



# TURKEY:

## Your Partner in Healthcare 2011



# DEİK/Foreign Economic Relations Board

DEİK, the Turkish private sector's gateway to foreign countries, was founded in 1968 to follow the economic, commercial, industrial and financial relations of the Turkish private sector with foreign countries and international organizations and to help to initiate and improve these relationships. DEİK operates through bilateral Business Councils and as of February 2011, there are 97 Business Councils, approximately 700 member companies and more than 1400 Council representatives within the body of DEİK. Bilateral Business Councils are founded through cooperation agreements signed with foreign counterpart institutions and the Turkish side of the Business Councils consists of member companies, who have already undertaken or plan to develop business relations with the relevant country. One company may be a member of more than one Business Council by designating more than one representative.

DEİK, which gives importance to regions and sectors in which business operations of Turkish businessmen are or may be intense, organizes activities with broad participation in cooperation with the leading institutions of the sectors or regions in question. DEİK is recognized not only by international organizations but also by important institutions in foreign countries and moreover, DEİK cooperates with world renowned institutions interested in Turkey as well as providing support for their activities and publications about issues beneficial to the Turkish business community and the promotion of Turkey.

DEİK, which plays a leading role in Turkey's relations with international organizations, works to develop its cooperation with international organizations such as the World Trade

Organization (WTO), the World Bank (WB), the European Bank for Reconstruction and Development (EBRD), the Organization for Economic Co-operation and Development (OECD), the Multilateral Investment Guarantee Agency (MIGA), the Asian Development Bank (ADB), the Islamic Development Bank (IDB), the Developing Eight (D-8) and the Economic Cooperation Organization (ECO) and to protect the interests of the Turkish business community through various projects.

DEİK, headquarters of which are located in Istanbul, also has representative offices in Washington, Moscow and Ankara. DEİK also has representatives in 97 leading industrial cities and provinces in Turkey and in Turkish Republic of Northern Cyprus.

# SAİK/Health Tourism Business Council

DEİK / Health Tourism Business Council was established as a health committee under the Turkish-American Business Council (TAK) in 2007. The Council completed its formation in 2010 with the leadership of Turkish Accredited Hospitals Association and participation of the most prestigious health-tourism related institutions, which are active in Turkey and in various other countries in the world.

The Council includes members of Turkish Accredited Hospitals Association, Association of Turkish Travel Agencies, Turkish Airlines, Ministry of Health and Ministry of Culture and Tourism, as well as the senior representatives from leading companies of the health and tourism sectors.

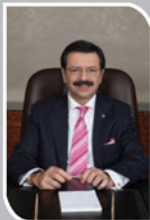
The main purpose of the Council is to enable the highly-developed Turkish health sector achieve its well-deserved place in the international arena and contribute its high-value added services to the global value chain.

Accordingly, the Council is working towards making Turkey a center of attraction through presentation of Turkey's strengths to target markets, organization of national and international events, facilitation of production of the necessary information, strategic guidance to public decision makers and market players and drawing know-how, investment and finance to Turkey.

The official website of the Council is [www.healthinturkey.org](http://www.healthinturkey.org). Developed in 2008, the website offers detailed information about health tourism in Turkey and introduces the potential of the sector to the global arena. The site won the Standard of Excellence Award of the Web Marketing Association which names the best websites in 98 industries while setting the standard of excellence for all website development.

[www.healthinturkey.org](http://www.healthinturkey.org) is open to questions, comments and suggestions from all stakeholders, including patients, payers, public policy makers and potential partners.

# Message from the President



It is an undeniable fact that globalization has become a part of our daily lives not only in economic terms but in individual terms as well. While capital and goods are freely moving around the globe, people are travelling around the world for various reasons; business, education, leisure or health.

Mankind has traveled for medical purposes for ages, but the phenomenon of what we name "Medical Tourism" has become a widespread practice in the last couple of decades not only due to the increased mean of travel but also due to the growing expectations of patients to receive better, faster and less costly treatment.

As the 17th largest economy of the world and a rising star in many industries, Turkey is among the top 10 most visited countries in the world. Having these credentials, Turkey is on its way to become the next center of attraction for the global medical tourism market. The third largest number of internationally accredited private hospitals in all over the world and with a wide range of touristic facilities to suit every taste and preferences, Turkey is an ideal destination for international patients seeking cost effective, reliable, fast and accurate treatment.

As the President of Union of Chambers and Commodity Exchanges of Turkey (TOBB) and Foreign Economic Relations Board of Turkey (DEİK), I hope that the valuable endeavors of the Health Tourism Business Council to operate under the umbrella of DEİK will be highly instrumental for patients to discover the benefits that the Turkish health platform has to offer and I sincerely believe that patients will be satisfied with their experience in our lovely country.

M. Rifat Hisarokıoğlu

President  
TOBB / DEİK

# Message from the Executive Chairman



The Health Tourism Business Council operating under Foreign Economic Relations Board of Turkey (DEİK) was formed in 2010 with the aim of promoting Turkey as a medical travel destination in the global market place.

The Council aims to disseminate precise and correct information about the private healthcare sector in Turkey to international patients, offering them the opportunity to receive timely and effective treatment using state-of-the-art technology at competitive prices. In doing this, the Council works closely with the other 97 bilateral Business Councils of DEİK.

As the Chairman of the Executive Board of DEİK, I believe that this brochure will provide a comprehensive and practical guide for those international patients who seek high quality diagnosis and treatment at reasonable prices

and receive expert care in all medical branches with friendly service at easy reachable locations.

We aim to combine expertise with traditional Turkish hospitality.

Rona Yırcalı

Chairman of the Executive Board of DEİK

# Message from the Chairman



The high cost of healthcare in the world, is accounted as a major problem for individuals, employers, employee funds, insurance system and governments. This fact has shaped the medical tourism industry within the last decade.

At the crossroads between East and West, Turkey is on its way to become the "center of attraction" for the global medical tourism market. Well trained physicians, the appropriate use of high technology, and modern hospital infrastructure have come together for the creation of state-of-the-art facilities.

The presence of internationally accredited hospitals have especially raise the quality of patient care and led to better medical outcomes.

Turkey's geographical advantage as well as its unique cultural richness is an important element in securing a solid place in global medical tourism industry.

The fore runners of Turkey's transformation are local private healthcare investors. These investors have shifted Turkey's health services standards and quality by employing state-of-the-art treatment and state-of-the-art medical technologies. Today, Turkish entrepreneurs and doctors have not only created a unique proposition for local patients but also for global healthcare seekers.

Private medical infrastructure in Turkey is now a well-built option in the global medical tourism arena. Moreover, with an increasing and prospering population of 72.5 million, Turkish health industry offers significant opportunities for foreign investors as well.

With the successful outcomes, geographic location and pricing level, Turkey is on the way to be preferred co- partner to health insurance companies, assistance companies, and self runned or government health funds.

Turkish health sector awaits you with its expertise and hospitality.

Dr. I. Ruşen Yildırım

*Chairman of the Health Tourism Business Council*



# Medical Travel

The growing trend of medical travel is revolutionary because foreign medical services once carried a negative stigma of below par care and outdated technology. However, with advancement of technology and international medical accreditation as well as health care costs skyrocketing and transportation becoming easier, medical travel has been growing in both interest and demand.

Medical travel is in fact a phenomenon more historical than one would imagine. There are accounts from 18th century of wealthy individuals traveling to central European locales for the health-giving effects of mineral waters—specifically for cure of gout and liver ailments. One can also claim that health care has started to globalize long before patients started crossing borders. Outsourcing of record keeping and radiological interpretation, for example, is already a multi-million dollar business. In addition, medical profession is truly an international one—healthcare organizations in many parts of the world, including the US, are actively recruiting for foreign health professionals to combat chronic shortages.

People travel outbound from different countries for significantly different reasons: Those include temporary visitors, residents referring to other countries, immigrants going back to their home countries for medical treatment; people living in border areas, patients who are referred abroad by their payers and people traveling abroad for care on their own initiative. People who travel abroad for care on their own initiative usually do so for two main reasons: Access and cost.

Patients from less developed parts of the world mainly travel for the first reason: access to high quality of services (i.e. state-of-the-art technology, supply of professionals in some specialties and sub-specialties). Waiting lists for non-urgent procedures in some countries drive patients to look for alternatives internationally as well.

One of the fastest growing industries world-wide, global healthcare expenditure totaled 4.5 trillion USD in 2008. Accordingly, the high cost of health care in the Western world has become a major problem for individuals, employers, insurance companies and governments. In countries, such as the US, where employer-based insurance is dominant, average cost of insurance has seen a three-digit cumulative increase since early 2000s, an increasing number of employees are enrolled in higher-cost sharing plans and the coverage has shrunk. With the financial circumstances of the last few years, an increasing number of employers are aggressively looking for ways to control and reduce costs and are exploring purchase of some of health services from foreign providers as an alternative.



According to the McKinsey & Company Report on Medical Tourism (released in November 2007), medical tourism industry grossed 60 billion USD worldwide in 2006 and is estimated to grow to 100 billion USD in 2012. The majority of these patients are expected to originate from the US and although research is limited in this area, it is estimated that 500,000 Americans traveled abroad for treatment in 2005. This number translates into significant cost savings for individuals and their payers.

Initially an industry catering for patients seeking lower cost alternatives in elective procedures, mostly cosmetic and dental, medical tourism today spans a range of complicated diseases and sophisticated treatments, including cardiovascular interventions, organ transplantation, neurosurgeries, medical and radiation treatment of cancers, major orthopedic, urological and general surgery operations, assistive reproductive techniques and robotic surgeries.



increasing number of collaborations and partnerships between international providers, payers, public policy makers and teaching and research institutions will certainly facilitate expansion of both the scope of services and the volume.

Various mechanisms are available to assess the quality of care provided in foreign hospitals. Accreditation plays a major role in globalization of medical care through: provision of an external, objective evaluation, introduction of internationally recognized standards, recognition by insurers, payers and other involved parties, its value as a risk-reduction strategy and assistance to patients in informed decision making. The biggest player in international accreditation currently is Joint Commission International (JCI), the international arm of the independent organization which also accredits US hospitals. Established in 1994, JCI has accredited over 300 public and private institutions in 39 countries to date. Furthermore, many healthcare institutions are certified by the International Standards Organization (ISO) and some countries are developing their own, national accreditation standards and schemes.



