



PATIENT GUIDE

At **Pendik Bölge Hospital**, our objective is to deliver exceptional healthcare services by prioritizing patient satisfaction, ensuring high-quality care, implementing safe treatment protocols and upholding ethical standards.

To guarantee your safety, comfort and peace of mind during your stay at our hospital, all our teams are accessible 24/7.

WELCOME TO OUR HOSPITAL, WHERE YOU CAN CONFIDENTLY ENTRUST YOUR HEALTH.

SERVICE HOURS

Pendik Bölge Hospital offers outpatient services on weekdays from 08:15 to 17:15 and until 14:00 on Saturdays. With the exception of emergency cases, patients are seen by appointment, which can be made via telephone or online.

Our physicians in the gynecology, obstetrics and pediatrics clinics offer 24/7 service.

In addition to outpatient services, laboratory and imaging procedures, including MRI, CT, and all radiological examinations, are conducted without interruption.

The Emergency Department offers round-the-clock service, staffed by emergency medicine specialists and additional on-call medical personnel, ensuring a swift response to all healthcare needs.



WHAT ITEMS SHOULD YOU PACK FOR YOUR STAY?

Our objective is to facilitate a swift and comfortable transition into your room, akin to a hotel experience. Upon your arrival at the hospital, you will be welcomed at the "Patient Admission Information" desk located at the entrance. Kindly bring the following items with you:

- Passport
- Health insurance and institutional referral letter, contingent upon your payment status
- Medical records, X-rays, or prior test results if requested by your physician
- All the medicinal and herbal treatments you are currently utilizing

Moreover please bring:

- nightgown/pajamas-slippers
- underwear
- sock
- shaving and cosmetic products
- your personal belongings, including glasses, hearing aids and canes

PATIENT ROOMS

Upon the completion of your admission process, your nurse/international patient coordinator will provide you with a tour of your room. For the purposes of infection control and safety, we kindly ask that you refrain from storing food in your rooms.

CAFETERIA

If you do not adhere to a specific diet, you may order from our cafeteria, which remains open until midnight, by calling **1122**.

TELEPHONE

Your extension number is generated by appending **1** to the beginning of your room number. To dial an extension (e.g., room no: 112 - extension number: 1112), lift the phone handset and enter the extension number. To initiate an outbound phone call, simply press **9**. Please be aware that your outbound calls will be charged to you upon discharge!



TELEVISION/CLOSED-CIRCUIT TRANSMISSIONS

Assistance with the use of your television is available from the floor staff. To ensure the health and tranquility of other patients, we kindly request that you maintain the volume of your television at a level that does not disturb them.

YOUR IDENTITY DETAILS

Upon your arrival at our hospital, you will be welcomed by our **Patient Admissions department**, which will confirm your identification details and appointment. Once you are settled into your room, our nurses will familiarize you with your surroundings and for your safety will affix a wristband to your arm that contains your identification information.

Your nurse will confirm your identity by examining your identification wristband during the entire monitoring and treatment process. Consequently, please refrain from removing this wristband from your arm from the moment you enter the hospital until your discharge.

YOUR MEDICATIONS

- Notify your doctor and nurse of any medications you are currently taking and have brought to the hospital and provide them with these medications.
- For your safety, all medications you utilize must be approved by both a physician and a pharmacist.
- These medications encompass all prescription and over-the-counter drugs, including aspirin and cough syrups, in addition to various vitamins and herbal products.
- If you are aware of any allergic reactions (to food, medication, etc.), it is essential to inform your doctor or nurse.
- It is crucial to be aware of the medications you are taking and their purposes. Consequently, please ensure that they verify your identification wristband, which contains your information, prior to dispensing any medication.





DO NOT USE OR
REQUEST
ANTIBIOTICS
UNLESS PRESCRIBED
BY YOUR DOCTOR.



WITHOUT A DIAGNOSIS
DO NOT USE
ANTIBIOTICS

DO NOT
RISK YOUR
HEALTH



T.C. Sağlık Bakanlığı
Sağlığın Geliştirilmesi
Genel Müdürlüğü



ANTIBIOTICS **ONLY**
WHEN NECESSARY



T.C. Sağlık Bakanlığı



*Antibiotics do not treat
viral infections.*

*Antibiotics are used to treat
bacterial infections.*

DO NOT TAKE ANTIBIOTICS UNLESS THEY ARE NECESSARY

**Antibiotics are not
painkillers or fever reducers.**

Antibiotics are not used in every
illness. Antibiotics only improve you
when they are used correctly.



