

# CO-OPERATION BETWEEN 112 AND MEDICAL HELPLINE 116117

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HÄTÄKESKUSLAITOS  
NÖDCENTRALSVERKET



PÄIVYSTYSAPU



DigiFinland

Call  
**112**

Your position

61° 28.852 N  
021° 47.035 E

SHOW ON MAP

Coordinate system: WGS84  
Position accuracy: 44 m

**112** Emergency   Alerts   Services   Settings

I need help   **Other numbers**   Other services   Instructions

**Non-emergency numbers**

- Maritime search and rescue services
- Medical helpline
- Police Customer Service
- Crisis helpline
- Poison Information Centre
- Helpline for children and young people
- Nollalinja domestic violence helpline
- On-call consular service of the Ministry for Foreign Affairs
- Road User's Hotline

**112** Emergency   Alerts   Services   Settings

# MEDICAL HELPLINE 116 117

Please call Medical Helpline 116 117 before you go to an emergency clinic. In an emergency, call the emergency number 112 instead.

- Medical Helpline is a service giving advice and guidance in matters regarding healthcare and social services. The Hospital districts have organised the Medical Helpline service and DigiFinland Oy (state-owned Ltd) is in charge of its development.
- On Medical Helpline 116 117, registered nurses from the acute healthcare services in your region will assess whether you need emergency care services or urgent care services, in accordance with the regional instructions they are following.
- Medical Helpline 116 117 will also give you general information and guidance on health problems that may require a visit to emergency care services. You can call Medical Helpline to get help from a professional and to find out whether you should seek care outside office hours.

# MEDICAL HELPLINE AS A SERVICE

- Medical Helpline started 2017 and at the moment it covers 78% of the population (4,3 M people)
  - In the future there will be also digital service available.
  - Main goals have been
    - Less 112 calls
    - Less EMS dispatches
    - Less visits to emergency care
    - Less rush hours in emergency rooms
- ⇒ **Better and more appropriate service for citizens**



# SERVICE MODEL IN EMERGENCY RESPONSE CENTER (112)

- 112 call-takers don't have the same possibility/authority in giving guidance in health issues as the healthcare professionals
- Before "borderline cases" were dispatched to EMS, because there was no other option
- New approach: emergency calls related to health issues, but according to call-taker's analysis not requiring immediate response from EMS (lowest priority D), are directed to 116 117
- Almost half of the tasks can be handled with assistance via phone without the use of EMS unit
- Some calls may come back to 112 for dispatching after the analysis in medical helpline



# TRANSFERRING THE CALLER 112 => 116117

- At the moment calls are not transferred, but the caller is advised to call 116 117 by him/herself.
  - answering times in 116 117 may be so long that call-takers can't wait in the queue to make sure the call transfer was successful
  - technical reasons (new features for transferring the call as a conference call coming in ERICA CAD system v2.1)

# TRANSFERRING THE CALLER 116117 => 112

- A nationwide patient classification criterion defines when the situation is a possible emergency and the caller should be transferred to 112 for risk analysis.

## Home Services



## Emergency clinics



## Digital services



**Health Care  
command center**  
Additional assessment  
of the need for care

112-mission

112-mission

non-urgent  
missions

the need for medical advice





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