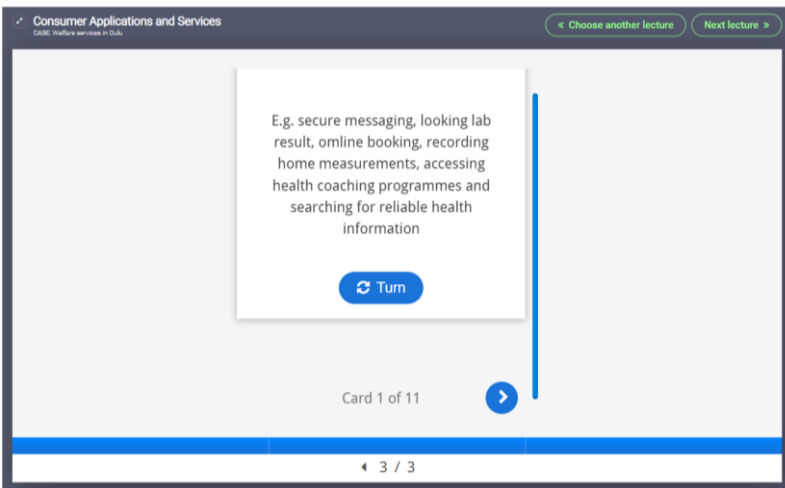
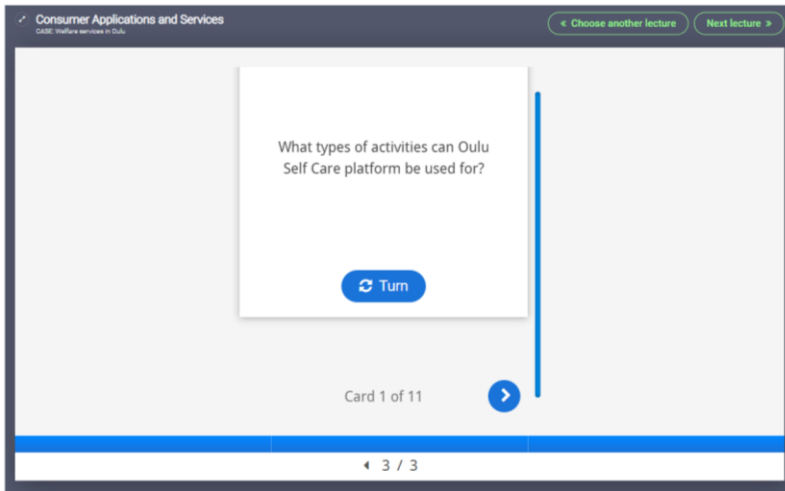




Case: Welfare services in Oulu



1. What types of activities can Oulu Self Care platform be used for?
Answer: E.g. secure messaging, looking lab result, online booking, recording home measurements, accessing health coaching programmes and searching for reliable health information
2. What is the purpose of KuntaEsko?
Answer: It enables access primary care service providers in Northern Ostrobothnia access to electronic patients records of Oulu University Hospital
3. What kind of information does the regional multi-media archive of Northern Ostrobothnia include?
Answer: E.g. radiology images, photographs, ECGs
4. What could be the reason that the number of phone calls between patients and primary healthcare centres have decreased in Oulu?
Answer: E.g. rise of secure messaging between patients and professionals, online booking option, access to own patient records and information...
5. What was the most popular service of Oulu Self Care that patient used in 2016?
Answer: Looking their lab result.
6. What is the main benefit of regional multi-media archive?

- Answer: E.g. it makes it possible to add image data to referrals.
7. What was the main goal of the national ODA project?
Answer: To construct a total national and electronic service concept to support self-care and self-management in Finland.
 8. For what purposes is MyHealth service of Omaolo targeted?
Answer: On MyHealth the client gets a general analysis connecting social and healthcare aspects as well as health and well-being risks. The service provides the client suggestions on measures to improve health and / or directs the client to seek necessary assistance.
 9. For what purposes is MyCoaching service of Omaolo targeted?
Answer: MyHealthCoach encourages changes in the client's lifestyle to improve well-being.
 10. For what purposes is MyCare service of Omaolo targeted?
Answer: When the client has a health problem or symptom, the service assesses the need for treatment and the urgency of it, and automatically directs the client to seek appropriate assistance. The service can also be used to evaluate the client's own or relative's right to certain (social) services.
 11. For what purposes is MyCarePlan service of Omaolo targeted?
Answer: It provides a combined plan for social welfare and health care, based on the national content definition.