Unnecessary or incorrect use
of antibiotics causes bacteria
to become resistant.

Resistant bacteria may cause
infections that are harder to
treat in the future.

Do you want to leave such a world for your children?

**PROTECT YOUR CHILDREN'S FUTURE
AND DON'T RISK THEIR HEALTH**



USE ANTIBIOTICS CORRECTLY

Incorrect or unnecessary use of
antibiotics can harm your health.

Use the dose and duration of antibiotics as
prescribed by your doctor or pharmacist.

Do not stop taking the medication
earlier, even if you feel better.



**DO NOT USE OR REQUEST
ANTIBIOTICS UNLESS
PRESCRIBED BY YOUR DOCTOR.**

**ANTIBIOTICS ARE NOT
A PROTECTOR OF YOUR HEALTH!**

*For sore throat, runny nose,
sneezing, mild cough or most of the
colds and flu-like illnesses,
antibiotics are not needed.
Consult your doctor.*



SENIOR AND DISABLED PATIENTS

- At the reception desks of the outpatient clinic, it is indicated that disabled and elderly patients are given priority in receiving services.
- One toilet in the outpatient clinic and one in the emergency room has been modified for accessibility for individuals with disabilities.
- Our elevators feature buttons designed in Braille, enabling visually impaired users to read them by touch, along with an audible warning system that indicates their location.
- Patient reception and guidance personnel assist disabled and elderly patients, facilitating their access to services.
- The parking lot includes designated spaces for individuals with disabilities.
- In the hospital wards, one room in each unit has been specifically designed to enhance comfort for patients with orthopedic disabilities.
- The disabled parking area is prominently indicated by a sign located in front of the hospital's outpatient clinic emergency department.
- Our hospital features exit ramps and grab bars to facilitate easy access to all areas for individuals with disabilities.

NURSING SERVICES

Our nursing services are available around the clock, 24/7. You may utilize our call system to connect with our nurses whenever you require assistance. This call system is situated;

- on the hand control located at the head of the bed (nurse symbol),
- in the restroom and lavatory (when you pull the red cord),
- at the end of a cord adjacent to the bedside.

Pressing the call button is sufficient for the nurses to respond to the request. The ward nurse will furnish you with comprehensive information regarding this upon your initial arrival in the room. A call answering and cancellation button (green) is located on the panel near the entrance. Individuals seeking a specific nurse may obtain information from the nursing director.

HOUSEKEEPING SOLUTIONS

Our housekeeping team will attend to your room and its vicinity at least twice daily. For reasons of cleanliness and infection control, it is strictly prohibited for companions and visitors to sit or lie on the patient's bed.





DO NOT ALLOW YOUR CHILD TO FALL...

PREVENTING CHILD FALLS

01



Never leave your child alone, always keep them under constant supervision.

02



Keep the toilet seat down and assist your child while getting on and off.

03



Keep rooms tidy and remove potential hazards.

04



Never let your child sleep in a couch or on a soft surface such as a pillow or mattress.

05



Make sure cribs and beds have high rails and keep them locked.

06



Keep medicines out of your child's reach (some medications may be harmful if swallowed).



TECHNOLOGICAL SOLUTIONS

Our hospital offers a wireless internet system for the convenience of patients and their families. **The Patient Relations Unit** values your feedback and suggestions, both regarding technology and other aspects, to enhance our service. **The Patient Relations Officer's** internal phone number is 7096. Your input is essential to us.

CALL CENTER/ONLINE APPOINTMENT SYSTEM

You may arrange an appointment for an examination or check-up and obtain information regarding our services by contacting our call center, which operates 24/7.

You can schedule an online appointment, obtain comprehensive information about our departments, and submit all inquiries and complaints through our website.

