

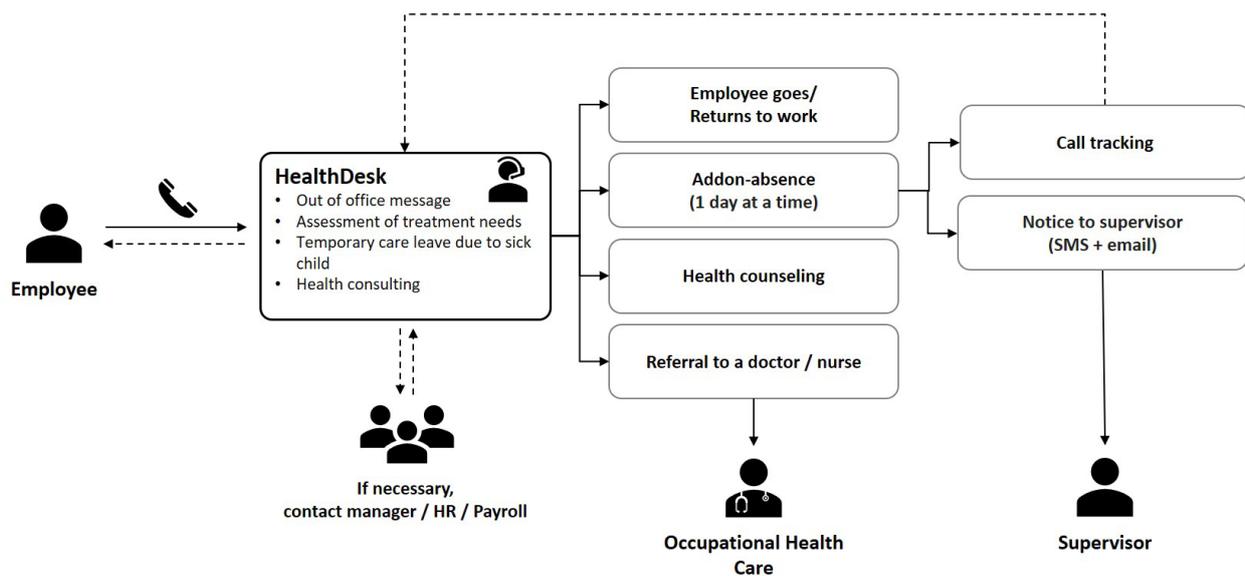
Aino HealthDesk

Aino HealthDesk is a multichannel service which an employee can contact immediately when feeling sick, or unable to work, to receive required professional help quickly and conveniently. In short, HealthDesk handles the admin of your organization's sick leave for you.

Aino HealthDesk is the first contact with your employees when they feel sick or have any other kind of health issues. It can be accessed, and is ready to help, whether it is an early morning, evening or weekend. With HealthDesk you get personal service, follow-up on every case, quick assessment to see if there is a need to see a doctor, and your supervisors will be notified immediately that their employee is off sick.

All the non-medical data is registered in our SaaS solution HealthManager which enables statistics and analysis of your organization's sick leave at any level you'd like. All the personnel working in our HealthDesk are trained health professionals who also are trained as customer service professionals who always put the individual in the center.

There are several advantages with HealthDesk for the organization, your supervisors, and your employees.



HEALTHDESK IN SHORT:

- **Fast professional help**
Your employees receive fast help and consultation from qualified health care professionals
- **Guidance**
Based on need, the employee is guided to the right type of treatment if needed
- **Access**
HealthDesk is always open and quality medical care is accessible anytime
- **Follow up**
Your employees are never left alone. All cases are followed up until solved.
- **Fast implementation**
The system needed for HealthDesk is up and running in days and can easily be connected to your existing payroll systems and early intervention processes when needed

For your supervisor and the organization:

- The supervisor avoids the health discussion with their employees since the HealthDesk professional is responsible for assessing the employee's state of health and counseling.
- Health advice to reduce the risk of spreading an infection internally (ex. hygiene guidelines for stomach illness).
- Rapid response when an epidemic or other disorder is suspected (ex. when many employees in the same work unit have the same symptoms)
- Always up-to-date research-based guidance, counseling, and recommendations that follows the public health authority recommendations.
- Fast response to questions about your organization's own recommendations in situations such as for example the COVID-19 pandemic or imminent strike situations.
- The HealthDesk can see 12 months of sick leave statistics in HealthManager and therefore advise the individual with that in mind.
- If necessary, the employee can be referred to occupational health care and/or to a discussion with their supervisor.
- Short-term absence and temporary parental leave appear in Health Manager immediately after the call and notifies the supervisor of the absence.
- Proactive support for HR if there for example are strikes or flu season.
- The cost for HealthDesk includes all calls and customer support. There are no unexpected extra costs

Benefits for your employees

- There is no need to go to a health center or occupational health care for short-term absence (up to 5 days).
- Daily wellness monitoring to make sure that the individual is not getting worse.
- The employees may seek advice on their own health issues outside office hours.
- Assessment of treatment needs so the individual knows if they need to seek medical care.
- Fast service – the total call duration time, including queuing, is around 2 min 30 s.
- There is a possibility to submit a callback request during peak hours and when the service is closed.
- The HealthDesk is always up-to-date guidance and counseling based on general health recommendations, including in emergency situations.



About Aino Health

Aino Health is the leading supplier of SaaS solutions in Corporate Health Management. The company's complete system of SaaS platforms and services reduces sick leave, lowers related costs, and improves business results through increased productivity and employee engagement by making health, wellbeing, and safety an integrated part of everyday work. For more information visit ainohealth.com.