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# Turkey: An Emerging Destination for Medical Travel

Recent years have been a scene of significant transformation in health in Turkey. Reform in public health system has been accompanied by an unprecedented growth and change in the entire sector. Coupled with the unique social, cultural and geographical strengths of the country, these changes have rendered Turkey an emerging center of attraction for medical travel.

Growth of the private healthcare delivery in Turkey has translated into provision of secondary and tertiary care in private centers employing evidence-based medicine and proven, state-of-the-art technological and technical infrastructure. This has created a unique proposition not only for local patients but also for global healthcare seekers.

The quality of care provided in Turkey has been repeatedly surveyed and certified by international accreditation agencies. Today, there are 43 institutions accredited by Joint Commission International (JCI), which is one of the highest number in the world and represent almost 10% of all the accredited hospitals across the world. Turkish JCI accredited hospitals offer the full-range of diagnostic, medical and surgical services through a network of locations and employing approximately 20,000 healthcare professionals.

Turkey also offers improved convenience and a cost advantage over its competitors with respect to travel time. Ease of access from all parts of the world, mostly through direct flights, is critical for medical travelers. At crossroads between East and West, Turkey boasts additional unique advantages due to its culture of hospitality, well-known spa offerings, stunning landscapes, historical heritage and Mediterranean culinary base of world renown.

Turkey is well-positioned to develop partnerships in the international healthcare arena because of its advanced medical systems and dynamic business environment. Health Tourism Business Council and this brochure are a testament to public, private and non-governmental entities joining forces to identify to dynamics of this multi-faceted sector, establishing a common mission and committing to the vision of seeing Turkey as one of the leading destinations for medical travel.

## A. Strengths of Turkish Healthcare Services

The geographical location, the medical outcomes and the cost of the treatment have reinforced the decision of the patient or the third party payer. The leading private hospitals and specialized clinics in Turkey have been receiving patients from abroad: USA, Russia, Europe, Balkan Countries, Middle East and Central Asian countries for mainly the following procedures.

- Bone Marrow Transplantation
- Cardiology & Cardiovascular Surgery
- Dental Services
- Genetics
- Neurosurgery
- Obstetrics, Gynecology and Assisted Reproductive Medicine
- Oncology (Medical & Surgical)
- Ophthalmology
- Orthopedics & Traumatology
- Aesthetic, Plastic and Reconstructive Surgery
- Transplantation

### Bone Marrow (Hematopoietic Stem Cell) Transplantation in Turkey

Bone Marrow Transplantation (BMT, Hematopoietic stem cell transplantation) is the transplantation blood stem cells derived from the bone marrow or blood. Stem cell transplantation is a medical procedure in the fields of hematology and oncology, most often performed for people with diseases of the blood, bone marrow, or certain types of cancer.

Cancer (Leukemia, Lymphoma, Thalassemia and other BMT indication) is successfully treated by the BMT in Turkey.

### Cardiology and Cardiovascular Diseases

Cardiac diseases kill more people every year—in high, middle and low income countries alike—than any other cause of death. With its complicated and expensive treatment, heart is the leading health concern of the modern world. Yet, one of the strongest areas of Turkish healthcare is cardiology and cardiovascular surgery.

Diagnostic technology such as electrocardiography, echocardiography, computerized tomography (CT), and magnetic resonance imaging (MRI) are widely available at Turkish institutions. 2x128 CTs enable cardiac scans in less than a second, with extremely low levels of radiation. Non-invasive and interventional cardiology services, highly-successful cardiac surgeries, intensive care and cardiac rehabilitation complement each other, offering integrated and seamless care for heart patients.

Numbers translate into experience and expertise: Annually, more than 30,000 cardiac surgeries and 100,000 interventions are performed in Turkey. Outcomes, such as risk-adjusted mortality, are continuously monitored and consistently perform well in comparison with international benchmarks. Complex coronary by-pass surgeries can be performed with the help of Impella micro-pump device on beating hearts in Turkey since 2008. First Turkish cardiac pump called "Heart Turcica" and biodegradable drug eluting stents were also developed and tested in high-tech Turkish research centers.



## Dental Services

Preservation, restoration and replacement of teeth are critical to improve the quality of life and maximize self-esteem. Highly trained and dedicated staff of Turkish hospitals provide complete set of dental services. The whole range of dental services includes bonding, dentures, extractions, implants and porcelain veneers. Complete dental implant services: From planning, to surgery, to final restoration, as well as cosmetic and general dentistry are provided. State-of-the-art techniques are assured by up to date dentists.

## Genetics

Turkish hospitals can offer a wide range of genetic tests in top notch facilities. Besides clinical sample testing, there is also advanced research activities, such as gene therapy in malignant tumors and gene therapy in prevention of adverse effects experienced in organ transplantation, in these facilities.

## Neurosurgery

Expertise and experience of Turkish hospitals have rendered them Centers of Excellence in adult and pediatric neurosurgery. Disc diseases and degenerative spinal disorders, vascular diseases of brain and the spinal cord, neuro-oncology, neuro-endoscopy and hydrocephalus treatment, functional

neurosurgery, peripheral nerve surgery are performed with a multi-disciplinary approach. All 3 types of epilepsy surgery (resections, disconnections and vagal nerve stimulations) are available at Turkish facilities. Some of the private leading hospitals have become regional referral centers for Gamma Knife and CyberKnife. The first 3-Tesla Intraoperative MRI in the world is in Istanbul and assists physicians during surgery, increasing precision of tumor removal.

## Obstetrics, Gynecology and Assisted Reproductive Medicine

Highly skilled physicians and nurses in Turkey offer expert care for high-risk pregnancies and premature births and pre-natal tests such as amniocentesis, chorionic villus sampling, fetal blood sampling, maternal serum screening, fetal echocardiography, intra-uterine blood transfusion and doppler flow studies are performed successfully. Gynecological diseases and cancers are treated using a range of medical and surgical techniques, including robotic surgery.

It is estimated that 1 in 7 couples worldwide have problems conceiving. Infertility has profound psychological and social impact and today there are promising treatments to help the families fulfill their dream of having a child. Turkish facilities offer integrated, evidence-based approach to diagnosis and treatment of infertility and compassionate teams

assist the families through every step of this experience. An extensive testing and evaluation process is performed to accurately identify reproductive problems and to appropriately devise solutions. One of these solutions is in-vitro fertilization (IVF) and committed to innovation, Turkish reproductive specialists work with cutting edge IVF technology, achieving greater success than ever before. Assisted reproduction is performed in tandem with pre-implantation genetic diagnosis: for diagnosis of a genetic disease in early embryos prior to implantation and pregnancy. The primary goal is to prevent the transmission of genetic conditions, that cause severe disease in children of parents that are either afflicted with the disease or are carriers.

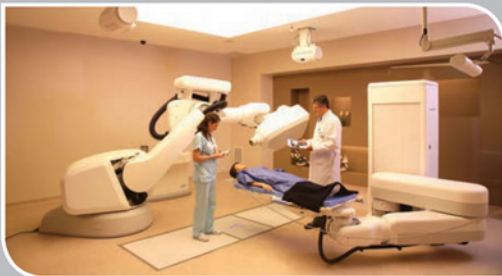
## Oncology (Medical & Surgical)

Oncology departments of Turkish hospitals provide patients with interdisciplinary clinical care. Equipped with infrastructure for early diagnosis and treatment in cancer, Turkish healthcare units offer scientific, modern and humanitarian solutions in fighting one of the greatest threats to mankind. Under the framework of a multidisciplinary approach, treatment for all solid tumors (chemotherapy, biotherapy, and immunotherapy) is available (orally, systemically and regionally) by specialist physicians and specially-trained nurses.

Cyberknife / Gamma knife treatment is used when appropriate by Turkish physicians. In cases where radiation oncology is key "Three-dimensional Conformal Radiotherapy", "Intensity Modulated Radiation Therapy" (IMRT), "Brachytherapy", "Ultrasound-guided Transperineal Prostate Implant" are endorsed. Every year the leading and accredited private hospitals perform thousands of chemotherapies and radiation oncology sessions as well as major complex oncological surgeries.

## Ophthalmology

The anatomy and function of the eye, ophthalmology, requires utmost expertise. Ophthalmology departments of Turkish healthcare institutions perform a broad range of eye operations with precision. Medical and surgical treatment of glaucoma, cornea and retina are performed frequently across Turkey's JCI accredited hospitals. Lasik surgeries have been an attraction point for a long time for international patients in the region due to its very low rate of complications and affordable pricing. In cases where laser may not be appropriate, other surgical techniques such as "laski-ol" (FAKOL) and "Intacs" are performed.



## Orthopedics & Traumatology

Another strength of Turkish healthcare is the treatment of a wide range of orthopedic diseases and musculoskeletal impairments. Turkish hospitals have specialized branches in orthopedics traumatology with physicians that are equipped with numerous sub-specializations in multiple fields including musculoskeletal oncology and transplantation. All procedures are successfully complemented with after surgery rehabilitation.

Turkish physicians and therapists in orthopedic units are internationally recognized for their expertise especially in the management of athletic injuries. The strength comes from the sub-specialization of the physicians in the fields of orthopedics and traumatology such as pediatric, spinal, shoulder, knee, hip, foot, and microsurgery and hand injuries. Free Vascularized Fibula Grafting for Extensive Knee Osteonecrosis can be performed in Turkey. It is a new treatment of the Knee Osteonecrosis.

## Aesthetic, Plastic and Reconstructive Surgery

Cosmetic and plastic surgery treatments require educated decision making. Turkish teams of surgeons are ready to assist the patients through their decision regarding surgery and on various alternatives that are available and appropriate. The teams are committed to ensuring patient satisfaction with outcomes; resulting in improvements in self-esteem, social confidence and quality of life. Equipped with the latest medical technology and dedicated to clinical excellence, patient comfort and safety, Turkish surgeons are among the most qualified and the first to adopt the most advanced evidence-based and safe techniques in the world.



Most frequently performed aesthetic and plastic surgeries include: breast augmentation, breast lift (mastopexy), breast reduction, nose surgery (rhinoplasty), eyelid surgery (blepharoplasty), endoscopic eyebrow lifting, breast reduction in men (gynecomastia), ear correction (otoplasty), face lift, body contouring, abdominoplasty, liposuction, spider vein treatment (scleroplasty), skin resurfacing, fat injections, arm lift, botox injections and laser applications.

Reconstructive surgeries in oncology and severe burn cases, repair of soft tissue, tendon and nerve damages following traumatic injuries, cleft lip and palate surgeries, surgical removal of benign and malignant skin lesions, flaps and grafts, scar revisions, surgical repair of birth defects and deformities and reconstruction of external genitalia are also frequently and successfully performed in Turkey.

