BEYKENT UNIVERSITY HOSPITAL

PATIENT & VISITOR GUIDE



BEYKENT UNIVERSITY HOSPITAL

USEFUL PHONE NUMBERS

Info Desk	1000	Sante Cafe	1040	Security	1958
Floor 3 Nurses Station	1300	Floor 4 Nurses Station	1400	Floor 5 Nurses Station	1500
		Floor 6 Nurses Station	1600		
Emergency Room Reception Desk	1006 1007	Patient Admission / Discharge	1016	Patient Rights	1987





WELCOME TO BEYKENT UNIVERSITY HOSPITAL

We provide healthcare services to enhance society's quality of life and contribute to the development of medicine. To this end, we adopt a "patient-oriented" service approach and take special care to be there for you whenever you may need us. Your views and satisfaction are important to us. Your valuable suggestions and opinions about our services are greatly appreciated.

We have prepared this guide to provide you, your visitors, and your companions with further information.



WE ARE AT YOUR SERVICE FOR A HEALTHIER LIFE.

ABOUT US

At Beykent University Hospital, we strive to provide top-quality healthcare services to patients from all walks of life. Our hospital adds a new dimension to healthcare with its cutting-edge medical devices, strong infrastructure, expert staff, a wide range of medical branches under gathered one roof, and easy-to-access location in the city.

Having its premises in Büyükçekmece with 20 thousand square meters of indoor space, Beykent University Hospital is Istanbul's rising star that offers service predicated on a personalized healthcare approach with a total of 188 patient beds, including:

-132 Ward Beds,
-24 Neonatal Intensive Care Units,
-22 Internal Medicine – Surgical Intensive Care Units,
-6 Cardiovascular Surgery Intensive Care Units,
-4 Coronary Intensive Care Units,
-8 Operating Theaters, and
• 1 Heliport suitable for the landing/take-off of all kinds of air ambulances and helicopters.



BEYKENT UNİVERSITY HOSPITAL - INSTITUTIONAL VALUES

Vision

Our vision is to be the first address of trust and patient satisfaction in healthcare.

Mission

Our mission is to quality healthcare at global standards that adhere to ethical values and place patient satisfaction at the core, always acting in the light of science with a philosophy that builds on continuous education and innovation.

Quality Policy

Our quality policy is to provide effective patient care and top-quality healthcare services with evidence-based medical practices that prioritize patient safety, in line with national and international quality standards, without compromising scientific principles, with a view to enhancing society's quality of life and contributing to the development of medicine.

Core Values

-Patient and employee satisfaction

-Superior quality, prestige & trustworthiness

-Scientific and ethical approach

-Authentic and effective communication

-Respect for humans, the environment, and nature

-Team spirit and social responsibility

-Innovation and continuous improvement approach

GENERAL SERVICES

Service Hours

Our outpatient clinics work on an appointment system. Office hours are **08.30 - 17.30** on weekdays and **08.30 - 13.30** on Saturdays. We have MRI, CT, and all types of radiological and laboratory testing at the service of our patients.

Call Center / Online Appointment System

You can call our call center 24/7 at **444 10 60** to schedule a consultation or follow-up appointment and to inform yourself about our services.

You can schedule an online appointment at **www.ozelbeykenthastanesi.com**. You can also contact us directly for an online doctor consultation during working hours.

In our hospital, you have the "right to choose your doctor".

Elderly and Disabled Patients

All entrances in our hospital are accessible with ramps and grab bars to facilitate the transportation of elderly and disabled patients. Seating areas in outpatient clinics and the emergency department are reserved for disabled and elderly patients. We have patient advisors who accompany disabled and elderly patients to facilitate their access to hospital services. There are signs put up at outpatient reception desks, indicating that disabled and elderly patients have service priority. Thus, we ensure that disabled and elderly patients are given priority in registration and consultation. Our hospital has accessible toilets for persons with disability.

Our elevators have braille signage and an audible warning system for visually impaired individuals.

We also have disabled parking spaces in our car park.



