

Are you an undocumented person?

Do you need help?



LÄÄKÄRIN SOSIAALINEN VASTUU
PHYSICIANS FOR SOCIAL RESPONSIBILITY

Are you an undocumented person?

Do you need help?

This guide lists services offered to undocumented persons in the Helsinki Metropolitan Area. You will find information about things like healthcare, social services, day centres, and legal advice.

Know your rights

In Finland, healthcare is based on public-sector services. You can go to any health centre or wellbeing centre in the municipality you are in. Primary healthcare services treat general health issues, whereas specialised medical care treats illnesses and injuries that require expertise in a specific medical field.

You have the right to urgent and essential healthcare and livelihood. Urgent healthcare includes services such as emergency departments, first aid, and intensive care. A healthcare professional assesses whether you need essential care. Essential care includes at least the treatment and monitoring of long-term illnesses, renewal of some regular medications, vaccinations, certain laboratory tests, and follow-up appointments after a trip to the emergency department. Pregnant women also have access to maternity clinic services during pregnancy and childbirth services. Children are entitled to all the same healthcare services as the residents of wellbeing counties.

Healthcare professionals are under an obligation of confidentiality. Doctors, nurses, and other professionals may not report you to the authorities because of your residence permit status.

With a few exceptions, nurse's and doctor's appointments and maternity and child health clinic services are free of charge. Dental care services and accident and emergency services are subject to a fee. If you have no money, please tell that to the professional treating you so they can decide not to send the bill.

You don't need a Kela card. If you don't have a personal identity code, ask a professional for a temporary ID and write it down, as you will need it in healthcare services later on. You can have several temporary IDs, as each patient information system needs a different code. Request paper copies of your prescriptions and patient instructions.

Don't hesitate to seek treatment – it's your right!

Where to get help?

Healthcare and social services

Emergency number

In case of emergency, call the emergency number 112. Calls are free. Emergency calls are answered at all hours all year round.

- State what happened and where you are.
- Answer the questions and follow the instructions given to you.
- Wait for help to arrive.
- Don't hang up the phone until you are given permission to do so.

Emergency services

You can go to any health centre for urgent care Mon–Fri between 8:00 a.m. and 4:00 p.m. without booking an appointment. If you suddenly fall ill in the evening, at night, on a public holiday, or during the weekend, go to the hospital's emergency department. When your situation is urgent, you will get medical assistance regardless of what your municipality of residence is. You don't need to book an appointment. Call the Medical Helpline 116117 first (calls are free).

Hospital emergency departments:

Helsinki

- Meilahti Emergency Department (adults' sudden illnesses, injuries, and mental health issues):
- Paciuksenkatu 3, Helsinki
- Malmi Emergency Department (adults' sudden illnesses and injuries):

- Talvelantie 6, Helsinki
- Children's emergency department:
- New Children's Hospital, Stenbäckinkatu 9, Helsinki
- Emergency department during pregnancy and childbirth:
- Women's Hospital/Naistenklinikka, Haartmaninkatu 2, Helsinki
- Support Centre for Victims of Sexual Assault (for people aged over 16): Haartmaninkatu 2 (6th floor), Helsinki
Please call +358 40 701 8446 before you come. We answer calls 24/7.
- Dental emergency services:
 - Evenings and weekends: Puistosairaala, Stenbäckinkatu 11 C (1st floor), Helsinki
Please call +358 (0)9 471 71110 first.
 - At night: Meilahti Emergency Department, Paciuksenkatu 3, Helsinki
Please call 116117 first.

Espoo

- Jorvi Emergency Department (adults and children):
Turuntie 15, entrance A (Päivystys/Jour), Espoo

Vantaa

- Peijas Emergency Department (adults):
Sairaalakatu 1, Vantaa

Health centres:

Kalasatama Health and Wellbeing Centre

Address: Työpajankatu 14 A,
1st floor, room 1016

Walk-in appointments, no booking
needed: Mon–Fri 8:30 a.m.–11:00 a.m.
(nurse, physician as needed)

Telephone service Mon–Fri 12:30 p.m.–
1:30 p.m.: +358 (0)9 310 53914

Other health centres in Helsinki can be found on the web page:

[www.hel.fi/en/health-and-social-
services/health-care/health-stations](http://www.hel.fi/en/health-and-social-services/health-care/health-stations)