## Transplantation

The first organ transplantation in Turkey was performed in 1969. Since then, live donor liver and kidney transplantations have been frequently and successfully performed and the level of care in Turkey today enables effective and efficient treatment of end-stage diseases. Bone marrow, stem cell, liver, kidney and pancreas transplantation are the leading expertise of Turkish surgeons and centers. The 9th Meeting of the Turkish Transplantation Society took place mid-2007, bringing together distinguished faculty from around the world for stimulating intellectual exchanges on the current state of research, new techniques and insights, as well as the future directions in treatment. Fully committed to ethical and moral standards, Turkish transplant community upholds the principles of the April 2008 "Declaration of Istanbul on Organ Trafficking and Transplant Tourism" of the Transplantation Society and the International Society of Nephrology.

# B. Price Comparison

Turkish healthcare services not only provide high quality treatment but also affordable price.

	Heart Bypass (CABG)	Heart Valve Replacement	Kidney Transplantation	Knee Replacement	Spinal Fusion	Liposuction	Stem Marrow Transplantation	Coronary Artery	Cancer Radio	Hypertension (Drug)
USA	100,750 \$	80,000 \$	40,000 \$	40,000 \$	80,000 \$	6,000 \$	80,000 \$	40,000 \$	40,000 \$	30,000 \$
TURKEY	15,000-20,000 \$	10,000 \$	10,700 \$	15,000 \$	7,100 \$	2,000 \$	40,000-70,000 \$	6,000 \$	10,000 \$	7,000 \$
GERMANY	17,000 \$	N/A	11,844 \$	11,791 \$	10,000-10,000 \$	4,000 \$	300,000 \$	10,000-10,000 \$		6,000-7,000 \$
TAIWAN	10,000 \$	27,000 \$	7,000 \$	8,000 \$	8,000 \$	4,000 \$	60,000-60,000 \$			2,700 \$
SINGAPORE	30,000-40,000 \$	10,000 \$	10,700 \$	8,000 \$	8,000 \$	3,000 \$				10,000-10,000 \$
BRASIL	30,000 \$	20,000 \$	11,500 \$	10,000 \$	10,000 \$	N/A	300,000 \$			
INDONESIA	22,770 \$	40,000 \$	10,000 \$	20,000 \$	10,000 \$	4,000 \$	200,000 \$	20,000-20,000 \$	30,000 \$	10,000 \$
SWITZERLAND	40,000 \$	47,500 \$	10,000 \$	10,000 \$	30,000 \$	7,000 \$	300,000 \$			

Prices are presented in USD.




The premier healthcare groups, located in Turkey's top 5 cities (Istanbul, Adana, Ankara, Antalya and Izmir), offer "one-stop" service to foreign patients, starting from the day of request to the day of departure. Hoping to maximize the comfort of patients and their families during days of distress, all related details from arranging the initial consultations to travel scheduling and arranging accommodation are taken care of by the hospital or authorized tourism agency staff.

As Turkey is on its way to become a full member of the EU and the country's political, social and economic position in the global market piece grows stronger, Turkey's leading private healthcare providers are dedicated to boosting the health of patients worldwide while curbing the high costs related to their treatments.



## C. Info and Statistics

	 <b>ACIBADEM</b> MEDICAL GROUP www.acibadem.com.tr	 <b>ANADOLU</b> HASTANE GRUBU www.anadoluhastane.com.tr	 <b>bayındır</b> healthcare group www.bayindirgrup.com	 <b>Denetim</b> SAĞLIK HİZMETLERİ www.denetim.com.tr	 <b>ANKARA GÜVEN HASTANESİ</b> www.guven.com.tr	 <b>Kocaeli</b> www.kocaelihastanesi.com.tr	 <b>INTERNATIONAL MEDICAL CENTERS</b> www.internationalmedicalcenters.com	 <b>HEFT</b> www.heft.com.tr	 <b>MEMORIAL</b> www.memorial.com.tr	 <b>TUSIS TIV HOSPITAL</b> www.tusistivhospital.com.tr	 <b>LUMINEX &amp; RESEARCH HOSPITAL</b> www.luminexresearchhospital.com.tr
Foundation year	1991	2005	1982	1986	1989	1974	2006	1989	1989	2000	2005
General or Specialist	General	General	General	Dental Clinic,	General	General	General	General	General	General	General
Number of Facility	11 General Hospitals, 7 Medical Centers, Centralized Clinical Genetics, Pathology, Food and Hygiene Labo- ratories	1 Hospital, 2 Outpatient Clinics	3 General Hospitals, 1 Medical Center and 4 Dental Clinics	2 Dental Clinics	4 Hospitals, 1 Outpatient Clinics	1 Hospital	1 Hospital	1 Hospital, 1 Medical Center	1 Hospital, 1 Medical Center, 1 Representative Office	5 Hospitals, 3 Medical Centers	1 Hospital
Number Of Beds	1.400	209	321		500	279	120	320	170	750	100
Number of Intensive Care Unit Beds	300	59	57		92	62	36	27	25	155	83
Number of Operating Theaters	70	10	16		27	12	7	8	8	30	8
Top Medical Special- ties	Cardiac Care (Adult/Pediatric), Radiation Oncology (BRT, IGRT, Napsim), Neurosurgery (Adult/Pediatric), Gastroenterology, Nephrology, NF, Bone Marrow Transplantation, Robotic Surgery, Oncology and Sports Medicine Oncoly and Breast Cancers	Medical Oncology (EMO) accredited, Bone Marrow Transplantation, Radiation Oncology (Linear Accelerator, Cyberknife), Orthopedic Surgery, Cardiac Surgery, Cardiology (Cath Lab, Electrophysiology- Ablation), In vitro Fertilization, Orthopedics, Liver Replacement, OncoLogic Orthopedic Surgery, Dental Care, Neurobiology, Minimal Invasive Surgery, Obesity Surgery, Imaging (3 Tesla MRI, Flash CT, PET-CT)	Cardiovascular Surgery, Interventional Cardiology, Endocrinology, Radiotherapy, Pediatrics, Transplantation, Orthopedics, ENT, Ophthalmology, Obstetrics & Gynecology, Oncology and General Surgery	Cosmetic Dentistry, Oral Surgery, Implantology, Restorative Dentistry, Prosthodontics, Periodontics, Orthodontics, Pedodontics	Cardiovascular Surgery & Interventional Cardiology, Pediatric Cardiology, Cardiovascular Surgery, Minimally Invasive & Robotic Surgery, Metabolic and Bariatric Surgery, Uterus & Kidney & Pancreas & Heart and Bone Marrow Transplantation, NF, Obstetrics and Gynecology, Spinal Surgery & Orthopedics, Oncology, Plastic and Reconstructive Surgery	Cardiovascular Surgery & Interventional Cardiology, Micro-Neurosurgery, Obstetrics & Gynecology, Gastroenterologic Surgery, Neurologic Surgery, Uterus & Kidney & Pancreas & Heart and Bone Marrow Transplantation, NF, Obstetrics and Gynecology, Spinal Surgery & Orthopedics, Oncology, Plastic and Reconstructive Surgery	Cardiovascular Surgery & Interventional Cardiology, Micro-Neurosurgery, Obstetrics & Gynecology, Gastroenterologic Surgery, Neurologic Surgery, Uterus & Kidney & Pancreas & Heart and Bone Marrow Transplantation, NF, Obstetrics and Gynecology, Spinal Surgery & Orthopedics, Oncology, Plastic and Reconstructive Surgery	Organ Transplantation, Cardiovascular Surgery (Pediatric / Adult), Interventional Cardiology, Orthopedic Surgery, Hyperbaric Medicine, Fertility Treatment, In vitro Fertilization, Neonatal Intensive Care Unit, High Risk Pregnancy Unit, Pediatric Oncology, Geriatricological Oncology	Liver and Kidney Transplantation, Cardiovascular Surgery & Interventional Cardiology, Orthopedic Surgery, Otorhinolaryn- gology, Plastic Surgery, Dermatology, Sports Medicine	Liver & Kidney Transplantation, Cardiovascular Surgery & Interventional Cardiology, In vitro Fertilization, Orthopedics, Neurosurgery, Urology, ENT, Bone Marrow Transplantation, Sports Medicine	Ophthalmology, Cardiovascular Surgery, Plastic and Reconstructive Surgery, Neurobiology, General Surgery, Gynecology & Obstetrics, Orthopedics and Traumatology, Urology, Cardiology, Pulmonology (Thoracic) Diseases, Pediatrics, Gastroenterology, Dental Clinic, Neurology, Center for Burns and Burned Child Disorders, Center for Surgery of Pancreatic Disease, Center for Surgery of Liver - Gallbladder - Pancreas.
Year of Accreditation by JCI	2006 / 2008 / 2010		2006 / 2009		2009	2008	2007	2008	2006 / 2009	2002 / 2005 / 2008	2006
Other Certifications	ISO 9001-2000, ISO 17025, ISO 15189, EFQM Baby-Friendly Hospital	ESMO, ISO 14001, ONASD 1801, ISO 9001 Baby-Friendly Hospital	Baby-Friendly Hospital		TUV ISO Certification	ISO 9001: 2008	ISO 9001: 2008, EGAS	ISO 9001: 2008, U.E.M.S.	WHO / Linear Certified “Baby-friendly” Hospital	TSE ISO 9001	ISO 2000
International Affiliations	Harvard Medical International Affiliation (2003 – 2008)	Johns Hopkins Medicine		The Methodist Hospital Houston, Memorial Sloan Kettering, Karmanos, Cancer Center Institute NY, The New York Presbyterian				Harvard Medical International (2003-2008)	Member of European Global Healthcare, CDPA partner network		
Number of Employees	10.500	1.674	1.381	20	2.450	1.134	500	514	650	2.000	697
Number of Physicians	1.600	120	240	8	312	198	95	110	143 full-time physicians, 80 surgeons, 450 visiting surgeons	350	87
Number of Outpatients in 2008	1,960,000	883,000	16,680	2.380	368.770	252.018	76.140	161.916	13.000	300.000	131.610
Number of Inpatients in 2008	100.000	4.000	11.945		36.900	21.212	6.400	7.364	13.000	17.000	11.724
Number of Operations in 2008	65,000	5,000	7.296	10.126	177.750	15.324	3.700	3.395	6.200	7.700	6.233
Web address	<a href="http://www.acibadem.com.tr">www.acibadem.com.tr</a> <a href="http://www.acibadem.com.tr">www.acibadem.com.tr</a>	<a href="http://www.anadoluhastane.com.tr">www.anadoluhastane.com.tr</a> <a href="http://www.anadoluhastane.com.tr">www.anadoluhastane.com.tr</a>	<a href="http://www.bayindirgrup.com">www.bayindirgrup.com</a> <a href="http://www.bayindirgrup.com">www.bayindirgrup.com</a>	<a href="http://www.denetim.com.tr">www.denetim.com.tr</a>	<a href="http://www.guven.com.tr">www.guven.com.tr</a> <a href="http://www.guven.com.tr">www.guven.com.tr</a>	<a href="http://www.kocaeli.com.tr">www.kocaeli.com.tr</a>	<a href="http://www.internationalmedicalcenters.com">www.internationalmedicalcenters.com</a>	<a href="http://www.heft.com.tr">www.heft.com.tr</a> <a href="http://www.heft.com.tr">www.heft.com.tr</a>	<a href="http://www.memorial.com.tr">www.memorial.com.tr</a> <a href="http://www.memorial.com.tr">www.memorial.com.tr</a>	<a href="http://www.tusistivhospital.com.tr">www.tusistivhospital.com.tr</a> <a href="http://www.tusistivhospital.com.tr">www.tusistivhospital.com.tr</a>	<a href="http://www.luminexresearchhospital.com">www.luminexresearchhospital.com</a> <a href="http://www.luminexresearchhospital.com">www.luminexresearchhospital.com</a>

