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Turkey - Ankara 2015

# ABOUT PLATFORM

### VISION

Make Turkey a branded, sustainable and Pioneer health tourism destination in the region having health facilities offering service in international standards.

### **MISSION**

Increase the number of the medical tourists receiving medical service by performing promotions abroad to make Turkey a Pioneer health tourism destination in the region.

Organize trainings and certification programs to form qualified human resources employed in health tourism sector.

## **OBJECTIVE**

Perform the promotion of medical facilities, offering service especially in service in Medical Tourism, abroad.

Provide training and certification for the directors working in medical tourism sector and personnel in health sector and in other sectors.



# **ABOUT THE AUTHOR**

### Dursun AYDIN (MD)

In the year 1993, I graduated from Erzurum Atatürk University Medical School. Between the years 1993 and 1995 I worked at Erzurum SSK (Social Insurances Institution) regional hospital as the physician responsible from the dialysis service. Between the years 1995 and 2005, I worked as a hospital founder and manager in the private health sector at Erzurum. I started displaying Health tourism efforts in the year 1999. Throughout Turkey, I conducted, starting from 1999, efforts, particularly for Turkish citizens living in Europe to receive private health service when on leave.

I established the Turkish Health Tourism Association in the year 2005. I participated to many congresses and panels held in Turkey and abroad on health tourism, as speaker. I worked as the Deputy Provincial Director of Health of Ankara between the years 2009 and 2010. I displayed many efforts concerning health tourism at the Republic of Turkey Ministry of Health between the years 2010 and 2014. I conducted many legislative regulation efforts. I contributed to the preparation of the health tourism program, within the scope of the 10-year development plan. I established a unit under the Ministry of Health, providing translation and consultancy services to foreigners 24/7 and in 6 languages. I contributed to the preparation of many publications and reports on health tourism. During the period I acted as the Department Head of Health Tourism, at the Ministry of Health, the health tourism sector in Turkey became institutionalized.

As of the year 2014, I left my post as the Department Head of Health Tourism. While I continue to work as a department head at the Ministry of Health, I returned to my non-governmental efforts, and established the international patient services association. Currently, I am the founding President of the Visitturkeyforhealthcare ( www.visitturkeyforhealthcare.org, which conducts training, promotion and consultancy services relevant to health tourism.



Turkey Health Tourism Handbook has been prepared for the health tourist, who intends to come to Turkey, to easily access all information he will need. In addition to information about all agencies and institutes, which provide healthcare services as well as the health system in Turkey, the guide in your hands also contains general information on Turkey. Moreover, you may find accommodation, travel and other tourist guide information in this book. This book will be published livingly every year in 4 different languages (English, German, Arabic and Russian) and put forth on www.healthtourism.gov.tr web-site. You may get this book free of charge from visitturkeyforhealthcare platform assocation.

Within this book, you will find detailed information about Health Tourism Dinamics in Turkey, Health System and Healthcare Organizations. Health Tourism Handbook studying this information under 3 main titles, has been prepared for introducing Turkey, displaying the potential of our country in the field of Health Tourism. Besides, within the scope of Health Conversion Programme, our public hospitals are also in accordance with international standards and capable of providing health service to international patients. Thanks to this handbook, international patients may get information about all private and public health institutions. Besides, from calling line numbered 444 47 28 belonging to International Patients Assistance Unit that is established in Ministry of Health, you may get information and translatorship assistance service 7 days 24 hours in 4 languages. Our call center number (00 90) 444 5 986.

<sup>\*</sup> The information in this book are taken from The Health Tourism Hand Book which published by Turkish Republic Ministry of Health in 2012

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# Health System In Turkey



# 1.2. HEALTH IN YEARS BETWEEN 2003 - 2011





According to the World Health Organization, a country's healthcare system must be designed in a way as to provide the necessary healthcare to everyone in high quality. This service must be effective, at bearable costs and in a socially acceptable fashion. It is suggested that bearing these factors in mind, each country develops its own unique healthcare system.

"112 Emergency Healthcare" services have started to be provided not only in cities, but also in villages, the number of station houses has been increased, our ambulances have been equipped with the latest technologies. Means of conveyance by air and sea have been added to the sysytem.

Preventive healthcare, maternal and infant health being in the first place, primary healthcare services have been strenghtened, the application of family practice, which is one of the key elments of the contemporary understanding of healthcare, has been launched and spread across the country. In eight years, our country has succeeded in gaining ground in infant mortality rates which developed countries have gained in thirty years. It has yielded the same success in maternal mortality rates and in eight years it made the progress OECD countries have made in maternal mortality in 23 years.

Thereby, the quality of healthcare services has increased, people's access to healthcare services became easier and while the citizens' satisfaction by healthcare services was %39 in 2003, it exceeded %80 in 2011.





# 1.2. HEALTH TRAINING AND THE STATUS OF HEALTH LABOR FORCE IN TURKEY



Along with the newly established ones, the number of faculties of medicine reached 74 in 2010. 61 of these faculties provide medical education, while 53 of these faculties provide education in specialty in medicine. Moreover, 61 training and research hospitals subordinated to the Ministry of Health provide training in speciality in medicine. On the other hand, the number of faculties of dentistry has reached 31, while the number of faculties of pharmaceuticals has reached 19, both numbers including the newly established faculties. Furthermore,

there are a total of 257 health related faculties and higher education institutions subordinated to the Council of Higher Education. On the other side, there are 283 vocational high schools of health subordinated to the Ministry of National Education.