HOSPITALIZATION PROCEDURES

Admission

If it is your first time in our hospital, a private patient number will be allocated at the time of registration, i.e., the first step of your hospitalization process, which number will be used to track your medical file. Once your hospitalization procedures are completed, you will get a patient ID wristband that has your name, surname, birthdate, patient ID, and protocol number written on it. Please do not remove your wristband during your stay in the hospital, and in case of wear, please ask the nurse for a replacement.

You can have your admission procedures done 24/7 at the Admissions Department located on the ground floor of the hospital.

Please make sure you bring the following documents for your admission procedures:

- Identity Card or driver's license (bearing your ID number)
- Passport for non-Turkish citizens
- If you have private insurance, your insurance card
- Your medical records, x-rays or previous examination results, if requested by your doctor
- All medical/herbal medicines you are taking.

Once your hospitalization at the Admissions Department is completed, you will be taken to the relevant inpatient ward and a patient advisor and your nurse will brief you on the room you will stay in.



Information and Consent

We have informed consent forms that need to be signed by patients who will undergo a medical procedure that involves risk. The consent forms give information about the surgery, proposed treatment, estimated duration of the procedure, probability of success, potential benefits of the procedure, possible issues during recovery, possible alternative methods, possible consequences of no treatment, characteristics of the medications to be administered, critical postop lifestyle recommendations, how to seek medical help if needed, etc.

Consent forms bear the name, surname and signature of the patient as well as the date and time of consent. The patient/guardian/legal representative is requested to write and undersign a statement reading "I confirm that I have read, understood and accept the foregoing" in their handwriting.

Information on Treatment Costs

Our hospital has a contract with the Social Security Institution (SSI). Patients without private health insurance or whose coverage cannot be validated from the security institution can inform themselves about medical costs at the Admissions/-Discharge Department at the time of registration.

Discharge Procedures

Discharge procedures are initiated once your doctor approves your discharge after a final check of your condition. Then, the services, medications and supplies given or administered to you are checked by the ward nurses and ward secretary. After all checks are done, your account is closed and a discharge notice is given to the patient admission and discharge department. The ward nurse will direct you to the patient admission and discharge department for final discharge procedures. Insurance coverage transactions are initiated according to your type of insurance. If you will cover your medical costs yourself, the medical package offered to you will first be entered into the system and you will be discharged after you have paid your medical costs at the patient admission and discharge department.

Pricing and Insurance Transactions

Insurance authorization transactions are initiated immediately after your hospitalization is finalized. Please be advised to contact the necessary units and get your insurance coverage checked before you get admitted to the hospital. You can contact your private health insurance company before your admission and inquire whether and up to which amount your insurance company will cover your medical expenses.

TREATMENT & CARE STAFF

Doctors

During your stay in Beykent University Hospital, you will see many doctors taking care of you, adopting an interdisciplinary approach in all treatment and care services. But the doctor responsible for you will be the one who decided to hospitalize you.

The doctor approving your hospitalization organizes and monitors your treatment during your stay. Once you are taken to your room, our doctors will make an initial room visit to check your medical file and the medications you have been on. Your doctor will make daily bedside visits and evaluate your condition. Your nurse will take care of the necessary follow-up and treatment procedures as instructed by your doctor.

Nurses

All our nurses are medical professionals who provide service at national and international quality standards, in line with the fundamental principles of nursing care. With a multidisciplinary care philosophy, they evaluate patients holistically (including physical, psychological and social aspects) and use the best evidence-based scientific knowledge in patient care. We have a standardized patient-nurse ratio of 5:1 in all inpatient wards. This rate is above the standards of our country and developed countries.



Dietitian

Our dietitian works in coordination with doctors and partakes in planning the most suitable diet for your needs and treatment. Should the need arise, our dietician will prepare a completely personalized nutrition program adjusted to your recommended calorie intake and the medications you are on.

Our dietitian will support you with all the necessary information about your nutrition therapy during your stay, as well as with post-discharge nutrition programs specially prepared for you.

Physiotherapist

Our physiotherapist applies the relevant therapies in coordination with our doctors.

Our physiotherapist will support you with all the necessary information about your physiotherapy during your stay, as well as with a post-discharge physiotherapy program specially prepared for you.

