

Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde
Western Uusimaa Wellbeing Services County

Digital Services of the Wellbeing Services County

What services are available to the
customer for handling different matters?

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Customer service

Western Uusimaa Wellbeing Services County

Updated 16.10.2025

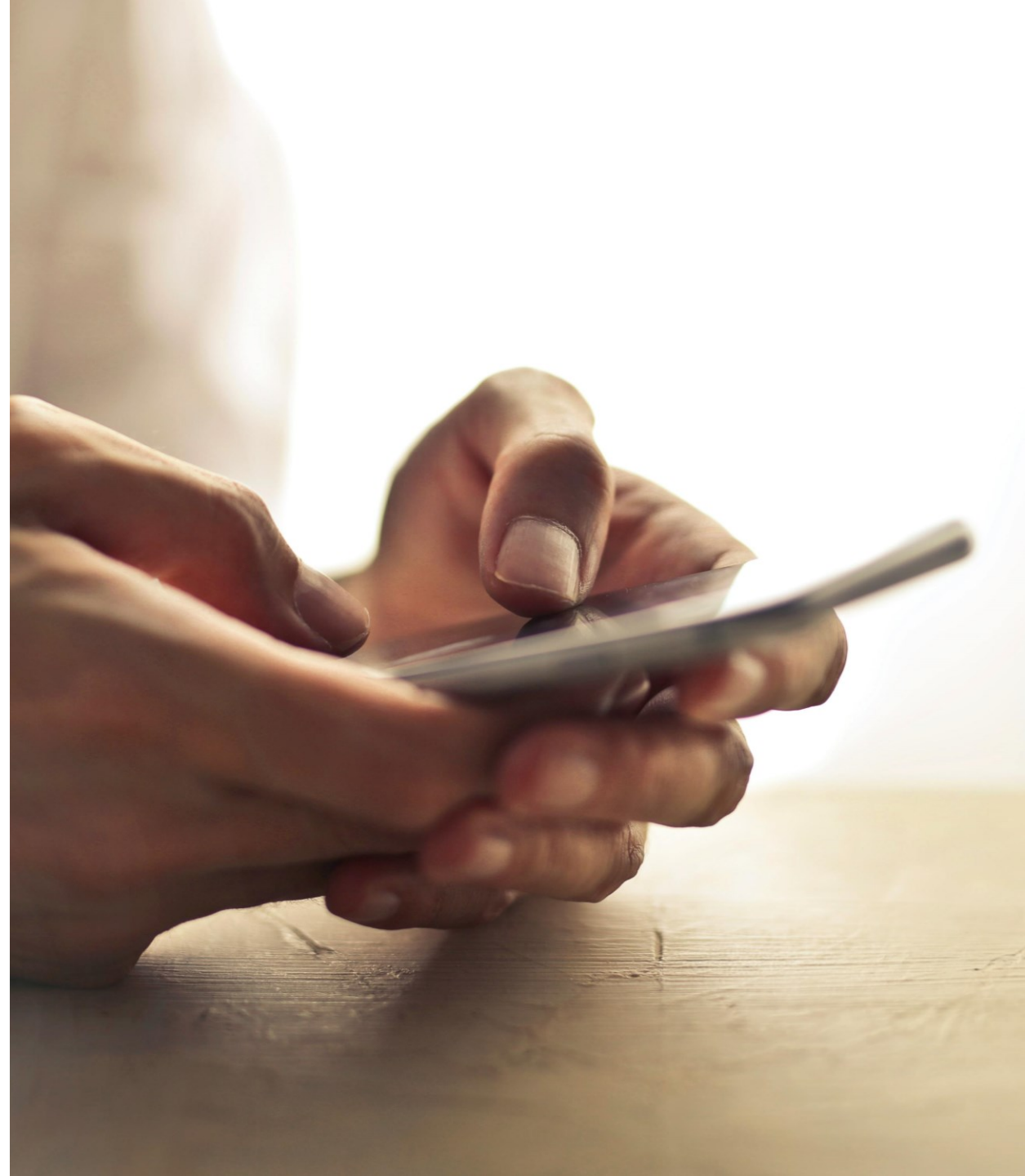


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General Information about Digital Services

- **In Digital Social and Health Services, you can:**
 - Contact social and healthcare services
 - Fill in forms
 - Renew a prescription
 - Book an appointment
 - Request advice and instructions
- **Using the services requires the following:**
 - A suitable device (computer, phone, tablet)
 - Internet connection
 - A strong authentication method (e.g., mobile certificate, smart card, online banking credentials)
 - Authentication to the services is done via Suomi.fi identification
- Digital services can be found on the website: <https://www.luvn.fi/en/digital-support>

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Digital Services in Western Uusimaa