#### Education in health is on a continuous rise.

While the number of the faculties of medicine was 21 during the academic years of 1986-1987, this number rose to 56 during the academic year of 2008 – 2009. While the number of students enrolled in the said faculties rose from 29.759 to 35.454 during the same period, the number of faculty members rose from 2.007 to 8.695. Accordingly, the number of students per academic staff declined from 14,8 to 3,9. With regard to the number of students per academic staff, it is seen that we are better off than many European countries.

## The number of doctors is on a continuous rise

By the year 2010, there are a total of 111.211 doctors, 31.978 of them being practitioners,

58.258 of them being specialists and 20.975 of them still continuing their education in medical expertise. 63.622 of these doctors work at the Ministry of Health, 25.015 of them work in universities, while 22.574 of them work in the private sector.

While the number of the faculties of dentistry was eight for the 1983-1984 academic year, this number rose to 31 during the 2008-2009 academic year and 19 of these faculties provide ongoing education. The number of students attending the faculties of dentistry rose from 3.598 to 6.322 and the number of members of faculty rose from 504 to 1.355. While the number of students per academic staff was 7,1, this number declined to 6,4. There are 19.264 actively working orthodontologists in our country. 5.776 of those work in the Ministry of Health, while 900 of them work in the universities and 12.588 work in the private sector.





# TABLE 4: EDUCATIONAL INSTITUTIONS WHICH TRAIN HEALTHCARE LABOR FORCE IN TURKEY, THE NUMBER OF THESE INSITUTIONS AND THE LEVEL OF EDUCATION THEY PROVIDE

Alignment			State		
No	Name of the Educational Institution	Level of Education Provided	Active	Nonactive	Total
1	Faculties of Medicine (including Gulhane Miltary Medical Academy [GATA] and theFoun- dation Faculty of Medicine)	Medicine Degree/ Post Graduate/ Doctorate	78	8	86
2	Faculties of Medicine (including GATA), The Council of Forensic Medicine, Istanbul Univer- sity Cardiology Institute, Istanbul University Institute of Paediatrics)	Specialty in Medicine	60	-	60
3	Ministry of Health's Training and Research Hospitals	Specialty in Medicine	59	12	71
4	Faculties of Dentistry	Dentistry, Post Graduate, Doctorate	33	21	54
5	Faculty of Pharmaceuticals	Pharmaceutics/ Post Graduate	17	14	31
6	Faculties of Health Sciences	Licence/ Post Graduate/ Doctorate	31	12	43
7	Faculty of Nursing	Lisans	3	2	5
8	Four Year Colleges				
	8.1. Health Colleges (SYO)	Licence	62	30	92
	8.2 Nursing College(including GATA)	Licence	7	4	11
	8.3 Health Administration College (SIYO)	Licence	-	2	2
	8.4 Physical Therapy-Rehabilitation Colleges (FTRYO)	Licence	6	3	9
	8.5 Colleges of Health Sciences (SBYO)	Licence	12	-	12
	8.6 College of Health Administration and Management	Licence	-	1	1
	8.7 Health Technology College (STYO)	Licence	-	2	2
	8.8 Healthcare Services College (SHYO)	Licence	-	2	2
9	2 Year Colleges				
	Health Care Services Vocational College (SHMYO)	Associate Degree	87	75	162
	Health Sciences Vocational College	Associate Degree	1 1	100	1

Resource: Council of Higher Education data, May 2010, Ministry of Education Directorate for Health Services (The data were provided as of 1 June 2010)







# TABLE 6: NUMBER OF HEALTHCARE PERSONNEL PER INSTITUTIONS (PHARMACEUTIST/ PHYSIOTHERAPIST/ Auxiliary Health Care Personnel)

Title		Ministry of Health	University	Private	Total	Per 100.000 People
Pharmaceutis	t	1,358	218	23,462	25,038	250
Nurse		70,288	15,335	16,941	102,564	1026
Physiotherapi	st	702	304	1,016	2,022	20
Midwife		43,404	554	4,127	48,085	481
	Emergency Medicine Technician	1,519	40	293	1,852	2,55
	Dialysis Technician and Operator	131	2	52	185	0,25
	Laboratory Technician	1,057	371	870	2,298	3,17
Technician	Audiometri Technician	278	19	81	378	0,52
	Health Technician	745	1,416	172	2,333	3,22
	Radiotherapy Technician	131	0	1	132	0,18
	Total Technicians	3,861	1,848	1,469	7,178	9,89
	Paramedics Surgical Technician	1	123	209	333	0,46
Paramedics	Anaesthetic Technician	4,700	266	1,537	6,503	8,96
	Environmental Health Tehnician	3,170	3	62	3,235	4,46
	Denthal Prosthesis Technician	985	36	1,716	2,737	3,77
	Dental Technician	857	25	1,029	1,911	2,63







# 3.112 EMERGENCY AMBULANCE SERVICES

In the last eight years, our strength in emergency patients conveyance services has improved sixfold. We are aware that every passing second matters for emergency patients. We can now reach % 93 of the cases in our cities within ten minutes and %96 of the cases in rural areas within thirty minutes. In year 2002, only %20 of our citizens living in the rural area could benefit from the 112 emergency services. Nowadays however %100 of our citizens living in rural areas benefit from these services.



