In our hospitals we implement innovative approaches with most up-to-date technologies to our clinical flows. However, we recognize that technology solely has no value unless there are people to operate it. Thus, “human capital” is our fundamental resource and leading competitive advantage.

We aim to continuously develop our competent human capital by inspiring and investing in our people.

We aim to maintain our reputable position in healthcare sector by ensuring reliable patient care, mutual and transparent communication, self-assessment and continuous development.

Instead of a volume oriented and departmental system, we offer our services as programs and service lines. Removing all territorial barriers between departments allows us to serve our patients in a more comprehensive and value-based manner. As we are approaching year 2020, 100th anniversary of American Hospital Istanbul, we focus our efforts to maintain our reputable position and constantly improve our internationally acclaimed brands.

Erhan Bulutcu, MD
CEO
In our hospitals we offer the most comprehensive care with innovative methods and up to date technology.

The winner, however, will always be human touch.
American Hospital

Koç University Hospital

MedAmerican Ambulatory Care Center
As Vehbi Koç Foundation Healthcare Institutions; we have determined a clinical road map, guidance and algorithms to provide transparent and integrated healthcare services at a standardized level of quality to all of our patients. Our medical and administrative systems are constantly measured and evaluated in order to ensure continuous development.

We aim to establish a “value based system” rather than a volume oriented one. As a result we give the highest importance to our human capital, safe and high quality oriented patient care and time & cost efficiency by minimizing duplication in procedures.

We value;

- Ethical approach in all our services
- Safe and quality oriented patient care services
- Sustainability and continuous development in our institutions
- Transparency in all communications
American Hospital was founded in 1920 by US Navy Admiral L. Bristol as the first non-profit private hospital in Turkey and had a long-standing and reputable history ever since. A nursing school, another first for Turkey, was also established at the same time and has become inseparable from the hospital. After being supported and run by American Hospital of Istanbul Inc. based in New York, in 1995 the ownership of the American Hospital was transferred to the Vehbi Koç Foundation (VKV) which had been supporting the hospital since the foundation’s establishment. VKV has invested more than $300 million for the development and renovation of the hospital; contributing to the process of the hospital becoming the leader in the healthcare sector of Turkey.
American Hospital is a general acute care hospital with 200 beds and 62 intensive care beds. We provide healthcare services in all medical and surgical disciplines with the exception of inpatient psychiatry and transplantation which will be provided in the Koç University Hospital.

In addition to 20,000 inpatients each year, we treat more than 120,000 patients yearly in the outpatient setting. More than 10,000 operations are performed each year covering the whole surgical spectrum.
One of the major projects of Vehbi Koç Foundation in the field of education is Koç University. Despite its relatively short past, Koç University is already one of the well-established and most prestigious universities in Turkey. Koç University School of Medicine started admissions in September 2010. In order to contribute to qualified human capital in healthcare sector and to serve society in a caring environment at international standards, Koç University Hospital became operational in October 2014 as the research and training Hospital of Koç University.

Algorithms and methods utilized both in healthcare services and architectural flows in the hospital are designed in compliance with the 21st century’s developments and are at North American standards reflecting some of the first examples in Turkey, Europe and USA.

With the 220,000 m² net area, our Health Science Campus encompasses hospital buildings, training & research laboratories, advanced learning center, auditorium and social areas.
The hospital includes:

191 Patient rooms
55 ICU beds
88 Observation beds
8 Chemotherapy units
200 Examination rooms
13 Operating rooms

With a separate hospital wing dedicated to children, our pediatric service line is dispersed into an area of more than 10,000 m² with patient wards, pediatric intensive care units, newborn intensive care units, a bone marrow transplantation unit and outpatient clinics.
MedAmerican Ambulatory Care Center was established in 1997 as part of the Vehbi Koç Foundation Healthcare Institutions.

MedAmerican Ambulatory Care Center provides services in all medical disciplines at international quality standards through its highly qualified physicians and experienced healthcare personnel.
OUR PROGRAMS AND SERVICE LINES
COMPREHENSIVE CANCER PROGRAM
“LIVING HEART” CARDIOVASCULAR SERVICE LINE
WOMEN HEALTH CENTER PEDIATRIC SERVICE LINE
SPINE, TRAUMATOLOGY, ORTHOPEDICS SERVICE LINE
INTEGRATED NEUROSCIENCE SERVICES PULMONARY SERVICE LINE
HEAD & NECK SURGERY GI PROGRAM
ENDOCRINOLOGY AND METABOLISM CLINIC
AESTHETIC SURGERY & COSMETIC DERMATOLOGY CHECK-UP