# D. Patient Testimonials

## ACIBADEM HEALTHCARE GROUP

### From Sudan - Cardiovascular Surgery



During my stay in Acibadem I was overwhelmed by the physicians and the medical and hospital staff. Physicians used to visit me daily for about two weeks hospitalization, sometimes two/three times a day including weekend vacation. They also respond immediately to my phone calls. Also the medical program was fully explained to us during our stay and every question raised was answered. Acibadem is excellent in analyzing patient's problems, alleviating their fears and reassuring them. The nursing staffs perfectly know their job and were very kind and humane. This close relationship made it very difficult moments thereafter at the time of our departure. The hospital was beyond our expectations as far as the staff, instrumentation, and buildings and setup. No doubt it ranks second to no hospital I have visited abroad. Nobody on earth wishes to be sick. However, if I decided to go abroad again as a patient or co-patient Turkey and Acibadem will be my target. Dr. Ömer Mohamed Eltom Eshami / Sudan (Ministry of higher education and scientific research)

### From USA - Pediatric Cardiovascular Surgery



Three-year old James Larsen, whose heart problem and down syndrome could not identified by the examinations done in the mother's womb, was born with two important anomalies in his heart. Due to one of the rarest anomalies in the heart found in Larsen, open heart surgery lasted 6 hours and performed by Acibadem Bakırköy Hospital Cardiovascular Surgery Department. During surgery, Larsen's heart was stopped for 1,5 hours where 8 malfunctions were repaired in six hours.

Cardiovascular Surgery Team, who performed the surgery states that almost 50% of children with down syndrome are found to have natal heart anomalies; as for James Larsen, there were two big anomalies found together. Therefore, the problem became more complex and risk of surgery increased as emphasized by Prof. Saroğlu James had anomalies called Falot Tetralogy (disease where four heart anomalies are found together) and Complet A-V (Full channel Anomaly) before he was cured in Acibadem Hospital.

### From Romania: Orthopedics and Sports Medicine

I have had pain for the last 12 years of my life. In Acibadem Healthcare Group, with a 20 minute-microsurgery all the pain is history now. No one in my country could find out what the cause of my pain was for years. After a detailed consultation, the Orthopedics and Sports Medicine doctor has discovered a tiny mass. After the removal, the pain was gone. Many thanks and all my compliments. I just want to thank you very much for your support. Andreea Raducan / Romania (Gymnast, Olympics champion and world champion)



## ANADOLU MEDICAL CENTER

### From USA- Bypass, Mitral Valve Repairs and Radiofrequency Ablation



John Freeman, a native of the State of Nevada in the U.S., experienced a minor heart attack. After an evaluation by the local physician, John was informed that he had a cardiac valve problem and that surgery was necessary. John did not have health insurance in the U.S. and he did not want to take all of his retirement savings to spend on his operation, which was going to cost everything that he had. So, John started looking for alternatives abroad. John learned about Anadolu Medical Center through an article he read about medical tourism, searched hospital's website and was satisfied with what he learnt. Once at Anadolu Medical Center, John underwent an angiography, which revealed a blockage in one of his vessels in addition to the cardiac valve problem. John was scheduled for surgery a few days after his evaluation. The day before his surgery Anadolu Medical Center organized a tour of Istanbul since this was John's first time in Turkey. The following day, his doctor Prof. Dr. Serac Cicek and his team conducted John's surgery which took four hours. Prof. Dr. Serac Cicek said: "Surgery went very well. His mitral valve is functioning properly now. He has no mitral insufficiency or stenosis. His once arrhythmic heart now beats regularly".

John shared his thoughts about the difference between American and Turkish hospitals: "Based on my experience, I can confidently say that there is no difference between this hospital and those in America in terms of service quality and technical infrastructure. I found the teamwork and integrated approach among Turkish physicians to be very impressive. I witnessed their professionally organized working system. Consistent and effective communication among the medical staff and their successful backgrounds really comforted me. The long distance between two countries meant that I travelled alone for this operation. However the staff's sincere and close attention ensured that I never felt alone".

John Freeman / USA

### From Bulgaria - Laryngeal Cancer



Professor Boris Grozdanov, an academic at Sofia University and a prominent minister of the parliament, suddenly started experiencing difficulty in hearing, hoarseness, a nasal congestion and ultimately, double vision. Upon his examinations, Boris was diagnosed with laryngeal cancer and was recommended urgent surgery. "I contacted Johns Hopkins Medicine in the United States. They told me that I didn't have to travel all the way to America as treatment could be provided just as effectively at Anadolu Medical Center in Turkey." Over the course of a year of treatment in Anadolu Medical Center, Boris received three cures of chemotherapy and 35 cures of radiotherapy. Travelling to Istanbul for final check-ups, Boris was overjoyed to see he was clear of cancer cells. He said, "The physicians at Anadolu Medical Center aren't only professional, they are excellent people. They gave me the trust I needed since the day one. The treatment went full speed and I recovered in a very short time. My family and I are indebted to everyone there from the specialists to nurses as well as our translator. We always felt we were in the right hands. They create wonders here".

Boris Grozdanov / Bulgaria

#### **From Canada - CyberKnife**



Laurie Dunford, a resident of Canada, had been struggling against cancer since 2001. At the end she decided to come to Anadolu Medical Center. "I was diagnosed with breast cancer. It was a very aggressive and fast developing sort and my doctors told me that it was too big to be surgically removed. I undertook chemotherapy for one year. Two years ago I noticed a stain on my forehead, yet the screening didn't give a clue. At June 2009, I started suffering severe headaches. I was recommended a challenging surgery which would be followed by a tough time of recovery. I started searching for alternatives online. That was when I learnt about CyberKnife and I reached Anadolu Medical Center. I extended my medical reports and was told that I was a suitable patient for CyberKnife. It is hard for me to express how I feel right now. I was very anxious for being alone at a foreign country. But, Anadolu Medical Center International Services team welcomed me right at the airport and they never left me alone all though my treatment. My treatment was planned and realized in a very short time. I am very happy and peaceful."

*Laurie Dunford / Canada*

#### **BAYINDIR HEALTHCARE GROUP**

##### **From Uzbekistan - Anaesthesiology and Reanimation**

I have been working for 15 years as a CVC intensive care doctor at V. Vahidov Operation Center of Uzbekistan Republic Ministry of Health. I came to Bayindir Hospital on 16 December 2008 as intern. During my intern period in Bayindir Hospital, I have gained very important knowledge. I would like to express my gratitude to everyone who provided me this knowledge. I have observed 50 open heart surgeries. I have learned to give Ovarin-Gansa. I have endured the post operation period of the serious diseases like Sone diabetes and renal failure without any complications. When I was working at the intensive care unit, it was surprising to find that the personnel working there were all high educated and professional people. Especially the nurses in the intensive care unit were able to take care of the patients who were having very heavy complications and were in the worst situations all by their selves. The smallest scar in the patients body was not overlooked. I am amazed with the working regulations of Bayindir Hospital. I can tell much more positive things about Bayindir Hospital. All the things that I have experienced were all beautiful. The patience and the smiling faces of the workers and their education levels all amazed me. The quality, cleanliness and tidiness of the hospital were exemplary. I would like to thank everyone who patiently replied my questions during my intern period.

*Dr. Deno Julamanova / Uzbekistan*

##### **From Syria - Bone Marrow Transplantation**

This is Derar Mazloum. I am from the Syrian Arab Republic and 13 year-old. I got sick end of February, 2010. I have received chemotherapy treatment in Teshrin Hospital, Syria and I have learned that I needed to have a bone marrow transplantation. However, there had no any such treatment in our country. So, I had been sent to Turkey to have this treatment with a support by the Military Teshrin Hospital Dr. Hala Hadish and Dr. Mohammed Bar Ali and the President of the Syrian Medical Aid Organisation Dr. Khaled Ataya. My relatives, comrades and aid agencies gave their supports both financially and morally and I have came here this way. I arrived to Bayindir Hospital on July 12th, 2010. However, while was coming to hospital, I was worried and scared. I was worried about my illness and treatment of it. There had anxiety of thinking the medications I am going to receive, the pain I am going to experience and the language issue. Within a short period of time after my stay in hospital, I was amazed. The hospital was very nice and clean, everyone in the hospital was debonaire and supportive. I was very glad of this. So, I felt myself as in my house, not in a hospital. I felt myself as the most spoiled kid at the 8 floor where the unit was located. Even I have taught Arabic

to the nurses and medical providers over the time and they have taught me Turkish. Prof. Dr. Süleyman Dincer, Specialist Dr. Cafer Aksoy, Dr. Ahmet Oymak ve Dr. Buket Çiçek are not like a person but like an angel who had came down from the sky for me. They became like Dr. Hadish as I like my mother for me. Even they have assigned an Arabic-speaking nurse, Selma Salarni, for taking care of me all the time. She is a very well-intended woman. When she wakes me up, she calls me as 'my beautiful lovely Derar, my sweet Derar' and I love her very much. I would like to thank specially Coordinator Mr. Levent Uyaniker and beautiful lady Meral Oral from the International Patient Department at Bayindir Hospitals. They have been asking to me and my family eachtime from the date I have came here whether I need anything and they have tried their best to solve any of my problems without any hesitation. And now with the permission of Allah, I am returning to my home. I have already missed Bayindir Hospitals. However, I know that after 6 months I will come here for my follow-up examinations with a health. In this way, I would like to thank especially Dr. Hadish and to everyone who had taken care of me on behalf of my family. The most beautiful thing during my stay as an inpatient in this hospital was seeing the two of the Bairsams here. The hospital staff did not forget me and they have celebrated me with some gifts. They had already knew that I loved drawing pictures. I have drew pictures to them, even their pictures. One day I never forget, my angel was going to be done and I especially was thinking that I would be experienced too much pain. However, when I woke up, I saw lots of balloons of Bayindir in my bed and I was feeling great. I was so happy.