TABLE 7: OUR EMERGENCY AMBULANCE SERVICES				
	2002	2011		
Ambulance	618	2.782		
Percentage of Rural Population Taking Advantage of the Service	20	100		
Cases Conveyed	350	2.700.000		
Ambulance Helicopter	0	19		
Ambulance Aircraft	0	4		
Sea Ambulance	0	4		
Snowtrack Ambulance	0	194		
Motorcyled Emergency Medical Treatment Team	0	52		

# **Emergency Services Are Everywhere!**

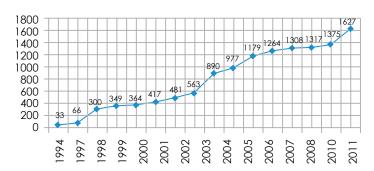
We increased the number of fully equipped 112 emergency ambulances, which by the end of 2002 was 618, to 2782 in 2011.

Our ambulances have advanced not only quantitatively but also made progress in quality. The number of 112 stations, which was 481 by the end of 2002, rose to 1627 in eight years.

We overreached the targets we had set in Emergency Healthcare Services. We've come to provide 112 emergency services all over the country.



# NUMBER OF 112 STATIONS





# Providing Service a Record Number of Patients with All Ambulances

While 740 cases were treated per day throughout the country in 2001, nearly 5000 people have been provided service per day in 2009. The number of cases conveyed reached 2 million 700 thousand by 2011.

# Faster and more Wide Spread Service

While the number of people who benefit from 112 Emergency services were 350 thousand in 2002, 2,1 million people benefited from this service in 2010. Thereby we made a sixfold increase by 2002.

This number indicates a nearly fivefold increase compared to year 2002.

The European Union Standard for Ambulances and Medical Transportation Vehicles (CEN 1789) has been reached with regards to collecting the patient at the scene of incidence with fully equipped ambulances and conveying him to the hospital.

It has been ensured that the official and private ambulances have the equipment and hold the properties by TS-EN 1789 European standards.









#### Snowtrack Ambulances Rotate for Life

Snowtrack Ambulances can reach a speed of 80 km per hour on 60 centimetres thick snow. As of June 2011, 194 "snowtrack ambulances" have been serving our citizens in regions where conveyance problems are suffered from due to geographical and climate conditions.

Moreover, 18 snowplow ambulance have been put into service for regions where snow blocks the

roads. Thus, even the harshest weather conditions cannot hinder rendering service.

Moreover, we have included 15 ambulances to our team, which are capable of conveying at least four inpatients in cases of smash-ups and collective incidences as well as pediatric patients.

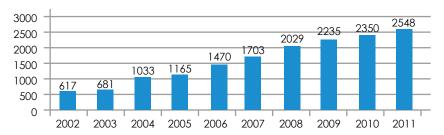
# World Class 112 Emergency Ambulance Network!

The number of land ambulances, which was 618 prior to 2002, was increased to 2.782 by 2011 and the European Union Standard for Ambulances and Medical Transportation Vehicles has been reached in terms of service quality. The ratio of reaching cases within ten minutes has been raised to % 95.

# Air Ambulances - 112 Emergency Reaches Emergency Patience by Taking Wings

We launched the air ambulance system, which is only present in developed countries, for the first time in our country in 2008. As of June 2011, we deployed 19 helicopter ambulances in 15 city centers so as to provide country-wide service.

# Number of Ambulances



# Flying Hospitals: Turbo and Jet Aircraft Ambulances

Furthermore, as of April 2010, we started conveying our emergency patients and wounded citizens from home and abroad with three turboprop aircraft ambulances (designed to land also on short runways), one of which is turbo-jet and long-distance. The turbo-jet aircraft ambulance and the turboprop ambulance having a flight range of 5.300 km. and 3500 km respectively, are both fitted with medical equipment capable of conveying two inpatients and providing all kinds of medical interventions under intensive care conditions.

Moreover, with the transport incubators available in the aircrafts, the conveyance of new born infants under intensive care conditions can be realized. The helicopter ambulances however, having a flight range of 450 km, performs important tasks in the conveyance of emergency cases between hospitals, on site intervention and direct conveyance to hospitals in cases of traffic accidents as well as the rescue of citizens marooned in mountains in need of emergency help.

As of 10 January 2012, the number of patients conveyed with the ambulance helicopters' 20.980 hours of flights was 10565, while the number of patients conveyed with ambulance aircrafts' 5789 hours of flights was 2059. A service procurement tender for a four strecher turbo-jet aircraft ambulance has been lodged. From 2012 onwards, five aircraft ambulances will be put into service.

#### Sea Ambulances are the Rescue Teams of the Seas



In emergency cases, foremost being the drowning cases, in which conveyance to hospital after sea accidents is necessary, four sea boat ambulances to work in cooperation with the Coast Guard Command have been put into service. The sea boat ambulances, which have initially commenced service in the Marmara Region, are planned to be spread across all coastal regions by 2014.

## Motor Ambulances – Turkey's Fastest Ambulance is the Moto Ambulance



Part of the emergency cases take place in the narrow streets of the city and at places where inner city traffic is heavy. While difficulties are being faced with reaching the patients in these regions with land ambulances, sometimes it becomes impossible.

With the 52 motorcycled ambulances put into service, emergency aid services have come to be provided more efficiently.