Lunna – digital Services Platform

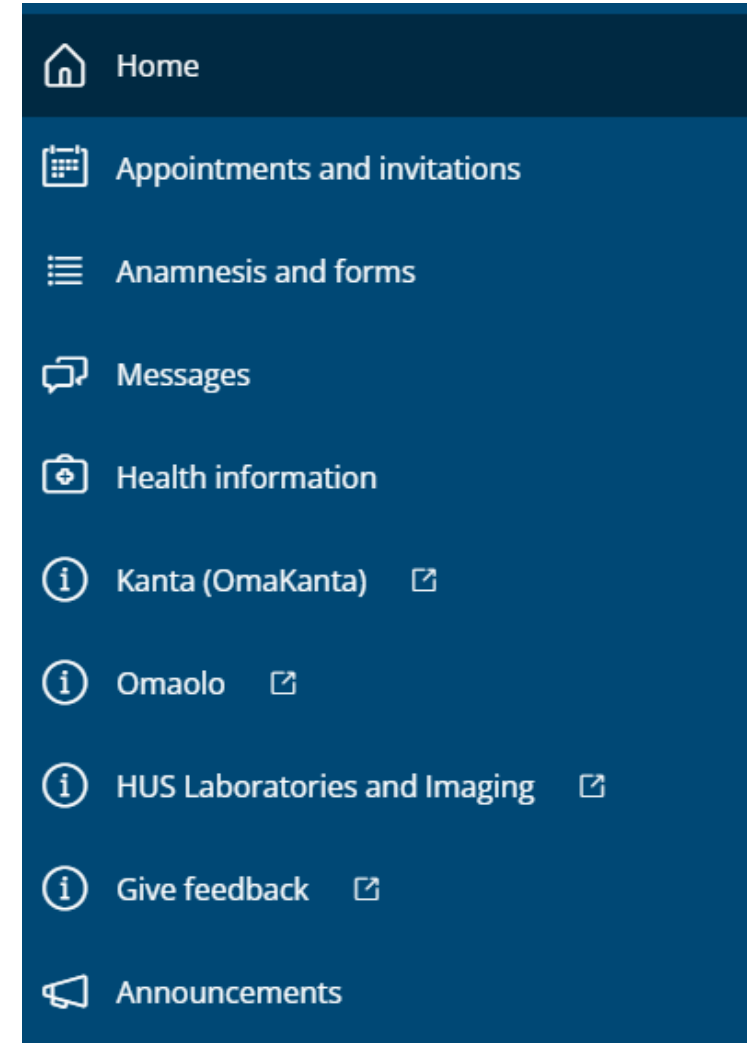
- Lunna application (App Store, Google Play) or browser use at www.lunna.fi
- More information about the service: www.luvn.fi/lunna
- Lunna is a social and healthcare service platform in Western Uusimaa.
- In Lunna, you can use the chat service or send a non-urgent message, fill in forms, or respond to a questionnaire sent by a professional. Other Lunna services include, for example, video appointments.
- **Acting on behalf of someone else in Lunna**
 - You can act on behalf of another person in Lunna if you are the guardian of a child under 18 or have received Suomi.fi authorizations for both social and healthcare matters.
 - To do this, you must add the other person to your profile.
 - At the start of the discussion, you need to select the person you are acting on behalf of.
 - The right to act on behalf of someone else is verified through the Suomi.fi service.

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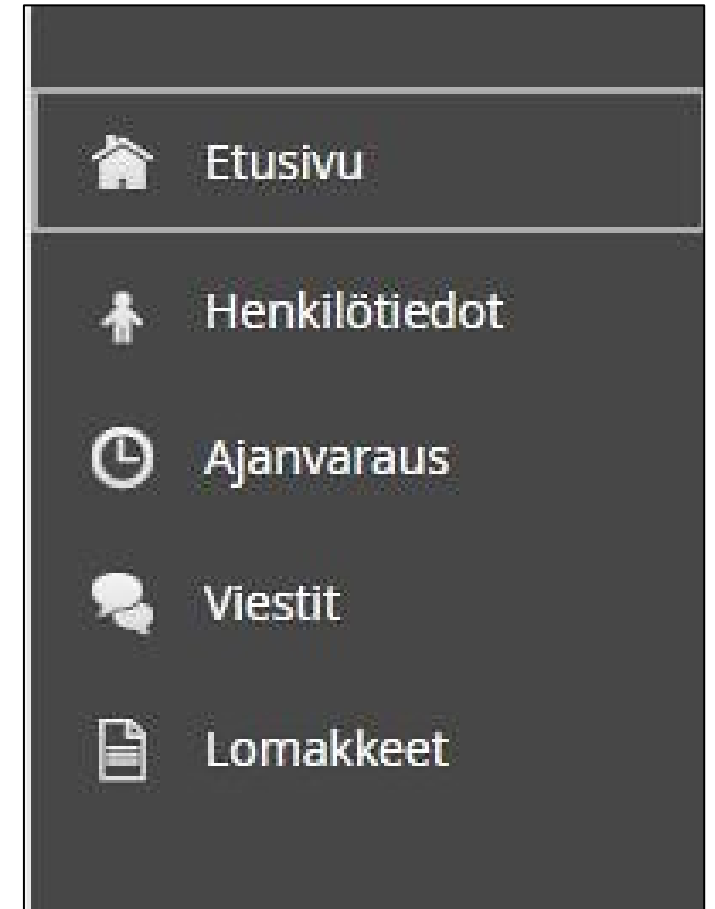
Citizen's Online Health Services