Thank you for you all.

*Derar Mazloum / Syria*

#### **DENTAN COMPREHENSIVE DENTAL CLINIC**

##### **From Albania - Restorative Dentistry**

After the first knock at your door, I am a voluntary guest slave of this house, for the rest of my teeth-life. Thank you.

*Fatos Nano / Prime Minister of Albania*

##### **From UK - Cosmetic Dentistry**

Not only do you pursue excellence, but you are that rare bird that achieves it. Thank you for the art. *Norman Sholly / UK*

##### **From USA - Cosmetic Dentistry**

Good morning Tankut, everything went well and thanks for asking. I love the work you and your staff performed. Please give my thanks to your staff one more time and keep up the awesome professionalism. You will continue to make people Smile. Thanks again.

*Joshua Montgomery / USA*

#### **GROUP FLORENCE NIGHTINGALE**

##### **From Afghanistan - Spinal Surgery**

Dear Sirs, It gives me pleasure to express my deep appreciation for your kind help in my treatment earlier this month. Your professional expertise in conducting my complicated spinal surgery in a successful manner is highly praiseworthy. Only three weeks have passed since the operation and my pains are already remarkably reduced, thanks to the Almighty Allah and your dedicated work as a highly qualified and capable surgeon. I hope that with the course of time my condition would further improve and I would regain my lost strength. Through you, I would like to thank your entire team as well as the hospital's staff and administration for their help and assistance during my stay at Florence Nightingale. May Allah (SWT) reward you for your kind services and bless you with further

success in this life and in the Hereafter.  
Best regards,  
Prof. Sibghatullah Al-Mojaddedi / Afghanistan (President of the Senate, Afghan Parliament)

#### From Sudan - Medical Treatment



We found the hospital from their web site and got an appointment with a woman as working patient service specialist for the international patients. During 10 days that we have been at hospital, they took a close interest in us and our sense of confidence has increased. Staffs from different departments made us feel this way. We were treated gently, warmly, politely and by the best treatment method and this relieved our mind. In short, everyone was nice to us. I have several comments about some issues at the below:

Design of The Hospital: Lighting and ventilation systems in rooms are very good and every time, there are oxygen equipments in case of emergency. Place and design of laboratory provide convenience for the patients. The position of the diagnostic and treatment units was perfect and it makes simple to get on between examination and diagnosis regions. Division of operating rooms and intensive care units are also good. Rooms are very comfortable and are equipped perfectly. Services: Woman in charge of International patients took a close interest in us and informed us about the condition of hospital and processes. Her interest and successful coordination have made the treatment steps easily. She always took attention to and assisted with our needs as a translator.

Doctors: Doctors have experiences academically. They were interested in us closely and they were nice to us. They were sensitive to our case and respectful to emotions. Nurses: Nurses are skillful, punctual in every field and they are very kind to the patients. They make a hit with patients and they are also patient and merry. Chefs: They are punctual at cooking suitable meals for patient's statements. Chars: Chars clean rooms 3-4 times a day. They change the couchette covers in everyday and handle everyone with kid gloves. They have treated us friendly. Everybody is kind and works efficiently and has a sense of responsibility. This made us relax.  
Tahira Abdulkareem Abdulrahman / Sudan

#### From Nigeria - Liposuction



Me and my brother came to Istanbul, without knowing what to expect. We didn't know the native language and neither did we know anybody. At the airport we were received warmly by Miss Ilknur of the International Department of the Florence Nightingale Hospital. She was an immense helper for us. She was always when we needed her. She guided us and settled us to a hotel and made sure that we were comfortable. The hospital is beautiful and of standard.

The staff are very hospitable, the hospital rooms are clean and well equipped and the food is healthy and delicious. Our stay has been very enjoyable. Thanks to the cheery and nice Miss Ilknur. We look forward to know more and explore this beautiful country. Thank you,  
Aysha Muagbu Yyeria / Nijerya

#### GÜVEN HOSPITAL

##### From Greece Neurosurgery

In April 24th, 2010, our Foreign Patient Department was informed for a 53-year old resident of Greece, who was defined to have severe lumbalgia and foot drop. The history of the patient was evaluated by Neurosurgery Council and the patient was decided to be admitted to Ankara Güven Hospital. The Foreign Patient Department Representative organized the transport via airplane, arranged the accommodation and the patient was admitted to the hospital in April 29th, 2010. The day he arrived, lumbar MRI and

the rest of the tests were performed. Because his MRI revealed extruded disc hernia in L4/5; he underwent left L4 partial hemilaminectomy and microdiscectomy operation in April 30th, 2010. In his post-operative 1st day, he was very successfully managed for his pain and in May 2nd, 2010, he was discharged from the hospital with recovery. All through his stay he and his relatives were trained not only for his operation related issues but safe medication and physical exercises, also. Below is his statement of content by his words: "I am writing to express my sincere appreciation for the outstanding care that your hospital recently provided to me. Your staff's attention to details and consistent attempts to make my stay as comfortable as could be made what could have been a very stressful event more manageable. All the physicians and the rest of the team provided outstanding care and answered all questions and concerns both prior to and following my operation. I would especially like to note the assistance provided by Foreign Patient Department staff. Their caring attitude and positive approach were a great comfort to me and my family throughout the whole process."

#### HISAR INTERCONTINENTAL HOSPITAL

##### From Azerbaijan: Cardiovascular Surgery

The patient named Azurman Musayev from Azerbaijan had circulatory system disease due to diabetes and cigarette smoking. He previously applied to some medical centers in Germany and according to their evaluation the only life-saving treatment was amputation of both legs at knee level. The patient, who admitted to Hisar Intercontinental Hospital, was examined by cardiovascular surgeons and aortobifemoral, femoropopliteal by-pass graft operations were performed. Following this, hyperbaric oxygen therapy was started in our unit inside the hospital. With this treatment modality loss of the legs was prevented - only the tips of his toes had to be amputated. The patient stated his satisfaction with gratitude towards hospital staff.  
Azurman Musayev / Azerbaijan

##### From Kazakhstan: Vitrectomy Surgery

Aydin Seisenbay living in Kazakhstan, applied doctors in his country several times with the complaint of loss of sight. He underwent cataract surgery two times, but the results were not successful, consequently he decided to go to Turkey with the advice of a doctor. The patient preferred Hisar Intercontinental Hospital. Surgeon Faruk Eroglu diagnosed retinal tear and retinal detachment, and then vitrectomy surgery was performed on the right eye. As a result of accuracy in sight, expressing the pleasure Aydin Seisenbay said "I will tell the success of the Turkish doctors and the peace of Hisar Hospital in Kazakhstan as far as possible."

Aydin Seisenbay / Kazakhstan

##### From Belgium: Little Axel's struggle for life



Little Axel's life story, begins with coming of his mother to Turkey on holiday with her sister. Because of abrupt birth pain and bleeding she faced in Bodrum, they were transferred to Hisar Intercontinental Hospital in Istanbul via air ambulance. Premature birth in the 30th week of pregnancy was successfully performed by Cesarean section. Finally Little Axel (1530g) won the battle of life and returned home healthy...

#### KENT HEALTH GROUP

##### From USA - Meningioma

John and Mary, a retired couple from Orange County, California, were very excited about their summer plans that year. They had booked a cruise months in advance and were ready to experience many cultures and relax while visiting idyllic islands and ports around the Mediterranean. Once at abroad,

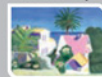


everything was going as expected: relaxation, fun and beautiful scenery. It all changed one night when Mary woke up surprised and frightened to hear John breathing roughly; he was having an epileptic seizure, something that had never happened before. Fortunately, the ship was approaching its next port of call, Kusadasi in Turkey. Once John was off the ship, he was whisked off by an advanced resuscitation ambulance team to Kent Hospital in Izmir, one hour away. He was evaluated by the emergency medicine specialist on duty, scanned and treated to prevent further seizures. A diagnosis of meningioma (a benign brain tumor) was made.

The following day, he and his wife made a final decision to stay here for definitive care. One of our in-house neurosurgery physicians, a professor with US training and over 20 years experience, then took the patient to the operating room in order to remove the tumor. With the help of our highly-trained OR staff, he performed a craniotomy and successfully removed the tumor completely. After monitoring in the ICU for an additional day, John recovered nicely without complications in one of our patient rooms. John and Mary were pleased not only with the excellent and up-to-date care they received, but also with the low cost of their stay. After returning to their home, John continued to enjoy retired life.

John / California

#### From USA - Ophthalmology Patient



"Dear Doctors, thank you for everything you did last November to help me see again. (Following the treatment I received at Kent Hospital) I've returned home and the doctors here also have confirmed what I had was "bilateral optic neuritis" which took about 6 weeks to return to normal. My vision is perfect now! I am sending you some of my 2009 artwork as a Thank You to you and to so you could see how well I can really see and paint. I hope you enjoy my work." Kindest Regards,

Katherine Bernstein / USA

#### MEMORIAL HEALTH GROUP

#### From USA - Orthopedics and Traumatology

"The best medicine this sector has... A sincere thank you to Dear Memorial Team, Thank you so much for all you did for Virginia and I during our week at Memorial. You were the Helix we needed while we were language-challenged and in a wonderful country. The orthopedic doctor we saw here said that everything was done perfectly in her operation over there. We still talk with almost everyone about our wonderful friends at Memorial, especially our Angels!" Virginia Lee Bakken / USA

#### From France - Diverticulosis, General Surgery (medical treatment)

"Dear all, We would like to thank you for the high standard of your hospital, as well as all the staff members who took care, everyone proved to be very professional and very positively impressed by the excellent quality of all the treatments. In a nutshell, everybody made this hospitalization an everlasting memory, we would be happy to meet any of you again, in Turkey or in France."

