

**Länsi-Uudenmaan hyvinvointialue
Västra Nylands välfärdsområde**

Instructions for International and Non-Local Clients

Guidelines issued by Economic Management
Services, January 12th, 2026



International Clients

Services are subject to a fee

Invoices will be sent to the address where the client is staying. Invoices cannot be printed during appointments.

Generally, services are provided only for urgent or medically necessary care.

Required Information to Access Services

- **Identity Document**
- **Personal Details:** Name, date of birth or personal identity code, gender
- **Address in Country of Residence**
- **Valid Certificate for Medical Care Access in Finland**
 - This certificate defines the scope of treatment the client is eligible for.

With a Valid Medical Care Certificate:

Clients with valid certificates are billed standard client charges.

The scope of treatment the client is eligible for depends on the specific certificates, which generally cover only medically necessary care.

Without a Valid Medical Care Certificate:

Clients without a valid certificate are charged the full fee. Services are limited to urgent medical needs only.

Asylum seekers: asylum seekers are entitled to medically necessary care. The service is invoiced at full cost from the reception center.

Refugees: Once a refugee is granted a municipality of residence, they are entitled to all public healthcare services at standard client charges, just like other residents of Finland.

Paperless: paperless are entitled to medically necessary care. The service is billed at full cost. If the paperless client has been found to be obviously without any monetary assets, these clients are billed standard client charges.

[Certificates for Medical Care Access | Kela](#)

Valid Certificates for Medical Care Access in Finland:

- [European Health Insurance Card issued by another country or equivalent certificate](#)
- [Equivalent cards issued by Great Britain or Northern Ireland](#)
- [European Health Insurance Card for Pensioners issued by Kela](#)
- [Certificate of Entitlement to Medical Care in Finland](#)
- [Passport](#) for residents of Nordic countries or Australia
- [Official ID](#) for residents of other Nordic countries.
- Prior authorisation (E112 or S2), which is required when the client comes to Finland specifically in order to seek medical care. [More on seeking care with prior authorisation.](#)

Certificates Not Valid for Access:

- [Kela Card](#)
- [European Health Insurance Card issued by Kela](#)
- [Inter-country agreement forms](#)
- [Health Insurance cards from non-Nordic countries](#)
- [National Healthcare Cards](#)
- [Insurance Cards from insurance companies](#)
- [EU Employee Health Insurance Card \(EHIC\)](#)
- [Q/SF forms](#)

Non-Local Clients

Non-local clients are those without a municipality of residence within the Western Uusimaa Wellbeing Services County. These clients cannot receive non-urgent care unless:

- They are using outsourced services.
- They have a service voucher issued by their own wellbeing services county.
- They have opted for a health station change under the Health Care Act (*Sections 47-48 "Choice of treatment facility in non-urgent cases"*)
- It is an emergency situation as per the Health Care Act (section 50).
- It involves placement under the Child Welfare Act (*Health Care Act, section 69 "Duties under the Child Welfare Act"*)
- It is under a care commitment, contract, or for posted workers
- It is for non-local students (Health Care Act, sections 16-17, 27c "*Clients of school and student health services"*)
- It involves healthcare for the Finnish Defence Forces (*Health Care Act, sections 71-72*).

Urgent Care (Non-Local Clients):

- As mandated by the Health Care Act, all individuals are entitled to urgent medical care from public healthcare services.

Non-Urgent Care (Non-Local Clients):

- For non-urgent needs not covered above, clients must seek care in their own wellbeing services county or from a private service provider.
- Note: Residents of Åland cannot change health stations or receive non-urgent care in mainland Finland.