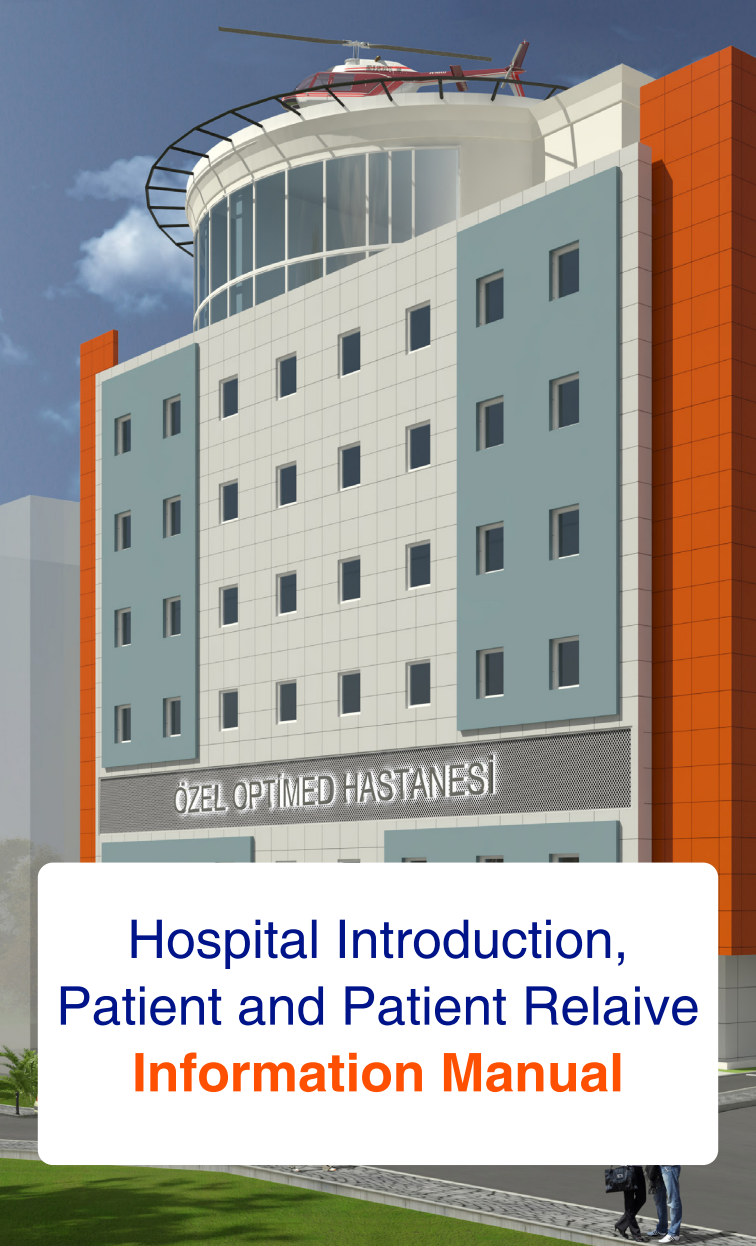


OPTiMED



Hospital Introduction, Patient and Patient Relative **Information Manual**

Your Health Safe With Us



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***Hospitals of Özel Optimed
Health Group provide;***

*health services at international standards to SSI members
(SII, Retirement Fund, Insuranced self-employed institution),
civil servants, banks and private health insurances,
social security workers and their dependents.*

Our patient consultant who welcomes you with a smiling face from the moment you enter our hospital will be happy to help you with the services listed below.

Our goal is to treat you so that you can regain your health and return to your daily life as soon as possible. We would like to thank you for your cooperation and the trust you have in the service we offer, and hope that you will be back to your home as soon as possible.

Our Service Manner

- Answer the questions of the patients and their relatives.
- Providing information about the phone numbers of the doctors and the room numbers of inpatients.
- Helping you when you need a taxi and calling taxi.
- Providing you with guidance brochures, consultation and all floor counters that will allow you to easily access the in-hospital departments.
- Providing brochures on health topics in areas where you can reach them.

Our basic principle is to contribute to the health of our people by improving the quality of life in the light of scientific and technological developments and to produce the most current and accurate solution to health problems as soon as possible. Success is only possible with a knowledgeable, experienced, friendly, and willing team. Our belief in teamwork and the possibilities of modern technology to reach high standards in human health helps us to achieve success.

