



# Turkey Health Tourism Pocket Book

**Prepared By**  
Dursun AYDIN (MD)

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Dursun AYDIN (MD)

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Within the handbook, generally 2010-2011 statistics data has been used.

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[kitap@ipsa.org.tr](mailto:kitap@ipsa.org.tr)



In the upcoming period, we will transform our country into a health base not only for our own people but also for the countries in the region. In order to increase the health quality and set the costs and effective health services balance, we will extend the city hospitals, the construction of which we have started, to the four winds of the country.

**Recep Tayyip ERDOĞAN**

Prime Minister of the Republic of Turkey

\* T.C. Sağlık Bakanlığı Sağlık Turizmi El Kitabı 2012'den alınmıştır.



**Mehmet MÜEZZİNOĞLU (MD)**  
Minister of Health

## **FOREWORD**

We have undergone a significant modification and transformation in the last 10 years through Health Transformation Program.

In this context, we have started to offer better healthcare services than many European countries do thanks to our private and university hospitals as well as public healthcare organizations, qualified manpower, specialized physicians, technological infrastructure and experiences.

With the Health Transformation Program, we have made our country an attraction center in terms of health in this region. Our country which sent patients to abroad before has become a country that admits patients from many countries including peripheral countries in particular and provides healing.

Providing high-quality, effective and efficient services for our people; our health system also admits about 300 thousand international patients for treatment purposes every year. With city hospitals and healthcare free zones started to be built, we plan to bring our country to a leading position in medical tourism.

Medical tourism is a new concept and working area for Turkey like the whole world and has started to become a remarkable export item bringing foreign currencies to our country. Medical tourism attracting the attention of all stakeholders of the sector in spite of having a short background offers new opportunities for Turkey. We regard the keeping the interest of academic and public and private sectors alive as a significant step considering the evaluation of these opportunities and what they can bring to the country's economy. We aim to increase and develop the share of healthcare services provided by the healthcare organizations of our country in the global medical tourism movement by cooperating with government organizations, non-governmental organizations, intermediary firms and all the organizations to play a role in development of medical tourism and by ensuring coordination between them to achieve a success.

This study performed based on the data obtained by the relevant units of our Ministry presents important information for the purpose of enlightening and directing the future of medical tourism in Turkey.



## 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](http://www.visitTurkeyforhealthcare.org), which conducts training, promotion and consultancy services relevant to health tourism.

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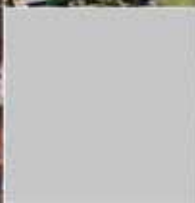
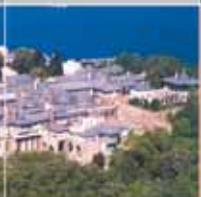
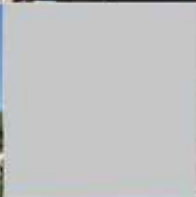


**Dursun AYDIN (MD)**  
Platform Of President

## ABOUT THE BOOK

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](http://www.healthtourism.gov.tr) web-site. You may get this book free of charge from Consulates, Ministry of Culture and Tourism and Ministry of Health.

Within this book, you will find detailed information about Health Tourism Dynamics in Turkey, Health System and Healthcare Organizations. Health Tourism Handbook studying this information under 8 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.





# *General Overview of Turkey*

## 1. HISTORY

### 1.1. State Rule in Turkish States during the Islamic Period

Turkic tribes such as the Qarluks, Yagmas and Chigils which took sides with the Arabs during the Battle of Talas between the Chinese and the Abbasids in year 751, converted to Islam and from that time until the 10th century Turks have substantially become muslims.



Conversion to Islam has not only affected the social and cultural life but also state rule. Expeditions named as the "Turkish world rule ideal" and embarked on with reference to the idea that Turks were, by taking the authority to state rule ("kut") from God, heaven sent to bring order and peace to the world, were embarked upon for spreading Islam with the embracement of Islam and the notion of "jihad".

"Karakhanids" were the first turco-islamic state. Ghaznavid and Seljuqi sovereigns have used the title of "Sultan".

### 1.2. The importance of the Seljuqi State from the Viewpoint of Turkish History

After the gates of Anatolia were opened by the Great Seljuqs, the idea that Turks were the new patrons of Anatolia was imposed upon the Byzantine Empire by the Anatolian Seljuks. Without sufficient progress being made, the Crusades had begun. These raids corroded the state

but the Seljuqs still knew how to survive. Welfare and happiness continued in Anatolia until the Mongolian Incursion. With the architectural artifacts built, the Turkish mark was left on Anatolia. This is why Anatolia has been named "Turkey" since the 12th century.

With the Mongolian Incursion Turkmen migration into Anatolia increased. These clans were placed along border tribes so they would protect the borders. As the borders were called Marks (boy), these clan beys were called Margraves (boybeyi). With the Seljuqi State's loss of sovereignty, the margraves started to act independently. Hence the Era of Anatolian Beylics had begun.

### 1.3. The Ottoman Empire

The history of the Ottoman Empire is studied and assessed by dividing it into specific periods. These periods are termed as:

The Beylic Period (1299 and before), the Foundation Period (1299-1453), the Period of Rise (1453-1579), the Stagnation Period (1579-1699), the Period of Decline (1699-1792) and the Period of Dissolution (1792-1922).

The Beylic Period: The Ottoman Beylic was a beylic belonging to the Kayi clan. Ertugrul Ghazi came and

settled in and around Sogut during the Seljuqi period. Upon the decease of Ertugrul Ghazi, Osman Bey took control of the beylic.



The Foundation Period (1299-1453): Osman Bey, with his conquests,

ascended to the position of successor of the collapsing Anatolian Seljuqi State. It is acknowledged that after the conquest of Bilecik, Yarhisar and Inegol the Ottoman State was established and 1299 is recognized as the year of establishment in historical research. In the time of Orhan Bey, who took control after Osman Bey, the conquests gained pace, Bursa and Iznik were conquered. Orhan Bey declared independence by coining his money and the Ottoman Beylic became the Ottoman State. During the Foundation Period, the Ottoman advancement spread through the Balkans.

Edirne was conquered, Bulgaria, Greece and Serbia were seized in the Balkans. At the same time the beylics established in Anatolia after the Seljuqs, fell under the rule of the Ottoman State. During the Foundation Period, Osman Bey, Orhan Bey, Murad I, Yıldırım Beyazid, Mehmed I and Murat II have subsequently ascended to the Ottoman State power. The Foundation Period ends with the conquest of Istanbul.

The Period of Rise (1453-1579): After substantial territory was conquered in the East and the West and the borders of the State expanded, it is acknowledged that the Ottoman State, which became an "Empire" with Fatih Sultan Mehmed's conquest of Istanbul has thereby entered the Period of Rise. Fatih Sultan Mehmet, who ascended the throne after Murad II, conquered İstanbul in 1453 and Istanbul was declared the new capital of the empire.

During the Period of Rise, Fatih Sultan Mehmet, Beyazid II, Yavuz Sultan Selim, Suleyman the Magnificent and Selim II subsequently rose to

the throne. Especially during the era of Suleyman the Magnificent (1520-1566) the empire lived through its brightest era.



The Stagnation Period (1579-1699): The Stagnation Period of the Ottoman Empire started with the decease of Sokullu Mehmet Pasha. Sokullu Mehmet Pasha served as grand vi-

ziers during the rule of Suleyman Magnificent, Selim II and Murad III. Sokullu Mehmet Pasha is an important statesman who worked for the political and military success of the state during the 14 years of his viziership and his decease is acknowledged as the transition into the stagnation period of the Ottoman Empire.

With the ascention of inexperienced heirs to the throne and the weakening of the central authority, inner insurrecions have occurred, the restlessness has widely increased with the janissary rebellion against authority.

The deterioration of the manorial system and the economic problems brought about by the Expeditions to Iran and Austria have also played an important role in stagnation.

During the stagnation period Murad III, Mehmed III, Ahmed I, Mustafa I, Othman II, Murad IV, Ibrahim I, Mehmet IV, Süleyman II, Ahmet II and Mustafa II subsequently ascended to the throne.

The Period of Decline (1699-1792): The period between the Treaty of Karlowitz signed in 1699 and the Treaty of Jassy signed in 1792 is recognized as the period of decline. The Treaty of Karlowitz is the first treaty by which the Ottoman Empire lost a great amount of territory in the west. After this date, the main politics of

the state was based on regaining its lost territory. During the Period of Decline, Mustafa II, Ahmed III, Mahmud I, Othman III, Mustafa III, Abdülhamit I and Selim III subsequently ascended the throne.

Period of Dissolution (1792-1922): The period in which the Ottoman Empire underwent the period of collapse and dissolution is named as the Period of Dissolution. This period starts with the Crimean War which the Ottoman Empire declared against Russia in 1787 to take Crimea back, the incidents with occurred to the disadvantage of the Ottoman Empire with the participation of Austria in the war and the subsequent signing of the Jassy Treaty in 1792.

During the Period of Dissolution, Selim III, Mustafa IV, Mahmud II, Abdülmecit I, Abdulaziz I, Murad V, Abdulhamit II, Sultan Mehmet Reshad and Sultan Mehmet Vahdettin subsequently ascended to the throne. With the abolition of the sultanate in 1922 the Ottoman Era came to an end.

#### **1.4. The Turkish Republic**

The fall the Ottoman Empire went through in an economic and military sense, caused the empire territory to be occupied after World War I, on 23 Nisan 1920 the Grand National Assembly of Turkey was established, after the war of independence waged by the Turkish nation under the leadership of Mustafa Kemal Atatürk the foundation of the "Republic of Turkey" was proclaimed at the Grand National Assembly of Turkey on 29 Ekim 1923. With the proclamation of the Republic, important changes were experienced in Turkish cultural and art life. As the new state was built upon national culture, studies on

the Turkish language, literature and history have gained speed in this period.

The foundations of the new state were based on Turkish culture above all. This novelties experienced in a cultural sense, is also seen in state rule and system. Novelties such as the proclamation of the Republic, the abolition of the caliphate and sultanate and adoption of the latin alphabet have provided for the emergence of the modern Republic of Turkey.



In accordance with the principle of Statism, most investments have been made by the state during the first years of the Republic. The multiparty era started in the 1950s, with the ascension of the Democratic Party to power. In this period, a great part of investments were made in roads and factories and private enterprises started to increase. In the years between 1950 and 2000 Turkey signed and acceded many international conventions.

A series of radical reforms, which aimed at the transformation of muslim village people into a modern bourgeois society and a single nation and their attainment of the right to self determination have been mentioned and recognized as the Atatürk reforms and are still being continued with. With these revolutions, Turkey has become one of the most developed and modern countries in countries with a muslim majority. The Republic of Turkey is a democratic and secular rule of law state. The United Nations, NATO, the European Parliament and the Organization of the

Islamic Conference are some of the international organizations Turkey is a member of. Since 3 October 2005 negotiations on full membership to the European Union started.

As a result of its liberal economic expansions after 1980, Turkey has accelerated its technological and industrial attacks.

### **After 2000**

Recep Tayyip Erdoğan was punished by four months imprisonment on grounds that he committed the crime of "Public incitement and overt instigation to religious and racial hatred and hostility" as proscribed by the Turkish Penal Code, during the speech he held in Siirt on 12 December 1997.

When his Justice and Development Party, which he founded on 14 August 2001 won the general elections on 3 November 2002, Abdullah Gül formed the 58th Government of the Republic instead of Erdoğan, who was banned from elections. Thereafter Erdoğan's punishment was precluded and he headed the government.

### **1.5. Presidential Elections**

The possible candidacy of Prime Minister Erdoğan for the presidential elections which were to be held because President Ahmet Necdet Sezer's term in office was due to end on 16 May 2007, was opposed foremost by the Republican People's Party and other political parties.

With the start of the presidential election process, the Justice and Welfare Party nominated Foreign Minister Abdullah Gül. On the account of the fact that the necessary number of MPs during the

plenary session of the elections must be 367 and that therefore the internal regulations of the Assembly were being violated, the Republican People's Party appealed to the Constitutional Court for the cancellation of the elections and suspension of the election process.

By its verdict, the Constitution Court ruled that the minimum number of MPs for the session must be 367. As a result, Turkey, with a decision unprecedented in its history, had to call for general elections because the Grand National Assembly of Turkey couldn't elect a President.



On 28 August 2007, esteemed Abdullah GÜL was elected as the eleventh President of the Republic of Turkey by the Grand National Assembly of Turkey. He still continues his tenure as President. During the 2011 elections, the Justice and Welfare Party won 326 seats in the Grand National Assembly with %49,95 of votes. Despite the increased voting rate, the number of its elected Members of Parliament decreased compared to the previous elections. Being in power for the third time, the Justice and Welfare government proved that it has earned the trust of a great mass. The Republican People's Party took %25,94 of votes.

By 2000s, Turkey has come to spend strenuous effort in peace in the Middle East. In this period, our relations with Israel started to stagnate. As a result of such standing, Turkey has gained a great sympathy in the Arab World.

### **1.5. The Key Country in Europe's Future is Turkey**

The European Union (EU) and Turkey, have the will to share a common future since 50 years. After the application Turkey made in 1959, it signed an Association Agreement with the European Economic Community in 1963, in which membership was clearly foreseen. This situation shows that Turkey has had an important strategic role since the formation of the EU began.

The conclusion of the Customs Union in 1996, developed Turkey's economic unification with the EU. With the recognition of Turkey's candidate status in 1999 a comprehensive reform process started in the country. After the decision was taken by the EU member countries that Turkey had sufficiently fulfilled the political criteria for membership, accession negotiations started in 2005. The political, economic and social transformation process, which gained pace with the accession process, brought Turkey a bit closer to the EU every day. Today, the fastly changing global dynamics, and common interests, make the Turkey-EU unification more vital and indispensable for both sides. The EU has a key role in Turkey's modernisation. Turkey play a key role in EU's reaching a stronger, more secure and more stable future.

#### **Turkey is the key to Europe's Success in Global Economy**

Turkey is the 16th greatest economy in the world and the 6th greatest economy in Europe. It is a member of the G20 as one of the 10 fastest growing markets. In the years between 2004-2008

the average growth of GDP was % 6.06. According to the OECD data, Turkey will become the country with the third highest growth rate after China and India in 2017. The share of the services, industrial and agricultural sector in GDP is %60, %30 and %10 respectively. Turkey's modern industry, brought the country into the position of Europe's number one producer of Televisions, DVD players and busses as well as the third greatest steel and ceramics tiles. Being the number



one producer of boron in world ranking, Turkey ranks second in glass production and 4th in the production of luxury yachts. It has the standing of the greatest cement exporter and the second greatest jewellery exporter. Additionally, Turkey is Europe's second greatest textile and ready to wear supplier and third greatest supplier of vehicles.

Turkey is the seventh most popular tourist attraction. The "2010 European Culture Capital" Istanbul however is the seventh most visited city in the country. The direct investment input in Turkey reached 10 million Euros in 2008. The direct investments which Turkey made in more than 50 countries however amounts to 1,7 billion Euros. Turkey, which is located at the easternmost of the West and the westernmost of the East, has a unique strategic position in its region thanks to geographic, cultural and historical elements. Turkey is in the position of an effective actor and a reliable mediator in critical regions such as the Middle East,

Central Asia, the Black Sea basin, the Mediterranean and the Balkans.

### 1.6. Turkey in the Role of the Alliance of Civilizations

Turkey, with its preponderantly muslim population, is the only muslim country where secular democracy is deeprooted. This quality which Turkey holds shows that the religion of Islam and democratic values are reconcilable. Being one of the few countries which are members of both Western and Islamic institutions, Turkey leads the "Alliance of Civilizations" alongside Spain under the auspices of the UN.

Turkey's accession to the EU will strengthen the influence of the EU as a global actor, will increase the Union's reliability in the World of Islam by showing that the EU is not an exclusive "Christians Club" but a union of values and extend the world the message that the "Clash of Civilizations" can be prevented.

## 2. SOCIAL, ADMINISTRATIVE, GEOGRAPHIC AND CULTURAL STRUCTURE



Being a Mediterranean, Black Sea, European and Middle Eastern Country, Turkey is surrounded on three sides by water, its birdsview geographic layout is roughly akin to a rectangular. Turkey is a republic with a democratic regime.

## **2.1. Geography and Nature**

Turkey's territories are at the intersection of 36°-42° northern parallels of latitude and 26°-45° eastern meridians. It is roughly akin to a rectangular and its width is 1.660 kilometres. It takes the space of 814.578 km<sup>2</sup>, including lakes. The length of Turkey's land borders is 2.573 km, its length of strands is 8.333 kilometres, including islands. Turkey's neighbors are Bulgaria and Greece to its west, Georgia, Armenia and Iran to its east and Iraq and Syria to its south. Turkey is one of the richest regions in the world in terms of history.

More than half of the country is comprised of heights with an altitude exceeding thousand metres. Approximately one third of it is covered with lowlands, uplands and mountains of average altitude, while 10 percent of it is mantled with depressed areas. The highest and most mountainous areas are in the east. The northern part is roughened by the Northern Anatolian Mountains, while the southern, eastern and southeastern parts are roughened by the Taurus Mountains.

The highest point of the country is the tip of Mount Ararat, which reaches 5.166 metres. The foremost flatlands are Çukurova Lowland, Konya Lowland and Harran Lowland. The longest white water, the source and mouth of which falls within the country's boundaries, is the 1.355 kilometres long Kızılırmak River. The largest natural lake is the Van Lake which covers an area of 3.713 km<sup>2</sup>. The Atatürk Dam Lake however, which spreads an area of 817 km<sup>2</sup> is the largest artificial lake in the country.

The surface area of Turkey's largest island Gökçeada is 279 square kilometres.

## 2.2. Climate

Turkey's surrounding by water on three sides, the stike of mountains, and the variety of land forms made way for the formation of climate types with different traits. More milder climates prevail in coastal areas by force of sea effect. The Northern Anatolian Mountains and the Taurus Mountains, hinder the sea effects' penetration into the inner lands. Therefore continental climate prevails in the inner lands. Although Turkey is on the same parallel latitude with Spain for instance, relatively less water shortage is suffered from as there are heavy rains and snow on the Anatolian Plateau with a more than 1000 metres altitude.

Çukurova Lowland, where agriculture has been engaged in for 8000 thousand years, alongside the Aegean Region, Bafra and Çarşamba Lowlands are considered to be some of the most exuberant territories in the world. With the exception of tropical vegetables, %90 of the vegetable and fruit varieties present in the world are being grown in Turkey.

## 2.3. Population

According to the address-based population registration system, the total population throughout Turkey reached 74 million 724 thousand 269 in 2011. The city with the highest population again was Istanbul, followed by Ankara and Izmir.



