

THIS DOCUMENT IS prepared by the Representative Council which is the highest decision-making body in the Student Union of the University of Helsinki. This policy paper presents the intent of the Student Union of the University of Helsinki in significant health policy issues. The policy paper is valid until further notice.

## FSHS-health Policy Paper

Students use the services of both Finnish Student Health Service (FSHS) and municipal health care. FSHS provides students with general health care, including mental health services, oral health services and certain special health care services. In the municipal sector, students use emergency medical services and a variety of special health care services. Both the services of FSHS and municipal health care must continue to be developed and adequacy of services must be secured instead of running them down. In our visions, FSHS is able to provide basic health care services to all student customers.

### Additional funding needed for the reducing of waiting lists

The waiting list situation of health services in the metropolitan area is difficult. Waiting lists must be reduced and in order to achieve this, HYY is ready for greater increases in health care payment than just the inflation adjustment if other financiers of FSHS also participate in additional funding. Additional funding should be allocated specifically for reducing the waiting lists. The availability of services can also be improved by increasing the fine for services that are not used or cancelled. In particular, mental health services require improvement, as mental health problems have a significant effect on a student's learning ability.

### Equal health care despite the reform related to the universities of applied sciences

HYY is in favour of the fact that students in the universities of applied sciences would join the services of FSHS and a common FSHS is an excellent goal. However, the possible joining of students in the universities of applied sciences to FSHS services should not place the students that use the services to an unequal position or impair the level of provided health services. The health care fee of students in the universities of applied sciences should be compulsory to all students, similarly to the payment of university students.

### Easily accessible health centres to the metropolitan area

FSHS Töölö Health Centre in Helsinki currently serves approximately 45,000 students, whereas in the rest of the country health centres serve not more than half of this number of students. For students outside Helsinki City Centre Campus, it is inconvenient to use the services of FSHS Töölö and there are over 12,500 students just on the campuses of Viikki and Kumpula. If students in the universities of applied sciences will be entitled to use the services of FSHS, the number of students outside the city centre will increase even more. Easily accessible health care services must be ensured for the students outside the city centre campus by also providing services outside the city centre.

### Student health care according to the needs of the age group

HYY considers important to focus on providing essential health care services for physical and mental development of the student age group. In addition to general health care and oral health care, these services include mental health and sexual health services as well as expertise in dermatology. Also, adequate oral surgeon services are important as the removal of wisdom teeth, for example, is typical for student age groups.

### Better and more of preventive health care work

FSHS has expertise and know-how which can be used to improve students' learning ability and coping in studies by preventing a variety of health problems at the same time. Preventive community health work (YTE) is currently carried out in FSHS Töölö less than the average level of the foundation. In future, the amount of preventive work should be increased and its quality improved. The objective should be that preventive health care visits should be made in faculties every two years. Before each visit, the main problems of the faculty in question should be clarified through a student survey.

### Attention to communications and language issues

Students need more comprehensive information about their health services. Special attention should be paid to ensure that each student understands from where to receive first aid and whom to turn to when they get ill. This is not only a responsibility of FSHS but the university must also communicate clearly to various special student groups, such as international students and doctoral students, about health services that cover them. In addition to traditional channels, communications could openly use the already existing information channels used daily by students, such as various e-mail lists and social media. The availability of various FSHS health services and equality of information in Swedish and English must be secured.

### Improving customer satisfaction with electronic services

With electronic assessment of the need for medical care, it is possible to release public health nurses' working hours and facilitate students' access to care, providing that it is possible to book an appointment online after the assessment. It should be possible to book follow-up visits online. The development of electronic services is useful in terms of customer satisfaction, releasing of resources and easier access to services. FSHS should focus specific resources for the development and increasing of electronic services.