Ruoholahti Maternity and Child Health Clinic (for pregnant mothers and under 7-year-old children)

Address: Itämerenkatu 5 A

Call and book an appointment:
+358 (0)9 310 55530

Other maternity and child health clinics in Helsinki can be found on the web page:

[www.hel.fi/en/health-and-social-
services/child-and-family-services/
maternity-and-child-health-clinics/
appointment-booking-and-
counselling-at-maternity-and-child-
health-clinics](http://www.hel.fi/en/health-and-social-services/child-and-family-services/maternity-and-child-health-clinics/appointment-booking-and-counselling-at-maternity-and-child-health-clinics)

Book an appointment at Espoo's health centres:

Call between Monday and Friday
8:00 a.m.–3:30 p.m. to leave a contact
request and you will be called back.
Tel. +358 (0)9 47636 400

Health centres in Vantaa can be found on the web page:

[https://vakehyva.fi/fi/terveyspalvelut/
terveysasemat](https://vakehyva.fi/fi/terveyspalvelut/terveysasemat)

Global Clinic

Global Clinic gives undocumented
persons multi-professional support
and health advice and helps access
treatment. Global Clinic's staff consists
of volunteer healthcare professionals.
Global Clinic helps you confidentially
and for free, and, if you wish,
anonymously.

Contact: +358 44 977 4547,
globalclinic.finland@gmail.com
www.globalclinic.fi

Social services

Kalasatama Health and Wellbeing
Centre, address: Työpajankatu 14 A
Special Services for Immigrants
(1st floor, rooms 1001 and 1002),
open Mon–Fri 8:15 a.m.–4:00 p.m.

Take a queue number.

Helpline for undocumented
immigrants (Mon–Fri 9:00 a.m.–
4:00 p.m.): +358 (0)9 310 23747

Social services in the evening, at night,
at weekends, and on public holidays:

Crisis services: +358 (0)9 3104 4222
(sudden crisis situations)

On-call social services: +358 206
96006 (on-call social worker)

Emergency housing for undocumented immigrants and people from traveller communities in the EU

To access emergency housing
services for undocumented
immigrants, visit Special Services

for Immigrants at the Kalasatama Health and Wellbeing Centre Mon-Fri between 9:00 a.m. and 4:00 p.m. (Työpajankatu 14 A; check in at the reception desk on 1st floor).

If you need accommodation urgently at night or during the weekend, you can check availability directly from the emergency housing facility on Kornetintie street. Accommodation is available between 5:00 p.m. and 9:00 a.m. In the daytime, you need to leave the place and take your belongings with you.

Address: Kornetintie 10
Tel. +358 44 724 1458
(4:00 p.m.– 9:00 a.m.)

Day centres

Al-Amal, day centre for undocumented people

The day centre offers support, advice, and a safe community. Here, you can take a shower, prepare food, do laundry, and rest.

Address: Toivon talo, Sahaajankatu 49
Open 8:00 a.m.–4:00 p.m. Mon-Fri

Nadia Hellsten: +358 50 430 4780,
nadia.l.hellsten@hdl.fi
(Arabic, French, English, Finnish)
Mundher Al-Ani: +358 50 329 0660,
mundher.al-ani@hdl.fi
(Finnish, English, Arabic)

Hirundo, day centre for people from traveller communities in the EU

The day centre helps you take care

of day-to-day matters and offers guidance and advice. You can come here for a cup of coffee, take a shower, do laundry, and use the Internet. The day centre's services are available in Bulgarian and Romanian.

Address: Toivon talo, Sahaajankatu 49
Open 8:00 a.m.–4:00 p.m. Mon-Fri

Lacramioara Stavarache: +358 50 313 5606, lacramioara.stavarache@hdl.fi
(Romanian)
Delia Manea: +358 50 441 9426, delia.manea@hdl.fi (Romanian)

Kide Foundation's project Hope for the Future

Guidance, advice, and support for 18–29-year-olds facing a difficult situation in life. Open day on Wednesdays from 9:00 a.m. to 3:00 p.m.