**Table 1: Turkey's Cities with the Greatest Population.  
(Cities with a population of more than 1.5 million people)**

<b>İstanbul</b>	13.624.240 people
<b>Ankara</b>	4.890.893 people
<b>İzmir</b>	3.965.232 people
<b>Bursa</b>	2.652.126 people
<b>Adana</b>	2.108.805 people
<b>Antalya</b>	2.043.482 people
<b>Konya</b>	2.038.555 people
<b>Gaziantep</b>	1.753.596 people
<b>Şanlıurfa</b>	1.716.254 people
<b>Mersin</b>	1.667.939 people
<b>Kocaeli</b>	1.601.720 people
<b>Diyarbakır</b>	1.570.943 people

## **2.4. Religion**

Since Turkey is a secular country, the religious and state affairs are separated. Nearly % 98 percent of the population of Turkey is muslim. The formation of political parties with religious or ethnic names is proscribed by the Constitution. In general, conservative parties are those which speak for the religious sensitivities. During the first years of the Republic, the conclusion that religious affairs could not be carried out outside the boundaries of the state was reached at and the decision that it should be controlled by the state was taken. To this respect, the Directorate of Religious Affairs was established on 3 March 1924 as an institution subordinate to the Prime Ministry. This institution is in

charge of providing religious service to individuals and the administration of Muslims' places of worship such as mosques. The freedom of belief or non-belief, the right to perform or non-perform religious norms are protected by the Constitution.

## 2.5. Regime

Turkey's regime is a republic. The Republic of Turkey was established in 1923 under the leadership of Mustafa Kemal Atatürk. The official language of Turkey is Turkish. Today, official Turkish is being spoken by a hundred million people. A secular democratic administrative mentality is present. The judiciary is carried out by the Turkish Grand National Assembly, the executive is carried out by the government, while the judiciary is carried out by independent courts. Its capital city is ANKARA.

## 3. ECONOMIC STRUCTURE

Despite the uncertainties in the world markets and the public deficit crises particularly in Europe, the year 2011 was a year in which Turkish economy reached a high growth pace.

The Turkish economy, which during the first two quarters of the year reached high numbers in growth with % 11,6 and %8,8, continued its stability in growth during the third quarter and concluded the third quarter with a % 8,2 growth rate.

Despite the uncertainties in the European economies, Turkey has ascended to a leading position in its region. Countries like Greece, Italy, Spain and Portugal in the Euro zone have come to the brink of bankruptcy.

Turkey which owed 23,5 billion USD to the International Monetary Fund (IMF) decreased its debt to less than 5 billion in year 2011.

In parallel with the pace gained in the growth numbers, the unemployment rate in Turkey according to the most recently disclosed numbers, decreased by 2,5 points compared to the same period the year before and receded to % 8,8.

The year 2011 was Turkey's golden age in exports. The rising trend continued despite the uncertainties in the European countries' economies, which are Turkey's most important export markets. According to the numbers provided by the unions of exporters, export worth 122,1 billion USD was made during the 11 months of the said year. The exports within the last twelve months however broke the record of the Republic's history and reached 133,9 billion USD. The primary export items are vehicles and supply industry, ready to wear and garment industry, coal and steel products, chemical materials, electrical and electronic goods. As a result of the reforms which started in 2002 in Turkey, an important rise in the capital inflow was observed.



By providing for the hot money flow into the country, the foreign currency reserve in the Central Bank were approximately 85 billion USD according to the most recently announced figures. Despite the many economic crises it suffered throughout its history, the Turkish economy has overcome the global crises suffered in the last year with success. It has preserved its title of being the world's 16th greatest economy. With its stable economic policies and successful government, its target of becoming one of the 10 greatest economies in the world in 2023 persists without being led astray.

#### 4. TOURISM IN TURKEY

Tourism in Turkey develops in parallel to the positive course in the economy. With the rise in the number of tourists who visit Turkey, the contribution of tourism income to the economy has increased. In the year 2010, tourism income was at 20 billion 806 million 708 thousand 444 USD.

As Turkey is positioned within the temperate zone, interest in sea tourism is particularly high. The Aegean, Mediterranean and Southern Marmara are important for sea tourism.

Because the average altitude of Turkey is high, it also has an attraction for winter tourism. Skiing resorts for winter tourism are available especially in the mountains of Uludağ in Bursa, Erciyes in Kayseri, Palandöken in Erzurum and Kartalkaya in Bolu. Turkey is a country which also draws attention with its historical features.

Since prehistoric times, Anatolia has been host to many civilizations such as the Hitites, Assyrians,

Sumerians, Babylonians and Persians. Artefacts which have survived these periods make a great contribution to the development of tourism. Additionally, Turkey, with its new and quality facilities, large spectrum of shopping facilities and its great number of expertised travel agencies and airlines has become an important tourist attraction.

With all these specialities, Turkey gained its share of world tourism market by %2.7 and the European tourism market by % 5.1 and has thereby ranked 8th worldwide by tourist inflow and 9th by tourist income. Turkey has hosted an average of 33 million tourists in 2011. Turkey has ranked among the "World's Best Ten Countries for Foreign Visitors".

#### **4. Variety of Tourism experienced in Turkey (Alternative Tourism)**

##### **a. Health Tourism**



Health tourism is the variety of tourism which enables healthcare organizations to grow either with the purpose of advancing the physical health of people who

travel to hot springs or other health centers for treatment or by the use of the international patient potential with those in need of cosmetic surgery operations, organ transplantation, orthodontal therapy, physical therapy, rehabilitation etc. Although it has different definitions, we can summarize health tourism as the travels taken from the place of residence to another location (domestic or abroad) for the purpose of getting service for any health reason.

### **b. Highland Tourism**

Our country, with the convenient climate traits, superior landscape values, traditional lifestyle in



which pastoral elements gain preponderance and spaces appropriate for mountaineering/ climbing, horse riding in nature, trekking, paragliding,

floral/fauna sightseeing, jeep safari and others are of utmost convenience for highland tourism.

### **c. Av Turizmi**

The geographical structure of Turkey, its flora and



wildlife is in a convenient position for the development of hunting tourism. Hunting tourism to be organized in our country is regulated by the "Land Hunting Law", the "Regulation on the Procedures and

Principles of Foreign and Local Hunters' Hunting within the Scope of Hunting Tourism" passed according to the said law and published in the Official Gazette no 25694 on 08 January 2005 as well as the principles to be laid down by the Ministry of Environment and Forest with the decisions (circulars and orders) taken by the Hunting Commission formed within the body of the said Ministry in accordance with the articles of the "Forest Law" no 6831.

#### **d. Yacht Tourism**



The Mediterranean Sea, Aegean Sea, Black Sea and the Marmara Sea surround Turkey to its north, west and south. Turkey is the treasure of coves, bays and strands at which yachters will anchor each night at different points, special

points and is host to the Blue Cruise. This poetic sea travel has the meaning of man's historical experience from the perspective of sea instead of land, sailing against the wind in seas and bays and unifying with the nature. This travel is also one which will take you to the special beach of Cleopatra, the eternal flame of the Mount Olympus and the thousands of archaeological remnants of ancient civilizations.

Yachting in Turkey, will give you the experience of a really useful cultural experience with the nice and hospitable people of villages and small towns. The mild winds which generally blow from the west and northwest ensure enjoying nature and make the long summer season ideal for yachting.

It is possible to view mountain tops almost as high as three thousand metres from some copper turquoise strands and protected coves.

#### **e. Silk Road**

Silk Roads in Anatolia

Anatolia, which serves as a bridge between east and west since ancient times due to its geographic location, has been one of the most important crossroads of

the Silk Road. In the Medieval Age, Silk Roads originated in China, followed more than one route in Central Asia, passed through Anatolia and reached Europe through Thrace. Moreover, it has also reached Europe by using ports like Ephesus and Millet on the Aegean shores, Trabzon and Sinop in the Black Sea and Alanya and Antalya in the Mediterranean.

#### **f. Air Sports**



Turkey is a country to be discovered for those keen in air sports such as Paragliding, Hangglider, Glider, Parachute and Air Ballooning.

- Paragliding
- Hangglider (delta)
- Air Ballooning
- Microlight
- Glider
- Model Airplane
- Parachute

#### **g. White Water Tourism**

A great part of the white waters in our country is very suitable for rafting, canoeing and river skiing described as "white water tourism". It is important

that this great potential which our country offers in white water tourism, a prominent branch of nature tourism, is developed and advertised so as to appeal to great masses. White water tourism, which does not necessitate great investments, forms a whole with its surroundings' history, archaeological, cultural, authentic values and other varieties of tourism. Therefore, when analyzing our rivers' white water



tourism, other tourism values which are placed in its surroundings and which can be developed in an integrated way, are determined within the scope of this project.

White waters appropriate for rafting are:

- Çoruh River,
- Köprüçay Brook,
- Manavgat Brook,
- Dim Brook,
- Adana-Feke-Göksu River,
- Zamantı Stream,
- Part of River Euphrates.

#### ***h. Birdwatching***

Birdwatching is an observatory sport, which enables the acquaintance with nature from the world of birds. The total number of bird variety in Turkey equals to the variety of birds present in whole Europe. The most important reasons for our country's riches in birds are its traits of rich wetland areas and its location on birds migrati-on roads. Birdwatching in Turkey has been spreading fastly in the last years in parallel with the developments in the world.

#### ***i. Winter Sports Tourism***

With respect to the principle of providing variety in tourism products and spreading the tourism season to the whole year and the aim of meeting the changing tourism demand, priority is being given to the balance of "Protection and Use" of natural beauties, which is the main anchor point of tourism. At this point, the works conducted for the use of our country's natural, cultural and his-torical beauties in line with the regions' and our country's interests are being continued within



the scope of Turkey Tourism Strategy (2023).

The works on developing winter sports along the Winter Tourism Corridor (Erzincan, Erzurum, Ağrı, Kars and Ardahan) and the tourist attractions in these cities as determined in the Turkey's Tourism Strategy, are being carried on with priority.

25 out of 48 potential winter tourism spheres, which had been determined by the research and analyses by the Directorate General for Youth and Sports of the Ministry of Culture and Tourism of the Republic of Turkey, have been declared as winter tourist attractions.

#### **j. Cave Tourism**

The caves in our country hold an important potential with respect to variety in tourism. %40 of our country is composed of rocks appropriate for karstification, which is important for the formation of caves.



Turkey's longest cave is the more than 15 kilometers long Cave of Pınargözü in Sparta, while its deepest cave is the Peynirlikönü Cave with 1429 metres in Mersin. More than 30 caves in Turkey have been opened for cave tourism. Furthermore, there are many caves which can be accessed by special interest groups only with the appropriate equipment and the accompaniment of a guide. The Ministry of Culture and Tourism has put 13 cave in service of tourism so far.

### **k. Congress Tourism**

Turkey, the treasure of history and culture, has the standing of being a gate to exciting opportunities. At the point where Europe and Asia meet, Turkey is in the position of being a splendid location for meetings, incentives and congresses.



Turkey offers first class accommodation and a richness in conference facilities, easy travel to the main cities of the world, beautiful settings and the attraction of unique scenery. Added thereon are a perfect climate and the advantage of far lower costs compared to alternative destinations.

Turkey, being exotic and close to European countries, is an ideal destination. It is possible to be carried to Istanbul in two to three hours by Turkish Airlines or other national airlines with transfer flights to Izmir, Antalya and Ankara or the opportunity of direct flights. Daily charters connect Istanbul to the main cities in USA, the Middle East and Asia.

### **l. Botanical Tourism**

Its various geographical properties, the variety in its climate brought about by its geographical distinction and its standing as a bridge between

three continents renders the Anatolian Peninsula the holder of a plant diversity rare in the world. While the total number of plants in Europe is 12.000 , this number is 9.000 in our country.

Our country is superior to Europe with respect to its plant diversity. For as much as our country is superior to Europe with respect to endemic plants, which only grow in a certain region or the home-



land of which is a specific region, it is also one of the few regions in that respect. While the total number of endemic plants in Europe is 2.750, this number is 3.000 in our country. Merely in Antalya, the number of endemic plants is 600.

### ***m. Faith Tourism***

With the faith tourism project, the aim is to evaluate and improve the environmental planning, lighting, accessibility and other aspects to the three monotheistic religions' (Islam, Christianity and Judaism) significant tourist attractions which have survived till





present as well as increasing the number of visitors by advertising them. Within the scope of the initiated works for developing faith tourism, the inventory of the surviving artefacts of three major religions and the places of worship was taken with priority in 1993. Within the scope of this project, a committee has been formed under the chairmanship of the Ministry of Foreign Affairs and the participation of representatives of Ministry of Interior, our

Ministry and the relevant agencies and institutes. Bearing the above mentioned matters in mind, this committee has assessed the nine tourist attractions important for Christianity.

#### ***n. Mountaineering***



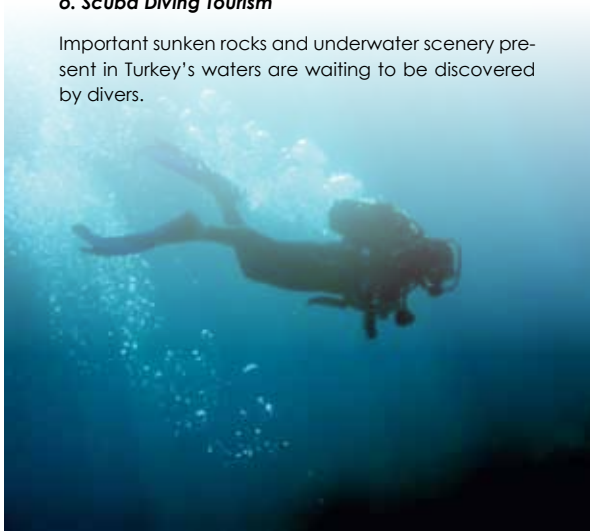
Turkey, with its mountains of different altitudes, rich geomorphological and tectonic structure and a rich hunting and wildlife with forests of flo-

ra, fauna and silhouette, offers incredibly attractive and interesting opportunities for fans of mountaineering sports both for winter tourism and mountaineering and mountain climbing. Each year, many tourists from various destinations of the world visit Turkey for mountain climbing and mountaineering. Mountains which serve for mountaineering tourism in Turkey are:

- Ağrı – Mount Ararat
- Antalya – Beydağlar Mountains
- Kayseri – Mount Erciyes
- Mersin - Bolkar Mountains
- Niğde - Aladağlar Mountains
- Rize - Kaçkar Mountain Chain
- Tunceli - Mercan (Munzur) Mountains
- Van – Mount Süphan

#### ***o. Scuba Diving Tourism***

Important sunken rocks and underwater scenery present in Turkey's waters are waiting to be discovered by divers.



#### 4.2. Comparison of Foreign Visitors to our Country in the Years Between 2008-2010 According to their Nationalities

**TABLE 2: COMPARISON OF FOREIGN VISITORS TO OUR COUNTRY IN THE YEARS BETWEEN 2008-2010 ACCORDING TO THEIR NATIONALITIES**

NATIONALITY	Years			Nationality Ratio (%)		
	2008	2009	2010	2008	2009	2010
GERMANY	4 415 525	4 488 350	4 385 263	16,77	16,58	15,32
AUSTRIA	520 334	548 117	500 321	1,98	2,02	1,75
BELGIUM	596 442	592 078	543 003	2,26	2,19	1,90
DENMARK	276 805	296 085	314 446	1,05	1,09	1,10
FINLAND	102 883	136 489	143 204	0,39	0,50	0,50
FRANCE	885 006	932 809	928 376	3,36	3,45	3,24
HOLLAND	1 141 580	1 127 150	1 073 064	4,33	4,16	3,75
ENGLAND	2 169 924	2 426 749	2 673 605	8,24	8,96	9,34
IRELAND	115 388	117 360	111 065	0,44	0,43	0,39
SPAIN	342 104	376 215	321 325	1,30	1,39	1,12
SWEDEN	404 092	401 740	447 270	1,53	1,48	1,56
SWITZERLAND	252 925	283 060	271 139	0,96	1,05	0,95
ITALY	600 261	634 886	671 060	2,28	2,34	2,34
ICELAND	9 374	7 838	6 476	0,04	0,03	0,02
LUXEMBURG	10 852	9 687	11 262	0,04	0,04	0,04
PORTUGAL	36 977	46 900	53 373	0,14	0,17	0,19
GREECE	572 212	616 489	670 297	2,17	2,28	2,34
CZECH REPUBLIC	158 858	164 733	174 426	0,60	0,61	0,61
POLAND	397 682	419 475	428 275	1,51	1,55	1,50

NATIONALITY	2008	2009	2010	2008	2009	2010
HUNGARY	95 414	82 684	90 944	0,36	0,31	0,32
NORWAY	250 458	262 314	299 405	0,95	0,97	1,05
SLOVAKIA	69 168	80 687	91 765	0,26	0,30	0,32
EUROPE OECD	13 424 264	14 051 895	14 209 364	50,97	51,90	49,63
USA	679 445	667 159	642 768	2,58	2,46	2,24
AUSTRIA	124 400	129 642	131 685	0,47	0,48	0,46
JAPAN	149 731	147 641	195 404	0,57	0,55	0,68
CANADA	147 631	155 270	152 556	0,56	0,57	0,53
NEW ZELAND	23 466	23 898	24 636	0,09	0,09	0,09
MEXICO	26 997	21 912	22 908	0,10	0,08	0,08
SOUTH KOREA	119 500	89 148	123 315	0,45	0,33	0,43
OECD TOTAL	14 695 434	15 286 565	15 502 636	55,80	56,46	54,14
ESTONIA	33 752	36 413	35 136	0,13	0,13	0,12
MONTENEGRO	-	11 837	11 610	-	0,04	0,04
KOSOVO	-	28 171	46 228	-	0,10	0,16
LITHUANIA	3 412	3 616	3 361	0,01	0,01	0,01
SOUTHERN CYPRUS	92 939	76 730	71 992	0,35	0,28	0,25
LETONIA	9 617	13 574	15 421	0,04	0,05	0,05
BOSNIA AND HERZEGOVINA	58 460	40 686	39 102	0,22	0,15	0,14
CROATIA	58 910	52 271	47 361	0,22	0,19	0,17
SLOVENIA	31 186	31 407	33 563	0,12	0,12	0,12
SERBIA AND	41 301	38 134	38 597	0,16	0,14	0,13
MONTENEGRO	170 399	102 202	113 465	0,65	0,38	0,40

