

# MEDICAL TOURISM IN TURKEY

## Why Turkey: Patient Testimonial

Good morning. It's my pleasure to share my experience as a patient at Anadolu Saglik Merkezi (ASM). I am a healthcare worker with both bedside and administrative experience. I'm aware of Joint Commission standards not only from the perspective of ensuring staff compliance with the standards but also with the implementation of the standards as a direct patient care provider. I've been blessed with good health but while living in Istanbul I required medical treatment for a gynecological condition. I am also fortunate to have excellent international health insurance. I could have traveled back to my home in Baltimore for surgery but chose to have treatment at ASM.

Professor Dr Fatih Gucer was my physician. He is a highly trained doctor with whom I felt an immediate confidence. He outlined my treatment options and allowed me and my husband to research and discuss the course of treatment we were most comfortable with. I chose a noninvasive surgical procedure. He supported my decision but further outlined circumstances that may require an open surgical procedure. The procedure was successful noninvasively.

Even though my procedure was performed noninvasively, I was observed in the hospital overnight. The nursing staff were professional and ensured my pain was adequately addressed. At the time many of the nurses did not speak English but were in the process of learning English. This did not pose any problems. There was a staff doctor on the unit for medical coverage. He spoke English and answered questions and explained the treatment plan. He was also in communication with Dr Fatih about my condition. Also if needed, patients are provided with translators to help them communicate with the doctors and other hospital staff during their treatment.

The International team at ASM was instrumental in ensuring that my experience before, during and after my procedure went smoothly. First, they contacted my insurer, Cigna International, to arrange preauthorization for the procedure and to verify coverage. They assisted with arranging pre and post operative appointments, provided translation, and assisted with navigating the hospital. Following my discharge they worked with medical records to provide a copy of my medical record in English.

ASM is a modern facility with state of the art equipment. The hospital is the cleanest facility I have ever been in. Their staff is professional, knowledgeable and dedicated to quality patient care. They are very proud of the work they do. In all departments of the hospital, I experienced prompt, friendly service.

I'm not sure I would have ever considered seeking medical care in another country prior to this experience. However, now I am aware that there are choices all over the world. Choices that take into consideration more than just cost but also quality of care and outcomes. It is my understanding that procedures in Turkey are about one sixth or more of the cost compared to US hospitals depending on the procedure. I'm not able to quantify this since I had no out of pocket expenses. At ASM the physicians are employees of the hospital so the surgery fee quoted to the insurer also included doctor fees including follow up exams. This would be an added expense in the US.

I recently joined the online social network Facebook. I loaded pictures of my time in Turkey. When my husband came home from work that evening I told him I was homesick. He looked at me strangely because I had just returned from visiting my family in Kentucky. I clarified that I was homesick for Istanbul. I do love Turkey for its beauty, delicious food but most of all its amazing people. I would definitely consider travel to ASM for future follow up care with Dr Fatih.

Pat Beach

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