

Changes will be made to the text phone service this autumn.

Two major changes are coming to the text phone service this autumn.

OPENING HOURS

The first change is the shorter opening hours. In September, the text phone service will be open Mon-Fri 8 a.m. - 8 p.m., but between October 1 - December 31, 2024, the text phone service will be available only Mon-Fri 8 a.m. - 4 p.m. The text phone service provides service in Finnish, Swedish, and English, both online and via mobile.

SERVICE WILL END

The other change is more dramatic. Since there has not been sufficient funding and the service was being used less and less often, we must close it down completely on December 31, 2024. So, next year you will be unable to make calls via the TPS.

WHY?

In 2023, the Ministry of Social Affairs and Health set up a committee to consider the future of the text phone service. We have not found a single system that would fully replace the text phone service. Naturally, you can contact many places by email or chat, and some you can also contact by SMS. On weekdays, you can use Kela's remote service to make your own, short calls. None of these, however, completely replace using the text phone service. For example, you need to be able to call a plumber on duty also on a Saturday night if there is water damage at home.

HOW TO MOVE FORWARD?

Do you have a way to handle your calls when the TPS ends? Would you need, for instance, a device for remote interpreting?

If you have not done so before, now is the time to apply for Kela's interpreter service.

The health and social services county's services for the disabled can make a health and social care assessment to find out what kinds of services, aids, or additional software/apps you might need to continue handling your own affairs independently. For example, you can learn more from the Finnish Association of the Deaf, the Finnish Foundation for the Hard of Hearing, or the Finnish Deafblind Association.

CONTACT INFORMATION

- In EMERGENCIES, send an SMS (text message) to 112. To make sure you can successfully send text messages to 112, register at the suomi.fi service first. For more information, please visit www.112.fi
- If you are in a situation that threatens the life, health, or possessions of yourself or someone close to you and you need an interpreter, you can find the contact information for emergency interpreters in your area at www.kuurojenliitto.fi/hatatulkkilista/
- If you need treatment for acute illness, contact the Medical Hotline's chat service. The service is available 24/7 at address www.116117.fi by the name of Text Service for special groups. The chat service requires identification.
- All the contact information for the Kela interpreter service, as well as the application forms, are at www.kela.fi/vammaisten-tulkauspalvelu/