NATIONALITY	2008	2009	2010	2008	2009	2010
MACEDONIA	106 645	107 389	115 541	0,40	0,40	0,40
ALBANIA	63 146	59 958	49 954	0,24	0,22	0,17
BULGARIA	1 255 343	1 406 604	1 433 970	4,77	5,19	5,01
ROMANIA	447 419	366 698	355 144	1,70	1,35	1,24
OTHER EUROPEAN COUNTRIES.	2 171	2 864	2 407	0,01	0,01	0,01
<b>EUROPE TOTAL</b>	<b>15 798 964</b>	<b>16 430 449</b>	<b>16 622 216</b>	<b>59,99</b>	<b>60,68</b>	<b>58,05</b>
AZERBAIJAN	459 593	424 155	486 381	1,75	1,57	1,70
BELARUS	152 961	142 422	152 421	0,58	0,53	0,53
ARMENIA	63 855	64 982	69 323	0,24	0,24	0,24
GEORGIA	830 184	995 381	1 112 193	3,15	3,68	3,88
KAZAKHSTAN	213 072	219 445	247 784	0,81	0,81	0,87
KYRGYZSTAN	47 730	40 882	35 665	0,18	0,15	0,12
MOLDOVIA	141 514	117 856	96 196	0,54	0,44	0,34
UZBEKISTAN	69 127	73 910	68 124	0,26	0,27	0,24
<b>RUSSIAN FEDERATION</b>	<b>2 879 278</b>	<b>2 694 733</b>	<b>3 107 043</b>	<b>10,93</b>	<b>9,95</b>	<b>10,85</b>
TAJIKISTAN	36 262	19 816	17 737	0,14	0,07	0,06
TURKMENISTAN	88 915	112 358	114 390	0,34	0,41	0,40
UKRAINE	730 689	574 700	568 227	2,77	2,12	1,98
<b>CIS</b>	<b>5 713 180</b>	<b>5 480 640</b>	<b>6 075 484</b>	<b>21,69</b>	<b>20,24</b>	<b>21,22</b>
ALGERIA	63 904	91 222	67 954	0,24	0,34	0,24
MOROCCO	44 023	65 875	57 447	0,17	0,24	0,20
LIBIA	43 779	64 721	60 917	0,17	0,24	0,21
SUDAN	8 987	10 581	6 634	0,03	0,04	0,02

NATIONALITY	2008	2009	2010	2008	2009	2010
EGYPT	57 994	66 912	61 560	0,22	0,25	0,22
TUNISIA	42 840	56 707	57 855	0,16	0,21	0,20
SOUTH AFRICAN RE-PUBLIC RrREREPUBLIC.	20 774	24 402	27 177	0,08	0,09	0,09
OTHER AFRICAN COUNTRIES	29 795	45 699	37 756	0,11	0,17	0,13
TOPLAM AFRIKA	312 096	426 119	377 300	1,19	1,57	1,32
B.A.EMİRLİĞİ	19 676	22 051	30 480	0,07	0,08	0,11
BAHREYN	8 081	9 090	9 375	0,03	0,03	0,03
QATAR	4 862	4 902	6 043	0,02	0,02	0,02
KUWAIT	22 084	26 801	27 281	0,08	0,10	0,10
IRAQ	250 130	285 229	280 328	0,95	1,05	0,98
LEBANON	53 948	71 771	134 554	0,20	0,27	0,47
JORDAN	74 340	87 694	96 562	0,28	0,32	0,34
SAUDI ARABIA	55 636	66 938	84 934	0,21	0,25	0,30
SYRIA	406 935	509 679	899 494	1,55	1,88	3,14
NORTHER CYPRUS	195 909	197 442	191 993	0,74	0,73	0,67
ISRAEL	558 183	311 582	109 559	2,12	1,15	0,38
YEMEN	4 971	6 181	6 344	0,02	0,02	0,02
OTHER WEST ASIAN COUNTRIES	10 034	10 605	10 093	0,04	0,04	0,04
WEST ASIA TOTAL	1 664 789	1 609 965	1 887 040	6,32	5,95	6,59
BANGLADESH	2 950	3 599	2 190	0,01	0,01	0,01
PRC	61 882	69 336	77 142	0,23	0,26	0,27
INDONESIA	15 627	23 361	24 349	0,06	0,09	0,09
PHILIPPINES	28 222	35 814	31 658	0,11	0,13	0,11

NATIONALITY	2008	2009	2010	2008	2009	2010
INDIA	55 798	55 114	63 406	0,21	0,20	0,22
IRAN	1 134 965	1 383 261	1 885 097	4,31	5,11	6,58
MALAYSIA	26 881	29 557	32 458	0,10	0,11	0,11
PAKISTAN	22 473	24 004	22 540	0,09	0,09	0,08
SINGAPORE	19 121	20 451	18 994	0,07	0,08	0,07
THAILAND	10 141	9 992	9 282	0,04	0,04	0,03
OTHER SOUTH ASIAN COUNTRIES	48 260	57 256	48 294	0,18	0,21	0,17
SOUTH ASIA TOTAL TOP. GÜN.ASYA	1 426 320	1 711 745	2 215 410	5,42	6,32	7,74
<b>ASIA TOTAL</b>	<b>3 091 109</b>	<b>3 321 710</b>	<b>4 102 450</b>	<b>11,74</b>	<b>12,27</b>	<b>14,33</b>
OTHER NORTH AFRICAN COUNTRIES	27 183	42 152	12 403	0,10	0,16	0,04
OTHER CENTRAL AMERICAN COUNTRIES	5 055	6 399	4 289	0,02	0,02	0,01
ARGENTINA	18 599	20 578	22 255	0,07	0,08	0,08
BRASIL	43 647	53 574	65 246	0,17	0,20	0,23
COLOMBIA	6 070	7 248	7 129	0,02	0,03	0,02
CHILE	8 580	7 612	8 183	0,03	0,03	0,03
VENEZUELLA	9 604	9 284	6 769	0,04	0,03	0,02
OTHER SOUTH AMERICAN COUNTRIES	8 032	10 228	9 124	0,03	0,04	0,03
SOUTH AMERICA TOTAL	94 532	108 524	118 706	0,36	0,40	0,41
AMERICA TOTAL	126 770	157 075	135 398	0,48	0,58	0,47
OCEANIA	253	191	2 876	0,00	0,00	0,01
STATELESS PEOPLE	23 135	26 260	23 208	0,09	0,10	0,08
TOTAL NUMBER OF FOREIGNERS	26 336 677	27 077 114	28 632 204	100,00	100,00	100,00

**TABLE 3: NUMBER OF TOURISTS PER CITIES (2010)**

Cities	Number of Tourists (2010 yılı)	Cities	Number of Tourists (2010 yılı)
İstanbul	9.327.862	Adana	100.292
Antalya	7.709.126	Tekirdağ	85.049
Muğla	2.015.818	Kilis	80.205
İzmir	918.535	Kocaeli	60.326
Ankara	861.804	Kayseri	60.012
Nevşehir	729.076	Samsun	55.222
Aydın	631.769	Bolu	50.581
Denizli	490.274	Eskişehir	39.215
Gaziantep	404.273	Aksaray	36.443
Hatay	381.471	Manisa	36.093
Van	339.898	Sakarya	35.786
Bursa	326.304	Erzurum	33.885
Çanakkale	317.985	Yalova	28.149
Mersin	293.441	Afyon	26.956
Rize	276.361	Ordu	23.513
Konya	267.894	K. Maraş	22.786
Edirne	187.099	Yozgat	22.552
Şanlıurfa	159.310	Kars	22.293
Balıkesir	153.580	Uşak	22.073
Trabzon	150.809	Isparta	20.736
Ağrı	144.786	Diyarbakır	20.585
Iğdır	131.212	Kırşehir	19.972
Artvin	125.436	Other Cities	Under 20.000





# *Health System In Turkey*



## 1. HEALTH TRANSFORMATION PROGRAMME



The Anatolian geography, in which Turkey takes place has been the region's health center since ancient times. Thermal springs, historical hospitals and Turkish baths are the traditional examples of health services in Turkey. During the last years of the Ottoman State and also the Republic of Turkey's 80 years of accumulation, Turkish citizens and tourists coming to our country have been served with well trained doctors, modern hospitals and developed health services.

Thanks to the "Health Transformation Programme", put into practice during the last nine years by taking advantage of all these experiences, great progress and breakthrough in the health services, which are to set the world an example, have been lived through in Turkey.

### **Health Transformation Programme**

The main purpose of the Health Transformation Programme can be defined as "The provision of quality and sustainable health services accesible for everyone in an effective, quality and equitable manner."

With the man-oriented 'Health Transformation Programme', Turkey has accomplished in eight years which developed countries could not accomplish in twenty years.

### **Health Convergence Programme**

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of quality and sustainable health services accessible for everyone in an effective, quality and equitable manner."

With the man-oriented 'Health Convergence Programme', Turkey has accomplished in eight years which developed countries could not accomplish in twenty years.

### 1.1. HEALTH POLICIES BETWEEN THE YEARS OF 1980-2002

Article 60 of the Constitution states that "Everyone is entitled to social security and the State takes the necessary precautions to provide such security and institutes the essential organizations." Moreover, according to Article 56 of the Constitution, it is decreed that "The State single handedly plans and regulates the provision of service by healthcare organizations with the purpose of enabling everyone to continue one's life in physical and spiritual health and the realization of cooperation by increasing the savings and efficiency in man power and material power. The State performs this duty by availing itself of the healthcare organizations and social institutions in the public and private sector and supervising them." The same Article provides that "General Health Insurance can be established".



**The main components of the Health Reform works during the 1990s were as follows:**

1. The establishment of General Health Insurance by gathering the social security institutions under one roof,

2. The development of primary healthcare services within the frame of family practice,
3. The transformation of hospitals into autonomous healthcare undertaking,
4. The convergence of the Health Ministry into a structure by which healthcare services with priority in preventive healthcare services are planned and supervised.



As is seen, this period has been one during which important theoretical works have been undertaken but sufficient field could not be found for their implementation.

## 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 system.

Preventive healthcare, maternal and infant health being in the first place, primary healthcare services have been strengthened, the application of family practice, which is one of the key elements 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 INSTITUTIONS AND THE LEVEL OF EDUCATION THEY PROVIDE**

Alignment No	Name of the Educational Institution	Level of Education Provided	Durumu		
			Eğitimi veren	Faal Olmayan	Toplam
1	Faculties of Medicine (including Gulhane Military Medical Academy [GATA] and the Foundation Faculty of Medicine)	Medicine Degree/ Post Graduate/ Doctorate	61	13	74
2	Faculties of Medicine (including GATA), The Council of Forensic Medicine, Istanbul University Cardiology Institute, Istanbul University Institute of Paediatrics)	Specialty in Medicine	53	-	53
3	Ministry of Health's Training and Research Hospitals	Specialty in Medicine	61	7	68
4	Faculties of Dentistry	Dentistry, Post Graduate, Doctorate	22	9	31
5	Faculty of Pharmaceuticals	Pharmaceutics/ Post Graduate	12	7	19
6	Faculties of Health Sciences	Licence/ Post Graduate/ Doctorate	16	7	23
7	Four Year Colleges				
	7.1. Health Colleges (SYO)	Licence	62	16	78
	7.2 Nursing College(including GATA)	Licence	10	6	16
	7.3 Health Administration College (SIYO)	Licence	-	2	2
	7.4 Physical Therapy-Rehabilitation Colleges (FTRYO)	Licence	6	3	9

Alignment No	Name of the Educational Institution	Level of Education Provided	Durumu		
			Eğitimi veren	Faal Olmayan	Toplam
7	7.5 Colleges of Health Sciences (SBYO)	Licence	4	1	5
	7.6 College of Health Administration and Management	Licence	-	1	1
	7.7 Health Technology College (STYO)	Licence	-	2	2
	7.8 Healthcare Services College (SHYO)	Licence	-	2	2
8	2 Year Colleges				
	Health Care Services Vocational College (SHMYO)	Associate Degree	79	36	115
	Health Sciences Vocational College	Associate Degree	1	-	1
9	Health Vocational High Schools (SML)	High School	283	-	283
<i>Resource: Council of Higher Education data, May 2010, Ministry of Education Directorate for Health Services (The data were provided as of 1 June 2010)</i>					



**TABLE 5: THE DISTRIBUTION OF ACTIVELY WORKING SPECIALIST DOCTORS IN TURKEY ACCORDING TO FIELDS AND INSTITUTIONS**

Fields	Number of Actively Working Doctors				Active Employees Per One Hundred Thousand People
	Ministry of Health	Universities	Private	Total	
<b>Specialty in Medicine</b>					
Emergency in Medicine	195	112	41	348.00	0.48
Emergency Medicine	18	104	2	124.00	0.17
Family Practice	1.150	228	163	1.54	2.12
Anatomy	7	199	0	206.00	0.28
Anaesthesiology and Intensive Care	1.725	460	1.023	3.21	4.42
Neurosurgery	654	235	332	1.22	1.68
Pediatric Surgery	306	151	70	527.00	0.73
Pediatrics	1.694	513	1.818	4.03	5.53
Children's Endocrinology	18	42	2	62.00	0.09
Pediatric Infectious Diseases	7	19	0	26.00	0.04
Children's Gastroenterology	12	31	2	45.00	0.06
Children's Genetic Diseases	0	10	0	10.00	0.01
Children's Chest Diseases	0	9	0	9.00	0.01
Children's Haematology and Oncology	43	73	4	120.00	0.17
Paediatric Immunology and Allergic Diseases	22	54	1	77.00	0.11
Paediatric Cardiology	41	47	17	105.00	0.14
Paediatric Metabolic Diseases	3	18	0	21.00	0.03

Fields	Number of Actively Working Doctors				Active Employees Per One Hundred Thousand People
	Ministry of Health	Universities	Private	Total	
<b>Specialty in Medicine</b>					
Paediatric Nephrology	21	51	2	74.00	0.1
Paediatric Neurology	18	40	2	60.00	0.08
Paediatric Critical Care	0	7	1	8.00	0.01
Neonatology	43	51	2	96.00	0.13
Child and Adolescent Mental Health and Disorders	77	67	22	166.00	0.23
Dermatological and Venereal Diseases	629	208	509	1.35	1.85
Immunology and Allergic Diseases	12	45	1	58.00	0.08
Infectious Diseases and Clinical Microbiology	718	195	189	1.10	1.52
Physical Medicine and Rehabilitation	749	273	651	1.67	2.31
Physiology	14	192	1	207.00	0.29
General Surgery	2.265	512	1.276	4.05	5.59
Surgical Oncology	4	19	0	23.00	0.03
Gastroenterology Surgery	22	5	7	34.00	0.05
Intensive Care	2	7	4	13.00	0.02
Thoracic Surgery	295	93	45	433.00	0.6
Thoracic Diseases	1.073	259	282	1.61	2.22
Optical Diseases	1.131	288	1.344	2.76	3.81
Public Health	145	214	12	371.00	0.51
Aerospace Medicine	0	0	1	1.00	0
Histology and Embryology	33	149	5	187.00	0.26
Internal Diseases	2	683	1.865	4.32	5.95

Fields	Number of Actively Working Doctors				Active Employees Per One Hundred Thousand People
	Ministry of Health	Universities	Private	Total	
<b>Specialty in Medicine</b>					
Endocrinology and Metabolic Diseases	89	122	33	244.00	0.34
Gastroenterology	151	154	104	409.00	0.56
Geriatrics	3	7	0	10.00	0.01
Haematology	43	82	9	134.00	0.18
Occupational-Professional Diseases	0	1	0	1.00	0
Nephrology	133	119	52	304.00	0.42
Rheumatology	35	38	3	76.00	0.1
Medical Oncology	47	96	31	154.00	0.21
Obstetrics and Gynaecology	2.077	399	2.289	4.77	6.57
Cardiovascular Surgery	466	232	261	959.00	0.32
Cardiology	645	380	607	1.63	2.25
Ear Nose Throat Diseases	1.103	314	942	2.36	3.25
Neurology	836	318	489	1.64	2.26
Nuclear Medicine	188	126	78	392.00	0.54
Orthopaedics and Traumatology	1.240	308	714	2.26	3.12
Plastic, Reconstructive and Aesthetic Surgery	273	165	216	654.00	0.9
Radiation Oncology	200	117	43	360.00	0.5
Radiology	1.146	407	985	2.54	3.5
Mental Health and Diseases	739	262	473	1.47	2.02
Sports Medicine	8	23	1	32.00	0.04
Undersea Medical Science -Hyperbaric Medicine	6	4	9	19.00	0.03
Medical Biochemistry	781	324	397	1.50	2.07
Medical Ecology and Hydroclimatology	4	5	1	10.00	0.01

Fields	Number of Actively Working Doctors				Active Employees Per One Hundred Thousand People
	Ministry of Health	Universities	Private	Total	
<b>Specialty in Medicine</b>					
Medical Pharmacology	18	194	0	212.00	0.29
Medical Genetics	33	72	2	107.00	0.15
Medical Microbiology	559	285	268	1.11	1.53
Medical Mycology	0	1	0	1.00	0
Medical Parasitology	10	37	1	48.00	0.07
Medical Virology	0	0	15	15.00	0.02
Medical Pathology	694	318	119	1.13	1.56
Cytopathology	1	1	0	2.00	0
Dermatopathology	2	0	2	4.00	0.01
Urology	1.117	287	591	2.00	2.75
OTHER SPECIALISTS	5	366	333	704.00	0.97
TOTAL	27.569	11.207	18.764	57.540	79.3
<b>Specialty in Dentistry</b>					
Oral, Dental and Maxillofacial Surgery	4	116	31	151	0.21
Orthodontics	6	100	74	180	0.25
Pedodontics	1	71	22	94	0.13
Periodontology	1	88	43	132	0.18
Prosthetic Dental Treatment	6	144	11	161	0.22
TOTAL	18	519	181	718	0.99
GRAND TOTAL	27.587	11.726	18.945	58.258	80.29
Resource: Ministry of Health Directorate General for Personnel Statistics 01.06.2010					



**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
Pharmaceutist		1,358	218	23,462	25,038	250
Nurse		70,288	15,335	16,941	102,564	1026
Physiotherapist		702	304	1,016	2,022	20
Midwife		43,404	554	4,127	48,085	481
Technician	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
	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	Paramedics Surgical Technician	1	123	209	333	0,46
	Anaesthetic Technician	4,700	266	1,537	6,503	8,96

Title		Ministry of Health	University	Private	Total	Per 100.000 People
Paramedics	Environmental Health Technician	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

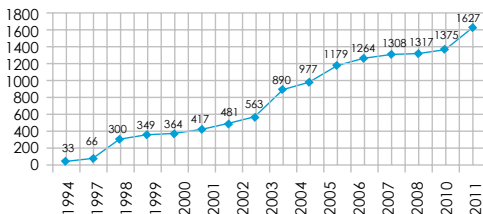
### **Emergency Services Are Everywhere!**

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 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.