Pharmacist

Our pharmacist works with our doctors and nurses during treatment and care processes and arranges your medication accordingly. The pharmacist doses the drugs and takes the necessary precautions to avoid undesired side effects. The pharmacist is responsible for safe and rational drug administration and acts in unison with your care team.

Lab

You can get your lab results from the laboratory on the date specified on the result cards given to you, or you can request them to be sent via e-mail during working hours.

Ambulance

If you need a transfer by ambulance at the time of your discharge, you can inform the charge nurse of your ward. Once your request is entered into the system, we will make the necessary arrangements with a contracted ambulance.



FOR YOUR HEALTH AND SAFETY

We need your cooperation for a smooth and safe treatment process. You can contribute to a successful treatment outcome by complying with the care plan requirements and paying attention to the following points during your hospital stay.

Hand Hygiene and Prevention of Infections

To prevent infections, you and your relatives should practice good hand hygiene. Hand hygiene plays a critical role in removing germs and preventing the spread of infections. To practice good hand hygiene, you should wash your hands with soap and water for 15 seconds or use hand antiseptics available at designated points in the hospital.

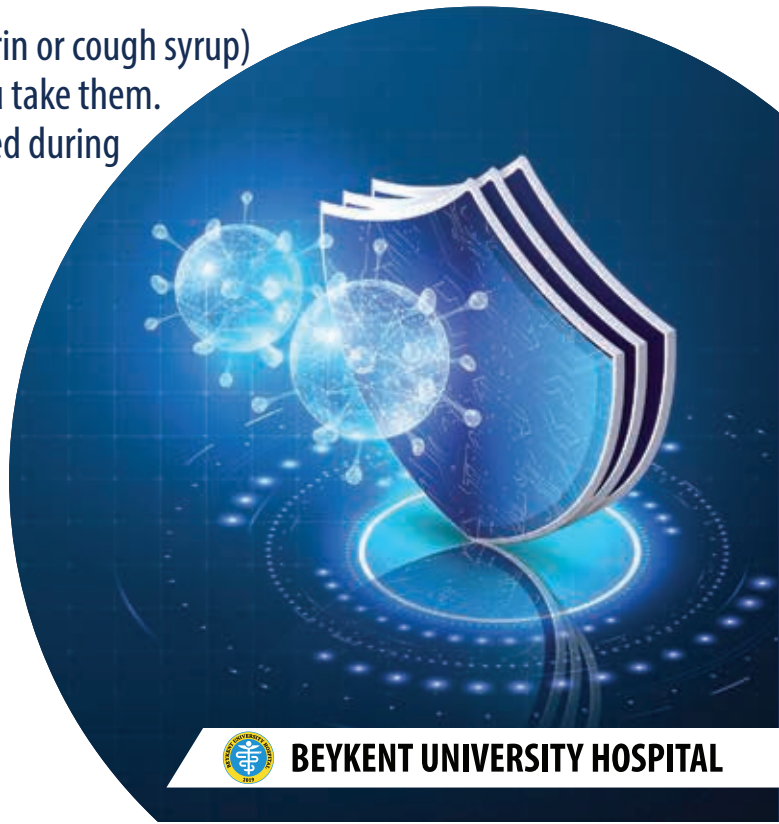
Drug Safety

Bring any medications, which you have been taking or have with you at the time of your admission, to the attention of your doctor and your nurse and be sure to hand them in. For your safety, the medications you have been taking must be approved by the doctor and pharmacist.

These medications include:

All kinds of prescription and over-the-counter medicines (e.g., aspirin or cough syrup)

It is essential that you know which medicines you take and why you take them. Therefore, please keep track of the medications you are administered during your stay at our hospital. Make sure that our nurses check your ID wristband before giving you any medicine.



BEYKENT UNIVERSITY HOSPITAL

Fall Prevention

You may be at a higher risk of falling during your hospital stay than in your daily life. The medicines you are administered and the medical procedures and surgeries you undergo are the main reasons for an increased risk of weakened body strength or imbalance. Please adhere to the following precautions to minimize your risk of falling!

