



<b>EMSEY HOSPITAL</b>	Document Name: INTERNATIONAL PATIENT CENTER PATIENT APPLICATION GUIDE			
	Document No: KU.RH.007	Issue Date: 04.01.2023	Page No: 1/5	
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# INTERNATIONAL PATIENT CENTER PATIENT APPLICATION GUIDE

<b>PREPARED BY</b>	<b>CONTROLLED BY</b>	<b>APPROVED BY</b>
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Thank you for choosing Emsey Hospital, one of the leading healthcare institutions in global health tourism.

This brief guide has been prepared by **Emsey Hospital International Patient Center** to provide you with support at every stage of your journey for your well-being.

If you have any questions regarding the processes and services outlined below, presented in simple steps for better understanding, please feel free to contact Emsey Hospital International Department.

**Communication channels:** 444 25 99 - 0850 811 25 99

**Financial questions:** +90 532 344 51 15

**Operational-Organizational questions:** +90 553 413 56 09

info@emseyhospital.com

**Web page:**

<https://www.emseyhospital.com.tr/tr/>


<https://www.emseyhospital.com.tr/en/>

<https://www.emseyhospital.com.tr/fr/>

<https://www.emseyhospital.com.tr/ru/>

Whatsapp Line : **+90 530 078 39 69**

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## **A. EVALUATION OF THE PATIENT'S MEDICAL CONDITION AND SHARING THE PRELIMINARY TREATMENT PLAN**


### **Stage 1: Submitting medical reports and requests to Emsey Hospital**

- Please provide us with your current complaints, medical issues, requests, and all relevant medical documents. (Please note that the more we know about your condition, the more detailed treatment plan we can create.)
- You can submit your documents to us through the channels mentioned above. Files in PDF, Word, or similar formats would be preferable and facilitate our work. However, evaluation can still be done for different file formats.
- For large-sized files, you may use alternative transfer channels. (We Transfer, Lifeboxtransfer.com, etc.) If using these channels, please remember to share the sharing link with us.

### **Stage 2: Emsey Hospital's medical team will evaluate the reports, create a preliminary treatment plan, and provide an approximate cost estimation**

- Based on the information you have provided, Emsey Hospital International Patient Center's medical team, along with relevant specialists, will offer you a comprehensive diagnosis and treatment plan.
- Under normal circumstances, the proforma is usually sent to you within 24 hours. However, in some exceptional cases, this process may take a little longer.
- The proforma will include an estimated diagnosis and treatment method suitable for you, the professional backgrounds of the healthcare team, the estimated duration of stay at the hospital and in Istanbul, your accommodation options, the estimated costs of the services to be provided, services included/excluded from the service fee, payment channels, and other detailed information.
- This proforma, valid for 3 months, is prepared in English as the standard process, but it can also be prepared in other languages upon request.

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## B. ENSURING PATIENT TRANSFER

- Upon acceptance of the proforma, during the contracting stage, you will be asked to fill out a "**preference inquiry form**" to provide better service. Subsequently, the necessary arrangements for your acceptance at Emsey Hospital will be initiated. During this process, according to your preferences:
  - Support will be provided for obtaining permits, visas, official correspondence, and insurance procedures required for the travel of the patient and accompanying individuals
  - Full assistance will be provided for smooth ticketing processes for both general and special flights.
- At the airport, you will be greeted by an Emsey Hospital representative, whose contact information has been shared with you previously, and transfers to your place of stay will be arranged.

## C. ACCOMMODATION AND MEDICAL PROCESS

- Based on the preferences you have indicated in the "**preference inquiry form**," the organization of hospital and hotel accommodations will be arranged, ensuring that you receive a complete concierge service.
- Depending on your accommodation status, your medical appointments will be scheduled as outpatient or inpatient appointments.
- Upon your arrival at the hospital, while you rest, your records will be created at our dedicated center specifically reserved for international guests. At this stage, if applicable, you will be asked to provide all insurance documents you wish to use.
- During the registration process, a contact person will be assigned to you, whom you can reach 24/7 for any questions or requests, and their contact number will be provided to you.
- At Emsey Hospital, it is expected that you fill out and approve a "patient consent" form at designated stages for all medical procedures. You should be aware that you have the right to refuse treatment at any stage of the treatment process (except in defined emergency situations).

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- At any point during your treatment, you may request medical or financial documents related to the medical procedures or request that information be conveyed to your legal representative.
- Under normal circumstances, there are no restrictions on visiting hours at our hospital. However, for intensive care patients, visits can be arranged during the hours determined by the responsible physician.

#### **D. DISCHARGE AND AFTER**

- When your treatment and medical follow-up are completed, the discharge procedures will begin. Your attending doctor will provide you with detailed information regarding the discharge process and what you need to do after discharge.
- Medical reports, laboratory and radiological results, financial documents, rest and status reports, and travel clearance reports will be provided to you in the necessary languages. Additionally, if needed, our medical team will guide you in organizing post-discharge requirements such as rest reports, medication or medical device reports, and caregiver services.
- During the discharge, you will be provided with hospital contact information (phone, email address).
- If requested, return tickets and airport transfers can be arranged.
- You will be asked to fill out a "feedback form" during the discharge process.
- After you return to your home country, a representative from the hospital will conduct a follow-up call to ensure your satisfaction and gather feedback.

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