# To Facilitate Life: 112 Emergency Call Center

All calls made to the 112 Emergency number reach the Command and Control Center. These calls are answered with the authorized personnel in this department and the closest ambulance is swiftly instructed to the scene of incident. Pursuant to the instruction of the ambulance to the scene of incidence, the hospital emrgency department, to which the patient will be conveyed, are informed.

Staff with knowledge of four dinstict foreign

languages (English, German, Arabic and Russian) are employed at the 112 Emergency Call Centers for tourist, the location of patients unable to speak are identified via satellite, the location of emergency caller is immediately identified, even if he cannot state his address.

# The communications infrastructure is supported by satellite phones installed in all cities.

### Tracking Emergency Cases over Electronic Maps

All ambulances are tracked over digital maps. The unmoving ambulance, which appears in red color, turns into blue when it starts to move. Thereby, the digital command center tracks which ambulance moves with which speed, to which address it is driven, which road it takes and whether it carries a patient or not.



# 4. DIAGNOSIS AND TREATMENT SERVICES

Within the frame of the Health Convergence Programme, we have renewed the public hospitals technologically and increased their capacity. We have started the procurement of services in state hospitals in public – private partnership. The number of magnetic resonance imaging (MRI) devices, which was 18 in all state hospitals in 2002, rose to 247 in 2010. The number of computerized tomography (CT) devices, which was 121 in 2002 rose to 375 in 2010, while the number of ultrasosgraphy (USG) devices rose from 495 to 1352 in the same period. A similar rise was also manifested in the private sector and university hospitals.

# TABLE 8: DIAGNOSIS AND TREATMENT SERVICES NUMBER OF DOCTORS/MEDICAL EXAMINATIONS

Diagnostic Treatment Services	2002	2011			
Healt Care Center/ Family Practice					
Doctor	17.800	22.073			
Medical Examination(million)	74	240			
SB Hastane					
Ministry of Health Hospital	17.781	31.386			
Specialist Doctor	110	252			
Medical Examination (million)					
Ministry of Health Orthodontic Services	3.211	7.093			
Dental Practitioner	371	8.334			
Dental Filling (thousand)	349	5.576			
Fixed Denture (thousand)					
Organ Transplant	729	3.535			







# TABLE 9: DIAGNOSIS AND TREATMENT SERVICES (MINISTRY OF HEALTH HOSPITALS)

Diagnosis and Treatment Services	2002	2011
Intensive Care Inpatient Bed	869	9.400
Burn inpatient bed	35	367
Number of Inpatient Quality Beds/ (%)	6.839 / (%6)	38.272 / (%31)
Total Inpatient Beds	107.000	122.000
USG	495	2.100
Computerized Tomography	121	410
MR	18	266
Dialysis	1.510	4.445
Cyberknife	0	3
Robotic Surgery	0	3
Permanent Healthcare Staff	245 000	358 000
Service ProcurementPersonnel	11 000	120 000

We increased the number of intensive care inpatient beds, which was 869 in year 2002 tenfold and raised it to 8.239 by the end of 2010. We have increased the number of intensive care patients eightfold across the country.

We have realized very significant improvement in the quality of service provided by scaling the services in intensive care.

# TABLE 10: HOSPITALS WITH ROBOTIC SURGERY PRACTICE

Ministry of Health
Istanbul Ümraniye Training-Research Hos.
Ankara Atatürk Training-Research Hos.
Istanbul Bakırköy Sadi Konuk Training-Research Hos.
University
Ankara Gazi University
Ankara GATA
Private Hospital
Bakırköy Acıbadem Hospital
Kadıköy Acıbadem Hospital
Maslak Acıbadem Hospital
American Hospital
Florance Nightingale Hospital
Kadıköy Şifa Hospital
Ataşehir Memorial Hospital









TABL	TABLE 11: HOSPITALS WITH CYBERKNIFE			
1	Ankara	Dr. AbdurrahmanYurtaslan Ankara Onkoloji Training and Research Hospital		
2	Ankara	Hacettepe University Oncology Hospital		
3	Istanbul	Dr. Lütfi Kırdar Training and Research Hospital		
4	Istanbul	Private Acıbadem Maslak Hospital		
5	Istanbul	Istanbul University Oncology Institute		
6	Kocaeli	Private Anatolian Healthcare Center Hospital		
7	Izmir	Izmir Atatürk Training and Research Hospital		

# **TABLE 12: HOSPITALS WITH GAMMAKNIFE**

1	Ankara	Gazi University Faculty of Medicine
2	Istanbul	Acıbadem Kozyatağı Hospital
3	Istanbul	Marmara University Faculty of Medicine

# TABLE 13: THE DISTRIBUTION OF RADIOTHERAPY UNITS ACCORDING TO INSTITUTIONS IN TURKEY

University	31
Ministry of Health	30
Private Hospitals and Center	38
Total	99

# **TABLE 14: NUCLEAR MEDICINE**

	Ministry of Health	University	Private	Total
PET/PET-CT	19 (in 10 cities)	26	28	73 (20 İI)
Nuclear Medicine Laboratory	53 (in 29 cities)	53	111	217 (42 İI)
Gamma Camera	70	105	112	287
İ-131	14	20	4	38
SPECT/CT	4	2	1	7
Specialist Doctor	229	155	90	474



