



European
Joint
Support Unit

Health

Izmir





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.

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 (CEP). You may also be referred into NHS services where appropriate.

In the background the Central European Practice (CEP) 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

EJSU Areas - Medical Finance

ukstratcom-dms-dphc-ejsu-fin@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

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. One of the recommended doctors is Dr Cem. He speaks good English and is located in the city centre. Cashless payment is set up with him.

Dr Cem Akdeniz
Ali Cetinkaya Bulv No 56
35220 Alsancak Izmir
Dr.cemakdeniz@gmail.com



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.

Hospitals

Hospitals have a 24 hour accident & emergency department, although, you may be requested to pay upfront and you will have to claim back on JPA after obtaining a claim number from HEALIX. We also have a direct billing option with the hospitals stated below so will make things easier for any sort of payment.

The following Hospitals are established as Healix Cashless Providers, though, if the issue is not urgent, it is always recommended you contact Healix in advance to ensure relationships are still in place.

Ozel Park Top Merkezi (Park Medical Centre)

[ParkTip](#)

Open 24hrs

[Private Park Medical Center](#)

[+90 232 367 22 22](#)

Sogukkuyu Mah. 1846/7Sk. No:3

35520 New Kyrenia - Karsiyaka / Izmir

Özel Kent Hastanesi AKA International Kent Hospital

[Kent Hospital - Kent Health Group](#)

Open 24hrs

[+908502225368](#)

[Sasallı Merkez, 8229/1. Sk. No: 56, 35620 Çiğli/İzmir, Türkiye](#)

Ozel Saglik Hastanesi

[Özel Sağlık Hospital](#)

Open 24hrs

[+90 232 977 7700](#)

[Mimar Sinan Mahallesi 1399, Sokak No 25, Izmir](#)

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.



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: 'Eczane' is Turkish for chemist. Your local Eczane can be found easily using Google Maps (or any other internet map search). Please look for the Eczane sign, usually lit up:



Medical supplies

Most medical supplies can be obtained usually without a prescription in the pharmacy (Eczane – Turkish word for 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.

Physiotherapy and Rehabilitation

Once you have received a referral for physiotherapy from the Host nation GP, Healix should be informed and will provide you with a note of authorisation or link you to a provider with whom they have an invoicing relationship so that you can proceed with treatment.

Please ensure you have obtained an authorisation letter prior to commencing physiotherapy treatment so that you do not become liable for the bill. Physio is most frequently undertaken at:

[Dr Emine Birsen Ferahli \(physiotherapy\)](#)
[Kültür, Kömürcüoğlu Apt, 1392. Sk. No: 9, 35220 Konak/İzmir, Türkiye](#)
bferahli@birsenferahli.com



Healix will undertake a clinical review of the indication for therapy and then sessions will be authorised. Typically, this will be reviewed after 5 sessions and a report from the treating therapist is required to authorise further sessions. The CEP will also be involved if there is any concern about a lack of progression or occupational implications for military personnel.

For military personnel, occupational health is a factor and commonly the CEP will offer a UK regional rehabilitation Unit referral and involve a GP to ensure the serviceperson is appropriately graded.

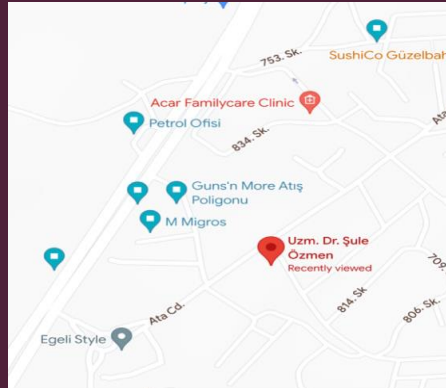
CHILDREN

Paediatrician

[Dr. Şule Özmen-Paediatrician](#)

[https://www.google.com/maps/place/745+Sk+No:2/1+Guzelbahce+Izmir](#)

Tel 0533 335 8943 Mob 0535 208 8426



If your child requires an appointment then you may attend a host nation paediatrics service.