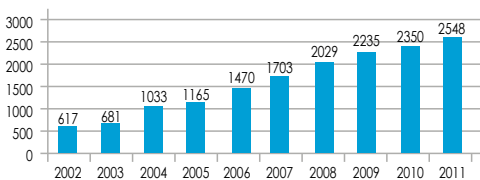
## World Class 112 Emergency Ambulance Network!

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 stretcher 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 de-



partment 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 emergency department, to which the patient will be conveyed, are informed.

Staff with knowledge of four distinct 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**

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



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

<b>Diagnosis and Treatment Services</b>	<b>2002</b>	<b>2011</b>
Intensive Care Inpatient Bed	869	9.400
Burn inpatient bed	35	367
Number of Inpatient Quality Beds/ (%)	6.839 / (%66)	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**

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





**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 il)
Nuclear Medicine Laboratory	53 (in 29 cities)	53	111	217 (42 il)
Gamma Camera	70	105	112	287
I-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 CARDIOVASCULAR SURGERY**

Samsun Region	19 May Üiversity 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 Hos.
	DışkapıYıldırım Beyazıt Training and Research Hospital,
	Hacettepe University Faculty of Medicine Hospital Ankara Üiversity 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 Hos. Istanbul Mehmet Akif Ersoy Thoracic-Cardiovascular Surgery Training-Research Hos., Istanbul University Cerrahpaşa Faculty of Medicine Hos. Başkent University Istanbul Hospital, Acıbadem Healthcare Group Hospitals Istanbul Medicana Beylikdüzü Hastanesi
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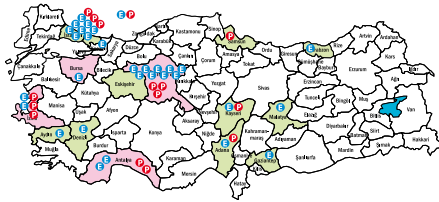
***We have launched the Patients' Rights Unit in all of our state hospitals.***

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.



## 5. ORGAN TRANSPLANT SERVICES



### Organ Transplant Services Map

A=Adult P=Pediatric

**TABLE 17: THE NUMBER OF ORGAN TRANSPLANTS MADE ACROSS TURKEY IN YEARS**

Organ	2002	2010
Kidney	550	2,502
Liver	159	695
Heart	20	86
Total	729	3,283



The information of the patients who wish to undergo transplant at centers where kidney transplant is made countrywide, is registered with our Ministry's National Organ Transplant Waiting List Programme. Previously, the Organ Transplant National Coordination Center (NCC) was taking these registries into account and merely the procedures concerning the patients awaiting kidney transplant and the procedures concerning the donor's organ distribution were undertaken.

We have set up a new National Organ Transplant Information System, which includes all information concerning organ transplants (kidney, liver, heart, pancreas and small intestines) to be made from a living or dead person across the country and the information concerning patients awaiting organ transplant. This system is followed primarily by organ transplant centers, regional coordination centers (RCC) and national coordination centers (NCC).

Organ transplant is the most useful in replacement therapy and the only type of treatment available for some organs. In some chronic liver and cardiovascular diseases however the situation is worrying, since



there are no auxiliary therapies such as dialysis, the patients may lose their lives if they can't find an organ to replace theirs.

The nine Regional Coordination Centers in the cities of Istanbul, Izmir, Ankara, Adana, Antalya, Samsun, Diyarbakır, Erzurum and Bursa work in cooperation with the National Organ and Tissue Transplant Coordination Center, which they are subordinated to in cases of donated cadaver organs' distribution. We also use our Ministry's aircraft ambulances in the transport of cadaver derived organs to the patient whom the organ will be transplanted.

**We have launched registered Kidney Transplant Centers in 59 hospitals, Liver Transplant Centers in 34 hospitals, Heart and Lung Transplant Centers in 16 hospitals.**

In the year 2011, the first arm and face transplant operations realized at the Akdeniz Hospital have been the solid proof of the progress made by Turkey in the field of medicine. This success made an overwhelming impression not only in our country but also made tremendous impact worldwide.

## **6. TISSUE AND CELL TRANSPLANT SERVICES**

In order to provide tissue for the institutions and organizations which work in the field of organ and tissue transplant services country wide, a Musculoskeletal Tissue Bank has been launched (Ankara University) of the Bone Bank (Atatürk

Training and Research Hospital). We have made new registrations with the purpose of increasing the Tissue Typing Laboratories, which are of great importance for the organ and Bone Marrow Transplant services, and enabling rapid tissue typing in every region. Thereby we increased the number of Tissue Typing Laboratories to 32 across Turkey.

Since the number of bone marrow transplant, which must be an approximate four thousand per year in proportion to our countries' population has been limited to 800-900 per year due to the lack of matching donors. More than three thousand people per year are awaiting their lines for transplant. In most cases of bone marrow transplant, most donors are unrelated to the patients and most of the marrows can be provided from abroad.

For reason that the number of bone marrow donors in Turkey are less than 40 thousand overseas screening is necessary to find the matching bone marrow. The paid procurement of the matching bone marrow found in overseas screening by the Social Security Institution opened a few doors for those in need of transplant. We have registered new centers and assigned official authorisation to them with the purpose of making active transplant centers available in every region and the improvement in the provision of service. **As of June 2011, we have a total of 45 transplant centers available, 14 being pediatric and 31 being for adults.**

Regarding stem cells, we have become one of the outstanding countries in the field by allowing mesenchymal practice in Graft Versus Host Disease (GVHD) cases in line with scientific criteria. Ten patients have undergone experimental stem cell transplant treatment of spinal cord injuries during a study which we have permitted in Ankara University. In line with the studies we have undertaken with the

purpose of decreasing the number of patients awaiting cornea transplant and increasing the number of donated cornea derived from cadavers, we have increased the number of eye banks to 16. We have increased the number of cadaver derived cornea tissue by putting the plan of linking a tissue source center to the eye bank into effect.

### **6.1. Stem Cell Coordination Center of Turkey (TURKÖK)**

In order to avoid confusion in matters of stem cell and stem cell treatments, which have come into prominence during the last years, we established and launched the Stem Cell Coordination Center of Turkey (TURKÖK) by the Minister Decree no. 22739, date 16.06.2008. With the TURKÖK Project we aim at:

- Gathering the coordination of centers of hematopoietic stem cell transplant under one roof,
- Increasing the facilities for patients awaiting hematopoietic stem cell transplant with the establishment of National Bone Marrow Bank,
- Reaching the European Union standards and strengthening the administrative capacity, ensuring the coordination of the hematopoietic stem cell procurement for patients awaiting transplant by screening the cord blood donated by volunteers with Human Leukocyte Antigen (HLA) typing at home and the cord blood donated to the National Non-Relative Cord Blood Bank.

- Ensuring in the shortest time possible the coordination of hematopoietic stem cell procurement from overseas banks for patients awaiting transplant but for whom no volunteer can be found at home.
- Acquiring a total of 50.000 cord blood donation by 2013,
- Making 2.500 or more transplants a year,
- Establishing "Regional Coordination Centers" in 29 health regions initially in order to reach the targeted number of volunteer donators,
- Establishing "Volunteer Donator Centers" in required numbers as assessed by the Regional Coordinators in every region,
- Establishing National Non Relative Cord Blood Bank and cord blood specimen collection centers (Cord blood donation by hospitals of our Ministry, university and private maternity hospitals)
- Decreasing the number of patients awaiting treatment and the patient mortality rate by increasing the transplant awaiting patients' chance of undergoing the highest quality treatment in the shortest time with the coordination of domestic and overseas centers.
- Initiation of the accreditation process of hematopoietic stem cell transplant centers with international institutions such as the European Bone Marrow Donor Information System (EM-DIS), Bone Marrow Donors Worldwide (BMDW), The World Marrow Donor Association (WMDA), European Group for Blood and Marrow Transplantation (EBMT), ensuring integration and coordination with them.

- Covering the organization costs by 2013 and becoming capable of covering the management costs without drawing on supplemental appropriation,
- Sponsoring domestic and overseas scientific projects with its revenue and providing technical assistance.

## 6.2. Replantation Surgery

A betimes replant of a limb lost due to an accident or similar reasons is a race against time and it can last for hours. The problem with replantation arises when there is lack of coordination between healthcare organizations when directing the medical case to the right center and troubles are endured during organization.

In the past, patients who would apply to hospitals with complicated hand injuries or amputations, would have to wander between hospitals because of not being informed and being referred without being brought into stable condition, while those patients who were referred to hospitals by 112 ambulances were suffering time loss due to the difficulties endured in finding the appropriate center. Nowadays, approximately 750 replantation surgeries are performed annually. The number of microsurgery practice, including complicated hand injuries, is around 1500. The number of specialist doctors working actively in this field is around 75. We plan to raise this number to 300 when the works undertaken for the provision of subspecialty expertise in the field of hand surgery are completed. As a result of the studies we have undertaken, we have made a list of centers belonging to the public and private

sector. Presently, we've built the capacity to treat cases of complicated hand injuries and amputation cases at the hospitals belonging to the Ministry of Health, universities and the private sector in 22 city centers.

**TABLE 18: REPLANTATION CENTERS**

Line No	City	Institution	Type of Institution	Type
1	Ankara	Ankara Numune Training and Research Hospital	General Hospital	MH
2	Ankara	Dışkapı Yıldırım Beyazıt Training and Research Hospital	General Hospital	MH
3	Ankara	Ankara Training and Research Hospital	General Hospital	MH
4	Ankara	Ankara University Cebeci Training and Research Hospital	General Hospital	University
5	Ankara	Ankara Hacettepe University Faculty of Medicine	General Hospital	University
6	Ankara	Ankara Başkent University Hospital	General Hospital	University
7	Ankara	Private Akay Hospital	General Hospital	Private
8	Antalya	Akdeniz University Faculty of Medicine	General Hospital	University
9	Antalya	Başkent University Alanya Implementation-Research Center	General Hospital	University
10	Bursa	Uludağ University Faculty of Medicine Hospital	General Hospital	University
11	Bursa	Private Acıbadem Bursa Hospital	General Hospital	Private
12	Bursa	Private Medikalpark Bursa Hospital	General Hospital	Private

Line No	City	Institution	Type of Institution	Type
13	Denizli	Pamukkale University Faculty of Medicine Hospital	General Hospital	University
14	Diyarbakır	Dicle University Faculty of Medicine	General Hospital	University
15	Düzce	Düzce University Research and Implementation Hospital	General Hospital	University
16	Edirne	Trakya University Faculty of Medicine	General Hospital	University
17	Elazığ	Fırat University Faculty of Medicine Hospital	General Hospital	University
18	Erzurum	Atatürk University Healthcare Research-Implementation Hos.	General Hospital	University
19	Erzurum	Erzurum Regional Training and Research Hospital	General Hospital	MH
20	Eskişehir	Osmangazi University Training Implementation-Research Hos.	General Hospital	University
21	Eskişehir	Private Ümit Hospital	General Hospital	Private
22	Gaziantep	Gaziantep University Faculty of Medicine	General Hospital	University
23	Isparta	Süleyman Demirel University Research-Implementation Hos.	General Hospital	University
24	Istanbul	Private Çamlıca Hospitalium Hospital	General Hospital	Private
25	Istanbul	Private Medikalpark Göztepe Hospital	General Hospital	Private
26	Istanbul	Bağcılar Training and Research Hospital	General Hospital	MH
27	Istanbul	Private Halkalı City Hospital	General Hospital	Private

Line No	City	Institution	Type of Institution	Type
28	Istanbul	Private Florance Nightingale Europe Hospital	General Hospital	Private
29	Istanbul	Istanbul University Faculty of Medicine Hospital (Çapa)	General Hospital	University
30	Istanbul	Istanbul University Cerrahpaşa Faculty of Medicine Hospital	General Hospital	Üniversite
31	Istanbul	Şişli Etfal Training and Research Hospital	General Hospital	MH
32	Istanbul	Kartal Lütfi Kırdar Training and Research Hospital	General Hospital	MH
33	Izmir	Dokuz Eylül University Faculty of Medicine Hospital	General Hospital	University
34	Izmir	Ege University Faculty of Medicine Hospital	General Hospital	University
35	Izmir	Private Emot Hospital	General Hospital	Private
36	Izmir	Atatürk Training and Research Hospital	General Hospital	MH
37	Konya	Selçuk University Meram Faculty of Medicine Hospital	General Hospital	University
38	Konya	Başkent University Hospital	General Hospital	University
39	Malatya	Inönü University Turgut Özal Medical Center	General Hospital	University
40	Mersin	Mersin University Healthcare Research and Implementation Hospital	General Hospital	University
41	Samsun	19 May University Healthcare Implementation and Research Center	General Hospital	University
42	Samsun	Private Medikalpark Samsun Hospital	General Hospital	Private

Line No	City	Institution	Type of Institution	Type
43	Sivas	Cumhuriyet University Health-care Services Implementation and Research Hospital	General Hospital	University
44	Tokat	Gop University Faculty of Medicine Hospital	General Hospital	University
45	Trabzon	Blacksea Technical University Farabi Hospital	General Hospital	University
46	Van	100.Yil University Health Research and Implementation Hospital	General Hospital	University



## 7. TRANSBOUNDARY HEALTHCARE SERVICES AND THE EUROPEAN UNION

### 7.1. Dynamic and Healthy Foreign Relations



We are in a comprehensive and intensive cooperation with many countries, foremost being the countries with which we have cultural ties. In order to lay the legal foundation for these cooperation actions

we have signed Health Cooperation Agreements with several countries. While we had 39 Health Cooperation Agreements with 33 countries in 2002, we have 87 health cooperation agreements with 53 countries at present. In these agreements we have given weight to the exchange of healthcare staff and experts, exchange of information and experience in all matters concerning health, ensuring direct contact between scientific institutes and the endorsement of the commercial enterprises by the scientific sector. In the recent period we have also been sharing our knowledge, technology and experience with many countries, foremost being Sudan, Yemen, Afghanistan, Palestine, Balkan countries, Central Asian and Caucasian countries and have launched many activities such as

1. giving technical assistance for the setup of healthcare systems,
2. training healthcare staff in Turkey and their home countries,
3. organizing congresses and conferences,
4. performing surgeries.

On the other hand, Minister of Health of the Republic of Turkey Prof. Dr. Recep AKDAĞ chaired the 56. European Regional Committee Meeting held in Copenhagen and participated by delegations headed by Ministers of Health and high ranking officials. Again, Minister of Health Prof. Dr. Recep AKDAĞ co-chaired the 63. World Health Assembly participated by 193 member countries between 17-21 May 2010.

## 7.2. Education Works



Within the scope of the above mentioned Health Cooperation Agreements or in line with the requests of the Ministry of Foreign Affairs and the Prime Ministry's

Turkish International Cooperation and Development Agency (TIKA), we provide short and long term training for many countries' healthcare personnel (doctor, nurse, health officer, technician etc.) in our country. These trainings are realized at our Ministry's central organization and the Training and Research Hospitals of our Ministry.

As a result of these trainings, the foreign healthcare personnel put the knowledge and experience which they have acquired in our country into the service of their own people. During the visits paid to these countries by our delegations, it has been observed that these personnel provide service more successfully and more efficiently upon returning to their country, while some of them promote their careers.

These kinds of works both provide support for these countries' human resources and infrastructure development, while at the same time contribute to Turkey's advertisement in these countries.

### **7.3. Patient Treatments**



Within the framework of our Health Cooperation Agreements with the Ministries of Health Afghanistan, Albania, Azerbaijan, Northern Cyprus, Sudan and Yemen, we provide free treatment for patients, the treatment of whom is not possible in their own countries on a specific space-available basis. Upon request of the Ministry of Foreign Affairs, we also treat patients of foreign nationalities, whom we deem appropriate in our country.

Furthermore, we will provide free treatment for patients from Iraq and Kosovo on a space-available basis when the Memorandum of Understanding on Cooperation in the Field of Health with the Ministry of Health of Iraq and the Agreement on Cooperation in the Field of Health with the Republic of Kosovo enters into force.

### **7.4. Medicine and Medical Equipment Assistance**

In line with the requests and recommendations of the Prime Ministry Başbakanlık Disaster and Emergency Management Presidency, Minister of Foreign Affairs



and the Prime Ministry's Turkish International Cooperation and Development Agency (TIKA) we provide medicine, medical stuff and equipment to foreign countries from time to time.

### **7.5. Overseas Healthcare Organizations, which are restored, Provided Medical Staff Assistance and Given Managerial Support**

#### **• Sudan Kalakla Turkish Hospital**

In the year 1996, we restored the Kalakla Turkish Hospital previously built by our country. By refurbishing it with the medical equipment and staff brought from Turkey, we relaunched the hospital on 25 June 2007.

#### **• Sudan Darfur Nyala Sahra Hospital**

Sahra Hospital has been established in Nyala by the Turkish Red Crescent. The healthcare personnel of the hospital is procured by our Ministry.

We undertake works related to the transfer of medicine and medical equipment with the purpose of reinforcing decreased medicine and medical equipment reserves.

#### **• Southern Sudan Juba Training Hospital**

We have fully equipped the Operating Room, Gynaecology, Pediatrics and Screening



Units of the Juba Training Hospital which is located in the capital town of Southern Sudan, with the medical equipment and staff we have brought from our country.

- **Republic of Moldova Gagauzia**

We make financial, technical and humanitarian investment in the Autonomous Region of Gagauzia in the Republic of Moldova. We have met the medical equipment and medical staff demands of three hospitals in Vulcanesti, Comrat and Ceadir Lunga from our country.

- **Ethiopia**

We have refurbished the Gynaecology, Pediatrics, Screening, Neonatal and Operating Room units of the Black Lion Training and Research Hospital in Ethiopia with the medical equipment and staff we have provided from our country.



- **Pakistan**

As a Ministry we have provided for and transferred on 21 and 28 January 2011 the medical equipment and staff demand by seven hospitals in the region

after the flood disaster in Pakistan. The technical team subordinated to our Ministry still continues its works in this region.

### **7.6. The Organization of Common Health Weeks**

With respect to the cooperation agreements and protocols we have signed, we hold Health Weeks events with corresponding countries. The mutual countries' scientists, experts and professionals, who get the chance to come together within the framework of these events, mutually exchange views and try finding ways of further developing the present cooperation potential. In this respect, we have so far organized Common Health Weeks with Afghanistan, Sudan, Yemen, Nakhcevan, Iraq and the Gagauzia Region. Within the framework of these events, our country's scientists, healthcare experts and



healthcare professionals have organized common conferences and workshops in the relevant countries. Again within the framework of these Health Weeks, our doctors have performed joint operations and health inspections with their foreign colleagues.

