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Patient Care Contribution Charges Refunds:

If you are a Syrian refugee under temporary protection, in some cases, you can apply to the Social Security Institution (SSI) or the Social Solidarity and Cooperation Foundations in your province for a refund of the patient care contribution charges payment you made.

If your health insurance has been suspended or deactivated:

You can access all health services, including examinations, treatments, and medication, for a fee.

If you or a family member has a health problem requiring ongoing treatment or regular medication,

If you do not have the financial means to cover the costs of medical treatment, medication, and health services, you can apply to the Provincial Directorate of Migration Management to request an assessment of your situation.

How to apply for a reconsideration?

1. Book an appointment via randevu.goc.gov.tr.
2. Select the “Temporary Protection – Health Service Information” option.
3. Go in person to the Provincial Directorate of Migration Management at the specified date and time to submit your application.
4. Attend the interview with the officials and present all information and documents regarding your health status.
5. Follow up on the application result.
6. If your application is rejected, you can reapply after waiting one month.

If your request for health services is rejected or continues to be rejected, you can still benefit from health services by covering the costs of examinations, treatments, medications, and medical devices yourself.

If you do not have a temporary identification document:

Syrian refugees without legal identification can only access primary healthcare services free of charge upon presentation of identification in exceptional circumstances such as emergencies and infectious and epidemic diseases. However, identification documents are required for accessing healthcare services outside of these exceptional cases.

If you have received any treatment without having your identity registered, you will be directed to the Provincial Directorate of Migration Management in your province for registration procedures after the treatment.

For individuals who cannot be directed to the Provincial Directorate of Migration Management or whose treatment will be lengthy, their identity information will be officially reported to the Provincial Directorate of Migration Management in their province by the hospital via written notice.

Your Rights as a Patient:

Access to Healthcare Without Discrimination:

You have the right to access healthcare services equally with everyone, without discrimination based on race, religion, language, gender, philosophical beliefs, economic and social status.

Right to Information:

You have the right to access information about your health condition, and the healthcare services you can receive. You also have the right to request verbal and written explanations and documents regarding your health condition and the treatment you receive.

Choosing and Changing Healthcare Facilities and Personnel:

Within the scope of legal regulations, you have the right to choose and change the healthcare facility and personnel providing services at that facility.

Respect for Privacy and Human Values:

You have the right to demand respect for your privacy while receiving healthcare services. Furthermore, you have the right to receive healthcare services in an environment that respects your human dignity and personal values during your treatment.

Informed Rights About Treatment, Refusal, Discontinuation, and Consent:

You have the right to receive detailed information about the treatment to be administered, to refuse treatment based on this information, and to request its discontinuation. Furthermore, you have the right to have your informed consent obtained for the treatments to be administered and to request that treatment continue within the framework of that consent.

Visiting and Having a Companion:

You have the right to receive visitors within the procedures and principles determined by the healthcare facility, and to have a companion, within the limits of the legislation and the possibilities of the healthcare facility, and if deemed appropriate by the physician.

Right to Complaint and Litigation:

In case of violation of your rights listed above, you have the right to access complaint and litigation procedures to ensure redress.

What Can You Do If Your Rights Are Violated?

If you experience any violation of your rights while receiving healthcare services, first contact the "Patient Rights Unit" of the hospital where you received the service.

If the violation cannot be rectified and your damages are not compensated within this process, you can apply to the Patient Rights Board within the Provincial Health Directorate in your province.

You can also submit your complaint by calling the Alo 184 SABİM (Ministry of Health Communication Centre) telephone line.