Guy Pile / France

#### TOBB ETU HOSPITAL

#### From USA - Arthroscopic Surgery



"I came to TOBB ETU Hospital for Arthroscopic operation. It took about one hour for them to operate me. The doctors and the staff at TOBB ETU Hospital were very professional, supportive and helpful.

The hospital is an excellent facility and quite modern. Thank you for kindness."

Divie Emerson / USA (Teacher)

#### From Canada - Gastroenterology

"Dear TOBB Administration,

I am writing to thank you for continuing to offer a service in the hospital that was originated under MESA, as the International Patient Services Department. I am a Canadian working at Bilkent Laboratory and International School, and have used the services many times when I have had to come to the hospital. Because of International Patient Services I have had a definite comfort level in understanding procedures with whatever I needed to have done. I didn't realize these services were unique to Ankara. I have referred a number of staff at Bilkent to TOBB ETU, directly because of the International Patient Services. They are reliable, friendly, and knowledgeable. I have come to value these services and wanted to thank such positions as part of the new hospital organization."

Melissa Costigan / Canada

#### YEDITEPE UNIVERSITY HOSPITAL

#### From Uzbekistan - IVF

"In our search for clinics, we have considered various options, including very famous clinic in London, a clinic in Switzerland and several clinics in Russia. Yeditepe was the most efficient in processing and responding to our queries. Our level of satisfaction is very high. The level of technological advancement and medical professionalism which we have observed has exceeded our expectations. All doctors we had dealt have been very knowledgeable, professional and courteous. We feel comfortable to deal with any of the doctors of the department. There seems to be good internal communication system, making sure that available doctors taking in the patients are fully aware of all of the latest developments. The service was technologically adequate, professional, very courteous and friendly."

Lily and Murod Sattarova / Uzbekistan

#### From Russia (UK Citizen) - Cardiovascular Surgery

"I heard Yeditepe University Hospital from my friend and via internet. I watched the website and decided to be treated at Yeditepe University Hospital and I got in touch with the hospital via e-mail. Service and treatment in a different class to the UK and Russia. They have very high standards and service. I have also recommended the hospital to a number of friends and family. I am very satisfied with the medical care I received."

Chris Bookless / Russia

#### From Canada - Plastic Surgery

"I wanted anti-ageing type cosmetic surgery procedures. I did research online and through friends on the best hospitals and doctors in Istanbul. I discovered Yeditepe through your English magazine. I consulted with 4 of the best recommended doctors before choosing Yeditepe. I chose Yeditepe because your international reputation and standards are very high. Compared to all other places consulted, Yeditepe possesses all the qualities I hoped for in a plastic surgery clinic and more. And from the first consultation, my confidence increased with every meeting in terms of his more quality time was spent in analyzing my issues, considering the various options and determining the best procedures and the most intelligent, the most progressive and least invasive solutions were found. Our doctor is an artist at heart, principles of beauty such as harmony, naturalness and holism are foremost in his mind."

Leo Romanova / Canada



# E. Supporters of Medical Travel to Turkey

The public, private and non-governmental institutions below are a part of the Health Tourism Business Council and support medical travel through transparent and integrated travel and cultural experience that reinforce the high quality care offered at Turkish hospitals.

## Ministry of Health - Health Tourism Unit

Health Tourism Unit, which was established under General Directorate of Fundamental Health Services' decision based on number 18529 on 31 March 2010, operates within Ministry of Health.

Health Tourism Unit consists of four different departments shown at below.

- 1) Medical Tourism
- 2) Thermal Tourism and Spa-Wellness
- 3) Elderly and Handicapped Tourism
- 4) International Coordination

Health Tourism Unit operating within Ministry of Health, supports Health Tourism in Turkey and endeavours our country having taken its well-deserved place in the world health tourism.

The official website of the Ministry is

[www.saglik.gov.tr/EN](http://www.saglik.gov.tr/EN)

## Ministry of Culture and Tourism

The Ministry of Culture and Tourism (Turkish: Kültür ve Turizm Bakanlığı) is a public entity institution in the Republic of Turkey, in charge of culture and tourism affairs.

It publicizes the country's resources of tourist attractions and encourages the development of touristic facilities. The Ministry also licenses and supervises establishments of tourist facilities such

as hotels and travel agencies, also establishes the standards for them.

Turkey has several unique opportunities for health and thermal tourism. "The Tourism Strategy of Turkey - 2023" has been prepared by the Ministry and entered into force following its approval by the Council of Ministers. It aims guiding the tourism and travel industry at production management and implementation phases. It does so by setting forth a roadmap for the sector. The strategy targets smarter use of the potential and foresees to give health tourism top priority as the incentive areas.

The Ministry's goal is to make Turkey as the top destination in Europe in terms of health tourism. To this end, the Ministry supports the Health Tourism Business Council for its endeavors on health tourism.

## Turkish Accredited Hospitals Association

Turkish Accredited Hospitals Association was formed in November of 2007 by medical groups that had been accredited by JCI in Turkey. The association's most important target is, to let the world know the high quality medical services Turkey provides and supporting promotions here and abroad for Turkey to become a center for medical tourism worldwide.

TAHA, is also a founding member of DEİK-Health Tourism Business Council, will continue to develop Turkey's medical tourism as one of the leading none governmental Organization's (NGO).



## Turkish Airlines (THY)

Founded in 1933, Turkey's national flag carrier Turkish Airlines, one of the fastest growing airline companies of Europe, has put signature to the record by opening 24 new routes in 2006, and joined Star Alliance on April 1st, 2008.

Turkish Airlines, with a fleet of 155 aircraft, organize flights to total 171 points including 130 international and 41 domestic lines. Overall, the Star Alliance network offers 21,000 daily flights to 1,160 destinations in 181 countries. Turkish Airlines has been the 4th biggest network carrier in Europe in terms of total passengers in 2009 and 2010. In addition, Turkish Airlines won the SkyTrax World Aviation Award, known as the Oscar of Aviation Industry, for the World's Best Economy Class Onboard Catering at 2010 World Airline Awards. Turkish Airlines was also named the Best Airline in Southern Europe in 2010 for the second successive year after achieving the same outstanding award in April of 2009.

Turkish Airlines offers special discounts and incentives such as baggage allowances and rebooking advantages both for the patient and the companions.

## Association of Turkish Travel Agencies (TÜRSAB)

The Association of Turkish Travel Agencies is a professional organization having the status of legal person, established by Law in 1972 (The Law concerning Travel Agencies and the Association of Travel Agencies; Law No 1618, effective as of 28 September 1972). In accordance with the Law No. 1618 travel agencies can be established upon the issue of an operation licence by the Ministry of Culture and Tourism and are obliged to become a member of TÜRSAB in order to be able to conduct travel agency business, and offer services specified by the Law No 1618. There are more than 6000 travel agencies in Turkey by 2011 January.

The main aims of the Association are, the development of the travel agency profession in

harmony with the country's economy and tourism sector, and protection of professional ethics and solidarity. Turkish travel agencies gained valuable experiences through decades. Their dynamic enterprising nature, understanding of market have enabled them to establish successful business relations producing fruitful results. These efforts altogether have given impetus to the rate of growth and played a major role in the achievements of the Turkish tourism. Some, even set up business abroad, in several tourist generating countries under severe competitive market situation and accomplished success. Their achievements have also contributed to increase in demand to Turkey.

TÜRSAB is also member of leading international organizations such as World Tourism Organization (UNWTO), United Federation of Travel Agencies' Associations (UFTAA), European Travel Agencies' and Tour Operators' Association (ECTAA).

Two of the members of TÜRSAB are also individual members in the Health Tourism Business Council:

## Paragon Tourism

Following its inception in 1993, Paragon Tourism was especially noted for company specific event organization alongside personal domestic/foreign travel arrangements. Paragon also works towards systematization of wellness- tourism in various platforms including TÜRSAB and DEİK aiming to increase health related tourism services to neighboring countries.

## Golden Bay Tourism

Golden Bay Tour was established in 1997 in Istanbul, with a team of highly qualified specialists with many years of experience in the outbound and inbound tourism sector.

Golden Bay Tour is a full service agency and sells exciting travel agency goods and services, including airfare and travel packages. Golden Bay Tourism supports medical travel through its high-quality services and participation in the DEİK Health Tourism Business Council.



# Overview of Turkish Healthcare Environment

Though considerably low today with an increasing and prospering population of 72.5 million, the Turkish healthcare industry offers significant opportunities for US medical investors.

Despite challenging economic times globally, Turkish fiscal policy has been quite successful and inflation and interest rates have fallen significantly over the past years. Moreover, as part of Turkey's bid for full membership in the European Union, there were significant changes to the regulatory structure and policy makers have been implementing a range of quality, technical and medical standards in healthcare institutions. Within this framework, health spending per capita in Turkey has grown, in real terms, by 5.6% per year on average between 2000 and 2005, one of the fastest growth rates in OECD countries, and significantly higher than the OECD average of 4.3% per year. Despite this growth trend, Turkey spent 818 USD (PPP) in 2008, compared to the OECD average of 3,060 USD. This figure alone is sufficient to express the huge potential of the Turkish market.

The main change in the Turkish healthcare environment has been the growth of private sector in the last decades. As a result of this growth, the distribution of hospitals and beds today between public and private providers is as follows:

## Structure of Turkish Market (2009)

	Hospitals	Beds	Share
Public	833	121,240	60 %
Private	556	74,309	40 %

Beginning from 1990s, private investors have been highly active in the market and in the last years, Turkish healthcare providers have been attracting an increasing number of foreign investors. Today, there are close to 10 international investment funds and groups holding interest in Turkish hospitals and clinics.



Kardemir Healthcare Group



Anadoluhisari Medical Center



Boydor Healthcare Group



Deniz Comprehensiv Dental Clinic



Group Florence Nightingale



Gönen Hospital



Haseki International Hospital



International Hospital



Kardemir Health Group



Memorial Health Group



TMMB ETO Hospital



Yildirim University Hospital

As number of private providers increase, so does employment in private sector for healthcare professionals.