Our hospital was founded in 2007 with the desire to create a modern, decent and quality healthcare facility where all the facilities of technology are used. With a team of approximately 60 physicians and a team of 500 people, our hospital offers medical knowledge, experience and labor to the service of society.

As a hospital that respects patient rights and adopts ethical values, our aim is to present technological and scientific developments to our patients, to continue the communication by increasing patient satisfaction with the feedbacks we receive based on trust we have provided so far, to continue our way by offering uninterrupted health service which is deserving of society.

Our patients meet all health needs from a single center and receive medical diagnosis and treatment services at international standards in a safe environment.

Our hospital is located in the center of Çerkezköy and has a confined area of 17.000m² in two blocks. The building which was opened in 2015 has 14 floors and continues to serve with the aim of being the leading health institution in the region with its heliport and 200 beds capacity. In addition to the latest technological systems required for patient care in our hospital, our hospital consists various patient rooms designed for the comfort of our patients, equipped with LCD TV, refrigerator and air-conditioner, along with suites, single or double rooms.

Birth photograph service is provided in our hospital. (Prenatal period, pregnant shooting, birth moment, baby's first meeting with mother, filming the whole family)

The hospital

Provides full service to the local people with 16-bed General Intensive Care, 4-bed Coronary Intensive Care, 5-bed Cardiovascular Surgery Intensive Care, and 14 Newborn Intensive Care Units. We are serving 24/7 with our team of experienced doctors and medical staff. The hospital includes 5 operating theaters in total, one of which is specially designed for Cardiovascular Surgery operations, and we perform all kinds of operations in a safe and sterile environment. We provide services with our Obstetrics and Gynecology clinics and four delivery rooms which are specially designed to meet baby friendly hospital and mother friendly hospital standards.

In 2010, we received the title of Baby Friendly Hospital and in 2019 we became the Mother Friendly Hospital. With our renewed computed tomography, we deliver faster and better images with low dose radiation. For patients who have a fear of closed area, we are serving with 1.5 Tesla closed MRI with shorter tunnel and quiet shooting in order to overcome this fear.

In addition to these devices, our radiology unit provides 7/24 continuous service with Bone Densitometry, Lithotripsy, Digitalized Mammography, X-ray and Panoramic X-ray equipment.



Our hospital is the first health institution to receive ISO 9001: 2008 certificate in the region. Our staff regularly receive in-service trainings.

Our hospital has signed agreements with private health insurance companies and SSI in all branches. In addition, the agreements made with the appropriate price policy, efficient and effective health services, allow the majority of the society to benefit from health services.

Our Mission

To follow the scientific and technological developments in the health sector, to keep our patients healthy and to improve their quality of life, to gain the trust of our patients and to produce the most accurate and up-to-date solution to health problems as soon as possible.

To give importance to ethical values, refer to patient safety and satisfaction, and to serve with a health team dedicated to their profession,

Finally, we are at your disposal to be always a preferred institution by patients and employees.

Our Vision

Optimed aims to provide the satisfaction of patient and patient relatives with the health services it provides, to serve in international quality standards with its strong physician staff, health workers and infrastructure and to be a reference hospital by leading many subjects in the region.

Our Values

Patient and Patient Relatives

- We always offer our patients high quality with affordable prices.
- We consider each patient as part of our family.

Physicians

- Together with our physicians, we believe and take part in social responsibility projects.
- We complete the projects we have created successfully and timely, without exasperating our challenges.

Our Suppliers

- We aim to improve continuously by focusing on sustainable commercial success.

Our Staff

- We appreciate the achievements in team spirit and act solution-oriented in the problems that may arise.
- We value our staff and we do not forget that our employees have a sweat in every success achieved.
- With our staff, patients, suppliers and society, we create trust in the framework of our principles and values.

Baby Friendly Hospital

The institution which serves with aim to provide that newborn babies are breastfed and consequently grow into a self-confident generation, also helps to strengthen the relation between mother and the baby by providing trainings for mothers and therefore a smooth breast feeding period, and promotes breastfeeding until age of 2 and further, is called baby friendly institution.



Mother Friendly Hospital

This title is given to the hospitals which aim the quality of health services given to the mother, the lack of any intervention without a medical reason, the provision of mother and baby-oriented education services in all subjects from birth to postpartum, the delivery unit providing services at single delivery units in accordance with national standards, the high standards of confidentiality which are based on meeting the expectations in the best way. The institution which encourages mothers to have a normal birth, shows that the birth can be as it should be in its own flow, aims to reduce the rate of intervention and caesarean section, to allow mothers to live in a comfortable environment, in a home as comfortable as their homes, and to live with a companion who will feel better beside them, is called mother friendly institution.