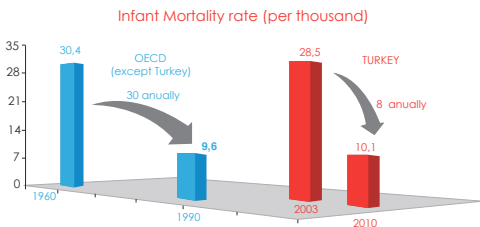
## 7.7. Strengthening the Health Systems

One of the World Health Organization's main agenda items among others is the "Strengthening of Health Systems". In this respect, we provide technical assistance and consultancy services to Macedonia, Afghanistan, Sudan, Syria and Iraq in order to share our experience and knowledge accumulation we have gained as a result of the implementations we have put into practice within the scope of the Health Convergence Programme.

## 8. IMPLEMENTING THE HEALTH CONVERGENCE PROGRAMME

### 8.1. Improvements in the Health Indicators

Although Turkey is among the upper middle income group countries by WHO ranking, the health indicators it has reached are comparable to the high income group countries.



Resource: OECD Health Data, 2009, TNSA, 2008

### 8.2. Main Lessons Learned

Balancing this type of gargantuan reform needs in strengthening health systems with a step by step approach is a reality for many countries and there is a lot to be learned from Turkey concerning how these two approaches can be balanced.

Hospital autonomy or the privatization of state hospitals are among the politically most disputed reforms in many

countries. It is unsurprising therefore that countries make little progress in this important Strengthening of Health Systems reform. Nevertheless, an important element of the Strengthening of Health Systems will remain uncompleted without the public hospitals reform. This situation affects attaining the goals of quality, efficiency and equity. The Turkish experience shows that while gradual reforms are made, which have great and swift impact on the provision of service (especially for the economically disadvantaged), it is possible to look at the public hospitals reform with a long-term view.

The Ministry of Health is aware of the importance of increasing awareness in healthcare responsibility in all sectors and leading the inter sectoral action for improved health.

In year 2010, esteemed Prime Minister Recep Tayyip Erdoğan has been awarded the WHO Director General's 2010 Special Recognition Award for Global Fight Against Tobacco.

The Ministry of Health is aware of the need to lead in Turkey and in the international field on this matter by developing international cooperation, supporting international development and continuing the quality improvement made in the Turkish sector in order to gain the international recognition, which will draw the attention of international health tourism.

On the other hand, the Ministry of Health plans to implement a Public-Private Partnership strategy in Turkey. This strategy can be expected to provide cooperation between the public and private hospitals in providing high quality services with the lowest prices. The Public-Private Partnership can become facilitating and accelerating in service procurement at the point of providing high cost and low volume care for patients.

The current state of affairs in services procurement practices shows that the service procurement of diagnosis and treatment services is growing. For this reason, new market opportunities will undoubtedly arise for national and international institutions.

As Augurzky as Scheuer note relevant to the case in Germany, one shouldn't be surprised of other countries' service firms entering the healthcare market if Turkish service firms don't swiftly become attractive for hospitals.

### **8.3. Healthcare Services in Turkey: From Backwardness to Leadership**

*"Nearly ten years ago, the healthcare system was regarded as backward not only by other members of the Organization for Cooperation and Development (OECD) but also by other upper middle income countries. There was a discrepancy between the constitutional rights and realities with regards to the Turkish citizens' equal access to healthcare services.*

*Health was important, but still was rarely taken up in the political agenda.*

*At present, the healthcare system in Turkey has been transformed, change and transformation took place not only in view of the positive evaluations by the rest of the OECD and the European Union, but also in the healthcare outputs, accountability and filling the voids in fair financing.*

*We will explain the Health Convergence Programme launched in 2003, analyze the reasons behind its success and share the lessons learnt."*

In just seven years, the Health Convergence Programme in Turkey has provided the health cover for essential services and has significantly improved the health outputs. The important difficulty now is how a more complicated health system can be directed correctly and how it will be

adapted to the needs and preferences changing in line with more demanding citizens and a more democratic and pluralist state structure, while at the same time improving efficiency and financial sustainability.

#### **8.4. Letter by WHO Director General esteemed Dr. Chan**

In her letter dated 4 May 2011 to our esteemed Minister, Director General of the World Health Organization esteemed Margaret Chan's has in brief said the following:

"Esteemed Minister,

I have had the chance to visit your country on different occasions. During these visits, I have been very impressed by the extraordinary progress made by Turkey in the last 8-10 years. This is evidence of the strong commitments made by the Government in public health. The "Health Convergence Programme" launched in 2003 with regards to the basic public health problems is making very impressive improvements especially in fields such as maternal and infant mortality death rates, smoking rates and scopes for vaccinations.

Appreciating the perfect relations which WHO currently has with Turkey and your personal efforts in matters of global health, I hope for the continuity of our ongoing cooperation.

#### **8.5. The 2023 Vision in Health**

1. Regardless of their financial situation, we will continue to perceive our people as first class citizens indiscriminately. We will follow up on the health status of our citizens step by step in their pregnancy, natal, childhood, adolescence, youth and old age periods, i.e. throughout their lives.

2. While maternal mortality ratio related to pregnancy was 61 per hundred thousand in 2003, we decreased this ratio with an unprecedented pace. In eight years we reached the point which OECD countries had reached in 23 years. We will decrease the maternal mortality ratio related to pregnancy, which presently is 16,4 per one hundred thousand, to less than 10 per one hundred thousand in 2015, less than eight per one hundred thousand in 2019 and less than six per hundred thousand in 2023.
3. The infant mortality ratio below the age on 1 was 29 per thousand in 2003. We have also decreased this ratio with an unprecedented pace. In eight years we reached the point which the OECD countries had reached in 30 years. We will decrease the infant mortality ratio, which at present is 10 per thousand, to less than seven per thousand in 2015, less than six per thousand in 2019 and less than five per thousand in 2023.
4. By 2015, we will add another 800 fully equipped 112 ambulances to our 112 fleet of 2500 vehicles, which by its current state has reached the capacity of responding to emergency healthcare services. Additionally, we will remove the ambulances which are older than three years from the system and own a young fleet of 2750 ambulances.
5. We will make sure that people in special need due to their economic, social or economic conditions, foremost being disabled people, can more easily access healthcare services they need. We aim at providing at home treatment in a family environment for these patients in need of special care, if the medical care and rehabilitation of whom are possible outside the hospital and shortening the period of stay at the hospitals. We have reached ten thousand patients with the at home healthcare service, which we launched in 2010. We plan to reach

70 thousand people in 2011. Our aim is to extend this service to all those in need of at home health care (150 thousand people) by 2015.

6. We will provide our elderly the opportunity to live a very quality healthy life. Our elderly will be more active and healthy. We will exceed the world standards in services provided in care of the elderly. In cases necessary, we will be providing at home services for our elderly.
7. With the Public-Private Partnership (PPP) model, we are building city hospitals which comprise health facilities, Research and Development Units, high technology centers, fields of social life, Health Science Universities and grand recreation fields all together.
8. We will be the center of health tourism of the European, Middle Eastern, African, Central Asian and Russian region.
9. In order to cover the healthcare workforce deficiency, we have increased the student quotas for faculties of medicine from 4.500 to 7.500. We will continue our cooperation with the Council for Higher Education in order to raise this quota to 10 thousand students, while raising the quota for nursing students to 20 thousand. More doctors will be provided employment opportunity when the number of doctors increase. We will raise the number of doctors, which at present is 120 thousand, to 130 thousand by 2015, 155 thousand by 2019, 200 thousand by 2023, i.e. we will nearly double the number of doctors. We will raise the number of midwife nurses, which at present is 163 thousand by 2015, to 238 thousand by 2015, 310 thousand by 2019 and multiply the current number by 2,5, i.e.

raise it to 400 thousand in 2023. We will raise the number of healthcare personnel, which at present is 650 thousand by total, to 715 thousand by 2015, 853 thousand by 2019, nearly double the number by 2023 and raise it to 1 million 100 thousand. Thereby, we will render sustainable the healthcare services which our citizens deserve.

10. Our citizens will continue to use the the most newly developed medical technologies at the cheapest prices. We will spread the incentive and procurement practices which will attract high end healthcare technology to Turkey.
11. Our citizens will be able to get all kinds of services related to health. With the development of the highest quality, most contemporary, fastest and most widespread services, the per capita health expenditure will be one thousand USD in 2015, 1500 USD in 2019, will multiply by three in 2023 and reach 2000 USD. However this increase will not place a burden on our citizens' shoulders. This is because the the efficiency in the public sphere will increasingly continue due to the healthcare reforms implemented in the last eight years. This means that we will provide higher quality services with less expenditures compared to the countries providing similar quality services.
12. Turkey will further develop health convergence, a worldwide unique model and become one of the leaders in setting the world health agenda. We will develop and strengthen our cooperation with the world in health matters.
13. As a result, we have our sight set on Turkey's leading a global change aimed at serving mankind and not its conformity with global change in the field of healthcare.





# *Health Tourism In Turkey*





## 1. GENERAL OVERVIEW

Being a rising trend in the world and the country health tourism is an important type of alternative tourism.

**Health tourism:** It is the travel from the country of residence to another country for treatment purpose. The person who travels for treatment purpose is called a health tourist.

Health tourism shouldn't be evaluated as a mere type of tourism implying the travel for treatment in hospitals. Although all types of tourisms which provide healthy living should be accepted as health tourism, it can be assessed under three main headings:



1. Medical Tourism (Treatment, surgery and similar procedures at hospitals)
2. Thermal Tourism (Rehabilitation, recreation and similar services at thermal facilities)
3. Tourism for the Elderly and the Disabled (Geriatric treatment center or long term accommodations including social activities in lowlands)



### ***Main reasons for health tourism***

1. Insufficiency or lack of high technology healthcare services and professional human resources in one's own country,
2. Wish to take a vacation alongside treatment,
3. The high costs of healthcare services in one's own country,
4. The wish to receive a far better quality healthcare treatment,
5. The wish to keep one's surgery secret in his country for some reason  
(such as aesthetic surgery, infertility treatment etc)
6. Tourism mobility (travel to countries with forests, uplands, historical and cultural riches) when there are limited vacation opportunities due to climate or geography, the frequent request of vacationing in countries with thermal facilities and thermal tourism opportunities.

7. The wish of chronic patients, the elderly and the disabled to travel to and be treated in different environments,
8. The wish of people with drug and other addictions to travel to different and more appropriate environments,
9. A person's will to live and cling on to life.

As a result, health tourism is multifaceted and bears within itself many reasons. Mainly being the type of tourism for regaining one's health in another country with better opportunities, it is a rapidly rising sector.

### **Health Tourism in Turkey**

There are 42 hospitals internationally accredited with JCI in our country. Foremost being the hospitals in Istanbul and Ankara, the private, public and university hospitals are equipped with the highest technology in the world. Advanced technology healthcare services are provided in many hospitals in Turkey in oncological treatments, cardiovascular surgery, orthopaedics, brain surgery, pediatric surgery, aesthetic surgery, ophthalmics and orthodontology. These hospitals also provide cyberknife, robotic surgery, MR services and perform bone marrow and organ transplantations.

Transformation services in Arabic, English, German and Russian languages are available 7/24 on 112 lines in emergency situations and on 184 lines on matter of complaint, operating under the auspices of the Ministry of Health's Department for Health Tourism.

All doctors are obliged to take professional indemnity insurance and in the event medical errors or malpractice occurs, immediate compensation is paid to the patient by Insurance.

Providing service by national accreditation services, all of our hospitals are inspected twice a year. All procedures and coordination concerning health tourism is by law under the responsibility of the Ministry of Health. The total of the 74 million people living in our country have compulsory health insurance and they can get healthcare services by private, public and university hospitals. The data concerning the number of operations performed in hospitals, the equipment and quality human resources are given in other sections of this book.



Some hospitals in particular, (such as the Ankara Numune Training and Research Hospital, Turkey Special Hospital, Siyami Ersek Cardiovascular Surgery Training and Research Hospital, Hacettepe Faculty of Medicine) have been providing services for as long a time period as 50 to 100 years and are very accumulated and experienced healthcare organizations, where thousands of surgeries have been performed.

In addition, the private and public hospitals built in the last ten years, with their technical equipment and

physical conditions, by no means lag behind the hospitals in western countries.

Moreover, we rank seventh worldwide and first in Europe in thermal tourism with regards to thermal springs. Well equipped and entrenched thermal hotels are being fastly built in this field. There are many incentives available for investors.

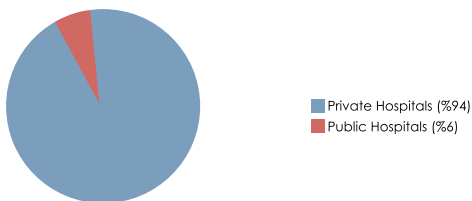
As a result, we offer the climate, natural beauties, historical and cultural regions, the health-care services by western standards and the thermals to all people living in our environment just as we offer them to our own people. We invite you to our country, the healing gate to a healthy life.

### Health Tourism Statistics

Some of the statistics concerning health tourism are given below.

**In the field of Medical Tourism:** The Patients who come to our country from abroad and the branches they come for are given below.

Foreign Patient Rates Treated in Public-Private Hospitals in 2009

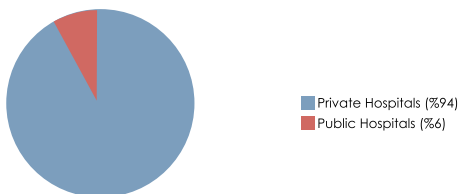


**Branches:** %80 of the patients came for Ophthalmics, Dental Orthopaedics, Cardiology, Oncol-

ogy, Plastic Surgery and Brain Surgery.

**Countries:** % 70 of the patients came from Germany, Holland, France, Turkic Republics, Austria and Middle Eastern Countries.

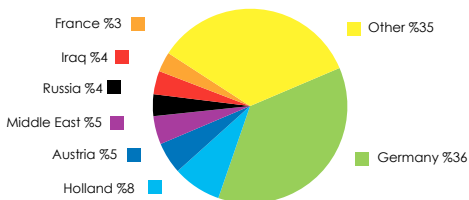
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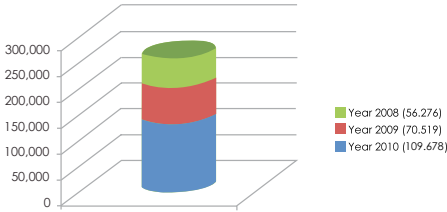
**Countries:** % 80 of patients came from Germany, Holland, Austria, Iraq, Syria, Sudan, Turkic Republics, Middle East and Belgium.

### Distribution of Health Tourists by Countries in 2010





### 2008 - 2009 - 2010 yıllarında Gelen Yabancı Hasta Sayıları



- The cities of **Antalya**, **Muğla** and **Aydın** provide emergency healthcare services for international patients within the scope of the health of the tourist.
- The cities of **Ankara**, **Izmir**, **Istanbul** and **Adana** however provide more service in the field of health tourism.
- With the circular no 2011/41 the Ministry of Health has initiated the practice of health tourism in public hospitals.
- There are Health Tourism Coordination units in 80 cities in Turkey.

## **PUBLIC HOSPITALS HAVING INTERNATIONAL PATIENT UNIT**



- In a total of 18 cities (Ankara, Istanbul, Izmir, Muğla, Adana, Antalya, Denizli, Bursa, Gaziantep, Mersin, Hatay, Diyarbakır, Erzurum, Nevşehir, Edirne, Aydın, Van, Kayseri) nearly 40 of our hospitals have laid the infrastructure of international patients' admittance.

### **DIRECTORATE OF HEALTH TOURISM:**

Health Tourism has been given prior importance in Ministry of Health 2010-2014 strategic action plan. 2.9.2. "Strategic Target Turkey will become a regional center of attraction in in the field of health." Its standards have been discussed and elaborated. The legal regulation and the planning for the standardization of this rapidly developing sector then became inevitable. Health Tourism Coordinatorship was established in the Ministry of Health in 31 March 2010.

Thereby the Government officially recognized health tourism, its centered coordination and has shown a single address for it.



**a. Its duty:**

- Conducting legislation work on health tourism.
- Carrying out research, studies and planning in health tourism and the health of the tourist,
- Ensuring the healthy sustainability of health tourism and the health of the tourist sector,
- Ensuring coordination between the relevant institutions in regard to health tourism.

**b. Final target:**

Transforming our country into a regional center of attraction in the field of healthcare and ensuring the development and sustainability of health tourism.

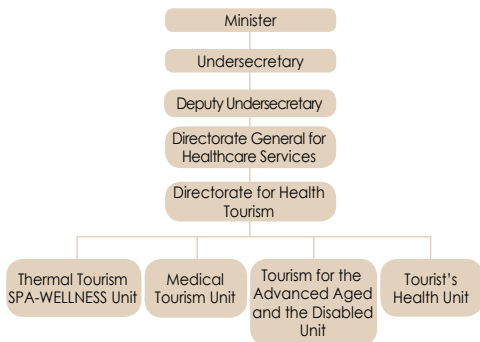
**2011 has become a new beginning within the health tourism:**

In 2011 there has been many changes about the statute within the health tourism. A promotion for the international presentation of health tourism has been brought. With the decree law numbered 633, all the organization about health tourism has been given to the Ministry of Health.

With the phone number 444 47 28 International Patient Assistance Unit is providing service for all the international patients come to Turkey in 4 languages and for 7 days and 24 hours. So all the international patients

can call Emergency (112) and Complaint Line (184) and solve all their problems about health in their own language.

### Organization Chart of the Directorate for Health Tourism



### Concerning health tourism and the health of the tourist, our new Law Concerning the Organization of the Ministry (Statutory Decree 663) ;

- By stating in Article 8.i of the Statutory Decree no 663 concerning the organization of our Ministry that the Ministry "undertakes the necessary regulations for the development of health tourism practices and ensures the necessary coordination between relevant organizations", whereby our Ministry is by law entitled to all regulations, works and coordination concerning health tourism in Turkey.
- The way has been paved for foreign doctors and nurses to perform their professions in our country.
- Free healthcare zones have been incorporated into health tourism. The principles and procedures concerning the healthcare services in these free zones are to be determined by our Ministry.

- Regulations have been made concerning the legal remedies foreign citizens and our citizens may resort to in cases of malpractices, which may be faced while getting healthcare services.
- Specific consultation boards and commissions (such as the Health Tourism Consultation Board) may be formed under the Healthcare Policies Board. Construction of Healthcare Campuses have started, this project is in a position to set an example to the world.