- When in bed, make sure that the side rails are always up.
- Ask your nurse for help when getting out of bed.
- When you need to call your nurse for help, make sure you use the call bell.
- Wear anti-slip slippers that hug your feet.
- Do not sit on the edge of stretchers/wheelchairs.
- Make sure your bed is locked and adjusted to lowest height.
- Be sure to inform your nurse about a change of your companion.
- If floors get wet, seek help immediately to get the floors wiped dry.
- Keep the nightlight on at night.

Visitor Policy

Visiting must be in line with the rules and principles determined by our hospital and not give rise to any behaviors or attitudes that may disturb the peace and tranquility of patients.
Visiting is as important for you as it is for accelerating your treatment process.
Please keep in mind that you stay in our hospital for treatment. It is essential for your health that your visitors follow the rules.
• Visiting hours are from 12:00 to 14:00 and from 19:00 to 21:00. Visitors should not insist on visiting patients outside of visiting hours so that they can rest and be treated without disturbance.
• Patient visits should be 15 minutes max., and patients should not have more than two visitors at any one time.
• Visitors must not sit on patient beds and must avoid contact with anything in the hospital environment as much as possible. Speaking loudly in the room and hallways must be avoided in order not to disturb other patients.
Accessing other patient rooms and units is prohibited.
Your visitors need to leave the room while you are being cared for. Your nurse can assist you in getting your visitors out of the room. You can choose one of your relatives for informing your relatives and directing your visitors.
You can ask your visitors to wash their hands before coming into your room or use the disinfectant available in your room.

Please do not allow visitors with cold or flu symptoms to enter your room. If necessary, your visitors may have to wear masks and aprons. You can ask your nurses about the special conditions that your visitor(s) must comply with, warn those who violate the conditions, or report them to your nurse.

Companion Policy

Subject to the approval of the doctor responsible for your treatment, you may be requested to have a companion who will assist you during examination and treatment, to the extent permitted by applicable law and institutional possibilities and provided that a companion is required by the patient's health status. For your patient's health, please be advised that companions must abide by the rules and principles applied within the framework of our hospital's companion policy.

- Whether the patient needs a companion is determined by the patient's doctor.
- The number of companions is limited to one person.
- A companion card is issued for the companion at the time of patient admission.
- The companion must not be with the patient during medical visits and medical care.
- The companion must not perform anything on the patient other than directed by a doctor or nurse.
- The companion assists the patient's care to the extent permitted.
- The companion must not take the patient out of the hospital or change their bed unless requested by the relevant doctor or nurse. Companions must not bring food or drinks from outside the hospital and must not give any food to the patient unless checked by the dietitian.
- Companions must not speak loudly or make noise in patient rooms or hallways, not use the televisions in the rooms in a way that may disturb others, and they should turn down the volume of their phones during medical visits and after 10 pm.
- In case of a companion change, information must be given to the nurse and the patient admission and discharge department.
- The use of tobacco and alcohol in the hospital is prohibited by law and hospital rules.
- The companion is obliged to comply with general hospital rules. In case of violation, your companion status will be denied.
- Along with the foregoing, please note that as a companion, you must inform the ward nurses in the first place in the event you notice any issues with your patient's health.
- In departments with special patient groups, companionship is subject to doctor approval.

Discharge

The time of your discharge at the end of treatment will be determined by your doctor. At the discharge meeting with your doctor, your nurse will hand over a Discharge Planning and Information Form which contains instructions for your post-discharge care and information about follow-up appointments, the medications you need to take, your nutrition and other needs.

Medical Records

Your doctor will write a discharge report (i.e., a summary of your diagnosis, examinations and treatments during your stay in our hospital), which will be handed over to you by your nurse.

Post-Discharge Care

Taking notes or asking for written information while talking to your doctor about your post-discharge care will help you remember the details of your treatment. During the interview, feel free to ask questions and write down the answers.

While maintaining your home care, please take care to follow the suggestions below:

- Check your prescription and make sure you take the right medicines at the right time.
- Take precautions against the risk of falling.
- Have a bell and telephone in an easily accessible place next to your bed.
- Do not smoke.