## Number of Doctors in Turkey (2000 - 2009)

	MoH	Medical Schools	Private	Total
2000	17,655	7,204	4,226	29,085
2001	18,839	7,377	4,036	30,252
2002	19,677	8,102	4,258	32,037
2003	21,111	8,484	4,555	34,150
2004	22,852	9,511	4,797	37,160
2005	22,893	9,801	5,542	38,236
2006	23,808	10,447	6,786	41,041
2007	37,157	10,891	15,930	63,978
2008	59,357	24,492	19,328	103,177
2009	63,622	25,015	22,574	111,211

Source: Turkish Ministry of Health

The pharmaceutical and insurance markets in Turkey are two critical components in terms of global competitiveness in healthcare:

## A. Pharmaceutical Environment

According to the Pharmaceutical Manufacturers Association of Turkey, the Turkish prescription medications market had reached 9.1 billion USD in value and 1.42 billion in volume in 2009, representing 16.8% and 3.9% growth respectively and making Turkey the fastest growing market in the Mediterranean.

Turkish pharmaceutical market is rather advanced in terms of manufacturing standards, technology and production capacity and capabilities. Pharmaceutical companies are not only continuously audited according to the stringent Ministry of Health criteria but also are accredited by international authorities. GMP (Good Manufacturing Standards) are standards set by World Health Organization covering the entire process of medication production and control and they were incorporated into legal rules and regulations in Turkey in 1984. Turkey is among the few countries in the world that are self-sufficient in terms of pharmaceutical supply and it ranks 16th among the world's 35 leading pharmaceutical producing countries. There are 43

manufacturing plants in the country-14 of which are owned by multi-national companies, representing over 300 billion USD worth of foreign direct investment. Some of these multi-national companies are giants such as Pfizer, Novartis, Eli Lilly, Merck and GlaxoSmith-Kline.

Turkey has a strong generics industry; about half of the market in terms of volume is generics drugs. Of the 7,413 medications available in the country in 2009, over 60% (and 78% of the volume consumed) were domestically produced. Widespread use of generics and local production capabilities both contribute to the lower costs of healthcare in Turkey.

## B. Commercial Insurance Environment

Turkish financial system in general and the insurance sector in particular have undergone major structural and regulatory changes in the past two decades, as part of the financial liberalization programs. The new Turkish insurance law, prepared in accordance with the European Union norms, was passed into effect in June 2007, resulting in a more competitive and efficient health insurance system, which works in synergy with the healthcare market.

The Turkish insurance market has witnessed impressive growth in recent years but its size is still relatively low compared to the US and the Europe, primarily due to low rate of penetration and density. These two factors offer significant potential for market growth. According to the data published by the Association of Turkish Insurance and Re-insurance Companies, premiums generated by the insurance market in Turkey were 9.4 billion USD in 2010, representing a 14% increase over the previous year. As of October 2010, there were 58 insurance companies and 1 re-insurance company in Turkey. Of the 58, 52 were private and 6 were publicly

owned. Foreign ownership has increased significantly in the Turkish insurance industry in recent years and 45 of the private companies today have foreign owners or partners, including the global powerhouses Allianz, AG/Charitas, Axa, Allianz, Aegon, Groupama, Ergo and Mapfre. Multiple distribution channels are employed, including agents, brokers, direct sales teams, banks, leasing firms and mortgage companies. Growth and innovation in the health insurance market will surely complement the advancements in healthcare provision, increasing Turkey's global competitiveness.







# Turkey in Brief

## A. Political Environment

Turkey is strategically positioned at the crossroads of Europe, Asia and the Middle East. The Republic is a democratic, secular and a social state governed by the rule of law. It has been a multi-party parliamentary democracy since 1947.

The country occupies a strategic position of the utmost importance. As bridge between Europe and Asia, and the protector of the straits between the Black Sea and the Mediterranean, Turkey is often referred as "the most important country in the region".

Turkey's foreign policy revolves around its commitment to Western values and institutions. It is a founding member of the Council of Europe. Full accession talks with EU are well underway since 2005. Turkey is also a staunch member of the North Atlantic Treaty Organization.

Legislative power is vested in the 550-member Turkish Grand National Assembly (TBMM), whose members are elected for four-year terms by the votes of Turkish citizens over the age of 18. Turkish women gained the right to vote in 1934, well ahead of women in many other European countries. It has free and privately-owned media, with no less than 16 national private TV networks.





## B. The Economy & Business Environment

Turkey has a developed market economy, with a rich history of private enterprise. With a GDP of \$ 729 billion and a purchasing power parity per capita at \$ 12465, Turkey ranks among the biggest 20 economies of the world. GDP growth has averaged 4.9 % per year since 2002. The local market is the hot-spot for global companies Istanbul Stock Exchange index has tripled. U.S. has classed Turkey as one of its 10 Big Emerging Markets. Additionally Turkey is Europe's seventh largest trading partner, while Europe is Turkey's main partner, accounting for around half its trade.

Thanks to a strong entrepreneurial spirit and a supply of high quality and cost-effective labor force Turkish exports has exceeded \$100 billion in 2010. Large and growing domestic market has enabled a record in imports with \$140 billion. It is a full member of European Union (EU) Customs Union since 1996.

Turkey offers a dynamic and challenging business environment in a rapidly changing marketplace. The country is enjoying a capitalist boom since 2001. In recent years, Turkey's market reforms, strong growth and economic and political stability have attracted greater amounts of Foreign Direct Investment. 2003 was a banner year for FDI reaching \$ 72 billion.

The existence of more than 24 thousand foreign capital companies ensure a stable and reliable investment environment in Turkey. Many foreign investors have a strong and leading position in the market.

The Turkish financial sector is well developed in both technology and legal procedures. Turkish finance is primarily built upon universal banking system and related areas like insurance, leasing, factoring and stock brokerage.

Turkey offers a competitive tax system. Due to the liberal and secure investment environment major multinationals are the key players in the local economy. An increasing number of global companies are re-allocating their Eurasia business units in Istanbul.

General Electric, 3M, P&G, Toyota, Pfizer, Johnson and Johnson, Microsoft, Kraft are only a fraction of leading global companies who have invested in Turkey and are key players in local market.

With continued commitment to EU membership Turkish business environment is expected to benefit the EU. It is an important factor in ensuring that Turkey continues on the path of economic reform, market liberalization and growth.

## C. Tourism Environment

Turkey is one of leading tourism destination in the world. According to UNWTO figures, Turkey ranks 7 in international tourist arrivals by 2010 and ranks 9 in tourism revenues. Turkey hosted 28.632.204 tourists in 2010 and generated \$20.506.708. The tourist arrival growth is %5.74 comparing the 2009 figures.

With its enormous tourism potential and a great diversity of its natural resources, historical treasures, cultural heritages, popular attractions Turkish tourist industry offers wide selection of products that can satisfy the demand of different market segments including the most sophisticated and demanding travelers. Efficient and dynamic human resources are the key elements in that success story.

Over the last two decades, Turkey has made considerable investments on infra and super structure for tourism development. In addition to the international airports in the main cities and resort destinations, the country has domestic flights to all major cities and tourist centers. The transport infrastructure and the efficiency of services as well as advanced communication network system meet all the requirements of contemporary tourism.

The hospitality industry at present, includes a range of facilities from the top quality, super modern deluxe category hotels and holiday complexes, boutique hotels to the price for value accommodation. Although city hotels, summer resort hotels and holiday complexes constitute the greater part of the accommodation industry, there are numerous ski, winter resort and spa hotels across the country.

Turkey has been also recognized as a country of international reputation for hosting the most important meetings and conventions of the world. In addition to the top quality convention centers of great capacity, equipped with advanced technology, most high grade hotels also have facilities for events such as meetings and conventions.

Lures of the major cities and resort centers, world famous Turkish cuisine as well as international ones, restaurants, bars, entertainment life, cultural activities can appeal tourists from all over the world.

With its 301.000 square miles area, Turkey is a land of temperate climate and infinite variety, ranging from coastal plains to mountain pastures, from cedar forests through to sweeping steppes. It is one of the world's richest botanical areas, housing over 10,000 species of plants, 3,000 of which are endemic to Turkey.

Lapped by a total of four seas, its 5,000 miles of coastline include some of the best preserved beaches of the Aegean and Mediterranean & Black Sea. Turkey is becoming a popular destination for trekkers, winter holiday makers and nature travel fans. With snowcapped mountains in winters, great rivers such as Tigris and Euphrates, moon like Cappadocia Region, Turkey offers a great variety of panoramic views besides golden sandy beaches all along coastline and dazzling summer towns.

Turkey awaits you and your beloved ones for an unforgettable holiday.





# Turkey's Leading Cities for Medical Travel

Leading private hospitals and special clinics ready to serve whole patients are concentrated in the 5 cities of Turkey: İstanbul, Ankara, İzmir, Antalya and Adana. Medical groups located in these unique cities not only offer top notch healthcare but also cultural and touristic experience before and after treatment.

## İstanbul

Once named Byzantium and Constantinople, İstanbul is Europe's most populous city with 12 million inhabitants. Being the center of Turkey's cultural, economical, business and social life, İstanbul is a unique cosmopolitan city with her popular historical heritage. It is located on the Bosphorus Strait and encompasses the natural harbor known as the Golden Horn. It is the only city in the world which is situated on two continents, extending on both Europe and Asia.

İstanbul served as the capital city of the Roman Empire (330-395), the Byzantine Empire (395-1204 and 1261-1453), the Latin Empire (1204-1261), and the Ottoman Empire (1453-1922).

İstanbul is uniquely surrounded by thousands of years of historical and cultural heritage, mosques, churches and synagogues proving to be a junction point of civilizations.

The first human settlements in İstanbul date back to 5500-3500 BC. Today Topkapı Palace, Hagia Sophia and the Grand Bazaar stand out as the most important monuments among hundreds scattered throughout the city. The Topkapı Palace used to be the official and primary residence of the Ottoman Sultans for 400 years. Hagia Sophia is a former patriarchal basilica, later a mosque, now a museum. Hagia Sophia was the largest cathedral of the era, famous in having the widest massive dome,

considered the epitome of Byzantine architecture. The Grand Bazaar is one of the largest covered markets in the world with more than 58 streets and 4,000 shops hosting between 250,000 and 400,000 visitors daily. It is well known for its jewelry, pottery, spice, and carpet shops.

Today İstanbul hosts internationally renowned art festivals and thanks to its diverse cultural heritage and lively art scene it has experienced European Capital of Culture in 2010. The historic areas of İstanbul were added to the UNESCO World Heritage List in 1985. İstanbul welcomed over 6.5 million tourists in 2007.