### A NEW ERA IN HEALTH TOURISM

Great Progress has been made in Turkey in the health sector during the last nine years. Thanks to a series of reforms the quality and efficiency in the healthcare system has been increased. In addition to the public healthcare services, the private healthcare services have also started to improve rapidly in the past years. Turkey provides European standard services with its modern hospitals, trained labor force, doctors who are experts in their fields, its technological infrastructure and accumulation of experience.



The services quality of most private hospitals in Turkey has been approved by world wide known accreditation institutions. With its 42 healthcare organizations, 37 being hospitals, three being laboratories, one being means of conveyance and one being ambulatory care center, which have all been JCI (Joint Comissions International) accredited, Turkey ranks second worldwide.

Turkey is a center of attraction in health tourism with respect to its geographic location, the healthcare organizations it has, its labor force educated and trained in the sector, its thermal springs and natural beauties.

Turkey, with both its historical and cultural riches as well as its level of development in the field of healthcare, ranks among the ten most favored countries in the world. Turkey, which has reached the number of 33 million 27 bin 943 in foreign tourists in 2011, is the shining star of the health tourism market with its healthcare facilities which use advanced technology and provides the advantage of lower prices.

### ***You are Invited to Turkey for Health Tourism...***

World countries recognize Turkey as their new healthcare partner and an emerging medical tourism market now. By uniting the medical and thermal tourism resources, spa and wellness facilities, which it owns with the five stars hotels, Turkey provides quality and cheap tourism packages for the health tourist.

### ***Don't Travel Far for Health***

Turkey, with its unique and strategic geographic location, is the crosspoint of two continents with borders in Europe, Asia and Central Asia. It can be reached from many countries in short time and easily by plane.

Turkey, has united its hospitality tradition which comes from its past, with its understanding of medical tourism service. All types of services the health tourist may need from the moment he sets foot in Turkey until he is sent back home, are provided by the expert healthcare personnel and the agency officials.

### 3. THE LAST WORDS ON HEALTH TOURISM

Turkey has a very well trained and educated labor force in the healthcare sector. No problem is endured in communicating with the doctors and the healthcare personnel who can speak English. The health tourist can easily get an answer to any question which may arise in his thoughts. Moreover, both doctors and nurses adequately inform the treated health tourist before and after surgery and therefore ensure that he is psychologically in good condition. There are more demand for thermal tourism in North European and Scandinavian countries, where rheumatismal diseases are widely observed due to disadvantageous climate conditions.

Our country, which is relatively more advantageous in terms of climate, prices, security and conveyance, has an incredibly advantageous standing in medical tourism, spa & wellness and thermal tourism, tourism for the advanced age and sports tourism and holds the properties to appeal to people from all strata. Moreover, Turkey is also in a position to become an important health and thermal tourism destination country for Middle eastern countries with respect to its geographic proximity, natural and climate conditions unrepresent in their countries and factors of cultural similarities.

A significant increase in the number of visits made from these countries have been observed due to the mutual visa exemptions made with Middle Eastern countries in the recent periods, the conveniences provided at borders and by means of other political and cultural relations. Due to the high cost of health-care expenditures in developed countries, there is an increasing tendency in these countries to decrease treatment services and provide healthcare services from countries at lower costs.

Following Sweden, Norway and Denmark, some private insurance companies in Germany and Holland's decision to cover the costs of patients whom they will send to Turkey for thermal treatments has given Turkey an important market share in thermal tourism.

Health tourism will show a greater growth in the future if the importance people attach to their health increases, healthcare services become competitive and cost differences remain the main component. Experts forecast the continuing increase in the demand of plastic surgery in particular, the pursuant rise of significant demand for overseas services and its replacement of heart surgeries, which is a key component of health tourism.

Turkey, with the quality and economic healthcare services it provides, is ready to provide priority healthcare to the approximate one billion population in neighboring countries within the scope of health tourism. Very soon our country will rank first in health tourism.



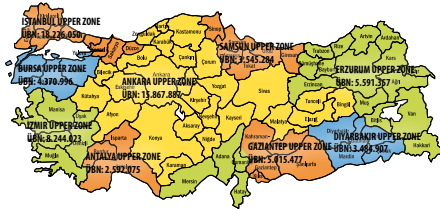




# *Healthcare Organizations*



## HEALTHCARE ORGANIZATIONS



### HEALTHCARE UPPER ZONES

Turkey has achieved great success in the deep rooted reforms in its healthcare service.

The citizens' access to healthcare has been facilitated. All citizens have been gathered under the scope of insurance with the General Healthcare Insurance. The internet and phone appointment systems have been put into service and the waiting times have been reduced to a minimum. All hospitals have been renewed technologically and their medical equipment capacities have been increased. The right to choose, which is the most basic right of the patient has come to be practiced in all hospitals. Substantial changes have also been made in Emergency Healthcare Services and services have come to be provided to citizens for free. The speed of ambulances in reaching the medical cases has reached European standards. The citizens' trust in emergency healthcare services has increased. The healthcare organizations providing services in Turkey can be separated in three groups: Private Hospitals, Ministry of Health's Hospitals, Healthcare Campuses and University Hospitals.

## **1.HOSPITALS**

### **1.1. Private Hospitals**

The process of change in Turkey's healthcare system has left its mark private hospitals alongside public hospitals. Private hospitaling has gained its share in a short period of time in the provision of treatments. Investments to future however show signs of increasing its share in the upcoming years. The Ministry of Health attaches importance to the greatness of this share and has tried to pave the way for private hospitals by drafting regulations for them. Part of these private hospitals have reached the magnitude of chain hospitals. Although private hospitals spread across the country large and small, they concentrate in greater cities, foremost being Istanbul. By providing the most recent technological developments to Turkey, private hospitals have ensured the patients access to these facilities. They have become an integral part of health tourism by providing service not only to our own citizens but also to patients coming from all world countries.

Private hospitals in Turkey are in European standards both physically and technologically. Most private hospitals, by proving that they provide services at healthcare quality standards, have been accredited by the JCI in patient care quality and organization management. Turkey ranks second worldwide with its 42 healthcare organizations which have been JCI accredited.

#### ***a.JCI Accredited Hospitals***

##### ***The Hospitals' Quality has Been Approved***

The health tourist can get healthcare service in Turkey with both quality and economy.

No concessions are ever made in the matter of healthcare service. The quality of healthcare service in Turkey has been approved by JCI (Joint Comissions International) and ISO (International Organization for Standardization).

As of February 2012 Turkey ranked second with its 37 JCI accredited hospitals. Moreover,

A total of 43 healthcare organization, three being clinical laboratories, one being ambulatory treatment center and one being a conveyance service, has been JCI accredited.

## **b. Private Hospital**

### **1.2. Ministry of Health Hospitals**

A Revolution has been gone through in the public hospitals with the Health Convergence Programme in Turkey. The state has made huge investments to meet demands. The newly built hospitals have come to provide services with five star hotel comfort. With the health campuses, which are to be established in addition to these structures greater than European hospitals will be formed in Turkey. Our citizens get service from well trained doctors and nurses in hospitals with latest technology equipment. As a result of these works, the level of satisfaction in healthcare services has exceed % 80. In 18 cities, 40 public hospitals have opened to health tourism services and commenced serving foreign countries' citizens. Among those, 764 are state hospitals and 67 are TRHs. Only TRHs are listed below.

#### **a. Training and Research Hospitals (TRH)**

#### **b. Public Institutions Which Offer International Healthcare Services**

### **1.3. University Hospitals**

The universities, which leave their mark on state investments in medicine with the scientist they train, also provide service to the city people as faculties of medicine. The university hospitals, which have broken many new grounds within their own structure, have transformed into important training and research centers by strengthening their physical structures.

## **2. OTHER HEALTHCARE ORGANIZATIONS**

**2.1 Public Hyperbaric Oxygen Therapy Centers**

**2.2 Private Hyperbaric Oxygen Therapy Centers**

**2.3 Public In Vitro Fertilization Centers**

**2.4 Private In Vitro Fertilization Centers**

**2.5. University In Vitro Fertilization Center**

**2.6 Genetic Diseases Diagnosis Center**

## **3. CITY HOSPITALS**

The aim of the Public-Private Partnership Model is to provide service to both Turkish citizens and international patients in high quality and high capacity hospitals.

### **Why Hospital Campuses?**

Health Campuses are provided as the blessings of the latest technologies:

For increasing the efficiency of the healthcare services in our country; to spread the varieties of treatment throughout the country, to complete regional development in the field of healthcare, increase healthcare quality, provide cost effective healthcare services...

With respect to the society's needs; the adequacy of inpatient bed capacity and inpatient bed quality, the expert team's surrounding service in the region, implementation of new technologies in treatment and the development of new notions in treatment services (one-day surgery, day hospitals)...

For the patients; decreasing the hospitalization period, decreasing patient transfers, decreasing cases on hospital infections, increasing hospital security and increasing patient satisfaction.





***Our Thermal  
Tourism Facilities***

## 1. GENERAL OVERVIEW

Turkey has a great importance 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 varying architectural styles, friendly staff and perfect hospitality.



## 2. THERMAL TOURISM

Works are being carried out within the scope of the Tourism Strategy of Turkey and the Thermal Tourism Master Plan developed by our Ministry in 2007 with a view to developing thermal tourism.

## 2.1. Definition of Thermal Tourism:

Thermal tourism is the type of tourism which is composed of the cure treatments made by integrating supplementary treatments such as climate cures, physical therapy, rehabilitation, work out, psychotherapy and dieting alongside the various types of methods such as thermomineral baths, mineral waters, inhalation, mud baths, as well as the use of thermal waters with entertainment and recreation purposes.

### Cure

Cure is the treatment method by which the treatment factor is provided repetitively in specific measures, regularly in series and for a given period of time.

### Thermal Spring Therapy

Thermal Spring therapy is the type of therapy which is the use of the natural treatment elements such as soil, underground and sea derived mineral waters, gases, muds and climatic elements in curing style together with the other treatments deemed necessary.



## Balneotherapy

Balneotherapy is the use of natural treatment elements such as thermomineral waters, muds and gases in curing style alongside baths, mineral waters and inhalation methods.

## Inhalation Practices

Inhalation Practices are the inhalation methods made with thermomineral water drops

## Mineral Water Cures

Mineral water cures are the cures made with mineral waters in thermal springs or the place of accommodation.

## Mud Therapy

Mud therapy is the use of muds, which are organic or inorganic substances formed as a result of natural, geological and/or biological events as a method of balneotherapy.

It is known among public as the use of healing muds for treatment purposes.

## Climatotherapy

Climatotherapy is the use of temperature, humidity, gale force, wind speed, solar radiation and similar



climatic factors systematically and in form of specific dosage cures.



### **Thalassotherapy**

The use of sea water climate and elements under medical record and supervision, for preventive, treatment and/or curing purposes in curing style.

### **Physical Therapy and Rehabilitation**

Physical therapy and rehabilitation are the electrotherapy, workout therapy, massaging and other methods used in thermal spring treatment.

### **Medical Therapy**

Medical Therapy is the systemic or local pharmacological treatment of the patient during thermal treatment.

### **Supplementary Treatments**

Supplementary treatment is the assisting method of healthcare training, dieting practices, organization of daily living activities, behavioral change training and psychological assistance.

## 2. Classification of Thermal Waters

### Thermal Waters

Thermal waters are waters the temperature of which are 20 °C and above at their bottom.



### Mineral Waters

Mineral waters are waters which are surface naturally or by sounding-drifting, which contain at least 1 gramme of dissolved mineral per litre, which has not been subject to bacteriological or chemical pollution and the physiological and therapeutic effectiveness of which are scientifically proven.

### Thermomineral Waters

Thermomineral waters are waters, the natural temperature of which are above 20 °C which have at least more than one gramme of dissolved mineral per litre.

### Special Balneological Waters

Special balneological waters are the type of water which contain specific minerals above a minimum specified measure. These are classified as;

- Carbon dioxide Waters: Waters which contain more than 1 gramme dissolved free carbon dioxide per litre.
- Sulphuric Water: Waters which contain two precious sulphurs above 1 milligram per liter.
- Radon Waters: Waters which contain more than 666 Bq/ltr radon radiation,
- Salines: Waters which contain more than 14 grammes sodium chloride per liter,
- Iodized Waters: Waters which contain more than 1 milligrams of iodine per litre,
- Fluoride Waters: Waters which contain more than 1 milligram of fluoride per liter.



### **2.3. New Approaches to Tourism**

With respect to its geothermal resources, Turkey is among the first seven countries in the world. It ranks first in Europe with respect to its resources and third with respect to its thermal spring practices.

For the more efficient and productive use of the renewable geothermal resources in our country, an understanding and approach different to that of the traditional use of thermal springs are tried to be developed.

With a view to developing thermal tourism, we aim at increasing tourism income and the number of tourists alongside the number of facilities with international standards, which contain cure parks, cure centers and accomodation integration.

The understanding of thermal tourism is towards establishing facilities in which our thermal waters are used for purposes other than cleansing



alone, such as health, vitality, recreation, entertainment, leisure and sports facilities and which can provide service throughout the year.

Work on health and thermal tourism have an important place in our Ministry's policies towards diversifying tourism and spreading across the country. Some of the opportunities,

which thermal tourism provide are as follows;

- Engaging in tourism throughout the year,
- Reaching high occupancy rates in facilities,
- Generating high employment,
- Providing for the development of a balanced regional tourism by easy integration with other alternative tourism types,
- The availability of entertainment and recreation opportunities in thermal facilities alongside activities which improve human health,

- The competitiveness and cost payback capacity of the facilities with cure center (treatment) integration as an investment.



### 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,

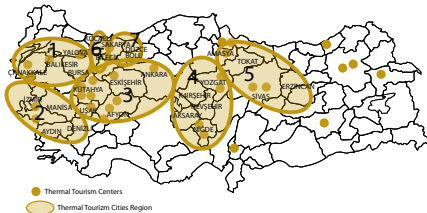
and the preparation of environmental planning in fields determined by the thermal city master plan and the regional thermal master plan, are realized by our

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
- (İzmir, 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 thermal 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 expected 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.

**TABLE 32: THERMAL TOURISM BED CAPACITY**

Type	Tourism Investment Licenced		Tourism Administration Licenced		Total	
	Number of Facilities	Number of Beds	Number of Facilities	Number of Beds	Number of Facilities	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)

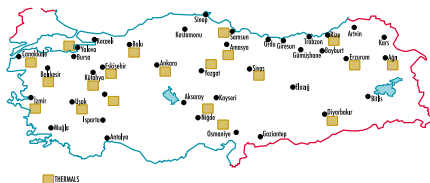
FIGURE 2: TURKEY GEOTHERMAL SOURCES MAP



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 Tourism 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)

**FIGURE 3: TOURISM CENTERS CONNECTED TO THE TOURISM PROMOTION LAW**



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

**TABLO 33: LIST OF MINISTRY OF HEALTH ACCREDITED THERMAL SPRINGS**

Number	City	District	Facility Name	Web Site
1	Afyonkarahisar	Merkez	İkbal Thermal Hotel	<a href="http://www.ikbal.com.tr">www.ikbal.com.tr</a>
2	Afyonkarahisar	Merkez	Oruçođlu Thermal Hotel	<a href="http://www.orucoglu.com.tr">www.orucoglu.com.tr</a>
3	Afyonkarahisar	Sandıklı	Sandıklı Hüdai Thermal Facilities	<a href="http://www.sandiklihudai.bel.tr">www.sandiklihudai.bel.tr</a>
4	Afyonkarahisar	Merkez	Korel Thermal Hotel	<a href="http://www.korelthermal.com">www.korelthermal.com</a>
5	Afyonkarahisar	Bolvadin	Heybeli Thermal Facilities	<a href="http://www.heybelitermal.com">www.heybelitermal.com</a>
6	Afyonkarahisar	İhsaniye	Başak Thermal Facilities	<a href="http://www.basaktermal.com">www.basaktermal.com</a>
7	Afyonkarahisar	İhsaniye	Başaranlar Thermal Facilities	<a href="http://www.basaranlartermal.com">www.basaranlartermal.com</a>
8	Afyonkarahisar	Merkez	Ömer Thermal Hotel	<a href="http://www.omerthermal.com">www.omerthermal.com</a>
9	Afyonkarahisar	İhsaniye	Yüntaş Thermal Facilities	
10	Afyonkarahisar	Merkez	Yumuk Thermal Hotel	
11	Afyonkarahisar	İhsaniye	Soydan Thermal Hotel	<a href="http://www.soydantermal.com">www.soydantermal.com</a>
12	Afyonkarahisar	Sandıklı	Sandıklı Termal Park Otel	<a href="http://www.sandiklitemalparkotel.com">www.sandiklitemalparkotel.com</a>
13	Afyonkarahisar	İhsaniye	Aydın Termal Tesisleri	<a href="http://www.aydintermal.com.tr">www.aydintermal.com.tr</a>
14	Balıkesir	Edremit	Adrina Hotel de Lux Health & SPA	<a href="http://www.adrinahotel.com">www.adrinahotel.com</a>
15	Balıkesir	Susurluk	Hüseyin İMREK Thermal Facilities	
16	Balıkesir	Edremit	Adramis Thermal Hotel	<a href="http://www.adramistermal.net">www.adramistermal.net</a>

Number	City	District	Facility Name	Web Site
17	Balıkesir	Edremit	ENTUR	www.entur.com.tr
18	Balıkesir	Center	Asya Pamukçu Thermal Hotel	www.termalasya.com
19	Balıkesir	Balya	Şimal Thermal Mountain Springs	www.simaltermal.com
20	Balıkesir	Gönen	Gönen Thermal Springs	www.gonenkaplicalari.com
21	Balıkesir	Edremit	Afrodit Thermal	www.afroditthermalgure.com
22	Balıkesir	Edremit	Saruhan Thermal Hotel	www.guresaruhan.com
23	Balıkesir	Edremit	Körfez Holiday Resort	www.korfeztatilbelgesi.com.tr
24	Balıkesir	Manyas	Serpin Manyas Thermal Facility	www.serpintermal.bz.tc
25	BOLU	Merkez Karacasu	Bolu Thermal Otel	www.bolutermalotel.com
26	BOLU	Merkez Karacasu	Physical Therapy and Rehabilitation Hospital	www.boluftr.gov.tr
27	BOLU	Merkez Karacasu	Gazella Resort Hotel	www.gazelleresort.com
28	BURSA	Osmangazi	Formback	www.formback.com.tr
29	BURSA	Osmangazi	Formback	www.yenikaplica.com
30	BURSA	Osmangazi	Yenikaplıca Thermal Hotel and Baths	
31	BURSA	Osmangazi	Çekirge Sultan Thermal Bath	www.gonluferah.com
32	BURSA	Osmangazi	Gönlüferah Thermal & Spa Hotel	www.boyuguzel.com
33	BURSA	Osmangazi	Boyugüzel Thermal Hotel	www.huzurtermal.com

