

**ANNEX-1****INTERNATIONAL HEALTH TOURISM FACILITY COMTEPENY CRITERIA**

- 1. Health facility is required to receive a score of at least 85 from the health quality standard assessment carried out before the day of application/inspection. (The health facilities whose quality indicators and health quality standards have not been published are exempted from this criteria. These health institutions have to apply the related set of standard rules within 6 (six) months.)**
- 2. International health tourism unit vested with the 6th article of this regulation has to be formed.**
- 3. The health facility must have a website infrastructure from which international health tourist is able to get information on the doctor's/doctors', who will provide health assistance, professional history.**
- 4. The health facility is required to have a communication and information transmission system through which the international health tourist can get a detailed information on his/her (patient's) sickness before coming to the health facility.**
- 5. There is required to be an infrastructure for international health tourist through which she/he can render the payment as a deposit to the hospital's account before arriving at the facility..**
- 6. An infrastructure is necessary through which patients can do all sort of transactions to be carried out within the frame of international health tourism and tourist health on the foreign patient module which is part o the health facility automation system.**
- 7. The health facility shall, in conjunction with the application, commit to undertake the following issues in writing. Whether these commitments have been fulfilled will be taken into account in all audits to be carried out.**
  - a) Will inform about all the transactions to be provided within the scope of international health tourism and tourist's health and the consent form written in the language of the international tourist will be signed by the international tourist and the doctor who is giving the health service.**
  - b) The clinical and laboratory findings of the patients, the diagnosis of the disease, the progress of the disease, the results of the examinations and the results of treatment and treatment, the epicrisis given by the health facility after the treatment and the patient's needs after discharge should be prepared in the patient's own language and delivered to the patient.**

INTERNATIONAL HEALTH TOURISM INTERMEDIARY ORGANIZATION COMPETENCY  
CRITERIA

1. To have Group A travel agency business certificate dated 14/9/1972 and numbered 1618 as per the Law on Travel Agents and Travel Agents Union.
2. To certify that it has signed a protocol with at least 3 health facilities with international health tourism authorization certificate. This protocol will enter into force after the mediator receives the international health tourism authorization certificate.
3. To have an infrastructure that can serve 24/7 in order to answer possible calls. (It is necessary for one foreign language to be in English.)
4. To employ at least 2 staff members who know a foreign language except the staff to answer the calls, (It is necessary for one foreign language to be English.)
5. Having at least one of the following documents for foreign language proficiency;
  - a) Having a score of at least 65 out of 100 in the Foreign Language Assessment Exam conducted by OSYM in English or in the language of the international health tourists to be served or having a document with international validity which is accepted by OSYM as equivalent to this point,
  - b) To have a document showing the B2 language level in the European Language Portfolio, either in English or in the language of the international health tourists to be served.
  - c) Those with dual citizenship IDs must have a certificate showing the level of B2 in Turkish in the European Language Portfolio.
  - d) Having a certificate that showing the graduation from the Department of Translation and Interpretation at the undergraduate level.
6. The intermediary will commit to undertake the following issues in writing. Whether these commitments have been fulfilled will be taken into account in all audits to be carried out.
  - a) To have a web site supporting at least 3 languages in Turkish and English compulsory, to have necessary explanations about the topics that international health tourists might want to get information on this website, to provide detailed information about these health facilities by publishing the health facilities that they are in agreement with.
  - b) Making travel insurance covering international travel to the international health tourist,
  - c) Investigate the health facilities that are suitable for the health service that the international health tourists want to receive, to deliver the medical information of the health tourists and 1 or documents to the health facility,
  - d) To provide detailed information about the health facilities that can provide health services to international health tourists.**
  - e) To provide information about the service cost and payment conditions to the international health tourists by getting information from the health facilities related to the health service fee that international health tourist will take,**