# TABLE 15: NUMBER OF CARDIOVASCULAR SURGERY CENTERS IN TURKEY

Name of the Institution	CVS Centers
Ministry of Health	40
University	44
Private Hospitals	122
Total	207





TABLE 16: HOSPITALS WHICH PRACTICE PEDIATRIC CAP	RDIOVASCULAR SURGERY

Samsun Region	19 May Üniversity Faculty of Medicine Hospital
Kocaeli Region	Private Anatolian Healthcare Center
Kayseri Region	Erciyes University Faculty of Medicine Hospital
Bursa Region	Uludağ University Faculty of Medicine Hospital
Adana Region	Çukurova University Faculty of Medicine Balcalı Hospital Başkent University Faculty of Medicine Adana Hospital
Gaziantep Region	Gaziantep University Faculty of Medicine Hospital
Izmir Region	Dokuz Eylül University Faculty of Medicine Hospital Ege University Faculty of Medicine Hospital İzmir Özel Şifa Hospital
Ankara Region	Dr. Sami Ulus Gynaecological-Pediatric Health-Diseases Training-Research Hos., Turkey Postgraduate Training-Research Hospital Dışkapı Yıldırım Beyazıt Training and Research Hospital, Hacettepe University Faculty of Medicine Hospital Ankara Üniversity Faculty of Medicine Hospital, Başkent university Faculty of Medicine Hospital
Istanbul Region	Dr. Siyami Ersek Thoracic-Cardiovascular Surgery Training-Research Hos., Kartal Koşuyolu Postgraduate Training- Research Hospital Istanbul Mehmet Akif Ersoy Thoracic-Cardiovascular Surgery Training-Research Hos., Istanbul University Cerrahpaşa Faculty of Medicine Hospital Başkent University Istanbul Hospital, Acıbadem Healthcare Group Hospitals Istanbul Medicana Beylikdüzü Hospital

# We have launched the Patients' Rights Unit in all of our state hospitals.

We have targeted healthcare services by which the rights of the patients are not violated, whereby patients are informed and their permission taken at every stage, can undergo all kinds of treatment without discrimination, choose their doctors and institution, and the rules of privacy are sensitively observed. With this purpose, we have launched Patients' Rights Units according to the relevant regulations in all of our state hospitals.

Our citizen extends his needs in written or verbal form to the Patients' Rights Units, which we have established to guarantee of his right to receiving service and the necessary help is extended to him and corrective actions in his favor are taken.







# **1.GENERAL OVERVIEW**

Turkey has a great impotance with respect to its thermal resources. The thermal waters of the country holds qualities superior to the thermal waters in Europe, not only in terms of their flow rate and temperatures but also in terms of their various physical and chemical properties. Health tourism, which has been rapidly developing in the past years has also accelerated thermal investments. There are many thermal hotels providing service in Turkey, which ranks seventh worldwide in terms of thermal resources. By combining healing waters with hotel management, host guests with comforting living spaces of vayring architectural styles, friendly staff and perfect hospitality.







#### 3. THERMAL TOURISM REGIONS

# The Newly Initiated Project

Within the scope of the "Thermal Tourism Cities Project" initiated by our Ministry with the purpose of developing Health and Thermal Tourism, new areas have been determined by taking into account the geothermal potentials in our country.

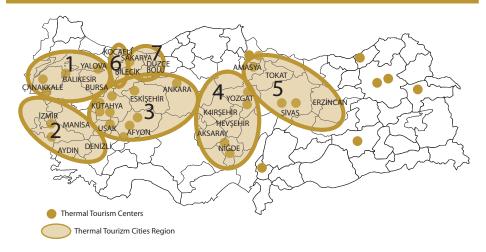
(Figure 3: Thermal Tourism Cities Region Map) Within the scope of these studies, the assessment of the geothermal resource potential and the conduct of property research in the proposed areas to be determined accordingly, the assessment of infrastructure amenities, its association with alternative types of tourism, the preparation of the research report, which will determine the development strategies with thermal purposes,

and the preparation of environmental planning in fields determined by the thermal city master plan and the regional thermal master plan, are realized by our Ministry through General Directorate of Mineral Research and Exploration and the Development Bank of Turkey in form of service procurement.

Regions which have a capacity to integrate with other types of tourism and become a destination:

- Southern Marmara Thermal Tourism Cities Region (Çanakkale, Balıkesir, Yalova)
- Frigya Thermal Tourism Cities Region
   (Afyonkarahisar, Kütahya, Uşak, Eskişehir, Ankara)
- Southern Aegean Thermal Tourism Cities Region (Izmir, Manisa, Aydın, Denizli)
- Central Anatolian Thermal Tourism Cities Region (Yozgat, Kırşehir, Nevşehir, Niğde)
   Have been determined as priority regions. Moreover,
- Northern Anatolian Thermal Tourism Cities Region: Amasya, Sivas, Tokat, Erzincan
- Eastern Marmara Thermal Tourism Cities Region: Bilecik, Kocaeli
- Western Black Sea Thermal Tourism Cities Region: Bolu, Düzce, Sakarya

## FIGURE 1: THERMAL TOURISM CITIES REGION MAP





The information and experiences to be yielded from these works along the above mentioned regions will be reflected upon the whole country and be further developed.

The development of each of these regions as a destination center and its integration with primarily the thermal spring facilities in these regions, nature tourism, water sports and similar types of tourism as well its association with other cultures and natural values in its proximities.

