CO-OPERATION BETWEEN 112 AND MEDICAL HELPLINE 116117

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### 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
• 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.

Please call Medical Helpline 116 117 before you go to an emergency clinic. In an emergency, call the emergency number 112 instead.
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
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.
TRANSFERING 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 an conference call coming in ERICA CAD system v2.1)

TRANSFERING THE CALLER 116117 => 112

- A nationwide patient classification criterium define when the situation is a possible emergency and the caller should be transferred to 112 for risk analysis.
Health Care command center
Additional assessment of the need for care

Home Services

Digital services

Emergency clinics

112-mission

112-mission

112-mission

the need for medical advice

non-urgent missions