TECHNICAL SERVICES (HEATING AND COOLING)

- Our technical service is available around the clock to address any malfunctions that may arise with the equipment in your room, including the TV, sofa, wardrobe, lamp, bed and more.
- If you need technical assistance, please reach out to your nurse.
- A constant influx of fresh air enters the room through the system inlet.
- However, the thermostat located at the entrance of the room allows you to modify the air temperature to your preference based on the season.
- The air conditioning system must be turned off when the window is open.
- It is recommended to switch off the light, particularly in the restroom, when it is not in use.



NUTRITION & CULINARY SERVICES

- Our dietitian will assess the most appropriate nutritional program for you, considering your doctor's treatment plan from your hospital admission to your discharge.
- Breakfast, snacks, and meal times are organized by the food service staff under the guidance of a dietitian.
- Our culinary facility, outfitted with state-of-the-art amenities and a daily capacity of 1,200 meals, prepares all dishes utilizing steam, thereby safeguarding both environmental and human health.
- To ensure the health of your patient and the safety of those nearby, please refrain from bringing food or beverages from outside.

PLACE OF WORSHIP

We are committed to addressing the religious, emotional and cultural needs and aspirations of you and your loved ones. Our prayer room, situated on the -4th floor, is accessible to patients and their families who wish to engage in worship.

SMOKING

- Smoking is strictly prohibited by law on the premises of our hospital.
- If you recognize that smoking is harmful to your health and wish to quit, you can acquire the essential information from your physician or nursing services.
- Individuals who ignore the warnings will be prosecuted in accordance with Law No. 4207.



TOBACCO PRODUCTS AND THEIR DETRIMENTS



The Most Prevalently Consumed Tobacco Products Globally

These comprise cigarettes, roll-your-own tobacco, pipes, cigars, hookah tobacco, snuff, and chewing tobacco.

Most Popular Tobacco Products in Türkiye

These encompass cigarettes, hookah, cigars, pipes, roll-your-own tobacco and chewing tobacco.

Chemical Compounds Present in Tobacco Smoke

- There are more than 4,000 chemicals, including ammonia (a chemical cleaner), carbon monoxide (found in exhaust fumes), naphthalene (used as a moth repellent), cadmium (present in car batteries) and acetone (utilized in nail polish and as a chemical solvent).
- At least 250 of these substances are recognized as harmful, with over 50 identified as carcinogenic. These chemicals are present in substantial quantities in tobacco smoke.
- Millions of individuals globally succumb each year to health issues attributable to tobacco consumption.

The Hazards of Passive Smoking

- Although they do not smoke themselves, thousands of individuals succumb each year to the detrimental effects of secondhand cigarette smoke.
- Deaths attributable to this condition significantly outnumber those resulting from traffic accidents and substance abuse.
- Tobacco products adversely affect not only the smoker but also those in their vicinity.
- Harmful substances released into the environment can adversely affect the body not only through inhalation but also via absorption through the skin.
- It readily infiltrates the bloodstream and adversely impacts all organs within the body.

Health Issues and Disorders



- Tobacco consumption leads to a multitude of diseases and fatalities.
- These conditions encompass cardiovascular diseases, bronchitis, chronic obstructive pulmonary disease (COPD), lung cancer and various other malignancies, including laryngeal, bladder, esophageal and uterine cancers.
- Although tobacco use is not the exclusive cause of certain diseases, its detrimental effects are exacerbated when combined with pre-existing health conditions. For instance, individuals with hypertension who smoke face a heightened risk of coronary heart disease. Likewise, smokers with diabetes experience vascular complications at an earlier stage.

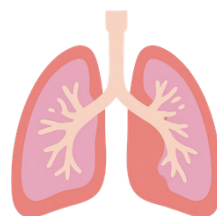
Were you aware of these facts?