Confidentiality of Medical Records

Patients have the right to request that information about their treatment not be shared with third parties. Beykent University Hospital respects the rights and privacy of patients, and as such, takes the confidentiality of medical records as a basis and does not share any patient information with third parties.

FOR YOUR HEALTH AND SAFETY

Nurse Call System

The patient rooms at Beykent University Hospital are provided with two separate systems for easy access to our nurses in case of need. Your nurse will brief you on both systems when showing you your room.

There is a call system on the bed head panel and a pull-cord system in the toilet-bathroom which you can use to call a nurse, who will come to your room within the shortest time upon your call.

Patient Bed

Your nurse will instruct you about the electronic use of your bed when you are admitted to your room. Make sure that the side rails are up at all times to prevent falls.

Patient and Companion Meals

Your meals are adjusted to your nutrition and diet program planned by our dietitian. The menu prepared in line with your treatment requirements will be delivered to your room at designated times of the day. Please do not order any food from outside the hospital as your diet is part of your treatment. Patient and companion meals are served to your room and empty trays are gathered at your convenience. Meal service hours are as below, but if you wish meal service at a different time of the day, please notify your nurse. Outside of the following hours, you can order food from Sante Cafe (1040).

Breakfast Service: 07.30 – 08.30
Lunch Service: 12.00 – 12.30
Dinner Service: 17:30 – 18.30
Snack service is determined by our dietician.

Companion Bed

Subject to the approval of the doctor responsible for your treatment, you may be requested to have a companion who will assist you during examination and treatment, to the extent permitted by applicable law and institutional possibilities and provided that a companion is required by the patient's health status. Please take care to have your companion with you in your room throughout your stay. Room rates are inclusive of companion accommodation and meal service. If needed, your companion may ask the department staff for sheets, quilts and pillows. If there is no one to accompany you, especially if you have a high risk of falling, you can inform your nurse to have the necessary arrangements made.

Telephone

The telephone in the room is for in-hospital calls. You can use this phone to call extension numbers. Incoming calls are forwarded to this phone.

Television

You can watch local and foreign channels on the TV in your room. You can set channels as you wish. Please be mindful of other patients in the hospital, keeping the TV volume at a reasonable level.

Safe
Inside your wardrobe is an electronic lock safe that you can use to store cash, your valuable papers and other belongings that you may have with you. Please inform your nurse if you would like to use the safe.

Refrigerator
Inside your wardrobe is a mini fridge reserved for your personal use. Please take care not to leave the refrigerator door open and not to keep any food items that may cause odor.

Internet
We have a wireless internet system for patients and their relatives to use. To connect, you can speak to your patient advisor or your ward nurse for further details.

Electrical Items and Lighting
If you have personal electrical items with you, please inform your nurse before using them. You can use the sockets on the bathroom and room wall to power your devices. The switches to control your room lights are located on the entrance wall.

Air Conditioning
You can use the wall-mounted thermostat at the entrance of your room to regulate your room temperature and the operating speed of the air conditioning system. Windows are kept locked to maintain good air quality in your room.

Windows
Room windows are kept locked for patient safety reasons.

WC & Bathroom Use
To prevent falls, do not help patients out of bed to use the WC or bathroom without informing your nurse. If you need help while in the WC or bathroom, you can ask for help by pressing the nurse call button.

Smoking & Health Effects of Smoking
Our hospital adopts a no-smoking policy. Hence, all buildings and rooms are monitored with smoke-sensitive detectors. We invite you to a smoke-free life.

SMOKING IS HARMFUL TO YOUR HEALTH…


BEYKENT UNIVERSITY HOSPITAL

SUPPORT SERVICES

Satisfaction Survey

We have prepared a Satisfaction Survey that you can use to rate us and help us improve our services. You can fill out the satisfaction survey after admission or after you have received outpatient or emergency services. You can post the completed forms into our survey boxes in the common areas, or you can contact the Patient Rights Unit in the daytime or the Administrative Supervisor at night for all your suggestions and complaints.
If would like to rate us online, you can use the form in the Contact Us section of our website.
All submitted forms will be evaluated meticulously, and your opinions will contribute significantly to our hospital service quality.