OUR SERVICES
CLINICAL LABORATORIES & GENETICS PATHOLOGY RADIOLOGY
NUCLEAR MEDICINE OPERATING ROOMS & PACU
INTENSIVE CARE UNITS INTERVENTIONAL AREAS
EMERGENCY ROOM PHYSICAL REHABILITATION PHARMACY
IN-PATIENT WARDS OUT-PATIENT CLINICS

OUR DEPARTMENTS
ALLERGY AND IMMUNOLOGY ANESTHESIOLOGY AND PAIN CLINIC
CARDIAC SURGERY CARDIOLOGY DERMATOLOGY
EAR, NOSE AND THROAT & HEAD AND NECK SURGERY
ENDOCRINOLOGY GASTROENTEROLOGY AND HEPATOLOGY
GENERAL SURGERY HEMATOLOGY
INTERNAL DISEASES AND GERIATRICS INFECTIOUS DISEASES
MEDICAL ONCOLOGY NEPHROLOGY NEUROLOGY
NEUROSURGERY NUCLEAR MEDICINE
OBSTETRICS & GYNECOLOGY OPHTHALMOLOGY
ORAL AND DENTAL HEALTH ORTHOPEDICS AND TRAUMATOLOGY
PEDIATRICS PHYSIOTHERAPY AND REHABILITATION
PLASTIC AND RECONSTRUCTIVE SURGERY
PSYCHIATRY PULMONARY MEDICINE RADIATION ONCOLOGY
RADIOLOGY RHEUMATOLOGY THORACIC SURGERY
UROLOGY VASCULAR SURGERY
We provide healthcare services with 335 full-time, 80 part-time and 270 visiting physicians.
As Vehbi Koç Foundation Healthcare Institutions, we aim to maintain our reputable position in the healthcare sector with our established systems that enable reliable patient care, mutual and transparent communication, self-assessment and continuous development while strengthening this with international quality accreditations.

American Hospital became the first hospital to receive all ISO 9001, JCI and ISO 14001 certifications, also maintains its “accredited hospital” title with its renewed Joint Commission International Accreditation Certificate. While providing healthcare services in compliance with ISO 9001 Quality and ISO 27001 Information Security standards, American Hospital has also obtained ISO 14001 Environmental Management System Certificate in February 2004. American Hospital is the “first” organization to receive the certificate among all public and private hospitals in Turkey.

**QUALITY ACCREDITATIONS**

Cardiology accreditation from the “European Association of Echocardiography” November 2010
The Sleep Laboratory was accredited from the “Turkish Sleep Medical Association” November 2003
Center of Excellence in Metabolic and Bariatric Surgery from the Surgical Review Corporation, 2014
The primary objective of the VKV Healthcare Institutions is to provide individually designed healthcare services to improve the wellness of our patients. Our hospitals offer healthcare services at the highest standards under the legislation and guidelines set forth in the World Declaration of Patient Rights.

American Hospital was the first healthcare facility in Turkey to acknowledge the importance of patient rights and establish a Patient Rights Office in 2001 within the hospital.

We respect your rights to;
- Receive safe, reliable and qualified healthcare services
- Access transparent information
- Actively get involved in decision making processes
- Give us your informed consent
- Protect your privacy
- Provide feedback regarding your experience
Patient Experience is a fundamental determinant of healthcare service quality. Thus, we continuously invest to further improve our patients’ experience while in our hospitals.

Patient experience is a positive or negative perception that arises from the institution’s organizational culture and overall interactions experienced throughout the visit.

We have established Turkey’s first “Patient Experience Office” which is directly coordinated by the CEO in order to improve the services that our patients receive and increase their satisfaction.

With our Patient Experience Office we aim to maximize the overall positive perception that our patients experience during their visit to our hospitals.

Starting with our patients and patients’ relatives, we take every feedback into consideration and develop new rules, solutions and algorithms to provide our services in an environment where our patients feel both comfortable and safe.
INTEGRATED PATIENT CARE

Integrated patient care, also referred as interdisciplinary health care, is the way we reach our patients in a coordinated manner through collaboration and communication among healthcare professionals.

Our interdisciplinary healthcare team of physicians, surgeons, nurses, psychologists, therapists, and other caregivers, forms a transparent circle around the patient to enable uninterrupted flow of care where every person involved speaks the same language and is aware of the state of each patient's treatment.