- f) Providing information to international health tourists such as travel, passport, city transportation, communication, consular operations in our country.**
- g) To ensure that those arriving with international health tourists come to our country, stay in our country and return to their country,**
- h) To deliver the international health tourist to the international health tourism facility which will serve, communicating with the international health tourism unit in the facility and deliver the tourist to this facility and getting the tourist from the facility after discharge,**
- i) To act in accordance with the Law on the Protection of Personal Data dated 24/3/2016 and No. 6698 on all kinds of information obtained by international health tourists during its activities.**
- j) To keep all the documents related to its activities for the periods specified in the relevant legislation.**
- k) Get informed consent by providing detailed information about international health tourists and services to be provided to them. (Information may also be provided in electronic form.)**

ANNEX-3

**ANNEX-3/A**

**AUTHORIZATION CERTIFICATE APPLICATION FORM**

**1. APPLYING FACILITY/INSTITUTION**

**(1) Name of facility / institution:**

**(2) Tax Office No:**

**(3) Address:**

**(4) Postal Code:**

**(5) City:**

**(6) Country:**

**(7) Phone:**

**(8) Fax:**

**(9) Web address:**

**2. REPRESENTATIVE OF APPLYING FACILITY/INSTITUTION**

**(1) Name of representative:**

**(2) Surname of representative:**

**(3) Address:**

**(4) Postal Code:**

**(5) City:**

**(6) Country:**

**(7) Phone:**

**(8) Fax:**

**(9) E-mail:**

**3. REQUESTED DOCUMENT**

<input type="checkbox"/>	<b>1. INTERNATIONAL HEALTH TOURISM HEALTH FACILITY AUTHORIZATION DOCUMENT</b>
<input type="checkbox"/>	<b>2. INTERNATIONAL HEALTH TOURISM INTERMEDIARY COMPANY AUTHORIZATION DOCUMENT</b>
<b>(* Mark your request with the (X) sign.</b>	

**4. APPLICANT'S DECLARATION AND SIGNATURE**

We commit that we accept all the terms and conditions of the Regulation on International Health Tourism and Tourist Health and fulfil our obligations, we will pay the administrative fines ceased after the audits to be made by the Ministry within 30 days at the latest, we will be liable for the consequences of delays and erroneous transactions arising from the non-concurrent submission of additional administrative and technical documents requested in connection with the application and we will accept records of all kinds of work and processing to be carried out by the personnel assigned on behalf of the Ministry and the person / persons declared as representatives in this application form, We undertake to provide any kind of facilitation during the examination of the criteria of competence certificate of personnel working for the Ministry.

We confirm that using the certificate of facility/institution before completing the certification transactions about the document we applied and getting the rights to use the certificate, will be considered as illegal and we are aware that our certification application will be affected because of the above mentioned matter.

**Within the framework of the information provided above, we request the evaluation of our International Health Tourism Authorization Certificate application for our legally owned facility / establishment in accordance with the provisions of the Regulation on International Health Tourism and Tourist Health.**

**Name** :

**Date** :

**Signature** :

**Seal** :

**NOTE: Please add the Application Documents in ANNEX-3/B to this form.**

**ANNEX-3/B APPLICATION DOCUMENTS****Documents to be submitted by the health facility:**

- 1) Copy of license / provisional license and activity permit certificate of the applicant organization issued by the Ministry,,
- 2) Book of authorized signature of the person(s) with representative and binding authority of the applicant organization (Notary certified),
- 3) Document, showing that the applicant organisation obtained a minimum score of 85 points on the last healthcare assessment.
- 4) Language proficiency documents and monthly premium and service documents of personnel in accordance with the Article 6 of the Regulation, indicating the required level of language proficiency and the number of personnel

**Documents to be submitted by the intermediary organization:**

- 1) Copy of operation license of a Group (A) travel agency in accordance with the Law No. 1618 Concerning Travel Agencies and the Association of Travel Agencies.
- 2) Copies of protocols signed with 3 healthcare facilities with International Health Tourism Authorization Certificate,
- 3) Trade Registry Gazette containing registered articles of association of the company, specifying health tourism agency as the main field of activity,
- 4) Trade Registry Certificate indicating the person(s) authorized to represent the company,
- 5) Book of authorized signature of the person(s) authorized to represent legal entity,
- 6) TR Identity Number and criminal record statement of the person(s) authorized to represent the company,
- 7) Tax Registration Certificate,
- 8) Previous year-end's balance sheet approved by Certified Public Accountant,
- 9) Language proficiency documents and monthly premium and service documents of personnel, in accordance with ANNEX-2, indicating the required level of language proficiency and the number of personnel

