



Dear Our Guest,

Welcome to Istanbul Oncology Hospital, which provides personalized services and internalize patient-centered approach as the service concept.

We prepared this guide according to the demands of our patients, we hope that our patient guide will provide convenience to you during your visit.

By using this guide, you may have information about the procedures of our hospital and you can access our services in a shorter time.

We will be delighted to provide better service with your suggestions.

We wish to meet in healthy days.

Binnaz KIRAÇ
Patient Services Manager

Your Health is Our Success...

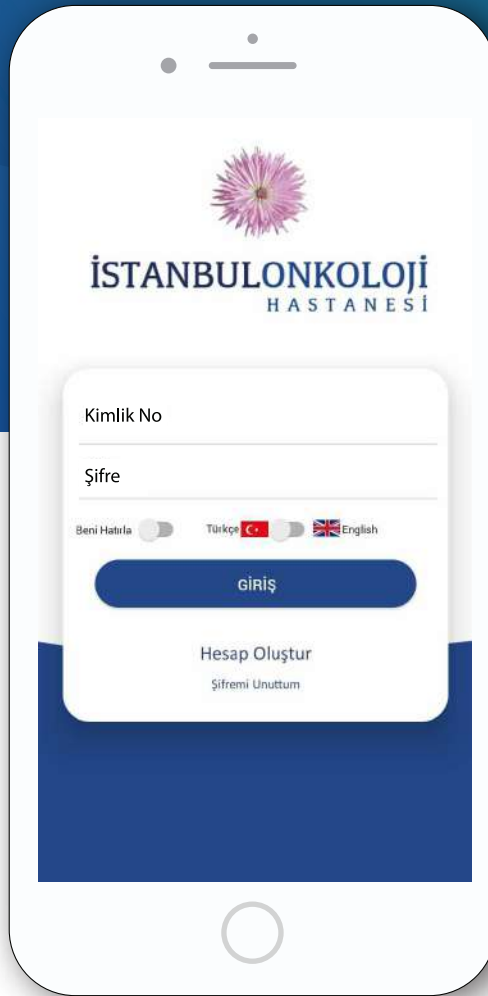


OUR MOBILE APPLICATION

You can download our mobile application and reach your all medical records in our hospital.



Scan the QR code to download the application to your Android phone.



Scan the QR code to download the application to your Apple phone.



APPOINTMENTS

- You can list your appointments, make an appointment for yourself or someone else, and follow up your appointment.
- You can take and follow up your appointments.

MY MEDICAL RECORDS

- You can view your examination results.
- You can give preliminary information to our doctors by writing down the diseases in your family.

HEALTH SECTION

- You can read information about oncological diseases and check-ups, have an appointment from the related physicians.

Hospitalization Procedures

Before you settle your room, you should have completed hospitalization procedures in Office on the ground floor. After identification is done on the service floor, the patient will be given a wristband to indicate that the name and surname and identification information is written.

If you complete your hospitalization procedures, please contact with our service nurse. You can call our service nurse from the nurse calling system.

Please refer to page 3 in this guide for the detailed information about how to use the nurse calling system.



** Thank you for showing sensitivly about your scheduled hospitalization time that you have been informed beforehand.*



** For your safety, please do not take out your patient identification wristband during your stay in our hospital.*



Discharge Procedures

Your discharge procedures will begin after your doctor informs the service responsible nurse about your discharge at the service floor. Also, the epicrisis which includes all applied medical procedures in our hospital should be completed by your doctor. After that, service patient advisor will check the contents of your patient file and deliver your file to discharge office. Service responsible nurse will inform you about the completion of this process.

Then, we kindly ask you to visit our discharge office to complete your procedures. During your discharge proces, our maintenance support attendant will help you according to your needs (wheelchair etc.)

Thus, discharge procedures will be completed.



Medical Services

The medicines that you were taking before the hospitalization will be received by your service nurse. During your hospitalization period, these medicines will be applied by the service nurses with the approval of your doctor.

At our service floors, our responsible nurses will follow the given daily procedures, application of medications and medical care with the help of maintenance support attendant on 7 days 24 hours basis.



Patient Rooms

All our patient rooms are designed according to the needs of our patients at Istanbul Oncology Hospital.