- Website: <https://luvn.terveytesi.fi/>
- The Citizen Health Service is a customer portal where you can fill in preliminary information and questionnaires, book appointments, and communicate with a professional.
- **Who is this service for:**
 - Clients for oral healthcare.
 - Clients for distribution of self-care supplies.
 - Clients in Espoo for the following services: outpatient healthcare, oral healthcare, and preventive/early support services for children and young people.
- **Acting on behalf of someone else in Citizen's Online Health Services**
- The customer grants permission for acting on behalf by completing the form "[Authorization for another person to use the health care e-services](#)" and submitting it to the health care unit.
 - Anyone over 12 years old must give consent using the form and deliver it personally.



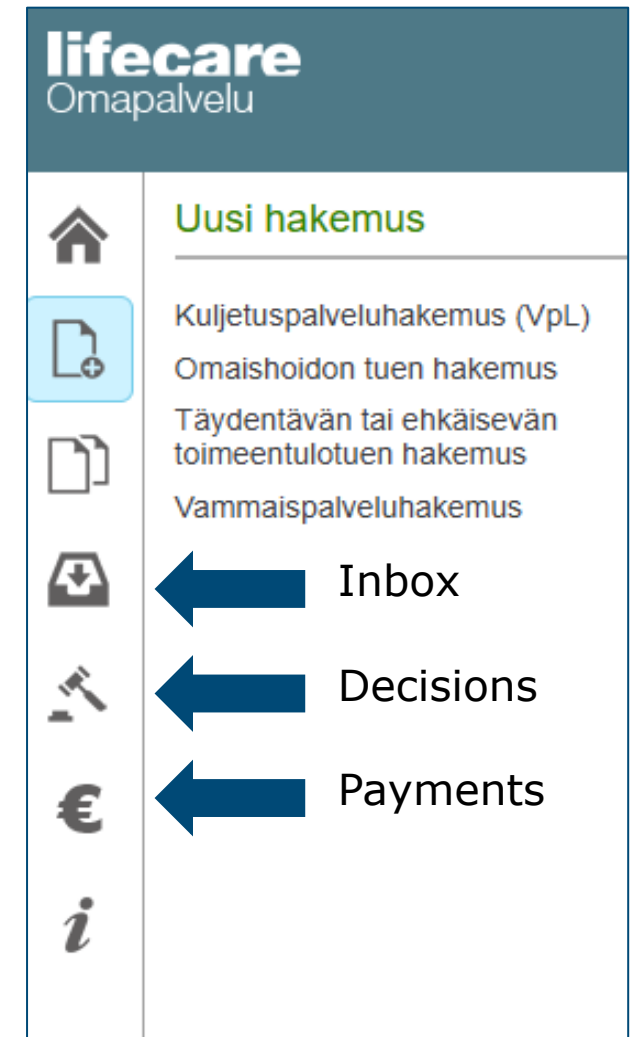
eHealth

- Website: <https://sote.easiointi.fi/fi/web/luvn-te>
- In the eHealth service, you can book an appointment at the maternity clinic or health station with a nurse or health nurse, for example, for vaccinations.
- **Who is this service for:**
 - Inkoo, Karkkila, Kirkkonummi, Lohja, Raseborg, Siuntio, and Vihti maternity clinic customers
 - Inkoo, Karkkila, Kirkkonummi, Lohja, Raseborg, and Vihti health station customers
- **Acting on behalf of someone else in eHealth**
 - You can act on behalf of another person in the service if you are the guardian of a child under 18 or have received a Suomi.fi authorization to manage health care matters.



