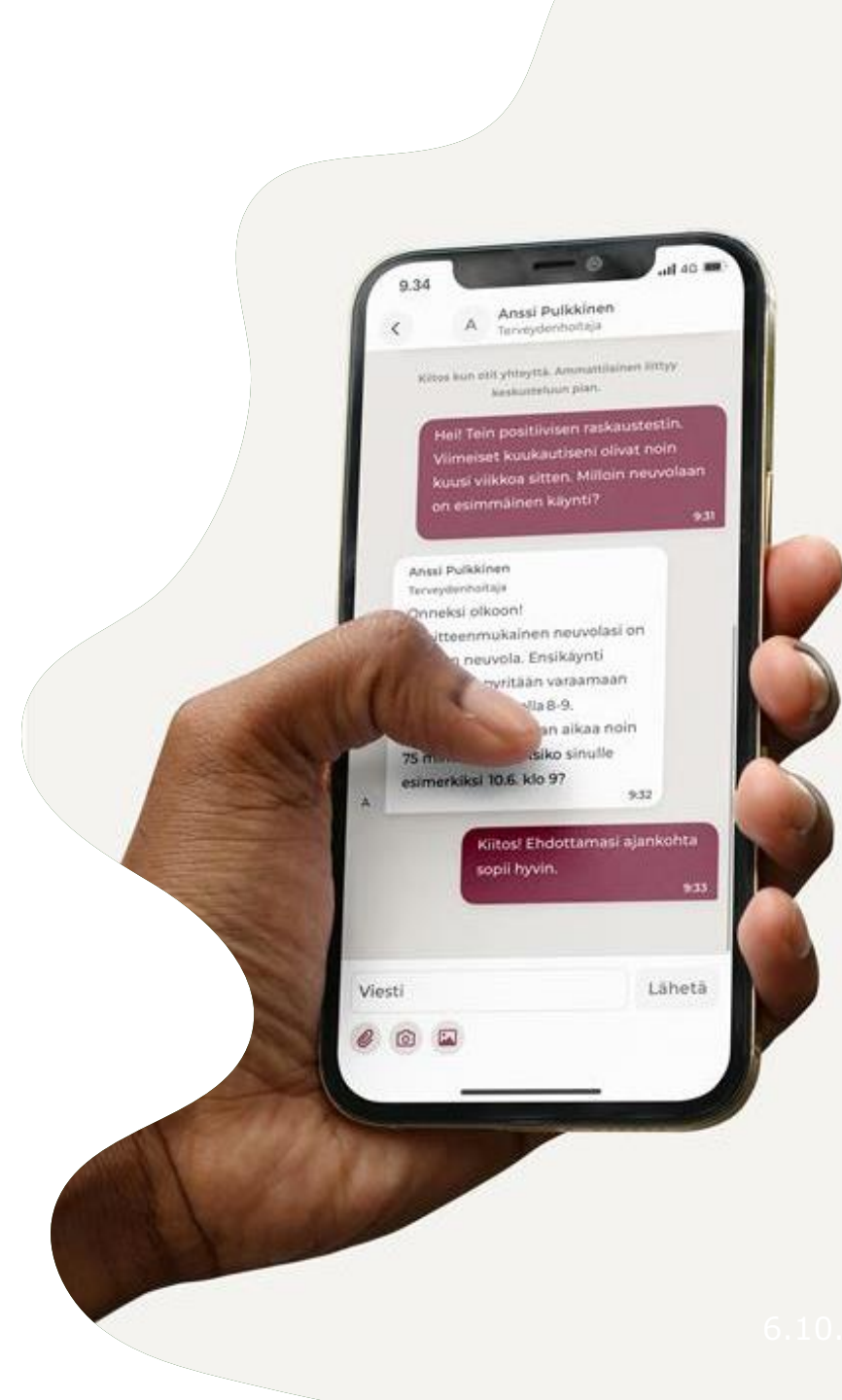


Suomi.fi identification:

- Online banking codes
- Mobile certificate
- Certificate card

Start using the service:

- Access to all services after identification
- Opportunity to use services for those living outside Western Uusimaa Wellbeing Services County (e.g., living outside the area but child's/young person's educational institution is in the wellbeing services county)
- Anonymous chat, i.e., using services without logging in: Only general advice on wellbeing services county's services, possible via a web browser in the Lunna digital services platform's chat.



Acting on behalf of another person in Lunna

1. Acting on behalf of another person in Lunna is based on Suomi.fi e-Authorizations

- The right automatically granted by your role (e.g., **if you are the guardian of a person under the age of 18, you do not need an authorisation**) or
- Suomi.fi e-Authorization for managing matters related to health and social welfare

2. You can act on behalf of people added to your profile in Lunna

- All persons must be manually added as persons on whose behalf you may act to your profile using a Suomi.fi process launched via Lunna before you can act on behalf of another person.

3. Children on whose behalf you are acting may have their own active profiles in Lunna

- Even if, for example, a 15-year-old child had their own online banking codes and their own Lunna profile, their guardian can still manage their affairs in Lunna.
- The young person's own messages are not visible to the guardian, and the messages their guardian sends on their behalf are not visible to the young person.

4. If you cannot see any dependents on the platform, you can

- Use Suomi.fi e-Authorization online (or at the Digital and Population Data Services Agency's service point)
- And/or add the person on whose behalf you will be acting to your own profile in Lunna.

More information is available on our website:

<https://www.luvn.fi/en/lunna>



Watch the video:

Miten asioida toisen puolesta Lunnassa?

<https://www.youtube.com/watch?v=wRmg6tr1wIA>



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Thank you!

Follow student welfare on social media:

 [@luvnopiskeluhoolto](https://www.instagram.com/luvnopiskeluhoolto)

Follow our wellbeing services county on social media:

 [Länsi-Uudenmaan hyvinvointialue](https://www.facebook.com/Länsi-Uudenmaan-hyvinvointialue)

 [@luhyvinvointialue](https://www.instagram.com/luhyvinvointialue)

 [Länsi-Uudenmaan hyvinvointialue](https://www.linkedin.com/company/Länsi-Uudenmaan-hyvinvointialue)

 [@LUhyvinvointi](https://twitter.com/LUhyvinvointi) [@LUpelastus](https://twitter.com/LUpelastus)

 [Länsi-Uudenmaan hyvinvointialue](https://www.youtube.com/Länsi-Uudenmaan-hyvinvointialue)