THROUGH OUR INTEGRATED PATIENT CARE:

◆ We coordinate your care with teams around you,
◆ We provide you with fast access to all our services to allow continuity of care,
◆ We encourage you to be involved in the decision making of your treatment plan and immediately inform you of any necessary changes regarding the next steps.
◆ We deliver clear and coherent explanations regarding your condition and what to expect in the future,
◆ We assure that you are treated with respect and compassion.
◆ You will be discharged by receiving a complete and detailed plan about all the changes that you might experience in your life in the after treatment period
◆ We enable transparent and mutual communication channels between our caregivers and you.
COMPREHENSIVE CANCER PROGRAM
Tailored Cancer Care

MORE THAN TREATMENT
Our comprehensive cancer program consists of specialized physicians, cancer nurses, psycho-oncologists and patient care coordinators who work together to provide the best available care to our cancer patients and their families in a caring environment. Our services focus on patient experience from the very early stages of cancer into survivorship.

◆ Patient care quality
◆ Patient coordinators and nurse navigators
◆ Family-oriented treatment
◆ Interdisciplinary Tumor Boards

MULTIDIMENSIONAL
INTEGRATED
INDIVIDUALIZED
TREATMENT
In our hospitals, each and every cancer patient’s treatment plan is discussed and determined in weekly Tumor Board meetings dedicated to various types of cancer.
Our skilled and caring team includes board certified cardiologists, invasive cardiologists, cardiac surgeons, vascular surgeons, cardiac anesthesiologists, radiologists, interventional radiologists, nuclear medicine specialists, cardiac intensive care physicians and nurses, echo cardiographers, medical assistants and technicians.

The collaboration within the team, high-end technologies utilized by the hospital, smart setups, and carefully designed flows help us achieve the highest quality of care.

Patients who are deemed inoperable or presented with a prohibitively high operative risk elsewhere are encouraged to take a second opinion from our team.

Numerous innovative approaches and techniques are introduced to the literature by our competent cardiac surgeons.
YOUR FAMILY, YOUR HOSPITAL

We reflect our knowledge and experience of 95 years to our clinical practices in line with the vision of Vehbi Koç Foundation and research mission of Koç University.

Now, we are ready to serve you with our ethical approach and internationally acclaimed quality standards.

VKV HEALTHCARE INSTITUTIONS
OUR SERVICES

MEDICAL IMAGING

Our Radiology equipment parks include;
- MRI scanners,
- Multi detector CT scanners,
- Fluoroscopy and angiography systems,
- Digital mammography,
- Prone table stereotactic breast biopsy systems,
- Ultrasonography
- Digital X-Ray systems.

Our Nuclear Medicine departments provide diagnostic and therapeutic procedures with up-to-date equipment including;
- SPECT cameras,
- PET/CT scanners,
- Urea Breath test machines.
OUR SERVICES
CLINICAL LABORATORIES

PATHOLOGY
GENETICS
IN VITRO FERTILIZATION (IVF)
MICROBIOLOGY
BIOCHEMISTRY
Our ICU team treats and takes part in caring for approximately 3000 - 4000 patients every year. The patients’ stay in the ICU may vary between a few hours to several months depending on the patients’ clinical status. Well-maintained cutting edge technology, a well-trained nursing staff and teamwork are of essential importance to provide the best care for intensive care patients.

- Medical Intensive Care Units (MICU)
- Surgical Intensive Care Units (SICU)
- Cardiovascular Intensive Care Units (CVICU)
- Coronary Critical Care (CCC)
- Neonatal Intensive Care Units (NICU)
- Pediatric Intensive Care Units (PICU)
OPERATING ROOMS

Since 2000, our operating rooms (ORs) in American Hospital have hosted more than 150,000 surgeries all performed at the highest safety standards. Our hospitals are at your service 24 hours a day with 12 operating rooms and 29 pre/post-anesthesia care units (PACU) in American Hospital, 13 ORs and 49 PACUs in Koç University Hospital and 2 ORs and 6 PACUs in MedAmerican Ambulatory Care Center. Our operating rooms are equipped with the latest technologies to support all types of surgical procedures.

INTERVENTIONAL AREAS

◆ Angio Suites
◆ Interventional Radiology
◆ Interventional Pain Management
◆ Endoscopy Suites
◆ Minimal Invasive Suites (Bronchoscopy, Hysteroscopy, Urodinamy, Cystoscopy)
◆ IVF (In Vitro Fertilization)
IN-PATIENT WARDS

We serve our patients with an inpatient bed capacity of 200 in American Hospital and 191 in Koç University Hospital.
OUT-PATIENT CLINICS

In our hospitals we have 119 outpatient examination rooms at American Hospital, 194 at Koç University Hospital and 22 at MedAmerican Ambulatory Care Center.
PLANNING YOUR VISIT
From initial inquires, questions and concerns about medical treatment we are here to serve you during all phases of your care. In order to ease the process of having a treatment in a foreign country, our support program begins before your stay to ensure you are fully informed about our facility.