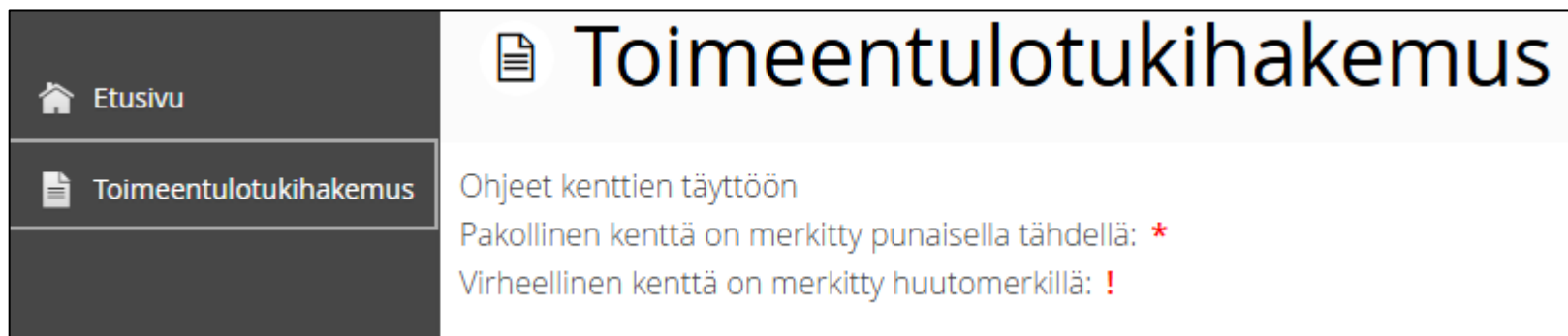
Lifecare Omapalvelu (Self service)

- Website:
https://wfcloudfi.service.tietoevry.com/WE.FCMyPage/?domain=LCESP00&uiculture=fi-FI&idpmethod=SAML&actor=Actor_Client
- **Kenelle palvelu on:**
 - In the service, you can submit an application related to disability services, such as a transportation service application.
 - Clients from Espoo and Kauniainen can apply for supplementary or preventive social assistance in the service.
 - Please note that attachments cannot be added to the application after it has been submitted.
- **Acting on behalf of someone else:**
 - Application for social assistance: not possible
 - Disability services: Acting on behalf of a minor is allowed (requires contacting a disability services employee, who will make a note in the client information system)
 - Submitting an application on behalf of an adult is possible if the client has provided an authorization concerning Disability Services, which the employee has implemented.



Social Services eServices (eAsiointi)

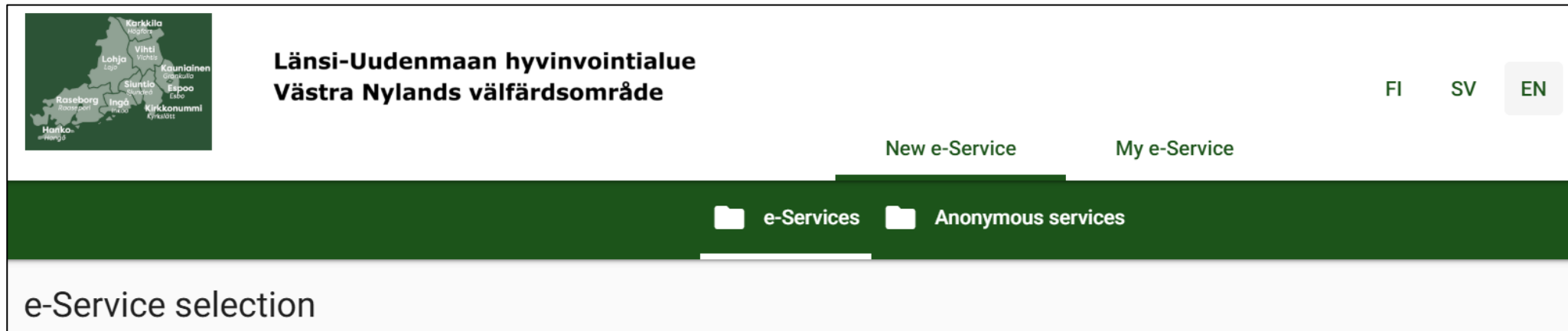
- Write: <https://sote.easiointi.fi/fi/web/karviainen-sos>
- In the service, you can apply for supplementary or preventive social assistance. Please note that attachments cannot be added to the application after it has been submitted.
- **Who is this service for:**
 - Clients of social services in Hanko, Inkoo, Karkkila, Kirkkonummi, Lohja, Raasepori, Siuntio, and Vihti
- **Acting on behalf of someone else:**
 - Not possible



The screenshot shows a web interface for applying for social security. On the left is a dark sidebar with two menu items: 'Etusivu' (Home) with a house icon and 'Toimeentulotukihakemus' (Social Security Application) with a document icon. The main content area has a light background. At the top, there is a header with a document icon and the title 'Toimeentulotukihakemus'. Below the header, there are instructions in Finnish: 'Ohjeet kenttien täyttöön' (Instructions for filling in the fields), 'Pakollinen kenttä on merkitty punaisella tähdellä: *' (Mandatory field is marked with a red asterisk), and 'Virheellinen kenttä on merkitty huutomerkillä: !' (Invalid field is marked with an exclamation mark).