- Each year, more than 600,000 individuals globally succumb to the effects of tobacco smoke exposure.
- In our country, around 100,000 individuals succumb annually to tobacco-related illnesses, with both those who smoke 2-3 cigarettes daily and those who consume an entire pack exhibiting signs of addiction.
- Children exposed to secondhand smoke are 1.5 to 2 times more likely to initiate smoking compared to their peers.
- The most significant established risk factor for lung cancer is the consumption of tobacco products.
- Electronic cigarettes contain the same chemicals as traditional cigarettes and may contribute to further health issues.
- Light, low-tar, menthol cigarettes pose the same health risks and addictive potential as other types of cigarettes.
- Individuals who smoke menthol cigarettes find it more challenging to quit.
- Smoking leads to the formation of wrinkles on the skin and being in close proximity to someone who is smoking poses greater health risks to you than to the smoker themselves.
- You possess a legal right to inform individuals smoking in enclosed spaces in order to safeguard yourself and your loved ones from the cigarette smoke they are inhaling.
- Did you know that you can report smoking in enclosed areas by calling **184?**



Changes Occurring in the Body During the Smoking Cessation Phase

- **After 20 minutes**, blood pressure and pulse normalize and circulation in the hands and feet enhances.
- **After 8 hours**, blood oxygen levels normalize and the risk of a heart attack diminishes.
- **24-48 hours later**: Following 24 hours, the body eliminates carbon monoxide. After 48 hours, blood nicotine levels decline and the senses of taste and smell enhance, while the response to treatment in patients with peptic ulcers improves.
- **After 72 hours**, breathing becomes more effortless as the airways relax, secretions increase as the respiratory system begins to operate and the airways strive to clear themselves. Energy levels rise.
- **After 2-12 weeks**, circulation enhances throughout the body, the risk of respiratory infections diminishes and fatigue and shortness of breath during walking become less prevalent.
- **After 3-9 months**, respiratory issues, including cough, shortness of breath, and wheezing or whistling sounds, show improvement, with lung function increasing by 5-10%.
- **After 12 months**, the risk of coronary heart disease is reduced by 50%.
- **After 12 to 36 months**, the risk of bladder cancer is reduced by 50%.
- **After five years**, the risk of heart attack, as well as esophageal and oral cavity cancers, is reduced by 50%.
- **After 10-15 years**, the risk of experiencing a heart attack decreases to the same level as that of individuals who have never smoked and the risk of lung cancer is reduced by 50% in comparison to smokers.



Where can one seek assistance to quit smoking?

You can quit smoking independently, or if you require assistance, you may seek help from professionals. To do so, you can contact the **Ministry of Health's Smoking Cessation Helpline at 171** to obtain the support you need. If you seek assistance from a physician specializing in this field while attempting to quit smoking, you may call **182** to schedule an appointment with the nearest smoking cessation clinic via the **Central Physician Appointment System**, or you can apply directly to these clinics.

SECURITY AND LOST OR FOUND ITEMS

Our hospital's security services operate 24/7 to ensure your comfort and peace of mind. Our security personnel are stationed at designated points throughout the hospital to:

- prevent unauthorized access to patient wards,
- ensure patient visiting hours are observed,
- prevent unnecessary disturbances within the hospital,
- ensure a peaceful working environment for both patients and staff.

Our hospital security staff are positioned at the main entrance and emergency entrance/exit doors. For any lost or found items, please reach out to security.

Protection of Patient Belongings: The safeguarding of our patients' personal belongings is of paramount importance to our hospital.

- Our rooms feature combination in-room safes for the secure storage of your personal belongings. We advise storing your valuables in the safe.
- If possible, your valuables, money, phone, jewelry and similar personal belongings should be entrusted to a family member upon admission to the hospital.
- If a family member is not present, your belongings will be recorded by the staff and securely stored using a Patient Belongings or Medication Delivery Form.
- Items received will be stored in sealed, secure packages in locked areas and returned to you or your designated family member upon discharge, against a signature.
- Unclaimed belongings found within the hospital will be recorded and stored in a secure area. They will be returned to their owner upon signature.
- For assistance regarding safe deposit box use or the belongings delivery process, please contact the nursing staff or the information desk.



PARKING SERVICES / TAXI

During your stay at our hospital, you may utilize our complimentary parking lot and paid valet service. For inquiries related to transportation and to arrange a taxi, please reach out to the personnel at the patient discharge area upon your arrival.