Systems and equipment in our patient rooms

- Patient Bed
- Nurse Calling System Remotes
- Air Conditioning Units
- Television
- Safe
- Refrigerator

How to use Patient Bed

In Istanbul Oncology Hospital, patient beds can be positioned for the desired position with the buttons on side arms of the bed or on the hand remote control.

The Sofabeds for the companions of the patients are prepared by our maintenance support attendant 22:00 in every evening.

For your additional demands, our service responsible nurses will help you.

The detailed usage of the nurse calling system is given below.

Raises the head of the bed
 Raises the foot of the bed
 Raises both the head and the foot of the bed at the same time
 Raises the bed parallel to the floor
 Keeps the foot of the bed steady and gives an angle to the head
 Lowers the head of the bed
 Lowers the foot of the bed
 Lowers both the head and the foot of the bed at the same time
 Lowers the bed parallel to the floor
 Keeps the head of the bed steady and angles the foot

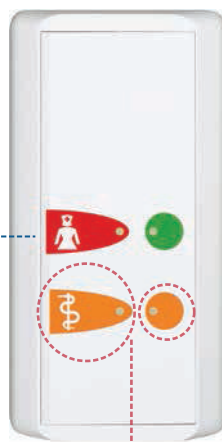
Nurse Calling System

Bedhead Unit Nurse Calling Control Panel



Whenever you need your service nurse, pressing button once will be adequate.

On board Nurse Calling Control



Only for the use of medical personnel.

Istanbul Oncology Hospital "Nurse Calling System" provides our service nurses to look after you as soon as possible. There are two different types (mobile and on board) of nurse calling system controls close to the patient bed. Besides there is a string in the bathroom which activates the system by pulling.

Pressing on the "●" button on the on board nurse calling system control panel or pressing on the "●" button on the mobile nurse calling system is adequate to activate the system. Our service nurse will give you detailed information on the first day of admission and service.





Air Conditioning

Heating and cooling requirements in Istanbul Oncology Hospital is provided by a centralized air conditioning system named VRF system (Variable Refrigerant Flow).

In each room and common areas, there are hidden ceiling type indoor units which are connected to the central outdoor units. All indoor units can be adjusted according to required temperature and ventilation speed by means of digital room thermostats.

Besides, heat recovery devices are placed in each floor to meet the ventilation requirements of common areas and all the rooms. With this device, the air in the room exhausted and fresh air is handled inside. Thus the room is ventilated. During this process, exhausted air and fresh air are passed through separate compartments within the device and the heat of the air taken from the inside is also utilized.



Decreases the temperature.

Increases the temperature.

Open/close the air conditioning system.

Only for the use of technical service responsible.

Hygienic air conditioning units and hepa filters are used for air conditioning of sterile areas such as operating rooms and intensive care units.

By the help of automation system of hygienic air conditioning units, demanded temperature values are provided in the sterile areas.

In X-rays, PET-CT and radiotherapy areas where radiation is produced, separate exhaust aspirators and suction system close to the ground is used to clean the ambient air.



Television and Remote Control







You can watch more than 1000 channels included news, education, culture, entertainment, music, kids and sports channels broadcasted in Turkish and foreign languages by Turksat, Hotbird and Eutelsat satellites in Istanbul Oncology Hospital.

Figure on this page will help you to use the TV remote control. For the number of a specific channel you want to watch and for your other questions, please refer to the service responsible nurse to get information.



** Thank you for your sensitivity about the TV volume level.*

Quick Use Keys

-  Turns the TV on, turns TV off
-  Moves to the next channel
-  Returns to previous channel
-  Increases volume
-  Decreases volume
-  Turn off the TV sound, turn it on

Safe



The safe box is hidden inside your dress closet. You will find the safe open. Enter your password which should consist 4 digits and press “lock” button. The lock will be activated and the safe will be closed with this password.

To open the safe only enter the 4 digits password that you have set before.