Hospital's Polyclinic Services

- Emergency department
- Anesthesia and Reanimation
- Nutrition and Dietetics
- Brain, Spinal Cord and Nerve Surgery
- Biochemistry
- Dermatology
- Pediatric Surgery
- Child Health and Diseases
- Physical therapy and rehabilitation
- General Surgery
- Chest Diseases
- Eye diseases
- Internal Medicine
- Gynecology and Obstetrics
- Cardiovascular surgery
- Cardiology
- Otorhinolaryngology
- Microbiology
- Neurology
- Obesity and Diabetes Surgery
- Orthopedics and Traumatology
- Aesthetic, Plastic and Reconstructive Surgery
- Psychiatry
- Psychologist (Clinical)
- Radiodiagnostic
- Urology

Hospital Units

- Angio Unit
- Bronchoscopy Unit
- Sleep Laboratory
- Varicose Center
- Physiotherapy and Rehabilitation Unit
- Endoscopy - Colonoscopy Unit
- Audiometry (Hearing Screening - Respiratory Function)
- Radiology (plantar fasciopathy E.S.W.T - lithotripsy E.S.W.L.)
- Intensive Care Units (General Intensive Care, Newborn Intensive Care, Cardiovascular Surgery Intensive Care)
- Blood - Transfusion Center
- Medical Plastical Surgery Unit
- Exertional, ECG, Rhythm Holter, Blood Pressure Holter Unit

Other Units

- Operation Theater
- Pharmacy
- Organ Donation Unit



Viewing Services

- Direct X-rays are performed in our X-ray unit.
- Our hospital has an ultrasound outpatient clinic. In the outpatient clinic, ultrasound is performed by patient's physician where necessary.
- Ultrasonography, NST (Non-Stress Test) ultrasound devices are available in our obstetrics clinic.
- All endoscopic procedures are performed in our endoscopy and colonoscopy unit for diagnosis and treatment.
- EEG (Electroencephalography) - EMG - Sleep EEG - Child EEG - Adult EEG
- CT (Computed Tomography)
- MR - Lithotripsy - Bone Measurement (Densitometry) - plantar fasciopathy (E.S.W.T.)
- Angiography
- Mammography

In eye policlinic;

Visual Field Measurement (Perimetry), Eye Angiography (FFA) - Ultrasonography, Pachymetry-Biometry, Non-Contact Tanometry are performed.

Laboratories

- Biochemistry
- Microbiology
- Pathology

We provide 24/7 quality, reliable and uninterrupted service with our experienced biochemistry, microbiology and laboratory technicians. You can reach your laboratory results via the E-LABORATORY button on our website.



Intensive Care Units

All of our intensive care units are available 24 hours a day, 7 days a week with our specialist physician and experienced nurse staff. In our specialized intensive care units such as General Intensive Care, Neonatal Intensive Care, Cardiovascular Surgery Intensive Care units, we provide wide bed capacity and quality patient care quality.



Audiometry Unit - Hearing Screening Test

AAE (Auto Acoustic Emission) and hearing screening test are performed by experienced audiometrists to determine hearing loss in newborn babies. Audiometry Unit is available for children and adult patients.

Organ Donation Unit

Our hospital also includes an organ donation unit. The donation of all citizens who would like to donate organ in our hospital is accepted in this unit. There is no harm of organ donation in terms of religion.

Patient Rights Unit

In order for our patients to report their wishes, suggestions and complaints easily, Patient Rights Unit is situated on the ground floor of the first building and there are wish boxes on each floor. For our patients, we have a page on our website (optimed.com.tr) where they can report their wishes, suggestions and complaints easily.

Physician Selection Implementation

In line with the physician selection practices of the Ministry, the list of physicians working in the polyclinic is updated on our website (appointment system) every day, and our patients are given the opportunity to choose their physicians. In the appointments taken over the internet, a digital environment is provided for our patients in which they can choose their physicians. In the same way, patients who make an appointment with the phone are given an appointment by giving information about all doctors and reminding them that they have the right to choose their doctor.

Elderly and Disabled Patients

Necessary arrangements have been made for elderly and disabled patients who applied to our hospital for their operations to be performed more easily and comfortably (for disabled patients; elevators, featured toilets, patient rooms, hospital admissions registration benches, seating and waiting areas, announcement signs indicating priority).