Number	City	District	Facility Name	Web Site
34	BURSA	Osmangazi	Huzur Thermal Hotel	
35	BURSA	Osmangazi	Demirci Thermal Hotel	<a href="http://www.celikpalasotel.com">www.celikpalasotel.com</a>
36	BURSA	Osmangazi	Hotel Çelikpalas & Thermal SPA	<a href="http://www.adapalas.com">www.adapalas.com</a>
37	BURSA	Osmangazi	Adapalas Hotel	
38	Bursa	Osmangazi	Hüsnügüzel Thermal Baths	
39	Bursa	Osmangazi	Servinaz Thermal Baths	
40	Bursa	Osmangazi	Marigold Thermal Spa Hotel	<a href="http://www.marigold.com.tr">www.marigold.com.tr</a>
41	Bursa	Osmangazi	Küçük Yıldız Thermal Hotel	
42	Bursa	Osmangazi	Çekirge Police Guesthouse	<a href="http://www.oylat.com">www.oylat.com</a>
43	Bursa	İnegöl	Oylat Thermal Springs	<a href="http://www.oylat.com">www.oylat.com</a>
44	Bursa	Osmangazi	Mutlu Thermal Hotel	
45	Bursa	Orhaneli	Aslanlı Geothermal Facilities	<a href="http://www.aslanlijeotermal.com">www.aslanlijeotermal.com</a>
46	Bursa	Osmangazi	Kervansaray Thermal Hotel	<a href="http://www.kervansarayhotels.com.tr">www.kervansarayhotels.com.tr</a>
47	Bursa	İnegöl	Green Thermal Hotel	<a href="http://www.oylatgreenthermal.com">www.oylatgreenthermal.com</a>
48	Çankırı	Kurşunlu	Kurşunlu Thermal Hotel	<a href="http://www.kursunlutermal.com">www.kursunlutermal.com</a>
49	Denizli	Karahayıt (Belde)	Polat Thermal Hotel	<a href="http://www.polathotel.com.tr">www.polathotel.com.tr</a>
50	Denizli	Karahayıt (Belde)	Colossae Thermal Hotel Şubesi	<a href="http://www.colossaehotel.com">www.colossaehotel.com</a>

Number	City	District	Facility Name	Web Site
51	Denizli	Karahayıt (Belde)	Herakles Thermal Hotel	www.heraklesthermal.com
52	Denizli	Sarayköy	İN-ALTI Thermal Facility	www.inaltitermal.com
53	Denizli	Sarayköy	Umut Termal Hotel	www.umutthermal.com
54	Denizli	Karahayıt (Belde)	Richmond Hotel	www.richmondhotels.com.tr
55	Denizli	Karahayıt (Belde)	Lycus River Thermal Hotel	www.lycusriver.com
56	Denizli	Karahayıt (Belde)	PamThermal Hotel	www.pamhotel.com
57	Denizli	Karahayıt (Belde)	Grand Marden Thermal Hotel	www.mardenhotel.com
58	ERZURUM	Aziziye	Aziziye Thermal Facilities	www.aziziyetermal.com
59	HATAY	Antakya	Ottoman Thermal Resort	www.antakyaottomanpalace.com
60	HATAY	Kumlu	Green Hamamat Thermal Hotel	www.greenhamamat.com
61	İzmir	Çeşme	Çeşme Altın Yunus OHotel	www.altinyunus.com.tr
62	İzmir	Çeşme	Çeşme Sheraton Hotel	www.sheratoncesme.com
63	İzmir	Dikili	Bergama-Dikili Zeytinalı Thermal Springs	www.dikilizeytindali.com
64	İzmir	Çeşme	İllica Hotel	www.illicahotel.com
65	İzmir	Çeşme	Taksim Hotel Management Corporation İzmir Çeşme Branch Radisson Blu Resort & Spa	www.taksimotelcilik.com.tr

Number	City	District	Facility Name	Web Site
66	İzmir	Balçova	Balçova Thermal Facility	www.balcovathermal.com
67	İzmir	Narlıdere	Kaya İzmir Thermal & Convention Hotel	www.kayatourism.com.tr
68	İzmir	Balçova	Crown Plaza Hotel	www.cpizmir.com
69	K.Maraş	Merkez	İlca Mayorate Vali Saim Çotur Thermal Facility	www.kahramanmaras.saglik.gov.tr
70	K.Maraş	Merkez	Kaçamaz Construction Industry and Trade Co. Ltd. Thermal Facility	
71	Kayseri	Kocasinan	Bayramhacı Thermal Springs	
72	Kayseri	Melikgazi	Fizitürk Termal Resort Kayseri Thermal Springs Cure Center	www.bayramhaci.de
73	Kırşehir	Merkez	Kırşehir Tourism Thermal Hotel Management Industry and Trade Col. Ltd. Temur Thermal Hotel Management	
74	Kırşehir	Merkez	Ahi Evran University Physical Therapy and Rehabilitation College Internship and Implementation Center Thermal Facility	

Number	City	District	Facility Name	Web Site
75	Kırşehir	Merkez	Grand Hotel Thermal Springs Fener Durable Consumer Goods, Construction, Tourism, Textile Industry	www.termecity.com
76	Konya	Ilgın	Grand Ipek Palas Thermal Hotel	
77	Konya	Ilgın	Ilgın Thermal Springs	
78	Konya	Karatay	Şehri Thermal Springs Holiday Village	www.sehritermal.com
79	Konya	Hüyük	Köşk Thermal Springs	www.konya-kosk.bel.tr
80	Kütahya	Merkez	Mercan Thermal Hotel	www.mercanthermal.com
81	Kütahya	Tavşanlı	Göbel Thermal Springs Facilitiy	www.gobel-termal.com
82	Kütahya	Emet	Emet Thermal Resort Hotel	www.emettermal.com
83	Kütahya	Simav	Eynal Thermal Facilities	www.eynalkapicalari.com.tr
84	Kütahya	Simav	Çitgöl Mayorate Thermal Facility	www.citgolkapicalari.com.tr
85	Kütahya	Merkez	Güral Harlek Thermal Hotel	www.guralharlek.com
86	Kütahya	Yoncalı	Yoncalı Thermal Hotel	www.yoncalitermalotel.com.tr
87	Kütahya	Yoncalı	Yoncalı Nehir Thermal Hotel	www.nehirthermal.com
88	Kütahya	Ilıca	Efsane Sarıkız Thermal Facilities	
89	Manisa	Demirci	Demirci Hisar Thermal Springs	www.hisarkapicalari.com

Number	City	District	Facility Name	Web Site
90	Manisa	Salihli	Sart Thermal Mud Spring	<a href="http://www.camurkapticalari.com">www.camurkapticalari.com</a>
91	Manisa	Kula	Kula Emir Thermal Springs	<a href="http://www.kula.bel.tr">www.kula.bel.tr</a>
92	Manisa	Salihli	Kurşunlu Thermal Springs	<a href="http://www.salihli.bel.tr">www.salihli.bel.tr</a>
93	Manisa	Salihli	Lidya Thermal Hotel	<a href="http://www.lidyatermalotel.com">www.lidyatermalotel.com</a>
94	Manisa	Soma	Soma Menteşe Thermal Springs	<a href="http://www.soma.bel.tr">www.soma.bel.tr</a>
95	Rize	İkizdere	Ridos Thermal Hotel	<a href="http://www.ridosotel.com.tr">www.ridosotel.com.tr</a>
96	Rize	Çamlıhemşin	Ayder Thermal Facilities	<a href="http://www.ayderkapticalari.com">www.ayderkapticalari.com</a>
97	Sakarya	Akyazı	Kuzuluk	<a href="http://www.ihlaskuzuluk.com">www.ihlaskuzuluk.com</a>
98	Sakarya	Taraklı	Paşalar Clay Bath	
99	Samsun	Havza	Maarif Hotel Thermal Springs	<a href="http://www.maarifthermalotel.com">www.maarifthermalotel.com</a>
100	Samsun	Havza	Ancere Thermal Hotel	<a href="http://www.ancerethermalhotel.com.tr">www.ancerethermalhotel.com.tr</a>
101	Samsun	Havza	Aslanagazi Kızgözü Foundation Thermal Springs	
102	Samsun	Ladik	Ladik Hamam Ayağı Thermal Facility	
103	Şanlıurfa	Merkez	Karaali Thermal Facility	<a href="http://www.samsun.gov.tr">www.samsun.gov.tr</a>
104	İstanbul	Tuzla	Tuzla Thermal Springs, Health and Tourism Facility	<a href="http://www.tuzlakapticalari.com">www.tuzlakapticalari.com</a>
105	Ankara	K.Hamam	K. Hamam Mayorate Great Thermal Springs	<a href="http://www.kizilcahamam.bel.tr">www.kizilcahamam.bel.tr</a>

Number	City	District	Facility Name	Web Site
106	Ankara	K.Hamam	K. Hamam Physical Therapy and Rehabilitation Center	
107	Ankara	K.Hamam	Patalya Thermal Resort	www.patalyahotel.com.tr
108	Ankara	K.Hamam	Ab-I Hayat	www.ab-ihayat.com
109	Ankara	K.Hamam	Şifa Hayat	www.ab-ihayat.com
110	Ankara	K.Hamam	Asya Kızılcahamam	www.asyatermal.com.tr
111	Ankara	K.Hamam	Akasya	www.akasyatermal.com
112	Ankara	K.Hamam	Başak	www.basaktermalhotel.com
113	Ankara	K.Hamam	Deva	www.devatermalotel.net
114	Ankara	Haymana	Haymana Mayorate Center Thermal Springs	www.haymana.bel.tr
115	Ankara	Haymana	Çağ Hayme Sultan	www.cagtermal.com.tr
116	Ankara	Haymana	Haymana Thermal Resort	
117	Ankara	Haymana	Doktor's Hotel	www.doktorunoteli.com
118	Ankara	Haymana	Saraçoğlu	www.saracoglutermal.com
119	Ankara	Beypazarı	Beyter Dutlu Tahtalı	www.beyter.com.tr
120	Ankara	Ayaş	Ayaş İçmece Thermal Springs	www.ayasicmeceleri.com
121	Manisa	Demirci	Demirci Hisar Thermal Springs	www.hisarkapicalari.com
122	Manisa	Salihli	Sart Mud Thermal Springs	www.camurkapicalari.com
123	Manisa	Kula	Kula Emir Thermal Springs	www.kula.bel.tr
124	Manisa	Salihli	Kurşunlu Thermal Springs	www.salihli.bel.tr

Number	City	District	Facility Name	Web Site
125	Manisa	Salihli	Lidya Thermal Hotel	www.lidyatermalotel.com
126	Manisa	Soma	Soma Menteşe Thermal Springs	www.soma.bel.tr
127	Yalova	Termal	Yalova Thermal Facility	www.yalovatermal.com
128	Yalova	Termal	Limak Termal Boutique Hotel	www.limak.com.tr
129	Yalova	Armutlu	Ihlas Armutlu Holiday Village	www.ihlasarmutlu.com
130	Yalova	Armutlu	Erdilli Thermal Hotel	www.erdillitermal.com
131	Eskişehir	Mihalgazi	Sakarılıca Thermal Springs	www.sakariilica.com.tr
132	Amasya	Hama-mözü	Hamamözü Thermal Facility	www.hamamozutermal.com
133	Amasya	Merkez	Gözlek Thermal Facility	www.gozlektermal.com
134	Çorum	Merkez	Çorum Thermal Penez Hotel	www.penezotel.com
135	Çanakkale	Biga	Kırkgöçit Thermal Facilities	www.kirkgecittermalotel.com
136	Çanakkale	Çan	Bardakçılar	
137	Çanakkale	Ezine	Kestanbol	www.kestanboltermal.com
138	Çanakkale	Çan	Küçüktepe Karalica	
139	Yozgat	Sarıkaya	Mehmetoğulları Oil, Tourism, Cleaning, Transportation and Trade Co. Ltd.	
140	Batman	Kozluk	Bato Thermal	www.bato.com.tr
141	Muğla	Dalaman	SPA Hotel Therme Maris	www.thermemaris.com

Number	City	District	Facility Name	Web Site
142	Aksaray	Güzelyurt	Ksaray Bereket Tourism Private Ziga Healing Thermal Facility	
143	Bingöl	Merkez	Bin-Kap Thermal Springs	
144	Tokat	Reşadiye	Reşadiye Thermal Facility and CureCenter	<a href="http://www.resadiyetermal.com">www.resadiyetermal.com</a>
145	Sivas	Merkez	Soğuk Çermik Thermal Facility	
146	Sivas	Kangal	Kangal Balıklı Thermal Springs	<a href="http://www.balikli.com">www.balikli.com</a>
147	Sivas	Merkez	Cumhuriyet University Physical Therapy and Rehabilitation Center	<a href="http://www.cumhuriyet.edu.tr">www.cumhuriyet.edu.tr</a>
148	Tunceli	Pertek	Pertek Thermal	<a href="http://www.pertektermal.com">www.pertektermal.com</a>
149	Aydın	Kuşadası	Naturmet Thermal Facility	
150	Aydın	Kuşadası	Radon Thermal Facility	
151	Niğde	Ulukışla	Çelikhan Hotel Cure Center	<a href="http://www.hotelcelikhan.com">www.hotelcelikhan.com</a>
152	Nevşehir	Kozaklı	Yapı-Sel Thermal Cure Hotel	<a href="http://www.yapiseltermal.com">www.yapiseltermal.com</a>
153	Nevşehir	Kozaklı	Termalya Thermal Facility	<a href="http://www.termalya.com.tr">www.termalya.com.tr</a>
154	Nevşehir	Kozaklı	Güneş Thermal Facility	<a href="http://www.gunestermal.com">www.gunestermal.com</a>
155	Nevşehir	Kozaklı	Vural Thermal Facility	
156	Nevşehir	Kozaklı	Hacı Veli Thermal Facility	

Number	City	District	Facility Name	Web Site
157	Nevşehir	Kozaklı	Roza Resort Thermal Facility	
158	Nevşehir	Kozaklı	Altunsu Thermal Facility	<a href="http://www.altunsu.com">www.altunsu.com</a>
159	Nevşehir	Kozaklı	Deva Thermal	
160	Nevşehir	Kozaklı	Kenan Gündüz	
161	Nevşehir	Kozaklı	Sezenler Tourism	
162	Nevşehir	Kozaklı	ErdemTourism	
163	Nevşehir	Kozaklı	Thermal Tourism	<a href="http://www.termalturizm.org">www.termalturizm.org</a>
164	Nevşehir	Kozaklı	Konak Thermal Facility	<a href="http://www.kozaklikonakthermal.com">www.kozaklikonakthermal.com</a>
165	Nevşehir	Kozaklı	Horasan Thermal Facility	<a href="http://www.kozaklihorasanthermal.com">www.kozaklihorasanthermal.com</a>
166	Nevşehir	Kozaklı	Doğan Thermal Facility	
167	Nevşehir	Kozaklı	Grand Hotel Thermal Facility	
168	Nevşehir	Kozaklı	Erciyes 38 Thermal Facility	
169	Nevşehir	Kozaklı	Erdoğan Sezer Thermal Facility	
170	Nevşehir	Kozaklı	Dadak Thermal Facility	<a href="http://www.dadakthermal.com">www.dadakthermal.com</a>



# *Tourism for the Elderly and the Disabled*





## 1. GENERAL OVERVIEW

Our guests who come to our country within the scope of tourism for the advanced age, take advantage of rehabilitation services in nursing homes alongside sightseeing tours and occupational therapies. Special care for the disabled are provided in clinical hotels and rehabilitation centers.



## 2. TOURISM FOR THE ADVANCED AGE AND THE ELDERLY AS A DERIVATIVE OF HEALTH TOURISM

It is observable throughout the world that average life expectancies have increased as a result of the improvements made in the fields of health-care and social life in accordance with the technological and economic developments which have gained pace in especially in the 19th and 20th centuries.

In parallel with this increase, changes which can be described as a "demographic shift" or "demographic earthquake" occurred in the demographic structures of countries.

Considering the importance of the matter, two World Assemblies on Ageing have been organized by the United Nations, the first being held in Vienna in 1982 and the second held in Madrid in

2002, whereby all UN member states were advised to take the necessary precautions against the surge of the grey haired.

Considering the fact that in many European Union countries like Germany, Holland, Belgium the ratio of the people of 65 years of age and over to the general population is around % 20, the EU has established



a distinct unit within its structure and has closely followed these developments across Europe. National institutes have been established in various countries, improving and/or supportive measures have been taken for the current infrastructures, there have been inclinations toward regional cooperation and distinct ageing policies have been formed within the scope of social policies or their formation has been initiated.

According to the United Nations and the World Ageing Organization, the current number of 600 million people of 65 years of age or above is expected to reach two billions in 2050.

This increase is not limited to developed countries such as European countries and the United States



of America (currently in tremor), but it has also reached serious proportions in countries concluding transition periods, foremost being Turkey.

### **3. TOURISM FOR THE ELDERLY AND THE DISABLED**

The rapidly increasing number of the elderly as can be seen in the above mentioned data, have caused new health, social, cultural and economic situations to arise.

For example, a rise in the demand for healthcare and assistance services occurs in parallel with the notion of ageing. As a matter of fact, the dynamism towards transborder moves within the scope of health tourism is mainly formed by this mass. This mass also comprises most of the people who take advantage of healthcare services.

When we look at the Ministry of Health's Tourism Coordinatorship, we see that most of the international patients or patient with Turkish origin who come from abroad to Turkey for treatment purposes are part of this group.

The advanced aged and the elderly who have remained rather unnoticed so far, now wish and

request that they be seen, noticed and that service methods, which are appropriate for their age and standing, are developed.

Moreover, it is important that special holiday, recreation, entertainment, social activities and similar complementary and supportive activities as well as the necessary infrastructures thereof are developed.

**Geriatric Care Center:** Geriatric Care Centers are healthcare organizations established for the diagnosis and treatment of illnesses which come with age, their rehabilitation and the relevant nursing services.

These centers provide service within the structure of hospitals or are subordinated to hospitals. One day ambulatory treatment and rehabilitation services are formed for people accommodating in these centers. Moreover the disabled populations, the ratio of whom reaches % 10 in many European countries, also have the right to travel and have fun just like other people. However, this part of society generally cannot join tourism due to lack of infrastructure. This brings many social and mental problems with itself. Tourism for the disabled will become one of the most talked about subjects in the years to come; our country has also initiated works on this matter.