** Thank you for leaving the safe open before you leave our hospital.*

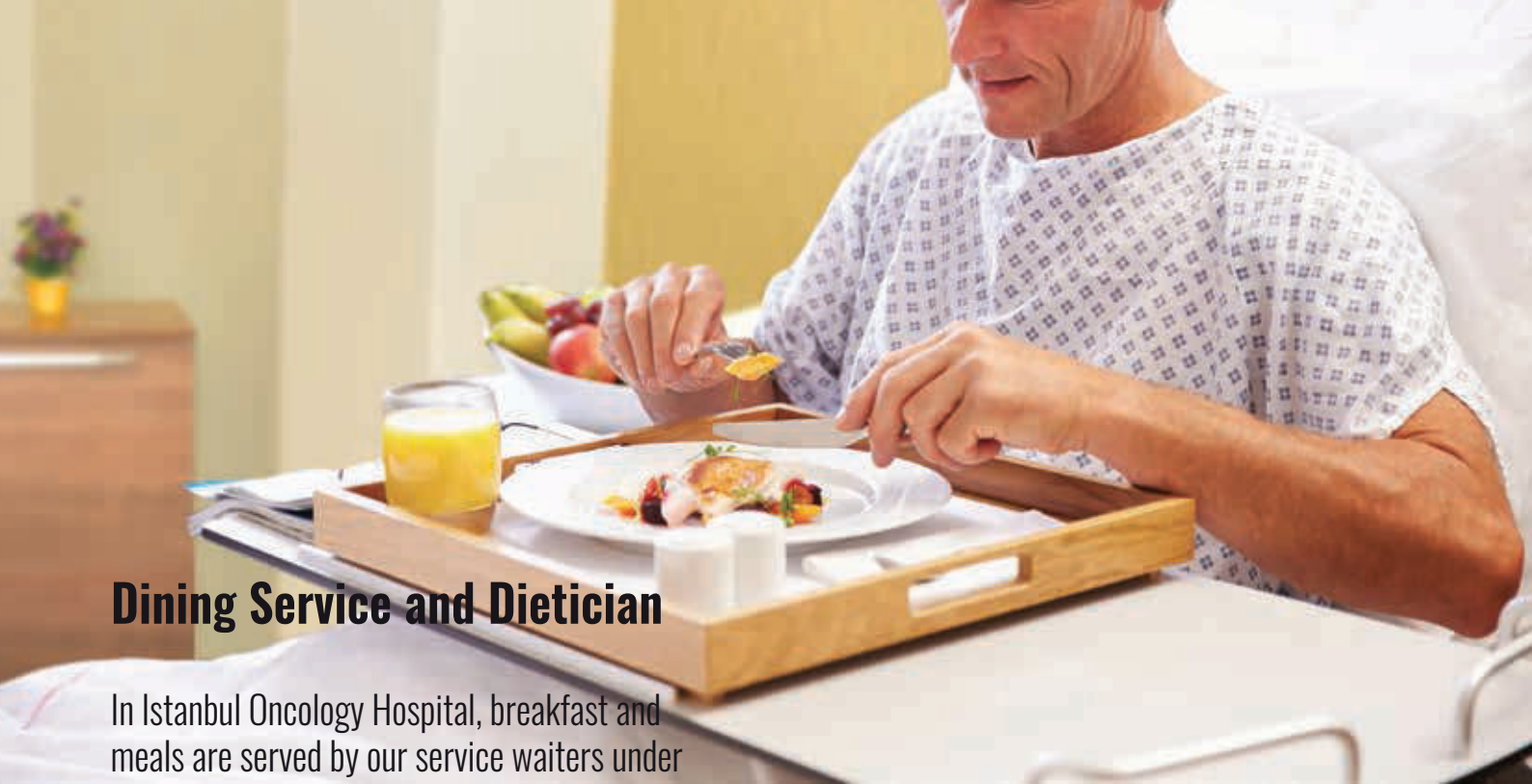
Refrigerator

The mini refrigerator is in the small closet next to your bed.



** Thank you for not leaving the refrigerator door open and for not putting food stuff that may produce undesirable smell.*





Dining Service and Dietician

In Istanbul Oncology Hospital, breakfast and meals are served by our service waiters under the supervision of our dietician.

During their stay in our hospital, personalized nutrition programs are applied for our patients. Nutrition programs are composed and monitored by our doctors and dietician with taking planned treatments into consideration.

Our contracted dinning service company, have the certifications of standards for quality management system, standards for food management system, standards for environmental management system, and standards for occupational health and safety management system.