ANNEX-4/A

**Republic of Türkiye**

**MINISTRY OF HEALTH**

**GENERAL DIRECTORATE OF HEALTH CARE SERVICES**

**INTERNATIONAL HEALTH TOURISM AUTHORIZATION CERTIFICATE**

Within the scope of the Regulation on International Health Tourism and Tourist Health,

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has been entitled to perform international health tourism activities in accordance with the general principles of the Regulation and Competency Criteria for Healthcare Facilities associated with International Health Tourism.

On Behalf of the Minister;

Undersecretary

Document No :

Document Date :

ANNEX-4/B

**Republic of Türkiye**

**MINISTRY OF HEALTH**

**GENERAL DIRECTORATE OF HEALTH CARE SERVICES**

**INTERNATIONAL HEALTH TOURISM AUTHORIZATION CERTIFICATE**

Within the scope of the Regulation on International Health Tourism and Tourist Health,

.....

has been entitled to perform international health tourism activities in accordance with the general principles of the Regulation and Competency Criteria for Intermediary Organizations associated with International Health.

On Behalf of the Minister;

Undersecretary

Document No :

Document Date :



**ANNEX-5**

<b>Health Care Facility Sanction Form</b>				
<b>Subject</b>		<b>Sanctions</b>		
		1 <sup>st</sup> Violation	2 <sup>nd</sup> Violation	3 <sup>rd</sup> Violation
1	In case of unauthorized activity of international health tourism without receiving authorization certificate from the Ministry, the activity shall be suspended by the Governorship and a criminal complaint shall be filed with the local public prosecutor's office against those concerned.			
2	Inconsistency with competency criteria	A written warning shall be issued. Time limit for correcting irregularities shall be one month	An administrative fine at the rate of two percent (%2) of the gross monthly income of the previous month shall be imposed. Time limit for correcting irregularities shall be one month	International health tourism activities of the health care facility shall be suspended for one year. If the inconsistency still appears to exist after one year, International Health Tourism Authorization Certificate of the facility shall be revoked.
3	Failure to fulfil registration and notification obligations	A written warning shall be issued. Time limit for fulfilling the registration and notification obligation shall be one month.	An administrative fine at the rate one percent (%1) of the gross monthly income of the previous month shall be imposed. Time limit for correcting irregularities shall be one month	International health tourism activities of the health care facility shall be suspended for one year. If the facility still cannot fulfil the obligations after one year, International Health Tourism Authorization Certificate of the facility shall be revoked.
4	Receipt of fees contrary to regulated fee tariff for health tourism	An administrative fine at the rate of two percent (%2) of the gross monthly income of the previous month shall be imposed. In addition, the overcharged fee shall be taken back and returned to the related person.	An administrative fine at the rate of four percent (%4) of the gross monthly income of the previous month shall be imposed. In addition, the overcharged fee shall be taken back and returned to the related person.	International Health Tourism Authorization Certificate of the facility shall be revoked. In addition, the overcharged fee shall be taken back and returned to the related person.
5	In case of inconsistency with the article on information and promotion	The organization shall be warned. International health tourism activities of the health care facility shall be suspended for one month after second violation and for three months after third violation within one year.		

**ANNEX-6**

<b>Intermediary Organization Sanction Form</b>				
<b>Subject</b>		<b>Sanctions</b>		
		1 <sup>st</sup> Violation	2 <sup>nd</sup> Violation	3 <sup>rd</sup> Violation
1	Inconsistency with competency criteria	A written warning shall be issued. Time limit for correcting irregularities shall be one month	International health tourism activities of the intermediary organization shall be suspended for one year.	International Health Tourism Authorization Certificate of the intermediary organization shall be revoked.
2	Failure to provide the necessary information and documents requested by the Ministry	A written warning shall be issued. Time limit for correcting irregularities shall be one month	International health tourism activities of the intermediary organization shall be suspended for one year.	International Health Tourism Authorization Certificate of the intermediary organization shall be revoked.