Health tourism

We provide transfer service between our airport and hospital with our VIP vehicles to our patients who come to our hospital for treatment from abroad. Our colleagues working in the international communication and marketing department accompany them in the treatment processes of these patients.

In addition, the mission, vision and values of our hospital, communication and contact information of our hospital, departments and branches of specialization, specialist branches and interests, special service interests, accompanying and visiting rules, the topics to which the patient, patient relatives and employees must obey can be found on website.optimed.com.tr



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Policlinic Service Process



- When applying to our hospital, you must bring your passport.
- You have right to choose your doctor and therefore you can be examined by the doctor of your choice.
- You can find out the list of physicians working in the outpatient clinic on our website and our patient admissions record.
- Patient records of outpatient clinics are performed in computer environment by Patient Admissions Officers in the relevant section.
- Polyclinic patient counselors help the patients and their relatives to find answers to their questions, and ensure that the communication between the physician and the patient is healthy and fast.
- In our hospital; in cases of emergency (acute illnesses, accidents, injuries, etc. and in cases when rapid intervention is required according to the physician), patients with severe disability reports, pregnant women, elderly people over 65 years of age, children under 7 years of age, widows and orphans of war and duty martyrs, disabled people and war veterans are given priority in polyclinic examinations without disruption of the general service. (Circular No. 2010/73 of Ministry of Health General Directorate of Treatment Services.)
- In our hospital, blood-letting unit, radiology, x-ray and outcome units are located on the 1 Basement Floor of 1st Building.

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Inpatient Service Process



We advise you to take with you when you come to our hospital for your examination, hospitalization and other procedures to be fast and perfect:

- Passport.
- The results of the examination you have had before.
- List of medications you are using.

Hospitalization

- If your admission is decided, you will be admitted to the hospital through “Patient Hospitalization - Discharge” and you will be directed to the service in which you will be hospitalized.
- In terms of patient and employee safety, do not remove the wristband that is attached to your arm and which contains various information about you as long as you remain in the hospital.



- In our hospital, your physician will explain the risks and benefits of the procedure before the risky interventions and your written consent will be taken with “informed consent forms”.

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Discharge Service Process



Your doctor will decide whether you will be discharged after examination and inform you and your nurse about it. Do not leave the hospital without informing your doctor and nurse.

Your doctor will inform you about the course of the disease and what you should pay attention to. Please make sure you are well informed about issues about which you have questions.

Be sure to check your check-in date. If you are concerned about something, consult with your doctor without waiting for the check-in date.





- Our fully equipped patient rooms designed to meet all the requirements of our patients and our companions are furnished with controlled hospital bed, nurse call system, bathroom, wardrobe, refrigerator, TV, central heating and cooling, telephone, hand sanitizer, armchairs for attendants.
- When you enter your room, your room will be introduced by your nurse.
- It is important for you to bring your medicines and medical devices that you use continuously, such as hearing aids, crutches, in terms of the continuity of your treatment.
- Each room has hand sanitizers. Use the sanitizer after entering, coming out the room and contacting with the patient.
- There are pillows and blankets in the cabinets for the patient accompanist. Our accompanist seats can be opened at any time by our staff and brought into bed position.
- When you want to take a shower in the bathroom in your room, just tell your nurse / assistant staff if you need shampoo or towel.
- In your room, during your stay, disposable slippers are available.
- If you need any help, you can ask your nurse for help using the nurse call bell on the bedside.
- Each room has air conditioning. Just ask your nurse to adjust the desired air temperature and ventilation.
- You can watch the channel 2 for the hospital presentation on the television in your room, and the channel 1 for the breastfeeding training, also room introduction video is available.

Television

The television remote control is available from the moment you enter the room.

Internet connection

All rooms have free wireless internet connection. For personal computers, you can use the internet from anywhere in our hospital by taking necessary connection information from the floor nurses. (Wi-Fi password: optimed2015)

Refrigerator

Each room has mini refrigerators. Please do not leave the refrigerator door open and do not put any food with odor into it.

Newspaper Service

For your newspaper requests, please notify your nurse by paying the fee of the publication you want to buy. In addition, free Optimedia Health and Information Journal is regularly left in your room by the corporate communication team for you and your accompanist.

Cafeteria (Extension Number: 1013)

You can meet your food and beverage needs in our cafeteria and host your accompanists.

- Our hospital cafeteria provides service from 07:30 to 18:00.
- Cafeteria is also open between 18:00-08:00 and continues to provide self-service.