Dining Service Hours

Breakfast: 07:00-08:00

Lunch: 12:00-13:00

Snack: 15:00-15:30

Dinner: 17:00-18:00

** Thank you for not accepting food and drinks that are not approved by your doctor for the health of your patients.*





Visit Hours

Visitors are allowed between 08: 00-22:00 hours for our inpatients. We request you to use only the emergency service door for patient visits after 18:00 hours.

Visitors are not allowed for intensive care unit (ICU) patients in order to protect our patients from the risk of infection in the ICU. However, everyday between the 12: 00-12:30 pm hours we can allow only one person to visit our inpatient in ICU.

All the information of the patients who are followed in the ICU are provided by our authorized doctors. Information about ICU patients are provided in ICU department between the hours 12:00-12:30 pm everyday.

Security

Istanbul Oncology Hospital and the surroundings are recorded by security cameras 24 hours/7 days.



** We request you to limit the duration of your visits for the health of our patients, thanks you for your sensitivity in advance.*



Technical Service

Our technical service is available 24 hours/7 days for all kinds of technical equipment (TV, sofa bed, telephone, safe, etc.)

For the technical services, you may refer to your service responsible nurse.



** We kindly request not to use high voltage devices like kettle, coffee machine and etc that may cause technical problems.*

We appreciate your sensitivity.



Cleaning Services

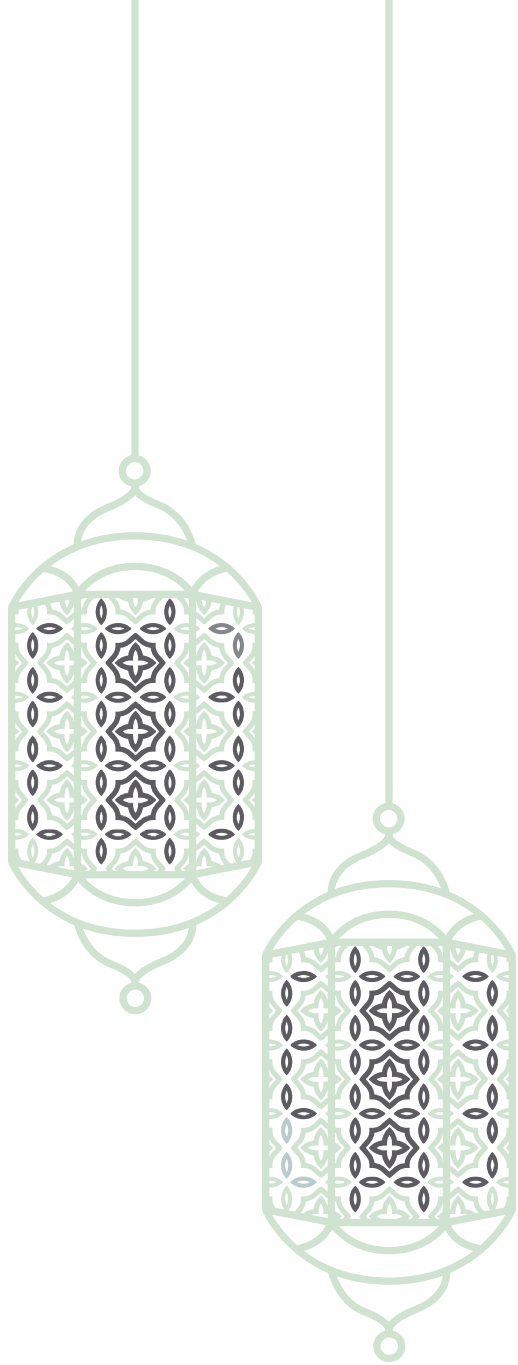
Istanbul Oncology Hospital patient rooms are cleaned twice a day by our janitor in accordance with the hygiene conditions.

Patient bed and sofa bed linens are changed by our maintenance support attendant at least once a day.

For your other demands, please contact with your service responsible nurse.



Household wastes, glass and medical wastes in our hospital are collected separately and disposed according to the instructions of Ministry of Environment and Urban Planning.



Prayer Room

There are separate prayer rooms for men and women at the -2 floor in İstanbul Oncology Hospital.

Materials that you may need are provided in our prayer rooms.





Get Well Flowers

Due to the risk of infection and their effect of oxygen reduction, we do not allow get well flowers in patient rooms.

