

Internal Services Directorate

Historical English translation of an older Turkish document. This is not a current service commitment or application guide. Staffing, contact details, requirements and completion times may have changed. Confirm everything with the relevant unit before acting.

Original Turkish PDF: <https://totm.inonu.edu.tr/dosyalar/file/2.pdf>

Outpatient registration

SERVICE	SOURCE REQUIREMENT / PROCESS	STATED TIME
Identity	Patients covered by the Social Security Institution (SGK) present an official document showing their Turkish ID number.	Depends on the MEDULA system
Work accidents	Employed SGK-insured patients must have the work-accident field completed on their referral/visit slip.	Not separately stated
Sick leave	Employed SGK-insured patients on sick leave present their visit slip.	Not separately stated
Green Card referrals	Present the Green Card booklet and a referral from a public hospital; copies of both are made.	1–3 minutes stated in source
Traffic accidents	Present the incident report and vehicle liability-insurance documents.	Not separately stated
Forensic cases	Present the referral letter issued by the Public Prosecutor's Office.	Not separately stated
Contracted private insurance	Present the insurer identification card.	Not separately stated
Military personnel	Privates and non-commissioned officers present a military-hospital referral; relatives present a copy of the health booklet.	Not separately stated
Insurance from abroad	Present a health-benefit certificate.	Not separately stated
Contracted banks	Present the document authorizing payment of treatment costs.	Not separately stated
Chambers and commodity exchanges	Employed members present referral documents; retired members present a copy of the booklet.	Not separately stated
Self-paying patients	After the outpatient examination and test entry, payment is made at the cashier; the receipt is taken to the billing office.	Not separately stated
Billing records	Outpatient documents are periodically sent to the Revolving Fund Unit for invoicing.	Not separately stated

Inpatient ward services

SERVICE	SOURCE REQUIREMENT / PROCESS	STATED TIME
Admission	Allocate a ward bed for a patient admitted from an outpatient clinic.	3 minutes
Referrals	Obtain any referral paperwork from the relevant secretariat.	15 minutes

SERVICE	SOURCE REQUIREMENT / PROCESS	STATED TIME
Diet lists	Prepare patient diet lists during the morning round and forward them to the dietitian.	30–60 minutes
Companion request	Enter the request in the automation system on the physician's instruction.	10 minutes
Procedure records	Record procedures from patient intervention forms in the automation system.	30–60 minutes
Ward transfers	Process incoming and outgoing transfers and deliver the paperwork to the secretary.	5–10 minutes
Consumables	Request ward supplies from the relevant stores, weekly or monthly.	15–30 minutes
Visiting hours	Assist security staff in clearing the ward after visiting hours.	5 minutes
Discharge paperwork	Send referrals and any billing attachments to the relevant Revolving Fund staff.	30–60 minutes

Emergency department administration

SERVICE	SOURCE REQUIREMENT / PROCESS	STATED TIME
Registration	Register patients accepted by the emergency physician. Prepare an undertaking when insurance, documents or identity information is unavailable.	5–10 minutes
Forensic cases	Open a forensic file and notify the hospital police.	30–60 minutes
Admission	Enter a requested inpatient admission in the computer system.	2–3 minutes
Referral papers	Keep inpatient referrals in the referral cabinet and hand them to ward secretaries against a record.	20–30 minutes
After-hours discharge	Record authorized ward discharges outside office hours.	2–3 minutes
Prescriptions	Approve prescriptions for patients discharged from emergency or the ward outside office hours.	2–3 minutes
Companion cards	Issue companion cards outside office hours.	2–3 minutes
Emergency referrals	Periodically send referral papers to the Revolving Fund administration.	20–30 minutes
Completion of documents	Process documents subsequently completed and submitted by patients.	5–10 minutes
Guidance	Follow up missing admission papers and guide relatives regarding charges and relevant units.	20–30 minutes

Historical contacts in the original

Historical first contact: Abdurrahman ŞENTÜRK, Internal Services Director, 0422 341 06 60–70 ext. 2004, abdurrahman.senturk@inonu.edu.tr. Historical second contact: Assoc. Prof. Dr. Ali ÖZER, Hospital Chief Director, ext. 1604, ali.ozer@inonu.edu.tr.

Translation prepared 27 September 2026 for archival reference. In case of any difference, consult the linked Turkish original. For present-day procedures, contact the relevant hospital unit.