Flower Acceptance

In addition to their pleasant appearance, the flowers are not preferred in the hospital environment due to the infection and security risks they may carry. Although we do not accept the flowers that come for your patients in the patient rooms, we demand that they be delivered to the consultant and taken out of the hospital by your accompanist or another relative within 24 hours.

Personal Care Services (Available from outside)

For the hair-beard shaving of our male patients, upon the request of our patients to inform the nurse responsible for the floor, we provide service from the outside.

Prayer Room

You can find the prayer room for women on the 4th floor of 2nd building and the one for men on the 5th floor of the 2nd building.

Parking Area

Please do not park in Emergency Service entrance area as it is reserved for ambulance services and patient transfers. We have free parking area exclusive for our patients and patients' relatives.

Security

Your safety is of the utmost importance to us. For your safety, there are 24-hour security guards in the building. We kindly request you to assist us in checking the packages that are admitted into the hospital, identity card controls within the hospital, on board and baggage search i the car parking area. We would like to remind you that you should not leave your personal belongings unattended and that your personal belongings are at your responsibility.



The telephone in your room is opened for external calls from the moment you enter into your room. The extension number of your room is the same as the room number. The following telephone numbers are available for your domestic calls.

External interviews made during the stay in the room are recorded in your account. Only the incoming calls can be answered and no calls can be made from the moment the checkout process is completed.

For telephone calls outside of the hospital, you can dial 7 and get calls from the central office.

External Line Calls:

7 + Telephone no

7+ 0 + Province code + Telephone no

Some Useful Numbers:

Central Office: 0

1. Information Desk: 1638

2. Information Desk: 5010

Nursing Services: 1130

Patient Services: 5013

Patient Rights: 5025

Patient Admission and Discharge: 1011-1012

Security: 5014

Cafeteria: 1013

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Accompaniment and Visiting Rules



Patient and Patient Relatives

The dishes of the patients who are dieting is prepared in line with the direction of the dietitian or the doctor and the patients are served in the rooms. We ask you not to bring food to the rooms from outside in terms of the risk of infection.

Food service hours for hospitalized patients and accompanists:

Paying attention to your nutrition during your illness plays an important role in your health. Your diet, which will contribute to your healing process, is determined by our expert dietitians after consultation with the physician who did diagnosis.

Breakfast 06:00-07:00

Lunch 11:00-12:00

Dinner 17:00-17:30

Your relatives and accompanists can use the seats in the rooms. We have dinner service for single accompanist.

Inpatient visiting hours:

In our other units, except for Intensive Care Units, you can visit your patients between 09: 00-22: 00.

Child service visit hours:

For children under 12 years of age the risk of infection is higher than in adults, so they are not accepted as visitors. Since young children's body resistance is weaker than the older ones, do not bring your children to the hospital environment as long as possible unless they are sick.

You can visit inpatients in General Intensive Care, Cardiovascular Surgery Intensive Care Units on the weekdays and weekends between **13:00-14:00**

You can visit patients in the Newborn Intensive Care Unit between 14: 00-14: 30 on weekdays and on Sundays between 19: 30-20:00 only on weekdays (seeing through glass) and on Saturdays between 10: 00-10: 30.

The waiting area for the relatives of the patients in all intensive care units is the cafeteria named Cafemed which is located on the ground floor of the 1st building.



Overall benefit from the service

Patients have the right to benefit from health services under the principles of justice and equity. In addition, patients have the right to receive service regardless of their race, language, religion and sect, gender, philosophical belief, economic and social status.

Informing and Requesting Information

The patient has the right to learn all kinds of health services and facilities and to ask for any information related to his / her health status orally or in writing.

Confidentiality and prohibition of information

Information obtained due to the provision of health services cannot be explained in any way except as permitted by law. Except where required by the provisions of the relevant legislation and / or the measures to be taken by the competent authorities, a person may request that no one, relatives or anyone be informed of his / her health. The patient can change his / her request at any time and can request information.

While receiving service or after receiving the service, the patient may examine the medical documents by himself, his deputy or his legal representative and may take a copy in accordance with his/her request.

Selecting and changing the health care provider and staff

The patient has the right to choose and change the health institution and to benefit from the health services provided in the health facility he / she chooses, and has the right to choose and change to learn the identities, duties and titles of the doctors and other health professionals who give health services.

Rejection, suspension and consent

The patient has the right to refuse treatment, to stop, to give consent for medical interventions and to benefit from the service within the framework of consent.