Sent get well flowers are taken by our information desk officer. The sender's information will be given to you with our flower cards.

You can receive your get well flowers with these cards from our information desk officer located at hospital's main entrance any time during the day.

İSTANBULONKOLOJİ
HASTANESİ

Name of Patient :

Sender :

Get well soon...



Pets

We do not allow pets in our hospital.

We wish fun for our loyal friends in their warm house.

We are delighted to share our food with the animal shelters in the vicinity.

Hospital Room Phone

Patient room phone numbers are arranged to be as same as the room numbers in Istanbul Oncology Hospital.

You can find extension numbers that you may need on the room phones.



** Patient rooms are not accesible by extension numbers out of the visiting ours.*

Important Phone Numbers

Operator	:0
Call Center	:0 216 457 3737
2nd Floor Responsible Nurse	: 2503
3rd Floor Responsible Nurse	: 2602
Admission Dischage Office	: 2383-2384
Private Insurance Office	: 2473
Ground Floor Lobby Patient Advisor	: 2300
Emergency Patient Advisor	: 2301



Call Center

Istanbul Oncology Hospital Call Center serve 24 hours a day, 7 days a week.

You can contact to our call center by phone, WhatsApp or Short Message Service (SMS), and get detailed information about our services.

- 0216 457 37 37
- 0549 457 37 37
- SMS 0549 457 37 37



Internet

In Istanbul Oncology Hospital, wireless public internet access is not provided due to the privacy of patient information and legal obligations.



CafEla

Our cafeteria Cafela is located in the the ground floor of our hospital and is open between the hours 08:00 - 22:00. Also room service is provided at the same time intervals.

You can also call Cafela for your newspaper and magazine requests.



** Newspaper and magazine requests are only taken for the following day.*

For your orders

You can order by dialing 5555 for Cafela.

Have you ever tried
legendary taste of our
**Hamsiköy
Sütlaç?**





Dry Cleaning and Laundry Service

In Istanbul Oncology Hospital, dry cleaning service is provided 7 days and 24 hours for our patients and their companions.

You can send your clothes that you want to be cleaned, after putting them in the dry cleaning bag and filling the information form which you can find in your closet.

Your clothes, which require dry cleaning, will be delivered to you 24 hours after they are received.

www.istanbulonkoloji.com



Hairdressing Service

In Istanbul Oncology Hospital, contracted male and female hairdressers serve in patient rooms.

Please contact our service responsible nurses for detailed information and to make an appointment.





AutoPark Service

Istanbul Oncology Hospital provides a valet service between 08.00-18.30. Our valet carries out the process of parking and delivering your car.

We offer free car parking for one car to our inpatient patients during their stay in our hospital. Detailed information and your free parking card will be given from admission and discharge office following your procedures for hospitalization.



** Our car parking area is monitored with security cameras 24 hours / 7 days.*



** "Emergency Service Entrance" is reserved for ambulance services and patient transfers. Thank you for not parking in this area.*





Ambulance

According to the demands of our patients ambulance transfer is provided under the supervision of our doctors and/or medical staff.

If you want to use the ambulance service you can ask to your service nurse or inpatient advisor who carry out your discharge procedure and get get information about ambulance pricelist which vary according to the destinations.

Ambulance service is available 24 hours / 7 days.



Home Care and Health Service

Istanbul Oncology Hospital provides private home care services for patients which prefer to have treatment at home or for whom doctors decided that they should continue their treatments at home.

Home care team consists of specialists, nurses and medical staff.

Our aim is, to increase the quality of life of our patients with 24 hours 7 days personalized care solutions.





International Patient Services

Istanbul Oncology Hospital provides consultation, diagnosis and treatment services, invoices, insurance procedures, travel and accommodation arrangements and translator services for our international patients.

For all these services, you can contact with the International Patient Services team.

Planning appointment

Communication with international insurance companies

Hotel reservations

Airport transfer organizations

Preparation of invitation letters for visa.

Preparation of estimated cost for medical service.

International patient admission discharge procedures

Following up the medical reports and delivering them to patients

Arrangement of communication between the doctors and patients



Ege İNCEEFE
International Patient
Services Manager



Kristina Elif UYGUR
International Patient
Service Specialist



Ahmed SALİH
International Patient
Service Specialist
(Arabic speaking countries)





Translator

Translator services is provided for our foreign patients in the following list of languages.