A UK trained Health visitor based from SHAPE (Belgium) can provide UK support should it be requested by the CEP. Information can be provided on

- Childhood Immunisations
- Monitoring growth & development
 - Nutrition and feeding
- Sleep, routines and toilet training
 - Behaviour management
- Parenting questions Immunisations

Immunisations

You should maintain a red book, or the e-redbook which is now also available, and be aware on assignment of when your child is due any immunisations. Please ensure that your child's red health book is kept current with all vaccinations and assessments. Any new immunisations can be given by Dr Onen

Other Child-Focused Organisations

The CEP also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.

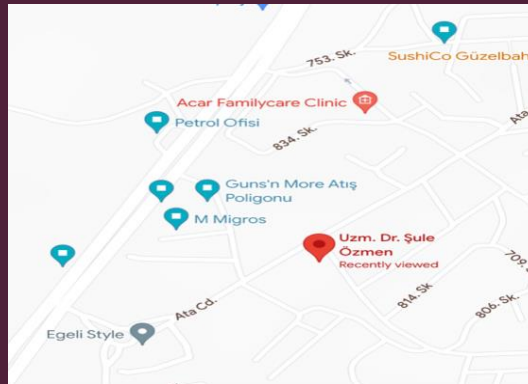
Womens Health Service

All women's health services, including a full midwifery and obstetric service, are provided in Izmir by:

[Dr Abdullah Onen](#)

[Kahramandere, Uğur okulları karşısı, 745. Sk. No:2/1, 35310 Güzelbahçe](#)

Tel: 0532 275 2082 Mob: 0535 2088426



Cervical screening- If you are due to have cervical cytology, please book your appointment with the local clinic or Healix can help you to arrange it in the UK. UK screening is preferred but you may elect to have screening at post. It is important, if electing to have your cervical screening in Izmir, that you recognise that although the service is of good quality, the continuity of information is less coherent that continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC. The CEP should be forwarded any results in order the basics may be entered on the national screening system.

Mammography If you are due for mammography for routine screening, this can also be booked with Dr Onen.



SPECIALIST SERVICES

Cervical Screening

You should receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic (Dr Abdullah Onen). Contraceptive Services are also provided.

If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC.

The CEP should be forwarded any results in order the basics may be entered on the national screening system.

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 them will allow the CEP and Healix to ensure you are supported before, during and after birth.

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/ local payment is organised with the provider. Once approved, Healix will contact you to send you a guarantee of payment/ refund authority 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.

Opticians and eye tests

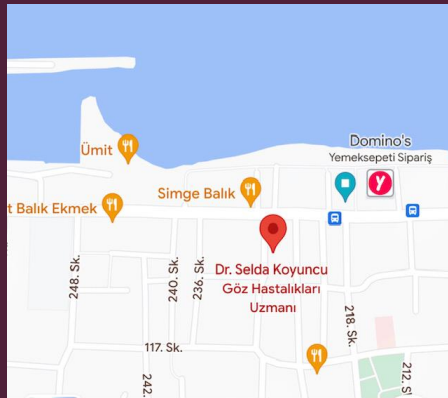
Adults and children aged 16 or over who require routine eye tests: Most low-risk patients should have their eyes checked every two years. If a patient is considered at low risk, your employer may refund eye test charges every two years via Host Nation provision. If a patient is at higher risk, but still considered suitable for Host Nation testing, you may be able to reclaim the cost of more frequent eye testing. The maximum refund provided will be in line with UK NHS costs. Please speak to the NSE who can offer you the correct paperwork in advance. If you are military, it is important that you return the completed FMed79 to the CEP staff to ensure records are maintained. You may make an appointment with a local optician of your choice. Sight test charges maybe incurred, it is recommended that itemised receipts are retained to support any reclaim entitlements through CEP.

Eye tests/ advice for children under 16 should be directed to the CEP.

[Dr Selda Koyuncu](#)

[Yalı, Adres:, 230. Sk. No:5, 35310 Güzelbahçe](#)

Tel: 0530 1773197





Travel Insurance

Please note that GHIC card is not valid in Turkiye.

The process outlined above is for when you and your family are in the location of assignment. If you travel away from your assignment area on leave, you will be required to have adequate medical insurance to ensure you are protected. This is vital especially if you cross an international border.

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.

[Forces Compare](#)

[PAX - Military travel insurance](#)

[Talkotrinity - Military travel insurance](#)

[Forcesmutual](#)