CaseM – digital forms

- Website: <https://asiointi-luvn.digiloikka.fi/luvn/>
- With a digital form, the customer can complete and submit forms related to services.
- The form submitted by the customer is transferred in real time to the handlers' task list.
- Some forms require strong authentication.
- Anonymous forms include, for example, the Child Welfare Notification and Request for Help forms.
- On the website, form-specific links can be found on the service pages.
- **Acting on behalf of someone else:**
 - Possible with some forms, e.g., preliminary information forms for minors and changing the health center on behalf of a minor child.



CaseM-palautteenantojärjestelmä

- Website:
<https://asiointi.digiloikka.fi/formpro/eservices/luvn/AnonyymiHakemus/Aloita/Palaute>
- In the feedback service, you can provide feedback or inquire about the services of the Western Uusimaa wellbeing area.
- We strive to respond to your feedback within five working days.
- More information: [Give feedback | Western Uusimaa Wellbeing Services County](#)

Welcome to the feedback service!

In this service, you can give feedback or ask about the services of the Western Uusimaa Wellbeing Services County. We will do our best to respond to your feedback within five working days. The processing will be faster if you can use the menu to specify which municipality and service your feedback concerns.

Please note that you should not include in your feedback any sensitive information, such as confidential patient information, personal ID codes or bank account numbers. In urgent matters, please contact the service in question directly or the customer service of the wellbeing services county, tel. 029 151 2000.

Municipality which your feedback concerns *

-- Choose --

Topic of your feedback *

-- Choose --

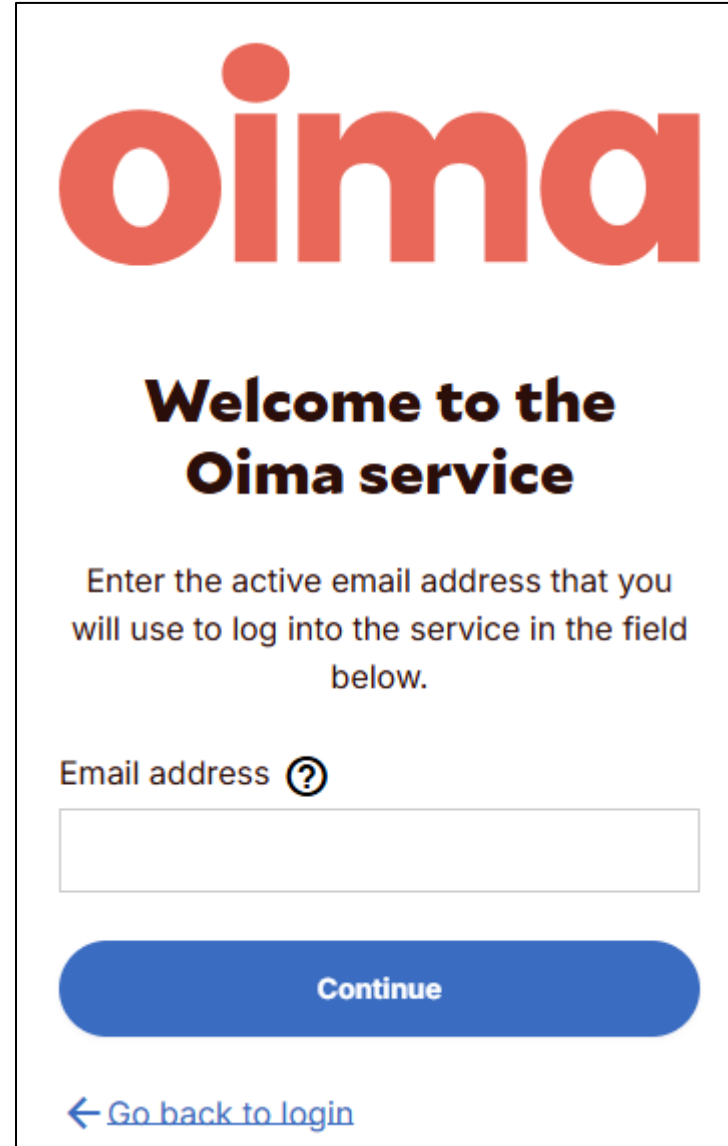
Select feedback type

-- Choose --

My feedback *

Oima

- Website: https://minun.oima.fi/login?lang=en_US
- Oima is an online platform for managing payments and travel expenses for contract-based earners.
- In Oima you can:
 - Record entries for care periods.
 - View entries made by the Wellbeing Services County.
 - Manage current and past contracts.
 - Electronically sign new contracts.
- More information: <https://www.luvn.fi/fi/oima-palvelu>
- **Who is this service for:**
 - Fee-based contractors and compensation earners contracted by the Wellbeing Services County, including informal caregivers, family caregivers, substitute caregivers, mentors, experts by experience, co-guardians, support persons, and personal assistants.