EMERGENCY AND FIRE PROTOCOLS

- All necessary safety precautions have been taken in our hospital for possible emergencies (fire, earthquake, gas leak, evacuation required, etc.).
- In case of an emergency, please remain calm and do not panic.
- Always follow the instructions of hospital staff.
- Follow emergency exit doors and directional signs.
- Never use elevators in emergencies.
- Find the nearest emergency exit door and review the evacuation plan for your area.
- Evacuation for bedridden patients will be carried out with the assistance of medical personnel.
- In case of fire, when the fire alarm sounds, quickly but carefully evacuate the area.
- Stop using electrical devices and turn them off if possible.
- In case of smoke, move close to the ground and cover your mouth and nose with a cloth if possible.
- Follow the instructions of emergency teams (Red Code).
- When directed to assembly areas, go to the indicated point and remain there.
- Do not interfere with or leave the area with anyone other than hospital staff. Our emergency teams conduct drills regularly. The safety of our patients is always our priority.



AMBULANCE SERVICES

Our contracted ambulance service is available to you around the clock. You can obtain all necessary information regarding ambulance services from our nursing staff and call center.





ORGAN DONATION

What constitutes organ donation?

Organ donation occurs when an individual, while alive and voluntarily, permits the use of their tissues and organs for the treatment of other patients following their medically determined death. After organ donation, organs are utilized only if brain death is confirmed in an intensive care unit. Organs cannot be employed in other circumstances of death.

What constitutes organ transplantation?

Organ transplantation involves the replacement of a damaged organ that can no longer fulfill its function with a healthy organ sourced from either a living donor or a deceased individual, thereby restoring the organ's intended function.

Which organs and tissues are eligible for transplantation?

Transplanted organs;

- Kidney
- Cardiac Valve
- Liver
- Cornea
- Heart
- Bone
- Lung
- Bone marrow
- Pancreas
- Skin
- Small intestine



From whom do organ transplant recipients receive their transplants?

Cadaver Donor: Organs donated by patients who have experienced brain death are classified as cadaver donors.

Living Donor: The spouse or close relatives of a patient who has received an organ transplant may donate an organ if there is compatibility in tissue, blood type and other factors. Only kidney and liver transplants can be conducted using living donors.





Brain Death and Vegetative State

Brain death refers to the irreversible cessation of all brain activity. While respiration and circulation may be sustained temporarily through the use of support machines, such as ventilators, other organs typically begin to lose their functionality within an average of 24 to 36 hours, despite the medical interventions available in intensive care units.

Following the occurrence of brain death, these individuals are classified as candidates for cadaveric organ donation. If the organs of these candidates are to be donated, they must be extracted promptly to preserve their vital functions and subsequently transplanted to patients in need.

Brain death and vegetative state represent distinct concepts. The primary distinction lies in the fact that patients in a vegetative state maintain the ability to breathe. Such patients may survive for months or even years, and in certain instances, may regain normal functioning. Conversely, in the case of brain death, recovery is unattainable. It signifies a condition of medical death.

Who is eligible to donate organs?

Individuals aged 18 and older who possess sound mental capacity are eligible to donate organs. They may acquire tissue and organ donation certificates by submitting applications to health directorates, hospitals, or family physicians specializing in organ transplantation.

To whom are donated organs transplanted?

Patients designated to receive organs are primarily determined by compatibility of blood type and tissue type, along with criteria such as age, height, weight and the urgency of their medical condition.

What steps must be taken to qualify for an organ transplant?

To obtain an organ transplant, an individual must first submit an application to transplant centers accredited by our Ministry of Health. Following the application process, the patient is placed on the organ waiting list of the transplant center. The allocation of organs from deceased donors identified nationwide is conducted by our ministry in accordance with scientific principles.





Ensure that you inform your relatives of your decision to donate organs, as when an individual is declared brain dead, their family is approached to make a decision concerning organ donation.

If you later reconsider, simply discard your donation card and notify your family of your decision. You are entitled to do so.

Everyone should consider organ donation, promote awareness among their loved ones regarding this issue, and recognize that this is the only way to ensure organs are available when needed.

Numerous patients succumb while awaiting organ transplants.

A donated organ represents a genuine gift of life following a successful transplant.

Regrettably, individuals often recognize the significance of organ donation only when they find themselves in need of an organ.

