

ULUSLARARASI HASTA BAŞVURU REHBERİ INTERNATIONAL PATIENT APPLICATION GUIDE

Thank you for choosing Yeni Yüzyıl University Private Gaziosmanpaşa Hospital, one of the leading health institutions in health tourism.

This short guide has been prepared by Yeni Yüzyıl University Private Gaziosmanpaşa Hospital to support you at every stage of your journey for your health.

If you have any questions about the processes and services summarized below in simple steps for a more understandable understanding, you can contact Yeni Yüzyıl University Private Gaziosmanpaşa Hospital International Patient Services Department:

Communication Channels: +90 212 615 38 38 - 2121
+90 530 961 62 01

Mail address gophastanesi@gophastanesi.com.tr

Web page: <https://www.gophastanesi.com.tr>

1. EVALUATION OF THE PATIENT'S MEDICAL CONDITION AND SHARING OF THE PRELIMINARY TREATMENT PLAN

1.1 Forwarding Medical Reports and Requests to Yeni Yüzyıl University Private Gaziosmanpaşa Hospital

- Send us your current complaints, medical problems, requests and all relevant medical documents.
- (Please remember, the more we know about you, the more detailed treatment plans we can make.)
- You can send us your documents through all the channels listed above. It will make our work easier if the files are in PDF, Word or similar formats. However, if you send them in different formats, they will be evaluated.
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- You can also use alternative transmission channels (We Transfer etc.) for your large files. If these channels are used, do not forget to share the sharing link with us.

1.2 The Process of Evaluating the Reports, Creating a Preliminary Treatment Plan and Creating an Approximate Estimated Cost by the Medical Team of Yeni Yüzyıl University Private Gaziosmanpaşa Hospital

- The medical team and relevant specialists of the International Patient Services Department of Yeni Yüzyıl University Private Gaziosmanpaşa Hospital will provide you with a comprehensive diagnosis and treatment plan based on the information you have provided to us.
- Under normal conditions, the proforma is usually sent to you within 48 hours. However, in some special cases, this process may take a little longer.
- The proforma will provide you with the most appropriate estimated diagnosis and treatment method, the estimated time you will need to stay in the hospital and, if necessary, in Istanbul after discharge, the estimated amounts of the services to be provided, the services included/not included in the service fee, payment channels and other detailed information.
- This proforma is prepared in English as standard, but can be prepared in other languages upon request..

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2. PROVIDING TRANSFER OF THE PATIENT

- If the proforma is accepted, you will be asked to fill out the International **Patient Individual Preference Inquiry Form** so that we can provide you with better service. Then, the necessary organization for your admission to Yeni Yüzyıl University Private Gaziosmanpaşa Hospital will be initiated. In this process, within the scope of your preferences;
 - The necessary permissions for the travel of patients and their relatives, official correspondence for visas,
 - Full support will be provided for the smooth running of ticketing transactions for general and special flights.
 - You will be greeted at the airport by the Yeni Yüzyıl University Private Gaziosmanpaşa Hospital representative whose contact numbers have been shared with you before, and your transfers to the hospital or place of stay will be provided.

3. ACCOMMODATION AND MEDICAL PROCESS

- Your hospital and hotel accommodations will be organized by taking into account the preferences you have specified in the **International Patient Individual Preference Inquiry Form** and you will be provided with a complete concierge service.
- Depending on your accommodation status, your outpatient or inpatient appointments will be created for your medical processes.
- When you arrive at the hospital, while you are resting, your records will be created in our department completely reserved for our international guests.
- During registration, a contact person who can be reached 24 hours a day for all your questions and requests during your stay will be defined and his/her number will be notified to you.
- Yeni Yüzyıl University Private Gaziosmanpaşa Hospital expects you to fill out and approve the **Informed Consent Form** for all medical procedures to be performed at the specified stages. You should know that you have the right to refuse treatment at any stage of the treatment (except for defined emergencies).
- You can request information about medical processes at any time during your treatment.
- Under normal conditions, **General Visitor Rules** are applied in our hospital. For intensive care patients, visits can be made at the hours determined by the responsible physician.

4. DISCHARGE AND AFTER

- Your discharge procedures will begin when your treatment and medical follow-up are completed. Your responsible physician will provide you with detailed information about discharge and what you need to do after discharge.
- Epicrisis, medical analysis and radiological results, financial documents if any, rest and flight reports will be provided to you in English or the language of your choice.
- Hospital contact information (phone, e-mail address) will be provided to you during discharge.
- Return tickets and airport transfers will be organized upon request.
- You will be asked to fill out the **Patient / Relative Feedback Form / Patient Experience Survey** during discharge.
- After the patient returns to his/her country, you will be called by our physician within 30 days and your health problems will be evaluated with the **International Post-Discharge Patient Evaluation and Follow-up Form**.