English
French
German
Arabic
Russian



Hotel Service

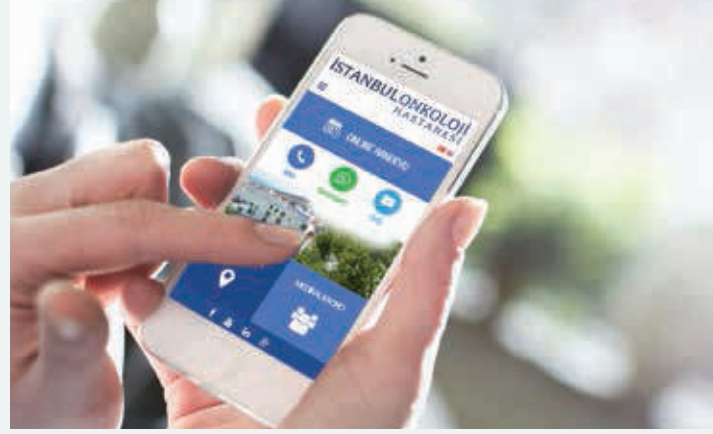
According to your requests residences and 3 * - 4 * - 5 * hotel reservation services are provided.

Our hospital provide fre of charge Airport transfer service as well as transfers between the hotel and hospital.



Taxi

To call a taxi, you can contact with our patient admission office, patient advisor or telephone operator.



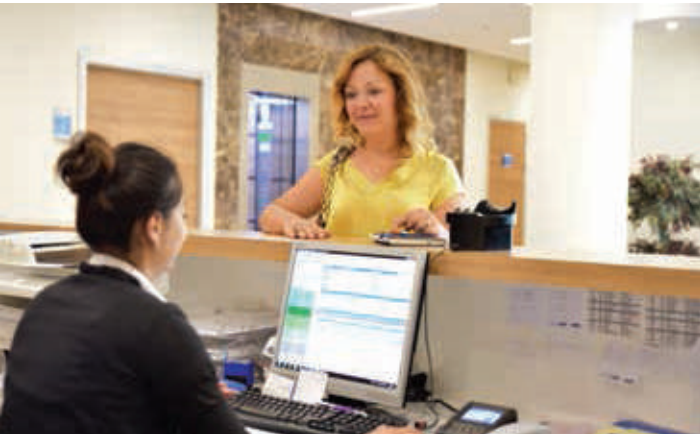
E-Services

E-Appointment:

You may refer to our patient advisors or dial our call center number 0216 457 37 37 to make an appointment for polyclinics.

You can get information about diagnostic and treatment services, appointment hours and doctors from our web site www.istanbulonkoloji.com
You can also make a doctor appointment from our web site by yourself.

www.istanbulonkoloji.com



Polyclinic Services

Istanbul Oncology Hospital provide polyclinic services between 8:30-17:00 every day on weekdays and until 14:00 on Saturdays.

Emergency service physician are provided 24 hours/ 7 days under the supervision of our emergency medical specialists and family physicians.

E-Result:

You can access the laboratory and radiology examination results performed in our hospital via the e-services option of Istanbul Oncology Hospital website. You can get this information by your Turkish ID number or patient file number given by hospital.



Private Insurance Office

In order to provide faster service in İstanbul Oncology Hospital, contracted companies and private insurance office is located on the first floor where the Polyclinics are situated.



Patient Services Unit

Requests, suggestions, thanks and complaints can be stated personally or by telephone or via e-mail to our Patient Services Unit.

To send us your suggestions; you can directly send an e-mail to our Patient Services Manager Binnaz Kırac' s mail address (binnaz.kirac@istanbulonko.com) or you can fill out questionnaires which you can find in the desks and waiting rooms or request a face-to-face meeting, or talk to the Patient Services Unit by phone (0216 457 37 37).

Your complaints, thanks and all your impressions are shared with the related staff and department directors.





Your suggestions provide significant contribution to the quality of service of our hospital. We state that your filled-up questionnaires will be meticulously assessed. Thank you.

To access surveys :



Our patient guide is updated every 6 months to provide you better service.

To access most up-to-date version :