Address: Kontulankaari 24

Wael: +358 50 575 3152
(Finnish, Arabic, English)
Gabriela: +358 50 551 2210
(Finnish, English)
Eeli: +358 50 368 0349
(Finnish, English)

Support Point Mosaiikki

Support Point Mosaiikki offers advice, service guidance, and support to undocumented immigrants and people at risk of becoming undocumented. The staff offers advice on residence permits, job seeking, and your rights. They refer clients to healthcare, social services, legal counselling, and other services.

They also offer psychosocial support and counselling and organise low-threshold Finnish language groups, health points, and cooking clubs.

Support Point Mosaikki is open on a drop-in basis on Mondays 12:00 p.m.–4:00 p.m. at Hämeentie 73, 00550 Helsinki. At other times, you can call or send a WhatsApp message to +358 40 511 8488.

Support for asylum seekers – Turvapaikanhakijoiden Tuki ry

Advice on residence permits and seeking asylum to immigrants: neuvonta@turvapaikanhakijoidentuki.fi
Open guidance and advice event on Tuesdays 3:00 p.m.–6:00 p.m., Rahakamarintori, 2nd floor (it reads RKL above the door).

Vailla vakinaista asuntoa ry – No Fixed Abode

Advice and support for non-Finnish speakers

This service is for houseless immigrants whose right to Finnish social security and services is uncertain or who need help with residence permit matters or the registration of their right of residence. The advisor helps clarify your situation and refers you to the right services.

Heini Puurunen: +358 44 260 3818, heini.puurunen@vvary.fi
(Finnish, English, Bulgarian)
The advisor can be met by appointment Monday to Friday 9:00 a.m.–4 p.m. in Vepä's facilities.
Address: Ratamestarinkatu 6, East Pasila

Peer support and volunteering centre Vepä

Vepä is an open space for houseless people. At Vepä, you can book an appointment with an immigration specialist and get help finding services. Vepä serves one hot meal per day for free, hands out donated clothes and hygiene products, and has a phone and computer you can use.

Vepä is open on Mondays, Tuesdays, Wednesdays, and Fridays 9:00 a.m.–7:00 p.m. and on Thursdays 9:00 a.m.–2:00 p.m. and 5:00 p.m.–7:00 p.m.
Address: Ratamestarinkatu 6, East Pasila
Contact: +358 50 443 1065 or +358 44 704 4310, vepa@vvary.fi

Other guidance and support services

Deaconess Foundation's UNIT service

The Deaconess Foundation's UNIT service supports people who have a criminal background and no Finnish citizenship. We offer one-on-one appointments for clients and guidance for professionals working in the field. We help with criminal sanction matters, employment and education opportunities, and immigration matters and offer counselling.

unit@hdl.fi
For clients: +358 50 590 9308
Guidance: +358 50 475 8963

Hirundo Mobiili -auto

Offers advice, food, and warm drinks. Mondays and Fridays in Kampintori

Square, Wednesdays at the Puhos parking lot.

Borislav Borisov: +358 50 366 5158,
borislav.borisov@hdl.fi
(Bulgarian, Romanian)
Said Aqqa: +358 50 305 1623,
(Finnish, English, Arabic)

Free Movement

Free counselling on residence permits (for example asylum, and work, family and study permits) and guidance to other services if necessary:
vapaaliikkuvuus@gmail.com

Free-of-charge Coffee Without Borders café and Counselling on Wednesdays from 5pm to 8pm (Pengerkatu 6, Helsinki).

Physicians for Social Responsibility Finland, Helpline by Project PapeTe

Helpline for undocumented persons and healthcare professionals. Call the helpline for guidance and advice on how and where to access social and healthcare services.
Call +358 44 744 9932 (9:00 a.m.–3:00 p.m. Mon–Fri)

Finnish Refugee Advice Centre

Legal advice by phone (Mondays 2:00 p.m.–4:00 p.m.): +358 45 237 7104
You can also send questions by email: paperittomat@pakolaisneuvonta.fi

Physicians for Social Responsibility – Finland

Established in 1982, Physicians for Social Responsibility – Finland (PSR Finland) is an NGO that works to promote a more equitable world. The organisation's members are current and soon-to-be physicians, dentists, and veterinarians. The core of our work consists of development cooperation, peace promotion, environmental protection, and healthcare policy.



LÄÄKÄRIN SOSIAALINEN VASTUU
PHYSICIANS FOR SOCIAL RESPONSIBILITY