The screenshot shows the Oima login interface. At the top is the 'oima' logo in red. Below it is the heading 'Welcome to the Oima service' in bold black text. A message instructs the user to enter their active email address in the field below. There is a text input field for the email address, a blue 'Continue' button, and a link to 'Go back to login' with a left arrow icon.

oima

**Welcome to the
Oima service**

Enter the active email address that you
will use to log into the service in the field
below.

Email address ?

Continue

[← Go back to login](#)



National Digital Services

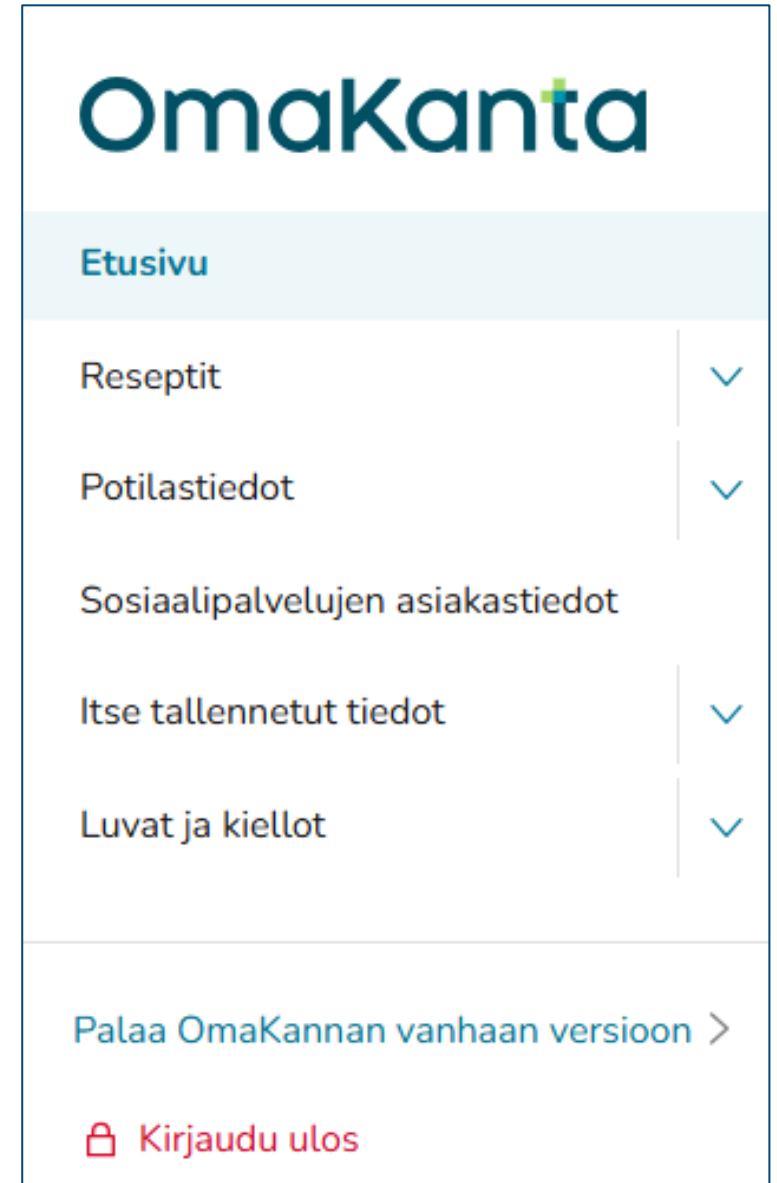
MyKanta

- **In MyKanta you can:**

- Read treatment-related records
- Request a prescription renewal. Read more: [Prescriptions and medicines - Kanta.fi](#)
- Check the results of laboratory tests and X-ray examinations
- Gradually access social welfare service client data
- Save your living will and organ donation testament
- Manage how your data are used in health care and social welfare
- Browse your wellbeing data and save your measurement results
- Check your vaccination data.
- Act on behalf of a minor
- Act on behalf of an adult with Suomi.fi authorization