ORGAN DONOR CARD	
A GIFT OF LIFE	
	 FULL NAME JOHN DOE
	 DATE OF BIRTH 01.01.1985
	 DONOR ID 012345678
 DONOR SIGNATURE	 BLOOD TYPE O POSITIVE
	
I WISH TO DONATE MY ORGANS AND TISSUES TO SAVE AND IMPROVE LIVES.	

Each donated organ represents a new opportunity for life!



INFORMATION FOR VISITORS AND COMPANIONS

- Visiting hours are from **10:00 AM** to **10:00 PM** every day. Children under the age of **8** are not allowed on the shuttle services.
- Outside of visiting hours, requests for visits from first-degree relatives of patients hospitalized in emergencies are managed by contacting the hospital's night shift administrative officer for inpatient wards and the intensive care physician for intensive care units.
- Patients are advised that visits from more than three individuals at a time, lasting longer than 30 minutes, can be detrimental to their health. Nurses politely communicate this information to those present in the room during frequent and extended visits.
- In compliance with the "Law on the Prevention and Control of the Harms of Tobacco Products," smoking is strictly prohibited throughout our hospital, including in patient rooms. Visitors and companions wishing to smoke will be directed to designated areas outside the hospital.

Management of Flowers for Patients: Live flowers are prohibited in inpatient wards due to the potential risk of infection and vector-borne diseases. Artificial flowers are permitted following inspection by the reception staff.

Companion Policy (HHD12): Patient accommodations consist of both double and single rooms. Each single room is furnished with a companion chair. Only one individual is permitted to stay as a companion. Should two individuals wish to serve as companions, the second person will not be permitted in the patient room. There is no companion policy applicable in intensive care units. Companion regulations are enforced in accordance with the guidelines established in the hospital's companion policy.

Food and Beverage Management: Patients and their families are advised that bringing outside food is prohibited for the patient's health. Patients may request meals not included in the provided menu; however, such requests can only be accommodated with the approval of the dietitian and the attending physician. Nurses and clinical dietitians are tasked with informing patients regarding this policy.

Companion Dining Schedule

The hours are as follows:

Morning: 6:30 AM - 8:00 AM

Afternoon: 12:00 PM - 12:30 PM

Evening: 5:00 PM - 6:30 PM

*At other times,
accompanying individuals
are kindly asked to consume
their meals in the cafeteria.*

QUIET ENVIRONMENT

Your diligent efforts in fostering a tranquil atmosphere within the hospital will significantly aid our patients in their recovery journey.

It is important to note that children accompanying visiting families who run and create noise in the corridors adversely impact the peace and tranquility of the hospital.

In light of the noise pollution that mobile phones can generate and their potential adverse effects on medical equipment within the hospital, we respectfully ask that you keep your mobile phones on silent or turned off while inside the hospital.

It is essential to pay attention to the warnings concerning areas within the hospital where mobile phone usage is prohibited.



HANDWASHING AND INFECTION PREVENTION

Proper handwashing is the most critical practice in preventing infections. Consequently, our hospital has established handwashing stations in all patient care areas and rooms to ensure that everyone has the opportunity to wash their hands. Please wash your hands:

- before and after utilizing the restroom,
- after handling contaminated objects,
- before and after meals,
- before and after entering the dressing area.

You are required to pause for a minimum of 40 seconds each time you enter or exit a patient room. Cleanse them with soap and water.

If you have any probes, needles, tubes, or dressings in any part of your body utilized for treatment, ensure they are kept clean and dry.

You should notify your nurse or doctor if you observe any redness, pain, discharge, moisture on the dressing, or any deterioration in this area.

Depending on the nature of the infection, the utilization of masks, gloves, gowns and potentially visitor restrictions may be essential to safeguard other patients and staff within the hospital.

In such instances, your physician and nurse will advise you on the essential precautions.



PENDIK
BOLGE
HOSPITAL
ISTANBUL • TURKEY

5 INDICATIONS FOR HAND HYGIENE



1



BEFORE PATIENT CONTACT

Clean your hands before touching a patient.

2



BEFORE ASEPTIC TASKS

Clean your hands immediately before any aseptic (medical or surgical) procedure.

3



AFTER EXPOSURE TO BODY FLUIDS RISK

Clean your hands immediately after exposure risk to body fluids.
(Also clean your hands after removing gloves.)