# Ankara

The capital of Turkey, Ankara is the Turkey's second largest city after Istanbul with a population of 4.4 million. Centrally located in Anatolia, Ankara is an important commercial and industrial city. The oldest settlements in and around the city center of Ankara belong to the Hatti civilization which lived during the Bronze Age. Before getting under the Ottoman Empire's control, the city was ruled by the Roman and the Seljuk Empire.

Ankara is the center of the Turkish Republic's state and the government, housing all foreign embassies. It is an important crossroads of trade, strategically located at the center of Turkey's highway and railway networks, and serves as the marketing center for the surrounding agricultural area. Ankara plays a leading role also in Turkey's cultural, social and educational advance by hosting 10 universities.



# Izmir



Historically Smyrna, Izmir today is the third most populous city of Turkey and the country's largest port after Istanbul. The city is the inheritor of almost 3,500 years of urban history and hosts a population of 3.7 million today. Izmir is located at the most western part of Turkey and as a result of this geographical position has a great flora and fauna blended with Turkish customs and habits. This modern city still retains traces of its ancient, Ottoman and Levantine past. Being the hub of the Levantine community, Izmir has long been a centre of culture and civilization where Judaism, Christianity and Islam have always co-existed peacefully.

# Antalya

Antalya is located on the Mediterranean coast of southwestern Turkey, celebrated as one of the most popular summer destinations throughout the world.

As of the 2009 census, Antalya had a population of 1,095,157. The city includes sites with traces of Lycian, Pamphylian, and Hellenistic -but mainly Roman, Byzantine, Seljuk and Ottoman- architecture and cultures.



Situated on coastal cliffs, Antalya is surrounded by Taurus mountains. Kaçici, the restored historical center of the city -with its hotels, bars, clubs, restaurants, and shopping- retains much of its historical character, its restoration won the Golden Apple Tourism Prize by FIJET, the European Association of Professional Travel Writers and Journalists.



# Adana



Reputed most with its extraordinarily fertile lands and broad range of agricultural products, Adana is the center of a region called "Cukurova", the agricultural coastal lowlands.

It is said that the history of the city dates back to 8000 years, hosting more than 40 civilizations. In fact, throughout the history, the city itself and its surroundings have been highly attractive places for several reasons beyond the rich flora, such as the mild weather, rich underground and running water resources, its geographical position at the only passway to Mesopotamia in South Anatolia and finally rich mineral resources.

Adana, being one of the large towns of Asia Minor, about 40 kilometers inland from the sea, ranks as the fourth largest city of Turkey with its nearly 1,500,000 inhabitants. The Taurus Mountains, forming the northern border-lines of the province, exhibit altitudes as high as over 3000 meters.



# Frequently asked questions

## **1. I do not speak Turkish, how can I get help with communication?**

Most physicians are bilingual (mostly Turkish and English) and hospitals provide translation services based on the needs of the patient and the family. Interpretation services are available to ensure that international patients are able to communicate effectively with medical professionals.

## **2. How do I schedule an appointment with your hospitals?**

You can contact the healthcare institution of your choice directly, via telephone, fax or email. You can call us from our contact numbers or fill out the enquiry form on our website.

## **3. My family is accompanying me for my medical treatment. Where can they stay?**

When you make an appointment with the international patient center, let them know that your family will be traveling with you, and they will make the necessary accommodation arrangements. It would be helpful if you can provide the healthcare institution an indication of your budget as well.

## **4. Can I seek treatment in your healthcare institutions without a medical appointment?**

It is best to schedule appointments before your arrival to minimize delays and inconvenience. Our hospitals have International Patient Service Centers, which cater to international patients, meeting their personal, cultural and travel-related needs. The professional staff will provide you with assistance; in hospital admission and discharges, payment procedures and financial transactions, language interpretation, local tours and excursions, visa procedures, guidance before and after arrival, and in dealing with international insurance companies. They can arrange for consultations, second opinions and coordinate appointments.

## **5. Can I set up an appointment with a doctor in one of your healthcare institutions even if I do not have a referral from my local doctor?**

Yes, you may contact any of the international patient centers directly and make appointments accordingly. It is important that you bring along information about your previous medical treatment and your medical records.

## **6. When making a medical appointment, what information must I provide?**

You need to state your name, as shown in your passport, your present address, date of birth, a brief note on your medical problem and the preferred date of the appointment.



## 7. Which documents must I provide?

You must have all relevant information on your medical condition, including X-rays, test results, medical history/records, and your current medications. Carry the contact details of your local doctor who has referred you.

## 8. Do I require a visa? Is it possible to apply for visa at the airport?

Although some countries' passport holders are exempt from visa for their travels up to 30 or 90 days, or may apply for entry visas for a fee at the Turkish border gates, it is advised for travelers to call the nearest Turkish diplomatic mission for passport and visa requirements.

## 9. Will the time required for processing my visa be reduced if I need urgent medical attention in Turkey?

If your condition warrants urgent medical treatment and attention, the hospitals or the International Patient Service Centers are able to liaise with the local immigration authorities (Immigration & Checkpoints Authority) on your behalf to facilitate and expedite the visa process.

## 10. Do I have to apply for a visa for each visit, especially when I need to be in Turkey frequently for consultation and follow-up treatment?

For multiple entries, please apply in advance to the nearest Turkish Embassy in your country for acquiring these details. Your applications will have to be accompanied by letters from your selected healthcare institution, explaining the duration of the planned treatment. The healthcare institution will be able to assist you with your application.

## 11. Are your hospitals accredited?

There are internationally accredited hospitals in Turkey which certifies the commitment of the institution to patient safety and continuous quality improvement. These hospitals encourage the participation of patients in decisions regarding to their healthcare and focus on patient education and satisfaction.

## 12. Am I exempt from paying taxes at the hospital?

According to the taxing system in Turkey, anyone who receives services at the hospital will be paying 8% VAT (Value Added Tax), regardless of the nationality.

## 13. How am I going to get to Turkey?

Coming to Turkey is quite simple. Turkish Airlines (THY) has direct flights to and from most international cities. Please visit [www.thy.com](http://www.thy.com) for flight schedules. Istanbul is a regional hub for many other international airlines as well.



Tirane (Albania)	2 hours	90days visa-free	London (England)	4 hours	visa required
Skopje (Macedonia)	1 hour 15 min	60days visa-free	Berlin (Germany)	3 hours	90days visa-free
Tbilisi (Georgia)	2 hours 30 min	90days visa-free	Moscow (Russia)	3 hours	visa required**
Kiev (Ukraine)	2 hours	visa required	Amsterdam (Holland)	3 hours 20 min	visa required
Baku (Azerbaijan)	3 hours	30days visa-free	Astana (Kazakhstan)	5 hours	30days visa-free
Manama (Bahrain)	4 hours 5 min	visa required	Doha (Qatar)	4 hours 15 min	visa required
Khartoum (Sudan)	4 hours 15 min	visa required	Prishtine (Kosovo)	2 hours	90days visa-free
Tehran (Iran)	3 hours 25 min	90days visa-free	Chisinau (Moldova)	1 hour 20 min	visa required
Muscat (Oman)	5 hours 15 min	visa required	Sarajevo (Bosnia Herzegovina)	2 hours	60days visa-free
Dubai (UAE)	4 hours 25 min	visa required			

\* Passport valid for at least six months from date of arrival in Turkey required by all nationals except nationals of Belgium, France, Germany, Greece, Italy, Luxembourg, Malta, The Netherlands and Spain, who can enter with a national ID card (which must have a validity of one year). Most travelers can purchase a visa at any port of entry. All nationals are strongly advised to check the latest visa requirements with the Turkish consulates in their country. For a full list of Turkish consulates and missions, please go to [www.mta.gov.tr](http://www.mta.gov.tr).

\*\* The Agreement on Visa Exemption was signed by Republic of Turkey and the Russian Federation in May 2010. After completing the necessary legal process, a later date in 2011, such agreements will be announced to the public and take effect at the same time (simultaneously) in both countries.

For hotel reservations and other travel related details, please visit [www.goturkey.com](http://www.goturkey.com), [www.tourismturkey.org](http://www.tourismturkey.org), [www.turkeytravelplanner.com](http://www.turkeytravelplanner.com), [www.exclusivetravelturkey.com](http://www.exclusivetravelturkey.com).



# Contact

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## HEALTH TOURISM BUSINESS COUNCIL

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Dr. İ. Ruşen Yıldırım

*Assistant Coordinator of Sectoral Business Councils*  
Başak Dibeke

[healthinturkey.org](http://healthinturkey.org)

Developed in 2009, the website offers detailed information about health tourism in Turkey and introduces the potential of the sector to the global market. The site won the Standard of Excellence Award of the Web Marketing Association which names the best websites in 96 industries while setting the standard of excellence for all website development. [www.healthinturkey.org](http://www.healthinturkey.org) is open to questions, comments and suggestions from all stakeholders, including patients, payers, public policy makers and potential partners.

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- Joint Commission International official web site ( [www.jointcommissioninternational.org](http://www.jointcommissioninternational.org) )
- OECD Health Data 2007 - How Does Turkey Compare
- Turkish Ministry of Health official web site ( [www.saglik.gov.tr](http://www.saglik.gov.tr) )
- Turkish Ministry of Foreign Affairs official web site ( [www.mfa.gov.tr](http://www.mfa.gov.tr) )
- Visa Information for Foreigners ( [www.mfa.gov.tr/visa-information-for-foreigners.en.mfa](http://www.mfa.gov.tr/visa-information-for-foreigners.en.mfa) )
- Turkish Ministry of Culture and Tourism official web site ( [www.turizm.gov.tr](http://www.turizm.gov.tr) )
- Traveling to Turkey ( [www.goturkey.com](http://www.goturkey.com) )
- "Medical Tourism: Global Competition in Health Care", Devon M. Herrick, US National Center for Policy Analysis
- World Health Organization official web site ( [www.who.org](http://www.who.org) )
- World Tourism Organization official web site ( [www.world-tourism.org](http://www.world-tourism.org) )
- YASED - International Investors Association of Turkey official web site ( [www.yased.org.tr](http://www.yased.org.tr) )
- Turkish Accredited Hospitals Association official website ( [www.ahd.org.tr](http://www.ahd.org.tr) )
- Association of Turkish Travel Agencies official website ( [www.tursab.org.tr/en](http://www.tursab.org.tr/en) )
- Turkish Airlines official website ( [www.thy.com](http://www.thy.com) )