Prior to your visit, our International Patient Program Department will be responsible for providing projected treatment plans and cost estimates, assisting in appointment scheduling, interpretation services, transportation, lodging and assisting in insurance verification process to advise patients on additional applicable fees and/or financial costs. While some cases require physician consultation to determine costs, in most cases estimates of the final bill will be provided to patients prior to treatment. All of our physicians are unique and valuable within their own field. International inquiries for treatment are assessed by a multi-disciplinary team.

Physicians are selected for each case by the Chief Medical Officer of the American Hospital.

To obtain a pre-assessment about your treatment, we require the following:
• Medical reports, X-Rays/CT Scans/MRIs, pathology slides/reports, discharge summary
• Current condition and/or complaint
• Are you able to travel?
• Do you have any prior illness we need to know about?

For detailed information regarding admission process, our internationally contracted insurance partners, physicians, locations and directions to or from our hospitals, please visit our website at www.ipp.vkvhi.org

For inquiries, questions and/or concerns, please contact our department via email at international@vkvhealth.org or call +90 212 311 2020. Your inquiries will be responded within 24 hours.

Transportation Services
Istanbul is an easily accessible city with daily hubs from almost every country. After your arrival to Istanbul our VIP Transfer services is available 24 hours a day and 7 days a week at your convenience.
**STAY**

**DURING YOUR STAY**
In our hospitals your comfort comes first. In order to ensure your peace of mind, our healthcare team will provide assistance at the highest quality and ensure expectations are met.

**Patient Identification Band**
During admission, you will be given an Identification Band along with a 7-digit hospital ID number. To expedite the process and for safety measures, make sure to keep your patient ID band on your arm or ankle.

**Language / Interpreter Assistance**
Communication will never a barrier during your stay. All of our physicians have academic knowledge and fluency in English. If you need an interpreter, arrangements will be made prior to your arrival. Our translation services are free of charge in the following languages: English, French, Italian, Arabic, Spanish, Kurdish, Russian and Romanian.

**Room Features**
We offer a range of private rooms, suites and junior suites designed for the comfort of a single patient accommodation and their companions. All of our rooms are equipped with a private bathroom, cable TV with national and international channels.

**Internet Access**
Wi-Fi internet access is available free of charge within our hospitals.

**Meals**
Meal services are designed in compliance with the patient’s condition. Patients’ relatives are also offered a variety of meal and/or snack options at our cafeterias.

**Other services**
We provide concierge services to our international patients. Also, hairdresser and beautician services are available at our hospitals.

**Privacy**
Ensuring the privacy of individuals is of utmost importance to us. Your medical information is considered as confidential and it will not be shared with any third parties.
As the first step of your visit, we advise you to get in touch with our International Patient Program coordinators to schedule an appointment or to clarify any of your concerns regarding your visit. You can contact our department via email at international@vkvhealth.org or call +90 212 311 2020.

Please bring the following documentation with you when you visit our hospitals:

- Your passport or national ID Card
- If requested, medical information and X-Rays supplied by your home physician
- If requested, a list of your current medications and dietary supplements
- If applicable, your insurance information
BILLING AND INSURANCE

FOREIGN CONTRACTED INSURANCE AND ASSISTANCE COMPANIES

Allianz Worldwide Care
Blue Shield & Blue Cross
Bupa International
Canadian Forces Support Unit (Europe)
Cigna
GMC International
HTH Worldwide
Inter Partner Assistance
Inter Mutuelle Assistance
International Health Insurance Denmark
J.Van Breda
PPP Health Care
International SOS
Tri Care
Tie Care
CMN Global Inc. (Europe Assistance)
Marm Assistance
Mondial Assistance
Red Star
Remed Assistance
European Benefits (Mobility Benefits)
Medilink
Metlife Expatriate Benefits
Seven Corners
Aid Assistance
Europe Assistance Turkey
Healthwatch S.A.
Youna International Health Solutions

* Please note that each insurance provider has a different contract with our institutions. You can contact our international patient office to find out whether your policy covers the treatments you would like to receive.
AMERICAN HOSPITAL

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