It is aimed that the of fields in these regions, which may be declared 'Tourism Centers' and/or "Culture and Tourism Protection and Development Regions" with geothermal resource orientation, are appropriated to tourism investors in a short period of time, pursuant to their assessment and the completion of their physical planning.

## Targets in Thermal Tourism

#### In short term

Studies have been initiated to assess our resources by staging and taking into consideration the fields in which our geothermal resources are located in order to carry our country to the desired point in themal tourism.

A bed capacity of 250 thousand is aimed to be built after the environmental planning works to be carried through in the mentioned regions.

For the effective distribution of geothermal waters, works will be conducted to form a union of local administrations and distribution companies in the pilot areas to be determined.

#### In medium term

The development plans and the revised master plan studies for the Thermal Tourism Centers declared so far by our Ministry will be completed. By taking advantage of the experiences had in the cities from selected pilot areas, the aim is to spread these works across the whole country and reach a bed capacity of one million beds for that purpose. It is expexted that a thermal tourism facility with a 200 thousand bed capacity is launched.

# In long term

- · Making our country the first destination country in Europe with respect to thermal tourism,
- ·The attraction of 15 million tourist to our country with thermal purposes and
- ·The Launch of 500 thousand facilities for thermal tourism is aimed at.

: THERMAL TO	

Туре	Tourism Investment Licenced		Tourism Admir	Tourism Administration Licenced		Total	
	Number of Facilities	Number of Beds	Number of Facilities	Number of Reds		Number of Beds	
Thermal Facilities	18	8.454	63	19.212	81	27.666	
Other Facilities	1.176	254.245	2.264	422.542	3.440	676.796	
Turkey Wide	1.194	262.708	2.327	441.754	3.521	704.462	



# 4. 4. TYPES OF FACILITIES WITHIN THE SCOPE OF THERMAL TOURISM

# 4.1. Thermal Tourism Facilities

Thermal tourism facilities are thermal hotels, cure parks and cure centers in which thermomineral waters are used.

- Thermal Hotels
- Cure Centers
- Thermal Hotel + Cure Center
- Thermal Springs /baths
- Mineral springs / Mineral Water
- Gas/Respiratory Cures
- Thalassotherapy Centers (Sea Cure)
- Mud Baths
- Climate/Climatotherapy Cures
- Physical Therapy Hospitals





# 4.2. Turkey's Thermal Tourism Potential

Being located in an important geothermal zone, our country ranks seventh worldwide by the richness and potential of its resources and has more than 1500 thermal resources, the temperatures of which range between 20 - 110 degrees and the flow rates of which vary between 2 - 500 lt / s. (Figure 1: Map of Turkey's Geothermal Resources)

# PICTURE 2: TURKEY GEOTHERMAL SOURCES MAP



There are approximately 190 thermal facilities in 46 cities of our country. The bed capacity of the 12 facilities (the cure center of which has been approved by the Ministry of Health) which hold tourism investment certificates of the Ministry of Culture and Toruism for thermal purposes is 2.347, while the bed capacity of the 30 facilities which hold tourism management certificates are 8.567. The 156 facilities which have an approximate bed capacity of 16.000 are certified by local administrations. (Table 1: Thermal Tourism Bed Capacity)

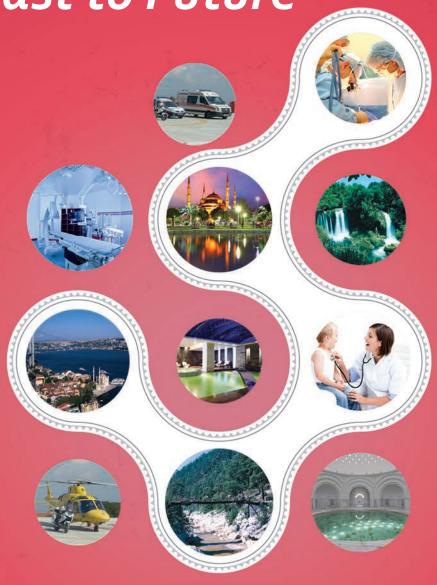
There are 34 tourism centers and one Protection and Development Region of Culture and Tourism to date, which have been declared as such according to the Law no 2634 on the Encouragement of Tourism and are still operative. (Figure 2: Tourism Centers as declared according to the Law on the Encouragement of Tourism)

# PICTURE 3: TOURISM CENTERS CONNECTED TO THE TOURISM PROMOTION LAW



The invetory work aimed at assessing the mentioned thermal tourism centers' current state and their potential with regards to tourism have been completed. According to the curent approved development plans the planned bed capacity of thermal tourism centers is approximately 100.000.

Health Tourism in Turkey From Past to Future





# HEALTH TOURISM IN TURKEY FROM PAST TO FUTURE

### HISTORY OF ANATOLIA

Anatolia has done the honors to many government and civilization including Phrygians, Hittites, Romans, Byzantines, Seljuk, Ottomans for thousands of years. Turks have been living in Anatolia for over a thousand years and has provided provides peace and tranquility in the region. Here, Ottoman Empire has dominated three continents, after the empire governed 600 years; it gave its place to Republic of Turkey which is new, young, democratic and constitutional state.