4



AFTER PATIENT CONTACT

Clean your hands after touching a patient.

5



AFTER CONTACT WITH PATIENT SURROUNDINGS

Clean your hands after touching any objects or furniture used by the patient.
(Even if you did not touch the patient.)



The above mentioned hand hygiene indications must be followed whether or not gloves are used.



BABY-FRIENDLY HOSPITAL

*Our hospital has maintained the designation of "**Baby-Friendly Hospital**" since 2011.*

This certificate is conferred upon hospitals that not only educate expectant mothers on all facets of pregnancy but also sustain their initiatives in this area following childbirth.

Healthcare professionals equipped with current knowledge are assisting mothers in mastering the art of breastfeeding their infants.



PATIENT RIGHTS AND RESPONSIBILITIES

All individuals who seek to obtain healthcare services from a healthcare facility:

General Access to Services: Availability of initiatives designed to foster healthy living and preventive health services, grounded in the principles of justice and equity

Equal Access to Services: Obtaining services without discrimination on the basis of race, language, religion, sect, gender, political opinion, philosophical belief, or economic and social status.

Information: To explore the full range of services and facilities offered

Selecting and Modifying Healthcare Providers: Selecting and modifying healthcare providers enables you to access healthcare services offered by your preferred provider

Personnel Identification, Selection, and Replacement: To ascertain the identities, responsibilities, and titles of physicians and other personnel delivering or scheduled to deliver healthcare services, as well as to select and replace them

Request for Information: The entitlement to seek any information pertaining to a health condition, either verbally or in writing

Privacy: The entitlement to access all forms of healthcare services within a confidential setting

Consent and Authorization: Securing consent for medical interventions and acquiring services within the parameters of that consent

Refusal and Discontinuation: You possess the right to decline treatment and/or request its cessation.

Safety: Obtaining healthcare in a secure environment

Ability to Meet Religious Obligations: To the extent feasible within the organization's resources and the actions implemented by the administration

Receiving Respect: Accessing healthcare services that are respectful, attentive, friendly, kind and compassionate

Comfort: Accessing healthcare in an environment that adheres to all hygienic standards while eliminating noise and disruptive elements

Visiting: Welcoming guests in accordance with the protocols and principles established by institutions and organizations

Permitting a Companion: Under the legislation, healthcare institutions and organizations may request the presence of a companion, within the constraints of their capabilities and if considered appropriate by the physician

Right to Apply, File Complaints and Initiate Legal Action: In the event of a rights violation, individuals are entitled to pursue all forms of applications, complaints, and lawsuits in accordance with the law

Continuous Service: Entitles individuals to access healthcare services for as long as necessary

PATIENT OBLIGATIONS

- Knowing your doctor by name, understanding the treatment they recommend, and following the medications they prescribe are among the patient's primary responsibilities. If you find the explanation lacking or the issue not fully understood, do not hesitate to pose questions until you achieve complete clarity.
- The patient bears the responsibility of supplying accurate and comprehensive information regarding their medical condition. They must articulate their complaints, as well as any current or past infectious diseases, surgeries, previous treatments, medications and habits in a thorough and clear manner.
- The patient is required to inform the physician(s) overseeing their treatment of any immediate changes in their condition and any new complaints that may arise during the course of treatment.
- The patient is required to remit payment for diagnostic and treatment procedures within the timeframe established by the institution. If treatment expenses are covered by the affiliated institution, the patient must accurately supply the institution's information and provide documentation upon request.
- The patient shall be held accountable for any damage or loss incurred to the institution's equipment or supplies resulting from negligent use or intentional misuse.
- The patient assumes responsibility for the consequences should they decline the proposed treatment or neglect to adhere to the physician's directives.
- To facilitate seamless access to services for our patients, all personnel, from the Information Desk to the outpatient clinic levels, are at your disposal.



INFORMED CONSENT

In our hospital, informed consent forms have been developed for high-risk interventional procedures to be conducted on both outpatient and inpatient individuals.

Consent forms include:

- who will perform the medical procedure,
- the expected benefits of the procedure,
- the consequences if the procedure cannot be performed,
- alternatives to the procedure, if any,
- the risks/complications of the procedure.

