



INSTRUCTIONS FOR PATIENTS WITH AN ELECTRONIC SERVICE VOUCHER

FOLLOW THESE STEPS WHEN YOU RECEIVE A SERVICE VOUCHER FROM ORAL HEALTH CARE:

1. You will be notified by text message when your service voucher is ready.
 - You will find your service voucher on the palse.fi website
 - Go to the palse.fi website, click on “Asiakkaille” (“For Customers”) -> “Siirry asiomaan” (“Enter the service”) -> “Kirjaudu sisään” (“Log in”), then authenticate with Suomi.fi authentication (with bank credentials or certificate).
 - Once you are logged in, you can see your service voucher information, browse dental health centers and dentists, and choose the dentist you want.
 - Your service voucher is valid for four (4) months from the date it was issued.
2. Choose the private dentist you would like to use. The oral health care service voucher issued to you is personal. The service voucher can only be used for the type of dental care it has been issued for.
3. Schedule an appointment for the dental practice you chose.
 - When scheduling the appointment, say that you have a service voucher issued by the Wellbeing services county of Vantaa and Kerava.
 - The service voucher cannot be used to pay for an uncanceled missed appointment, so please remember to postpone or cancel your appointment if you cannot make it to the appointment.
 - Your treatment plan and x-ray images will be electronically transferred to the service provider.
 - In case of x-ray imaging of the entire jaw area (OPTG), you have to ask yourself HUS (Helsinki University Hospital) to provide the x-rays (medical record requests).
 - If you have received documents related to the service voucher, take them with you for your appointment with the service provider.
 - It is best to schedule the appointment immediately after you have received the service voucher.
4. **Paying for treatment:**
 - The service voucher covers part of the treatment expenses, and you must pay your deductible portion directly to the service voucher dental practice.



- The amount of the deductible is determined by which service voucher dental practice you choose to carry out the treatment. The deductible you must pay varies depending on the type of service voucher and/or the procedure.
- You cannot receive Kela compensation for the deductible you pay. The deductible also does not count towards the maximum payment limit for health care.
- The amount exceeding the service voucher is not counted as expenses for social assistance. If you are a customer of social assistance, you receive all necessary dental health care through municipal services. You are personally responsible for any expenses caused by uncanceled missed appointments.
- The deductible can be counted as other basic expenses in basic social assistance on a case-by-case basis.
- No office fees are charged for service voucher treatment.

The service voucher does not include any potential **premedication, general anesthesia, or dental laboratory expenses**.

There may be changes to the treatment plan during treatment. If the treatment proposal of the private dentist is different from the treatment designated on the service voucher, the private dentist must agree on the changes and your changed customer fees with the Wellbeing services county of Vantaa and Kerava and with you.

Patient record data for treatment carried out with a service voucher must be sent by the private dentist to the Wellbeing services county of Vantaa and Kerava, which is the controller for the patient record data register.

5. **Contact information:** If you have any questions about the service voucher or how to use it, please contact the oral health care purchasing services secretary/counseling:
- Mon-Fri at 8:00-15:00, tel. 040 664 4274
 - palveluseteli.suunterveydenhuolto@vakehyva.fi

Please also note that the treatment constitutes an agreement between a customer in the position of a consumer and a service provider serving as a private trader. You can change your service provider during the validity period of the service voucher.

If you require treatment fulfilling the criteria for emergency treatment during the service voucher treatment period, the service provider can carry out the required first aid measures. However, the service provider must contact the Wellbeing services county of Vantaa and Kerava so that they can add the treatment measure to the service voucher.



Your other treatment with the Wellbeing services county of Vantaa and Kerava will be suspended for the duration of the service voucher treatment, with the exception of urgent treatment visits.

YOU HAVE BEEN GRANTED THE FOLLOWING SERVICE VOUCHER:

- ☐ 1. ***Service voucher for general treatment of 1–2 teeth***
issued for the treatment of one or two teeth. The treatment may include anesthesia, dental repair, root canal treatment or tooth extraction, depending on the treatment needs. A brief examination (SAA01) is always included in the treatment. The final pricing, meaning the deductible you must pay, is based on the procedures performed. The deductible is calculated by deducting the service voucher's procedure values from the service voucher dentist's procedure pricing.