## CONVEYANCE TO TURKEY

**Turkish Airlines, with its more than 190 flight destinations, ensures that you discover the four corners of the world, from Asia to America, from Europe to The Far East. Turkish Airlines aims at raising the number of its airplanes to 200 from the current number of 175.**

Conveyance to Turkey, which is located in the Asian and European continents, is very easy and economic. By its geographical culture, Turkey is in a region prevailing of the Middle East and Europe. For this reason, Turkey is in a sense the meeting point of tourists travelling both from the east and the west. Opportunities of flights are available to all surrounding regions from Turkey with two or three hour flights. For this reason, flight opportunities to our country with our national airlines Turkish Airlines, not only from primarily destinations in surrounding countries but also from far away countries.

With its growing fleet, Turkish Airlines has come to rank among the few worldwide known airlines in the recent years.

The pace of patient inflow is accelerated by such great fleet immediately responding to demand in health tourism. This situation gains favor for our country's health tourism infrastructure.

### **Turkish Airlines Supports Medical Tourism**

Turkish Airlines has taken action to ensure that Turkey takes a greater share in medical tourism. For this purpose, patients to come from abroad within the scope of "medical Tourism Package" can take advantage of many conveniences and discounts by submitting their patient admission paper they have acquired from contractual

healthcare organizations during ticketing. A % 20 discount applies for passengers who will travel to Turkey for treatment from our overseas destinations. These passengers are also offered right to additional luggage and rebooking opportunities without fine. Furthermore, up to two attendants who travel with the patient can also enjoy these advantage.



### **MEDICAL TOURISM SUPPORT PACKAGE**

Our corporation has prepared a support package for the healthcare organizations which attract patients from abroad so the healthcare institutions in our country can get a greater share in the fastly growing medical tourism in the world and contribute to our country's economy.

Within this scope, initial cooperation protocols have been signed with leading healthcare organizations which are active in medical tourism. Various discounts and opportunities are offered to our passengers who will travel to healthcare institutions for treatment from abroad.

- For all flights to Turkey to be taken from our overseas destinations: First and business class system fares will be subject to %20 discount, comfort class system fares will be subject to %15 discount and economy class system fares will be subject to %10 discount.
- During trips to be taken with the mentioned discount fares, an additional free luggage right of 10 kg will be allowed.
- Rebooking fines do not apply for reservation changes made due to medical indications.
- Discount Grants:
  - In order to take advantage of the discount, the requested patient admission paper, obtained from healthcare organizations with which cooperation protocols have been signed, must be submitted during ticketing. Unless declared otherwise, ticketing is made at Turkish Airlines sales offices.
  - Discounts cannot be made together with other available discounts. No discounts will be made for promotional fares. There will be no discounts for travels on stretcher.
  - The flights must be those solely performed by Turkish Airlines. Flights, which include other airlines are not subject to discount.
  - For flightlines (such as USA-Turkey), on which the right to free luggage of passengers are controlled by the piece concept, the luggage weight is limited by 23 kg. No changes will be made in the luggage to be carried.

- Differentials due to unavailability of seats in the same fare class or fare rules, will be compensated.

### Airline Companies Operating in Turkey

Airline Company	Website
ACT Airlines	<a href="http://www.actairlines.com">www.actairlines.com</a>
AnadoluJet Airlines	<a href="http://www.anadolujet.com">www.anadolujet.com</a>
Ankair Airlines	<a href="http://www.ankairlines.com">www.ankairlines.com</a>
Atlasjet Airlines	<a href="http://www.atlasjet.com">www.atlasjet.com</a>
Borajet Airlines	<a href="http://www.borajet.com.tr">www.borajet.com.tr</a>
Corendon Airlines	<a href="http://www.corendonairlines.com">www.corendonairlines.com</a>
Freebird Airlines	<a href="http://www.freebirdairlines.com">www.freebirdairlines.com</a>
İzmir Airlines	<a href="http://www.izair.com.tr">www.izair.com.tr</a>
MNG Airlines	<a href="http://www.mngairlines.com">www.mngairlines.com</a>
Onur Air Carrier	<a href="http://www.onurair.com.tr">www.onurair.com.tr</a>
Pegasus Airway Carrier	<a href="http://www.flypgs.com">www.flypgs.com</a>
Sky Airlines	<a href="http://www.skyhavayolu.com">www.skyhavayolu.com</a>
Güneş Ekspres Havacılık	<a href="http://www.sunexpress.com">www.sunexpress.com</a>
Tarhan Tower Airlines	<a href="http://www.ttairlines.com">www.ttairlines.com</a>
Turkish Airlines	<a href="http://www.turkishairlines.com">www.turkishairlines.com</a>

## FLIGHT DESTINATIONS OF TURKISH AIRLINES IN THE WORLD



## FLIGHT DESTINATIONS OF TURKISH AIRLINES IN EUROPE



## A. OUR TURKISH FOOD CULTURE



The Turkish cuisine, in respect of its standing, is the third greatest cuisine. The eastern culture is seen in the Turkish cuisine alongside western effects. We have an eating culture, in which red meat is consumed intensively and vegetable dishes come to the forefront as supplementary or secondary dishes.

The necessity of nutrition from birth till death has caused mankind to develop certain rules concerning food since first ages. In course of time, these rules have merged with societies' own structures and values and have created the societies own food culture. The Turkish cuisine, which is among world's famous cuisines also is the result of such evolution. The Turkish cuisine can be evaluated as a classical and regional cuisine. The classical cuisine is a cuisine, which has taken on its shape with the produces of the Empire in Istanbul. The regional cuisines named as Turkish People's Cuisine however is the type of cuisine, which has taken on its shape with regional produces in Anatolia.

The Aegean cuisine formed by rich vegetation, has succeeded in using every vegetable grown in nature. It is possible to come across rich meat dishes in this cuisine, in which olive oil dishes are generally preponderant.

It is possible to see the general traits of the Aegean nutrition in Muğla, Aydın and İzmir. Vegetables and savage plants, olive oil dishes have an important place in regional nutrition. The domestic nutrition tradition based on vegetable frying, the making of molasses, marmalade, sundried tomato and pimento and keskek undergo a process parallel to social change.

Legumes and assorted vegetables are the most common foods in the region. Eggplants are the most widely used vegetables. It is often used in frying, salads and desserts. For eggplant with eggs, generally



prepared for dinners, onions and tomatoes are firstly roasted with oil. The thinly sliced eggplants are added into the mixture. An egg is cracked on top of it and the mixture is taken off the fire. Sour pepper is also one of the fried dishes of the region.

As regards meat dishes, a sea food based diet is not wide spread in the Aegean Region, despite the fact that it is a coastal city. Chicken, liver, stewed lamb called "biryan", roast meet or farm kebab are the common meat dishes.

The Inner Anatolian cuisine is also a distinctive cuisine with its cuisine structure, tools, variety of foods, cooking techniques, table manners, serving methods and its foods which are prepared for winter.

The most interesting trait of the Anatolian culture are the invited meals which have become a rule. Neighbor lifting, regional bachelor nights, chill overs, feasts called 'çebiç' given by hanging tandoori whole lambs, 'arabaşı' offered during evening visits and the 'peşmani' meals for night guests are the generally known meals.



Among the local dishes recommended for people visiting Konya, three delicious foods stand out: the oven kebab, quickbread with meat layer and cheese pita. In recent years, mixed pita prepared with cheese and meat has been added to these. These three types of food draw the attention not only of the locals of Konya but also that of foreigners.

With regards to its preparation and labor, spicy chicken soup 'arabaşı', is also a taste well known in the Inner Anatolian Region, especially in Yozgat. It is prepared by mixing both warm and cold water with flour. The mixture is poured into a round brass tray and left to cool down. This dough is to be eaten with the soup, which may also be prepared with Turkey. The dough, which is left to cool down, is cut into peaces in baklava shape with a damp knife. Room is made at the center of the serving tray to fit the round brass tray, the round brass tray is placed at the center of the serving tray. The cut pieces of dough are placed on spoon and are swallowed with the soup without chewing.

Meat dishes have a very important standing especially in eastern Anatolian culture. Well done meat and the side dishes prepared along is a life culture for



the Eastern and South Eastern people. Different cooking techniques and the vegetables cooked alongside draw notable interest by tourist.

Adana, Gaziantep, Urfa and Mardin are virtually a heaven for those who are passionate about food. We suggest you try out Ali Nazik Kebab. One shall not return home without tasting crisp flaky pastry (katmer), mutton broth with garlic and chillies (beyran), thin turkish bread covered with minced meat and onions (lahmacun), chickpeas and small mince dumpling soup (yuvarlama) and stuffed mutton balls. Nor can one do without the world famous Adana kebab, liver kebab, steak tartar a la turca, walnut sized stuffed kofta (analıkızlı), hummus, small rolled pastry with onion white cheese and parsley filling (sıkma), boiled sheep rumen filled with rice (şırdan), sheep intestines filling (mumbar) with meat, beans and rice/pounded wheat, meat filled kömbe pastry, thimble soup, wrap kebab (tantuni)etc...

The richly peanutted Gaziantep baklava and peanut butter are among Turkey's prominent delights. The Balıkesir confection made of unsalted cheese (höşmerim), the Anatolian shreds (burma), rice pudding, the Turkish delight and confections made with carrots and nuts (cezer-ye) are also among our important tastes.

With its regional foods, the Black Sea Region also has a very colorful infrastructure.

Collard greens, traditional dessert omelette (kaygana), cornbread, butter-fried trout, Akçaba kofta, anchovies and its range ....

## B. SHOPPING IN TURKEY

The Grand Bazaar was the world's first shopping center, built by Fatih Sultan Mehmed in the 15th century under the title of Istanbul rejuvenation project. The Grand Bazaar, where the foundations of the bazaar culture was laid, at the same time formed the roots of store combinations in a contemporary modern concept.



In the past, the Istanbul Grand Bazaar was a bazaar where specific shops were situated in every street, handicraft works were under strict control, commerce, ethics and traditions were shown great respect. At present, these ethical principles, although decreasing, are tried to be continued.

The contemporary Grand Bazaar, which spreads over an area of 300 thousand square metres with 4 thousand 500 shops and 18 gates opening to 65 streets, provides employment for 35 thousand people.

The Grand Bazaar is busy and crowded at all hours of the day. The great stores, which extend at the entrance of the bazaar, sell almost all handcrafted



and exported products in Turkey. You can find the best pieces of traditional Turkish arts, foremost being hand-made rugs and jewelry. These are sold with their quality and authenticity certificates and dispatched to everywhere in the world with guarantee.

Besides rugs and jewelry, famous handmade artefacts, copper bronze, souvenirs and decorative furniture, ceramics, onyx and superior quality Turkey leather keepsakes form a rich collection. Generally, in the sense of souvenirs, tourist can find these products in all of Turkey's bazaars. In fact, the Istanbul Grand Bazaar is a mosaic in Turkey. This bazaar, which ornaments Istanbul with its history and the covered bazaars in many other cities are the center of tourists' interests.

Turkey's modern shopping malls, gathering the retail industry, which was in a disorganized state in the 1960s and having started off with Migros and Gima chains, continued later on with family firms such as Vakko, Beymen and IGS . In 1984, foreign brands have started to be imported to our country. Benetton and Adidas took the lead of these brands. In 1987, Galleria Shopping Mall, our country's first shopping mall in a contemporary sense was launched. In 1989 Atakule, the first shopping mall of Ankara and



the second of Turkey commenced service in the capital city. In 1991, the Karum Shopping Mall was launched. In 1993 Capitol Shopping Mall and Akmerkez Shopping Mall were launched in Istanbul.

Currently, there are many shopping malls present in Turkey which have reached international standards with their architecture, store combination and management and which ride high with their portfolio. Investment in retail shopping malls are a long journey.

In this journey, shopping malls in Turkey have started to lead shopping malls in the world.

There are many precious projects ahead of us, which will be launched, the construction of which continues and which are being planned.

Many international firms, which see this infrastructure in Turkey have started to launch their branches in Turkey. Firms such as Media Market and Saturn in the field of electronics,

Baumax, Bauhaus and Praktiker in the field of building materials, Metro and Real in the wholesale goods market and Ikea in the field of home supplies. There are many international firms established in our country providing service in these fields, such as Teknosa, Bimeks and ElektroWorld in the field of electronics and Koçtaş and Tekzen in the field of building material.

There are many shopping malls especially in metropolitan cities. The compound, in which the foreign tourists travelling to our country can shop comfortably, stroll around, have fun, have their meals and even accommodate themselves in residences, are all present in these complex centers.



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Poison Information Consultancy	114
Coastguard Helpline	158
Tourism Information	170
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<b>Grand National Assembly of Turkey</b> www.tbmm.gov.tr	<b>Prime Ministry</b> www.basbakanlik.gov.tr
<b>Ministry of Culture and Tourism</b> www.kulturuzum.gov.tr	<b>Ministry of Health</b> www.sb.gov.tr
<b>Ministry of Foreign Affairs</b> www.mfa.gov.tr	<b>Ministry of Interior</b> www.icisleri.gov.tr
<b>Ministry of National Education</b> www.meb.gov.tr	<b>Ministry of Transport, Maritime Affairs and Communications</b> www.ubak.gov.tr
<b>Ministry of Labor and Social Security</b> www.csqb.gov.tr	<b>Ministry of Finance</b> www.maliye.gov.tr
<b>Ministry of National Defence</b> www.msb.gov.tr	<b>Ministry of Energy and Natural Resources</b> www.enerji.gov.tr
<b>Ministry of Justice</b> www.adalef.gov.tr	<b>Ministry of Family Affairs and Social Policies</b> www.sydgm.gov.tr
<b>Ministry for EU Affairs</b> www.abgs.gov.tr	<b>Ministry of Science, Industry and Technology</b> www.sanayi.gov.tr
<b>Ministry of Environment, Forestry and Urban Planning</b> www.csb.gov.tr	<b>Ministry of Economy</b> www.ekonomi.gov.tr
<b>Ministry of Industry and Commerce</b> www.sanayi.gov.tr	<b>Ministry of Youth and Sports</b> www.gsb.gov.tr
<b>Ministry of Agriculture and Rural Affairs</b> www.tarim.gov.tr	<b>Ministry of Customs and Trade</b> www.gumruk.gov.tr
<b>Ministry of Development</b> www.dpt.gov.tr	<b>Ministry of Forestry and Water Works</b> www.ormansu.gov.tr

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# *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 sea 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)

Personnel Type	Total Number	Number of health personnel per 100,000 People	
	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 Beds Number of Hospitals
Ministry of Health	121.297840
Private	36.648503
University	34.80265
Other	6.75745
Total	194.5041453

	Patient Satisfaction (2010)	Per Capita Health Expenditure (Annual)	Health Expenditure Per 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	‰ 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	Annual Number of Surgeries
%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
<b>TOTAL</b>	<b>3920</b>

### 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.

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

Year 2011	Type of Medical Device					
	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 become a very important sector with spreading it for 12 months and plays a big role for the employment.

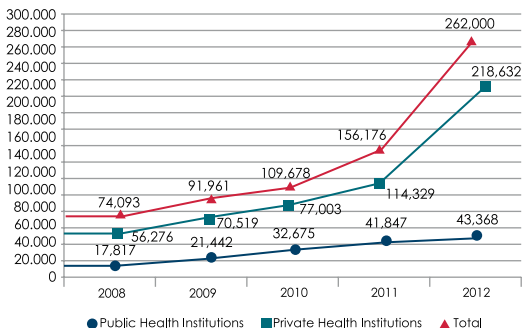
In our country there are about 50 accredited health institutions with JCI. Legal procedures has been made for paving the way for the Health Care Free Zone and City Hospitals construction has started. Like private hospitals in Turkey public hospitals and universities in Turkey, as well as a variety of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

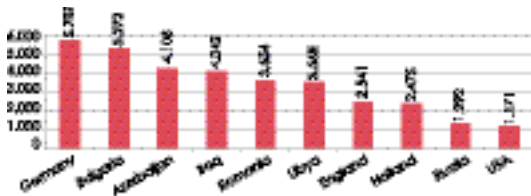
Recently, first from peripheral countries, then from Central Asia, Middle Eastern, African States, European Countries, even from USA hundred and thousands patients have come to our country so as to be treated.

### SOME STATISTICS

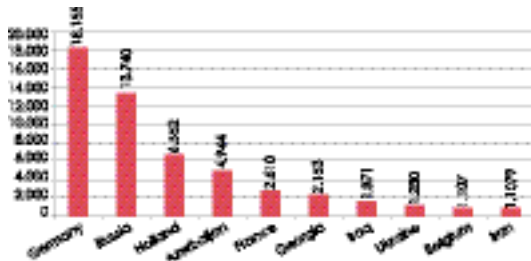
**Figure 1:** Number of Foreign Patients in Turkey in Years between 2008-2012



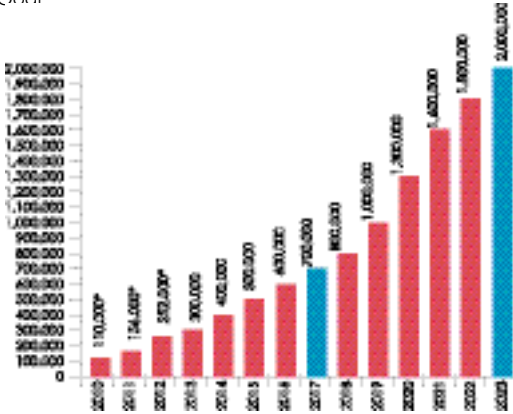
**Figure 2:** Number of Health Tourists (Top 10 Countries)



**Figure 3:** Number of Tourist's Health Patients (Top 10 Countries)



**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](http://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 <sup>(1)</sup>	700	2.000
Income through Health Tourism (annual - US \$)	1Billion	8 Billion	20 Billion
Percentage of International Accredited Health Institutions	2,5	4,5	10
Number of Health Free Zones	-	4	10

### **For More Information:**

[www.saglikturizmi.gov.tr](http://www.saglikturizmi.gov.tr)

[www.saglik.gov.tr/saglikturizmi](http://www.saglik.gov.tr/saglikturizmi)

International Patient Assistance Unit: +90 312 444 47 28

Health Tourism Department: +90 312 585 1576



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Türkiye (Merkez): Başkan Dr. Dursun Aydın: +90 532 417 74 98 (e-posta: ipsa@ipsa.org.tr)

Iran Temsilcisi (Tahran): علی رضا سانیعی (Ali Reza Saniee): +98 912 327 73 84 (e-posta: iran@ipsa.org.tr)