Requesting determination of the priority order

As the health care facility has insufficient or limited opportunities to provide services and the health care service cannot be met, patient has the right to demand determination of the priority order on an objective basis. The provisions of the relevant legislation shall be applied in determining the order of priority.

Medical Care

The medical staff shows the medical care required by the patient's condition. Medical staff must work to reduce or relieve their suffering even if it is not possible to save the patient's life or maintain his / her health.

Prohibition of intervention other than medical diagnosis, treatment, care and medical requirements

In accordance with the requirements of modern medical information and technology, the patient has the right to be diagnosed, treated and asked for care. Nothing can be done or demanded that could lead to death or life threatening, violate the integrity of the body, or reduce mental, physical, or life-threatening, without diagnostic, treatment or prevention.

Euthanasia

Euthanasia is forbidden. The right to live cannot be disregarded from the medical requirements, by betting or whatsoever. No one's life can be put to an end even if the patient or someone else has demanded.

Privacy

It is essential to respect the privacy of the patient. The patient can explicitly demand the protection of his/her privacy and any medical intervention is performed by respecting the privacy of the patient.

Security

The patients and their relatives have the right to expect to be safe in health institutions and organizations and the right to demand it. The elements that may threaten the patient safety should be determined in advance and the services and processes should be arranged for this purpose.

Visitors and accompanists

The patient has the right to accept visitors in accordance with the procedures and principles determined by the health facilities, and has the right to have accompanists in accordance with the legislation and health facility facilities.

Respect for human values, respectability and comfort

The patient has the right to receive health care in a friendly, courteous, compassionate environment, with respect to all sorts of hygienic conditions.

Fulfilling the religious duties

The patient has the right to fulfill his/her religious duties within the scope of the facilities of the health facility and within the framework of the measures taken by the administration.

Application, complaint, right of claim and opinion - proposal

The patients and their relatives have the right to apply for all kinds of applications, complaints and lawsuits within the framework of the legislation in case of violation of their rights. Furthermore, it should be ensured that their complaints are received, examined and resolved in a timely and fair manner.



General Responsibilities

- Persons should do their utmost to pay attention to their own health and follow the advice given for a healthy life.
- A person can donate blood or donate organ if there are no drawbacks.
- In simple cases, persons should perform their own care.

Social Security Status

- The patient has to report changes in health, social security and personal information in a timely manner.

Informing Medical Staff

- The patient should give full and complete information about his / her complaints, previous illnesses, any treatment she/he had in the hospital, and the medications that he / she currently uses and any other information.

Obeying Hospital Rules

- The patient must comply with the rules and practices of the health institution he / she is applying to.
- The patient must comply with the referral chain determined by the Ministry of Health and other social security institutions.
- The patient is expected to cooperate with health professionals during treatment, care and rehabilitation.
- If the patient applies a health-care facility where appointment applies, he / she has to comply with the date and time of the appointment and notify the changes.
- The patient must respect the rights of hospital staff, other patients and visitors.
- The patient has to meet the damage caused to hospital supplies.
- The patient shall not conduct any verbal or physical assaults on staff.

Compliance with Recommendations for Treatment

- The patient should listen carefully to the recommendations for treatment and medication and ask where he / she cannot understand a point.
- If the patient is unable to comply with the recommendations for his / her treatment, he / she should inform the medical staff.
- The patient should state whether he / she has understood correctly the care for health, care, and care plan after the discharge.
- The patient is responsible for the consequences of rejecting the treatment to be applied or not following the recommendations.



Systems have been created in order to minimize damage to people and physical elements in case of natural disasters such as earthquakes, floods or fire, explosions, and emergency situations.

Some of our emergency warning systems are as follows:

Blue Code (2222)

It is a warning and support system designed to make the intervention in the most rapid and effective way in case of unexpected respiratory arrest or cardiac arrest in the hospital.

Pink Code (3333)

It is a warning and support system which is created in order to intervene in a timely manner in case of risk of infant or child abduction and / or action in hospital.

Red Code (4444)

In case of any fire hazard in the hospital, it is an emergency warning system which is prepared in order to minimize and / or prevent the dangers that may occur by extinguishing the fire in the fastest way.

May you get well soon...

We wish you have a healthy day.

OPTiMED

Your Health Safe With Us



Gazi Mustafa Kemal Paşa Neighborhood
Ataturk Street No: 118
Cerkezoy / TEKIRDAG

Salih Omurtak Street No: 58/C
Corlu/TEKIRDAG



0282

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