LAPLAND CENTRAL HOSPITAL – EMERGENCY ROOM

INFORMATION FOR PATIENTS

The Lapland Central Hospital has an emergency room (ER) that handles medical emergencies **24/7.**

Address: Ounasrinteentie 22, Rovaniemi

PLEASE CALL before you come to the emergency room
Phone: 116 117 *(without country code)*

When you arrive at the ER, a triage nurse will assess the need for treatment. Visiting the triage nurse in the ER is *not free*, and you must pay for your visit before leaving. You will receive a receipt of your payment which you can use in an application for compensation from your insurance company.

Go to the emergency room if you are very sick or hurt, and the treatment of your illness or injury cannot be postponed without the symptoms or condition worsening.

Examples of such symptoms include:

- Unbearable, sudden pain
- A suspected fracture
- Chest pain
- Sudden shortness of breath
- Sudden paralysis symptoms: blurred speech, one-sided muscle weakness, severe headache, dizziness, confusion, loss of consciousness
- Severe or worsening stomach pain
- Strong allergic reaction
- High fever and a decline in general condition
- Profuse bleeding, for example, vomiting blood or a bleeding wound
- Bad earache (for example, a child will not stop crying, even when given painkillers)
- Suspected dehydration as a result of severe diarrhea and/or vomiting
- Urinary retention
- Acute mental health problems, such as suicidal thoughts or delusions
- Severe withdrawal symptoms from substance use
- Poisoning
- Sudden back pain and numbness
- Extensive burns or frostbite
- Before 22 weeks of pregnancy: profuse bloody discharge
- After 22 weeks of pregnancy: for all pregnancy-related issues, contact the obstetrician’s office +358 40 512 0543

CALL **112** IN ANY LIFE-THREATENING SITUATION OR MEDICAL EMERGENCY.
The emergency dispatcher will provide instructions and dispatch an ambulance or other help if needed.

Before visiting the emergency room at Lapland Central Hospital, or if you have an urgent health concern, call the medical helpline at 116 117.
Please note, waiting times to see a doctor in the emergency room can be long. Treatment is always provided according to the urgency of the medical need, not the order of arrival. Seeing the triage nurse is *not free,* and you must pay for your visit to the emergency room.

All visitors to Rovaniemi are advised to use private healthcare clinics rather than the emergency room at Lapland Central Hospital.

There are several private healthcare centers in Rovaniemi that treat patients:

Terveystalo

Address: KOSKIKATU 27 (section A), 5th floor
Terveystalo is located at the Revontuli Shopping Center
Appointments by phone: +358 900 30 000 (24h every day)

Walk-in emergency clinic for injuries
Mon – Thu: open 8:00 – 20:00
Fri: open 8:00 – 16:00

MEHILÄINEN

Address: LAMPELANKATU 6
Appointments by phone: +358 10 414 00 (24h every day)

Walk-in emergency clinic for injuries
Mon – Thu: open 7:45 – 19:30
Fri: open 7:45 – 15:30
Sat – Sun: open 10:00 – 15:30

Pihlajalinna

Address: KOSKIKATU 27 (Section B), 4th floor
Pihlajalinna is located at the Revontuli Shopping Center
Appointments only by phone: +358 10 312 010 (24h every day)