

## IMPORTANT BULLETIN FOR OUR CORPORATE CUSTOMERS CONCERNING THE COVID-19 OUTBREAK

The coronavirus continues to spread around the world, including Finland. At Mehiläinen, we take the situation very seriously. Our number one priority is to ensure the health and safety of our customers and staff. We follow very closely the situation and assessments of experts abroad and in Finland, and we will update our guidelines according to the statements of authorities whenever necessary.

Whenever a COVID-19 case is suspected, the guidelines of [the Finnish Institute for Health and Welfare](#) are applied. By following these guidelines, we are able to prevent infections and new cases.

### Increased availability of our remote services

By increasing the availability of remote services, we can protect our customers and nursing staff by eliminating unnecessary visits to our medical clinics and occupational health clinics. Whenever a coronavirus infection is suspected, the primary mode of accessing our services is through Digital Clinic. **For the duration of the outbreak, all occupational health agreements that include medical care (KL2) also include access to the Digital Clinic service.**

We encourage our customers to use Digital Clinic also in other acute cases whenever visiting a physician in person is not required. Digital Clinic can be accessed without making an appointment, and it can be accessed through [the OmaMehiläinen application](#) and [online portal](#).

We are also preparing for the outbreak by making video appointments available to our occupational health care customers. A video appointment with an occupational health physician, occupational health nurse, occupational psychologist or occupational physiotherapist can be booked instead of a personal visit. Video appointments are a suitable alternative to a wide variety of medical care and work ability monitoring and guidance appointments. The appointments are part of regular occupational health care activities that are eligible for Kela reimbursement, and **we will add this service to all occupational health care agreements for the duration of the outbreak.**

We favour remote and video conferences whenever negotiations or a customer meeting must be held. For more information and guidelines concerning our remote services, please visit our website.

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### Temporary changes to the arrangements concerning the need for sickness-related absence during the influenza season and outbreak

Patients who experience a respiratory infection accompanied by a fever can be issued a maximum of one week of sickness-related absence through the Digital Clinic service. Occupational health nurses can issue a sickness-related absence of 1–5 days in cases

of respiratory infections. Normally, our policy is to issue an absence of 1–3 days in both cases. We will also make it temporarily possible to assess the need for a sickness-related absence of 1–3 days by phone. By making these temporary arrangements, we are able to react to the influenza season and prepare for the present exceptional circumstances.

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## **Mehiläinen will begin performing coronavirus tests for health care and social welfare professionals together with the Finnish Institute for Health and Welfare**

Mehiläinen has developed its preparedness for performing coronavirus tests and will begin taking samples on Monday 16 March 2020. Samples from health care and social welfare professionals will be taken in eight locations. The process has been designed in cooperation with the appropriate authorities. We want to do our part in helping Finland in these trying times by making our resources available to society. We are studying the possibility of performing these tests on other customers as well, and we will make an announcement as soon as this is possible.

We instruct our customers who suspect that they may have been exposed to coronavirus infection to contact Digital Clinic, which has a designated channel for suspected coronavirus cases. The physicians in Digital Clinic will assess the situation and instruct patients with symptoms to contact a Mehiläinen or public sector testing station according to the guidelines of the Finnish Institute for Health and Welfare. Samples will be taken in designated drive-in testing stations, which customers can access using their own cars. The customer remains inside their own car for the duration of the visit.

Sampling has started on Monday 16 March 2020 at the following drive-in testing stations: Tapiola in Espoo, Kaarina in the Turku region, Nokia in the Tampere region, Oulu, Lahti, Kuopio, Jyväskylä and Vaasa. Sampling services may be extended to other locations later on, if necessary.

For the duration of the outbreak, we will add the possibility of coronavirus testing at Mehiläinen to all occupational health care agreements that include medical care services. We will make an announcement when these tests can be performed on new groups.

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For more information and instructions on how to protect your staff from coronavirus infection, please contact your occupational health physicians and nurses. The Finnish Institute of Occupational Health website also has guidelines for workplaces.

The situation is subject to change at a rapid pace and we recommend you actively follow the information released by the appropriate authorities, the Finnish Institute for Health and Welfare, your local public sector health care provider and Mehiläinen.

### **Mehiläinen Working Life Services,**

**Jarkko Mäkelä, Chief Occupational Health Physician**

**Antti Miettinen, Business Unit Director**

\*this is a service message to our corporate customers related to Covid-19 pandemic