Religious Service

We care about our patients receiving service in line with their cultural and spiritual values.
We have prayer rooms on floor -2 where our patients of all religions can fulfill their religious duties.
If want to see a religious functionary as part of your religious beliefs, you can speak to your nurse for the necessary arrangements.

Flowers

Flowers carry many microorganisms that can cause various infections and allergies. Also, flowers put in the hallway outside your room can block the hospitalization paths in cases of earthquake or fire. Owing to these risks, flowers are not permitted in patient rooms.
Flowers delivered / brought to the hospital will be received by information desk staff on the ground floor, who will issue a "flower card" and inform you by phone. You can use the "flower cards" to pick up your flowers from the information desk at discharge.



Security

Beykent University Hospital ensures the safety of patients with 24/7 security service.
Our hospital is monitored 24/7 with camera surveillance systems. All footage is recorded. In case of any security-related issues, please inform first your nurse and then the security.
It is forbidden to enter our hospital with sharp or pointed objects and/or firearms. All such objects and firearms have to be handed over to the security at entrance and can be reclaimed at exit.
Your personal belongings and valuable papers are your responsibility. Please be careful not to leave them unattended at any time.

Housekeeping

Our hospital has 24/7 housekeeping service. Room cleaning is done twice a day (in the morning and the evening). You can inform the nurses if you need cleaning at any other time of the day.

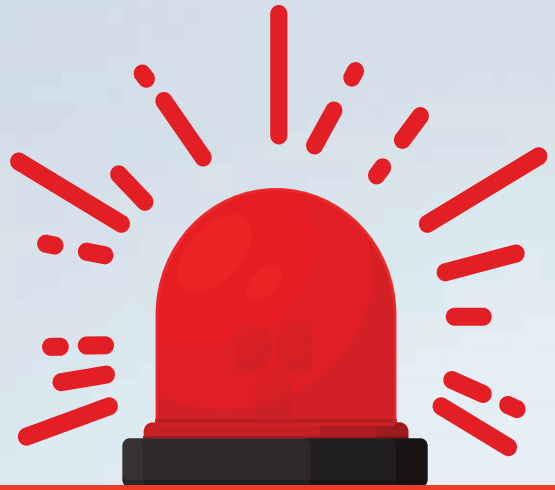
Car Park

You can use our hospital car park to park your car safely and seamlessly. Please pay attention to the directions of the officers and do not park in front of the Emergency Service entrance.

RIGHTS AND RESPONSIBILITIES OF PATIENTS AND THEIR RELATIVES

In line with Patient Privacy Rights, we do not share any patient information in any public domain.



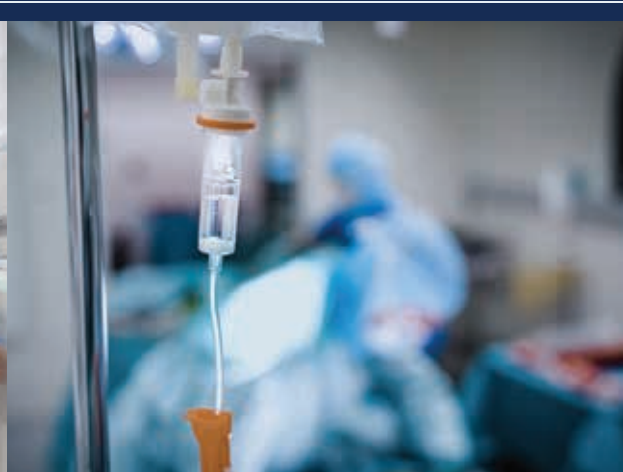


EMERGENCIES

Please try to stay calm in emergencies like fire, earthquake, or flood. Do not leave your room alone. A health professional will come and assist you at short notice. Do not panic and follow the instructions. Our hospital has sketch plans behind each room door, showing the nearest emergency exit doors, fire extinguishers and rubber hose fire cabinets on each floor / for each room.









BEYKENT ÜNİVERSİTESİ HASTANESİ

İŞTE GELECEK

BEYKENT ÜNİVERSİTESİ HASTANESİ

/beykenthastanesi /beykent.saglik /beykenthastane Beykent Üniversitesi Hastanesi

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