



European
Joint
Support Unit

Health

Ankara





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 who has a office in the UK NSE. They will ensure you are registered and will 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

UKStratCom-DMS-DPHC-EJSU-CEPGrp@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)





European
Joint
Support Unit

Health

ACCESSING HEALTHCARE

In an Emergency - call 112

Primary Healthcare

You are free to choose your own GP although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population.



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 advise 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

Read more about the vaccines available for travellers abroad.

Medical supplies.

Most medical supplies can be obtained usually without a prescription; 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.



SECONDARY CARE

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let Healix know as soon as possible.

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.