Republic of Turkey has been integrated with the West for many years, caught the international standards in all areas, has become a model nation in Central Asia, the Middle East and North Africa. Especially in the last 10 years, as the economic and political stability, and geographic location, it has been the best example of peace, tranquility and democracy, in the region. European Union accession process and studies are continuing dramatically, economic and political cooperation with all peripheral countries has been increasing.

Turkey, as its geographical location, serves as a bridge in the middle of Europe, Asia, Africa and the Middle East. Turkey which is located between 36-42 latitudes and 26-45 East longitude in Northern hemisphere is the 7th country in the world by hosting 33 million tourists with its climate, history and natural beauty. Turkey living 4 climate at the same time is an open-air museum which hosts many cultural richness from east to west and wooded pastures in the Black Sea and the Mediterranean. Turkey attracting the attention of the world with its dynamic population has 75.600.000 population and 42.700.000 which is a large part of the total population are between the ages of 15-45. Life expectancy at birth is 76.1 for women and 71.5 for men. As the contribution of this dynamic population to the economy, Turkey has become the 16th largest economy in the world and 6th in Europe. It is one of the fastest growing economies in 10 countries. The annual growth rate was 8.5% in 2011 and annual export increased 152 billion USD. Gross domestic product is determined as the amount of USD 775 billion.

#### **HEALTHCARE IN TURKEY**

Anatolia became a healing center for ancient Greeks, Romans, Alexandria, Seljuk and the Ottomans thousands of years ago and all the time has been a healing gate especially with its thermal waters. According to common belief in Ancient Greek, god of health "Asclepius" lived in İzmir region in Anatolia and treatment services were provided in the temple built on behalf of his name after his death. Also known as the father of medicine and name the oath which all the doctors who has finished medical education and will start their profession life Hippocrates lived in Anatolia, around İzmir. Health care system has also been developed in the period of the Republic of Turkey, Turkey Health System has served as a model with Health Transformation Program especially in the last 10 years. It is better and more powerful than the health system in many Western countries.

In our country, 99% of the population is under the umbrella of the Social Security. Everybody can receive health care services in private, public and university hospitals. Social Security Administration pays for the cost of treatment. All hospitals have national quality standards prepared by the Ministry of Health taking into account international standards and have been monitored all the time. Around 50 health care organizations have international accreditation by JCI. In our country, there are 2766 land ambulances, 19 helicopter ambulances, 5 air ambulances and 4 see ambulances. In addition, there are 224 snow tracked ambulances and 52 motorcycle ambulances. Ambulance reaches to the scene of accident in an average of 8 minutes.



# **FACTS AND FIGURES OF HEALTH SERVICE (2011)**

	Total Number	Number of health personnel per 100,000 People		
Personnel Type	Turkey	Turkey	EU	
All Physicians	126.029	169	326	
Practicing Physician	39.712	53	87	
Specialist Physician	66.064	88	239	
Dental Practitioner	21.099	28	61	
Pharmacist	26.089	35	77	
Midwife & Nurse	51.905	308	571	
Other Health Personnel	110.862	148	-	

Turkey (2011)	Number of BedsNumber of Hospitals
Ministry of Health	121.297840
Private	36.648503
University	34.80265
Other	6.75745
Total	194.5041453

	Patient Satisfaction	Per Capita Health	Health Expenditure Per
	(2010)	Expenditure (Annual)	Application
Across Turkey	%76	950 USD	116 USD

# **FACTS AND FIGURES OF HEALTH INDICATORS (2011)**

Total Population	0-14 Age	60+ Age	65+ Age	Annual Population Growth
74.724.269	%25,3	%10,8	%7,3	<b>%</b> 12,01

Vaccination Rate	Infant Mortality Rate	Maternal Mortality Ratio	The Birth Rate in the hospital	Annual number of examinations	Application Per Physician	Annual Number of Inpatients	
%97	‰7,7	15,5/100000	%94	338 Million	8,2	11.437.000	4.201.000

Number of Organ Transplantation (2011)					
Kidney	2923				
Liver	904				
Cardiac	93				
TOTAL	3920				



Quotas for University Education Period of 2011-2012					
Medical Faculty	8880				
Dentistry	2271				
Pharmaceutics	1509				
Nursing	11680				
Midwifery	1927				

#### **HEALTHCARE TECHNOLOGY IN TURKEY**

In our country, Western countries medical services, surgeries, and the advanced technologies are used. In all kinds of conventional and radiological evaluations such as IT, CT, Cyberknife, GammaKnife, Nuclear Medicine and Radiotherapy applications and Robotic Surgery applications are available between the technologies are used and provided health services.

In brief: All kinds of congenital anomaly, cancer surgery, cardiovascular surgery, neurosurgery, orthopedic and pediatric surgery, organ transplants, plastic surgery, advanced dental treatments and eye treatments are epidemically provided.

Va av 2011	Medical Device/1.000.000 people			
Year 2011	OECD	Turkey		
MR	12,5	10,5		
CT	22,6	14,6		

Year 2011	Type of Medical Device						
Teal 2011	MR	BT	USG	EKO	Cyberknife	Robotic Surgery	
Ministry of Health	-	-	-	-	3	3	
Other Institutions	-	-	-	-	4	9	
Total	781	1088	3775	1181	7	12	

## **HEALTH TOURISM IN TURKEY**

**Health tourism** means going to another country for regaining or improving the health of a person.

Health tourism has got many sub-components;

- **1-Medical Tourism:** It is the kind that international patients get services for the purpose of treatment and rehabilitation from the health institutions.
- **2- Thermal Tourism and Medical SPA:** This kind of health tourism belongs to medical massage with spa water or hotel services and some complementary medicine practices, such as mud pack.
- **3- Elderly and Disabled Tourism:** It is a combination of elderly and disabled care, rehabilitation and medical treatment.