The name, title, and signature of the physician performing the procedure, as well as the date and time the patient was informed about the procedure, are recorded.

In consent forms, patients or their legal representatives must write and sign the statement "**I have read, understood, and agree.**" in their own handwriting.

The patient retains the right to withdraw consent for any procedure at any point prior to its commencement.

STAY INFORMED REGARDING YOUR TREATMENT PLAN!

Your engagement in your treatment plan is essential for comprehending the actions being taken and their underlying rationale. Consequently,

- engage in a dialogue regarding your treatment and care plan with your nurse and physician.
- ensure you comprehend the treatment you will undergo.
- if there is anything you do not comprehend, please feel free to inquire.
- if you are scheduled for surgery, consult your physician for details regarding the procedure.
- if you are experiencing discomfort, please consult with the nurse and your physician.





CONTROL PERIOD

During the discharge process, your physician and nurse will notify you regarding the timing of your follow-up appointment.

Should you encounter any issues pertaining to your illness while at home, you may reach out to your doctor or nurse through the hospital's phone number without delay until your scheduled appointment.

SERVICE EVALUATION QUESTIONNAIRE

You may convey your suggestions, thoughts, and needs by completing the **Emergency/Outpatient/Inpatient Assessment Questionnaire** available in the corridors of each floor.

You may submit the forms by placing them in the survey boxes situated at the counters or by delivering them directly to the **Patient Relations Officer**.

To submit feedback online, kindly navigate to the **Feedback and Suggestions** section on our website and convey your insights to us.

- Your feedback will greatly enhance the quality of service at our hospital.

Please be advised that the surveys you have completed will undergo a thorough review and we appreciate your cooperation.

Healthcare Facilities

Emergency Medicine & Ambulance Services

Oral and Dental Health

Nutrition & Dietetics

Child Health & Diseases

Pediatric Surgery

Dermatology

- Medical Aesthetics

Diabetic Foot & Wound

Management

Infectious Diseases

Physical Therapy & Rehabilitation

- Therapeutic Pool
- Neurological Rehabilitation
- Orthopedic Rehabilitation
- Robotic Rehabilitation
- Athletic Rehabilitation
- General Surgery

Bariatric Surgery

Longevity

- Ozone Therapy
- Biological Age Assessment

Pulmonology

Ophthalmology

Internal Medicine

Gastroenterology

Sports Medicine

Gynecology & Obstetrics

- High-risk gestation
- Gynecologic Oncology
- Perinatology

Cardiology

- Cardiac Rehabilitation

Cardiothoracic Surgery

Otorhinolaryngology

Neurology

- Stroke Center
- Sleep Research Facility

Neurosurgery

Orthopedics & Traumatology

Plastic & Aesthetic Surgery

Urology

- Lithotripsy
- Sexual Dysfunction
- Endo-Urology
- HoLEP

Critical Care Units

- Neonatal Intensive Care Unit
- Coronary Care Unit
- General Intensive Care Unit
- KVC Critical Care Unit

Diagnostic Units

Check-Up Preliminary Assessment

Endoscopic Procedure

Laboratory

- ERCP
- Gastro-Duodenoscopes
- Colonoscopy
- Rectoscopy

Cardiovascular Diagnosis

- EKG
- Echocardiography
- Exercise Assessment
- Holter Monitoring
- Coronary Angiography

ENT Diagnostic Unit

- Audiometry
- Tympanometry

Clinical Laboratories

- Biochemistry
- Microbiology
- Pathology

Neurological Diagnostic Units

- EMG
- EEG

Radiology Laboratory

- Computed Tomography (CT)
- DSA Angiography
- Direct X-ray

- Fluoroscopy
- Bone Density Measurement
- MRI (Magnetic Resonance Imaging)
- Panoramic X-ray
- Color Doppler
- Ultrasonography

Respiratory Laboratory

- Respiratory Function Tests
- "Spirometric"

Urology Laboratory

- Cystoscopy
- Uroflowmetry
- Urodynamics



Doğu Mahallesi Nevbahar Sokak
No: 1 Pendik/İstanbul



bolgehospitalinternational.com

