Logging in

1. Go to SYNLAB Finland’s website at www.synlab.fi, to log in to your Health Folder. You can choose your preferred language in the top-left corner.

2. Log in by performing a strong authentication with a mobile certificate or online banking credentials. If you do not want to use the Health Folder, make an appointment by calling 010 326 3260 *.

Booking

3. After logging in, you will see your personal Health Folder view, which has the “Results”, “Appointments” and “Referrals” tabs.

4. Click “Referrals” to see your open referrals that are “Not scheduled”. The referral states who gave the referral (FSHS) and which examinations they have requested. Note! For ECG, PAP, and DRUG tests, select the appropriate exam through the Advanced Options section.

5. To book an appointment for the referral, click “Book an appointment”, which opens the appointment booking calendar.
6. In the appointment booking calendar, you can select your preferred location. For FSHS customers, we recommend booking a 5 minute time slot for blood tests. The duration is displayed above the calendar. If you also have an ECG, PAPA test or drug tests, then click the appropriate additional option according to the test. If you know that you are coming for fungal sampling, you can use one of the additional options mentioned above, in which case the appointment time is 20 minutes. Please make a booking for picking and returning sample jars, and please collect the necessary jars from laboratory before arriving to the blood test.

7. Finally, click continue to confirm your appointment.

**Rescheduling / cancelling your appointment**

8. To view, reschedule or cancel your appointment, click “Appointments”. Appointments must be cancelled no later than 24 hours prior to the appointment.

* The call fee to customer service number starting with 010 is EUR 0,0835/call + EUR 0,06/minute from a landline and EUR 0,0835/call + EUR 0,1717/minute from a mobile phone line.