As it is seen, there are many types of health tourism. In common, like World Health Organization defined, health tourism can be summarized as all trips for regaining people's health. As we all know, according to WHO; health is described as "mentally and physically well-being of people."

Our country has got a great deal of potential on all kinds of medical tourism. In this regard Turkey is one of the attractive countries in the world in terms of geographical position, culture and climate and health transformation project.

Health tourism in the world has developed in the last ten years. There are about 10 million people who travel for the purpose of medical tourism and the total revenue from this sector has gone up to 100 billion US dollars. Also thermal tourism, medical spa, elderly and disabled tourism revenues are not clear but it's much more than medical tourism revenues. It is necessary to diversificate and spread tourism for 12 months, countries such as Turkey. Health tourism is now completely a commercial issue and gets involve in countries economies. It has became a very important sector with spreading it for 12 months and plays a big role for the employment.

In our country there are about 50 accredited health institutions with JCI. Legal procedures has been made for paving the way for the Health Care Free Zone and City Hospitals construction has started. Like private hospitals in Turkey public hospitals and universities in Turkey, as well as a variety of health tourism infrastructure has begun to strengthen.

In health care servicing, our country has become an essential health base in its area with the human resource quality, economical value and advanced technology use and practice of international standards.

Recently, first from peripheral countries, then from Central Asia, Middle Eastern, African States, European Countries, even from USA hundred and thousands patients have come to our country so as to be treated.

### SOME STATISTICS

Figure 1: Number of Foreign Patients in Turkey in Years between 2008-2012

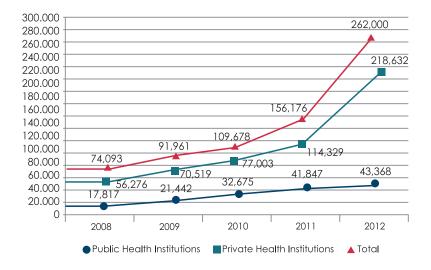




Figure 2: Number of Health Tourists (Top 10 Countries / In 2012)

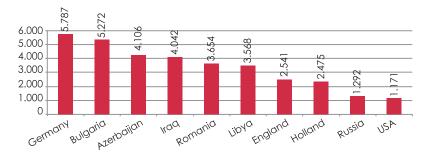
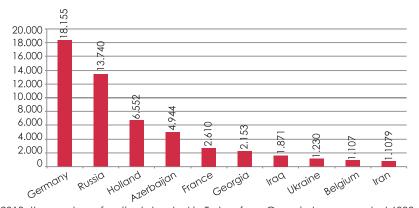
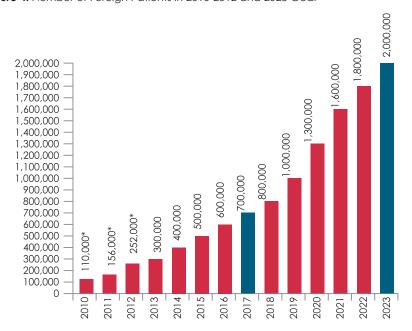


Figure 3: Number of Tourist's Health Patients (Top 10 Countries / In 2012)



In 2013, the number of patients treated in Turkey from Georgia has exceeded 6000.

Figure 4: Number of Foreign Patients in 2010-2012 and 2023 Goal





In our country health tourism is not just about medical tourism, it is also about thermal, elderly and disable tourism and they are in rapid improvement. Standarts are determined related to these and the investments are increasing rapidly.

#### **Health Tourism Management**

Health tourism-related business and operations, and ensuring the inter-agency coordination given to the Ministry of Health by law. Based on this, the Department of Health tourism has been established within the General Directorate of Health Services. On the subject our web site; www.saglikturizmi.gov.tr is published in 4 languages. For the foreign patients, from 444 47 28 number,7 days 24 hours consultation and interpreting services are given.

On that issue there are lots of researches in progress and the regulations are prepared. In our country, health tourism and the provided services to foreign patients are in control of the government and they are always in supervision.

The Ministry of Economy financially supports the health tourism promotion on abroad. Also from 2013 health tourism revenues are in %50 exemption of tax.

### Our Strategic Plan Between 2013-2017

**Strategic Aim 4**; Developing health care system for the aim of adding value to Turkey's social and economic development and global health care.

# Strategic Aim 4,5; To strengthen health tourism in Turkey:

- Making advertisement within the scope of health tourism and creating attraction
- Improving the provided health services
- Expand the scope of health tourism services,
- Improving the health tourism management

PERFORMANCE INDICATORS	YEAR	TARGET	TARGET
	2011	in 2017	in 2023
Patients within the scope of Health Tourism (thousand)	156(1)	700	2.000
Income through Health Tourism (annual - US \$)	1 Billion	8 Billion	20 Billion
Percantage of International Accredited Health Institutions	2,5	4,5	10
Number of Health Free Zones	-	4	10

### For More Information:

www.visitturkeyforhealthcare.org

<u>www.ipsa.org.tr</u>

Call Center: (00 90) 444 5 986



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