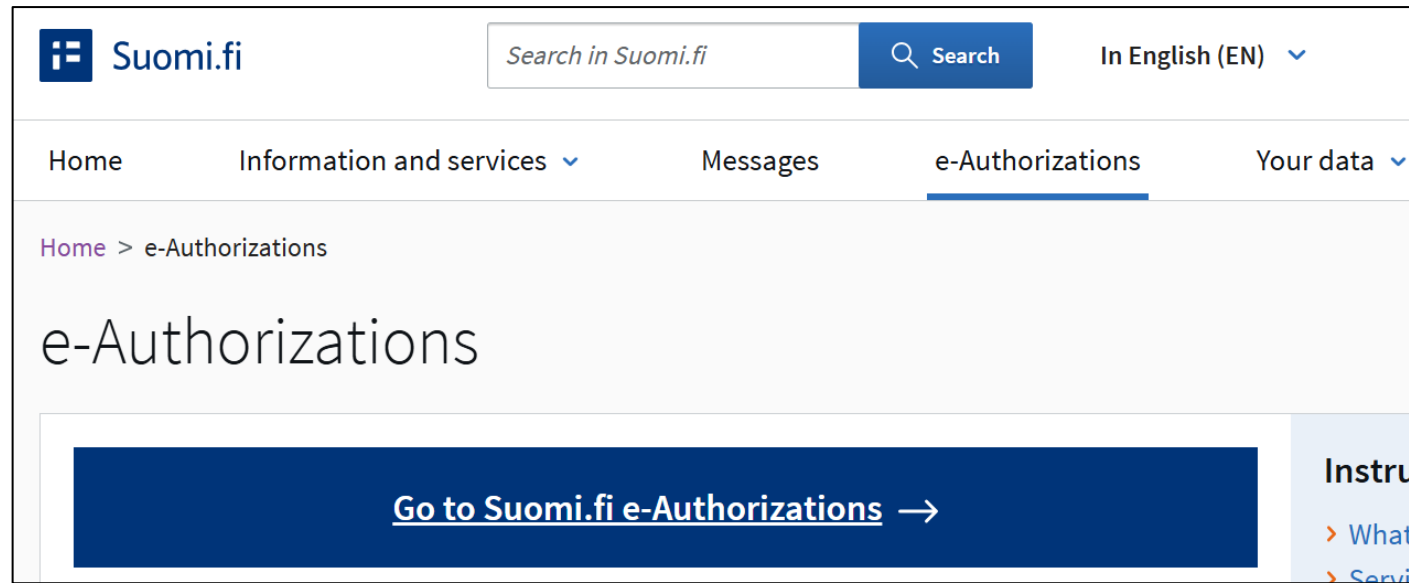
- **Why information is not always visible in MyKanta**

- There may be delays in recording and saving information.
- Not all information is stored in Kanta.
- A professional has delayed displaying the information so the matter can first be discussed with the client.
- The information is from before joining Kanta in 2014.



Suomi.fi-service

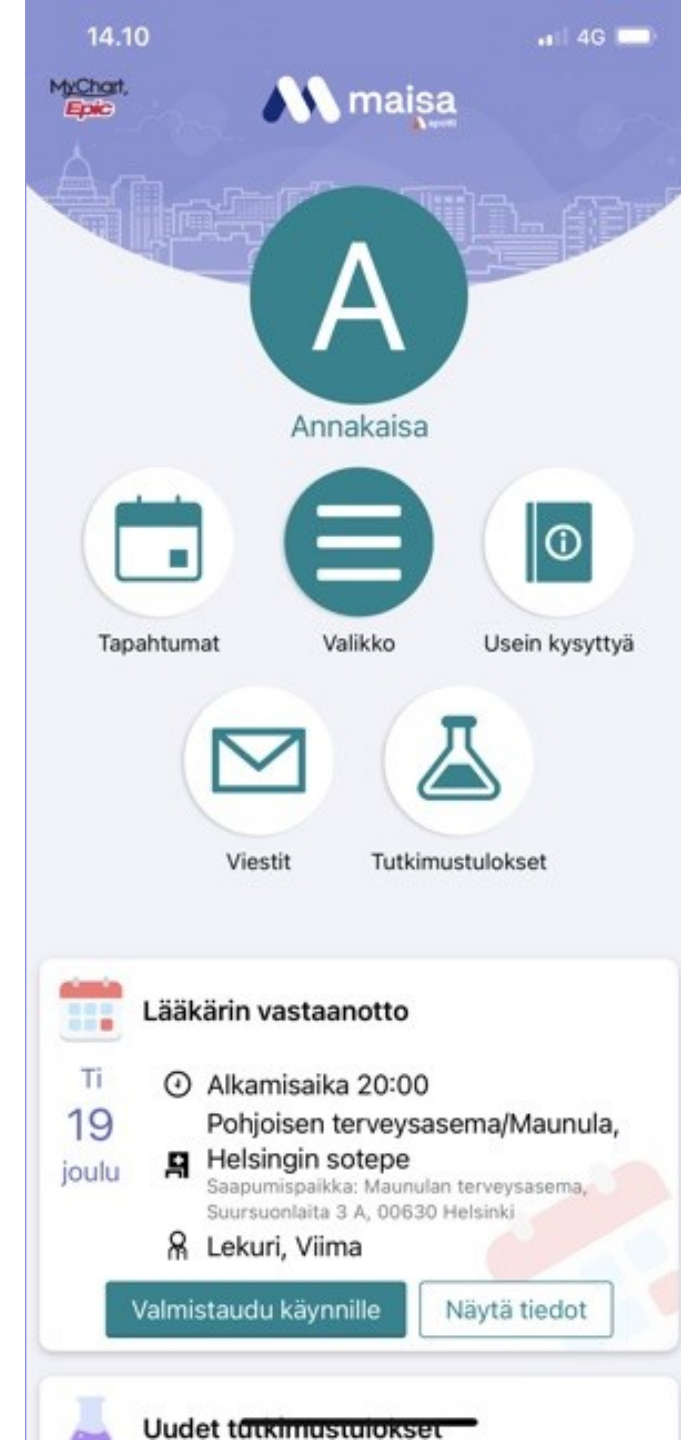
- Website: www.suomi.fi
- In the Suomi.fi service, you can grant and request authorizations to handle various matters, e.g., managing social and health care matters.
- In the Suomi.fi Messages service, you can receive letters sent by authorities in electronic form.
- The Western Uusimaa wellbeing services county does not use the Suomi.fi Messages service; instead, letters and decisions are delivered either through the digital service channel or by regular mail.**