- ☐ 2. ***Service voucher for general anti-infective treatment***
includes removal of dental calculus. The final deductible is based on the extent of the treatment and the procedure code used. By default, the service voucher covers the SDA04 procedure (removal of calculus, up to 45 min) with a value of €89.10. If the treatment is shorter in duration, the service provider dentist charges according to a lower procedure code, and if the treatment is longer in duration, they charge according to a higher procedure code.

The service vouchers for general treatment (1 and 2) can only be issued based on a dentist's examination and treatment plan.

- ☐ 3. ***Service voucher for cracked tooth repair***
includes repair of a cracked tooth, whether it only needs to be filed or possibly extracted. The service voucher for cracked tooth repair has a fixed value of €101.30. Its value is always the same, regardless of what procedures are carried out. Your deductible may also vary based on the procedures performed.

A service voucher for cracked tooth repair may be issued by a dentist or treatment personnel when scheduling an appointment, or during a treatment visit.

- ☐ 4. ***Service voucher for root canal treatment***
includes root canal treatment for one tooth. The treatment includes the required procedures for root canal treatment, anesthesia, filling or tooth extraction, if the root canal treatment is not possible for the tooth. A brief examination (SAA01) is always included in the treatment. The final pricing, meaning the deductible you must pay, is based on the procedures performed.

A dentist may issue a service voucher for root canal treatment during a treatment visit.

- ☐ 5. ***Service voucher for tooth extraction***



includes tooth extraction. The treatment includes tooth extraction (EBA00 or EBA05 depending on the difficulty of the extraction), anesthesia and possible x-ray imaging (EB1AA). A brief examination (SAA01) is always included in the treatment. The final pricing, meaning the deductible you must pay, is based on the procedures performed.

A dentist may issue a service voucher for tooth extraction during a treatment visit.



6. Service voucher for the surgical extraction of a wisdom tooth

includes the surgical extraction of a wisdom tooth. The treatment includes the surgical extraction of a wisdom tooth (EBA10 or EBA12, depending on the difficulty of the extraction), anesthesia and possible x-ray imaging . A brief examination (SAA01) is always included in the treatment. The final pricing, meaning the deductible you must pay, is based on the procedures performed.

A dentist may issue a service voucher for extraction of a wisdom tooth during a treatment visit.

All service vouchers are valid for 4 months.

Table 1 shows some common code examples for different service voucher treatments. The codes may vary depending on the extent or difficulty of the treatment.

Table 1.

Code examples for different service vouchers	Example service voucher value
Root canal treatment 1 (incisors/canines): SAA01, EB1AA, EB1AA, SGA03, SGB20, SFA20, WX110	€273.38
Root canal treatment 2 (molars): SAA01, EB1AA, EB1AA, SGA04, SGB30, SFA40, WX110	€370.58
Cracked tooth	€101.25
Treatment for 1–2 teeth: SAA01, SFA20, SFA30, WX110, WX110)	€198.45
Anti-infective care: SDA04	€89.10 €
Tooth extraction: SAA01, EBA00, WX110	€83.03
Surgical extraction of a wisdom tooth: SAA01, EBA10, WX290	€196.43

List of procedure codes:

SAA01 Brief oral examination

SDA04 Periodontal treatment, very difficult. Maximum duration: 45 min.

SFA20 Samples, two surfaces



SFA30 Samples, three or more surfaces

SGA03 Opening and dilatation of root canals, difficult

SGA04 Opening and dilatation of root canals, very difficult

SGB20 Root canal filling, tooth with two root canals

SGB30 Root canal filling, other, difficult

EBA00 Tooth extraction

EBA05 Tooth extraction without surgery, difficult

EBA10 Surgical tooth extraction

EBA12 Surgical tooth extraction, difficult (for example, unerupted tooth deep in the bone)

EB1AA Tooth x-ray

WX110 Infiltration anesthesia

WX290 Block anesthesia, other