



European
Joint
Support Unit

Health

Istanbul





HEALTHCARE INFORMATION - OUTLINE

Please also read the Central European Practice Patient Information Leaflet which contains important and relevant information for all CEP locations.

This leaflet is designed to add local detail which may be useful as you arrive. If you are newly assigned you should also receive a panel list of known healthcare providers from Healix. You will also wish to see the CEP healthcare coordinator Irfan Gunal who has an office in the UK NSE. They will ensure you are registered and will be able to support you in navigating the local healthcare system. Their main role is to provide a link between the host nation providers, the CEP and to Healix if one is needed.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by Healix in conjunction with the Central European Practice. You may also be referred into NHS services where appropriate.

In the background the Central European Practice manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to Healix.

Healix Healthline

+44 (0)2084 817800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

SGDPHC-O-EJSU-CEP@mod.gov.uk

EJSU Areas - Medical Finance

SGDPHC-O-EJSU-Finance@mod.gov.uk



CEP TELEMEDICINE SUPPORT

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both eConsult and video-consulting are also available.

Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to:

- Ignore pop up window saying 'looks like you are overseas' and **continue**
- Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705
- Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY
- If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services
- Time zones are UK based at the moment, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)





ACCESSING HEALTHCARE

In an Emergency - call 112

In Istanbul there is no GP so you have to visit the clinic first which is located in Zekeriyakoy which is around a 5 minute drive away from the housing area. If there is no specialist doctor available for the department that you require you will be directed to the main hospital in Maslak. All Doctors in the Clinic and Hospital speak English, the staff however do not if you require help talking to the staff Irfan Gunal is available to assist you over the telephone 0090 533 3778744.

ACIBADEM ZEKERİYAKOY CLINIC

Zekeriyakoy Mah.

Kardelen Cad.

No:2 Sariyer Istanbul

0090 212 201 5656

<https://www.acibadem.com.tr/en/outpatient-clinic/zekeriyakoy-outpatient-clinic/>

ACIBADEM MASLAK HOSPITAL

Buyukdere Cad.

No:40 Maslak Istanbul

0090 212 304 4444

<https://www.acibadem.com.tr/en/hospital/maslak-hospital/>

The main Hospital has a International Patients Desk which has many assistants who speak multiple languages. Our main point of contact is:

Miss Irem Kaynar,

0090 212 304 4990

irem.kaynar@acibadem.com

To book an appointment with the Clinic or Hospital we recommend that you use the main point of contact at the Maslak Hospital, she will be able to arrange appointments and assist you further depending on your requirements.

Out of Hours

If you require care that cannot wait until the next working day then attend the local accident and emergency department.

NB. If you attend A and E or are admitted to hospital unexpectedly call Healix

If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on +44(0)208 481 7800 and can also reach the CEP clinical team when required.

It is important to note that your EHIC card is NOT valid and you will be required to have adequate medical insurance to ensure you are protected.



Prescriptions

Individuals will pay at the point of collection for prescriptions and reclaim via JPA. In order to facilitate the Expense claim, the attached form should be completed and sent (with itemised receipts and a copy of the prescription) to the Central European Practice (CEP). They will then authorise the reimbursement for you to enter via JPA Expenses.

The email address for the CEP is: DPHCBFG-EJSU-CEP@mod.gov.uk

Info: Pharmacies are called *eczane* in Turkish and are found all over the country. Major cities such as Istanbul usually have a good number of 24 hour pharmacies but in general pharmacy hours can vary. Pharmacists in Turkey are knowledgeable and can diagnose illnesses, provide over the counter medication and will recommend a doctor if they feel one is required.



In case you need to visit a pharmacy out of working hours, there is a government website which shows the pharmacies who are on duty for that day.

<https://istanbulism.saglik.gov.tr/TR,53947/nobetci-eczane.html>

Most medical supplies can be obtained usually without a prescription in the pharmacy; however, drugs may be marketed under a different name or can be expensive and difficult to find. Specific requirements and/or brand names may not be available and where they are relied upon, example (Calpol, Imodium, types of antihistamine, etc), it may be wise to bring a stock from the UK. Please see the medical cabinet recommendations.



Vaccinations

All Service personnel and their dependants assigned to Turkey should be up to date with the full UK schedule of primary immunisation for the area. If you are up to date on all your routine immunisations, you will only need a booster of the tetanus vaccine.

Medical staff will be able to advice on what inoculations are required for your overseas assignment.

Specific immunisation for Turkey.

You can find out which vaccinations are necessary or recommended for the areas you'll be visiting on these two websites:

- NHS Fit for Travel
- Travel Health Pro

Additionally, a rabies shot is recommended as Turkey has some of the highest cases of rabies in Europe. Routine vaccinations should be completed, including measles, mumps, rubella, diphtheria, tetanus, chickenpox, polio and a yearly flu shot. Other suggested vaccines include ones for hepatitis A and typhoid.

Travellers should avoid drinking tap water and opt instead for bottled or boiled water. Using purification tablets or a filter is also recommended.

Travel Insurance

Please note that your EHIC card is not valid in Turkey.

When selecting travel insurance please ensure the policy covers your circumstances. There have been incidents where insurance companies will only provide cover if you start/end your journey in the UK. There are several companies who are sympathetic to military families and have policies to cover our unique situation.

Need help with Travel insurance please contact the HNLO

<https://forcescompare.uk/military-travel-insurance/>

<https://www.paxinsurance.co.uk/military-travel-insurance>

<https://www.talktotrinity.com/military-travel-insurance/>

<https://www.forcesmutual.org/insurance/travel-insurance/>



SECONDARY CARE

Referrals to Hospital / outpatient clinics

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, Healix will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact Healix following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to Healix.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.

Pregnancy

It is important that you let Healix know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and Healix to ensure you are supported after birth. The NHS pregnancy and baby guide offers information about all stages of pregnancy, birth and the first months with your child.



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USEFUL INFORMATION

Additional International Desk point of contact :

Ms Melissa Gulagaci

0090 216 544 3892 and 0090 533 934 3935

Melissa.gulagaci@acibadem.com