Maisa



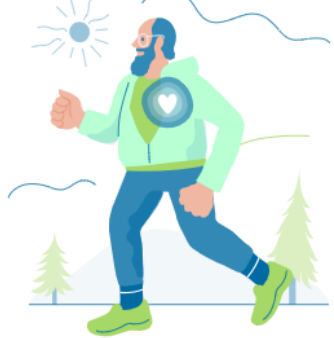
- Application (AppStore, Google Play) or website:
<https://maisa.fi/maisa/Authentication>
- The use of Maisa has ended in the services of the Western Uusimaa wellbeing services county.
Maisa continues to be used in HUS services, i.e., in specialized health care as normal.
- **Acting on behalf of someone else:**
 - Automatically available to the guardian of a minor child.
 - In the app, you can grant another person the right to act on your behalf via the menu → Manage Acting on Behalf → Grant Acting on Behalf Rights. The form requires entering the person's name, email address, and defining the scope of the authorization. The authorized person will receive an email invitation to accept.
 - Acting on behalf is also possible by submitting a power of attorney to a social or health care unit.

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Omaolo

- Website: [Omaolo](#)
- Omaolo is no longer in use in the Western Uusimaa wellbeing services county, meaning it cannot be used to contact professionals in the wellbeing services.
- However, residents can still use the symptom assessment independently and take advantage of health checks, service assessments, and coaching available on the website.

		
Health check <p>Check your lifestyle and mental well-being with the digital health check. You will receive a comprehensive report on your health status.</p>	Service assessments <p>Find out if you or your loved one is eligible to apply for support for your current life situation at your region's social services.</p>	Coaching programmes <p>Choose coaching programme suitable for your situation. There are coaching programmes from important areas of life. You get help with lifestyle changes.</p>



Information about Health and Illnesses

- Health Village
- Terveyskirjasto (only in Finnish)
- Omahoito-palvelu (only in Finnish)

Health Village

- Website: www.terveyskyla.fi/en
- Information and support for everyone, care for patients, and tools for professionals.
- Health Village is a public online service developed by Finland's university hospitals.



- **Hubs**

- Over 30 virtual hubs built around different themes. The hubs offer free information and support.
- The Hubs' range of services includes various chats, chatbots and symptom navigators.



- **My Path**

- On My Path, you can actively manage matters related to your own care 24 hours a day. You need to register to use the service.
- As a patient, your health information and treatment instructions are always with you.



- **HealthVillagePRO**

- A service portal for social and health care professionals.
- The service is free of charge for social and health care professionals.

Terveyskirjasto

- Website: www.terveyskirjasto.fi
- Health Library is a Finnish online service that provides reliable and up-to-date information about health and diseases.
- The content is produced by health care professionals and is based on the treatment recommendations and medical handbooks of the Finnish Medical Society Duodecim.
- The service is free of charge and intended to support citizens in managing their own health, not to replace care provided by a professional.



Omahoito-palvelu

- Website: omahoito.duodecim.fi
- Duodecim Inahoito (Self-Care service) is an information resource compiled for patients with chronic illnesses.
- It supports and complements the self-care guidance provided by health care professionals during appointments.
- Videos, online courses, and articles contain essential information about the disease and especially its self-care, offering plenty of practical advice.

