

The Patient Rights Regulation aims to increase patient satisfaction, ensure that everyone can benefit from their patient rights, protect them from rights violations, and enable them to seek legal redress where necessary.

It is important that you are aware of your rights and responsibilities so that you can receive better and safer healthcare.

**FOR A SAFER HEALTHCARE SERVICE,
WORKING TOGETHER**

Just as respecting patients' rights is important, so too is the fulfilment of patients' responsibilities; both are an integral part of safe and high-quality healthcare.

At the Beyazit Oral and Dental Health Clinic, we are committed to providing safe and high-quality healthcare services that respect patients' rights and human dignity.

Know your rights and fulfil your responsibilities.

Source: The Patient Rights Regulation, published in the Official Gazette No. 23420 dated 1 August 1998.

**// To ensure you receive a
better service, you need to
be aware of your rights and
responsibilities.**

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PATIENT RIGHTS AND RESPONSIBILITIES

*You are Valuable
to Us.*





PATIENT RIGHTS

Patient rights are the reflection of fundamental human rights in the field of healthcare. Ensuring that everyone can exercise their patient rights with dignity and respect is possible when both patients and healthcare professionals uphold and protect these rights together.

Patient rights include;

- Access to healthcare services,
- The right to request and receive information,
- The right to choose and change a healthcare facility, physician, or healthcare professional,
- Privacy and confidentiality,
- The right to give informed consent to medical interventions,
- The right to refuse treatment or request that treatment be discontinued,
- The right to seek consultation and a second opinion,
- The right to receive healthcare services in a safe environment,
- The right to be treated with dignity and to receive appropriate comfort,
- The right to receive social and psychological support,
- The right to submit applications and complaints and to seek legal remedies



PATIENT RESPONSIBILITIES

In order to provide safer and higher-quality healthcare services, our patients also have certain responsibilities.

- Complying with the rules and procedures of the healthcare facility,
- Taking an active and participatory approach throughout the diagnosis and treatment process,
- Providing complete and accurate information regarding their health,
- Adhering to the follow-up and control periods determined by the doctor,
- Providing healthcare professionals with accurate and timely information regarding the progress of their treatment,
- Arriving on time for scheduled appointments,
- Informing the relevant department in a timely manner if an appointment needs to be changed,
- Respecting the rights of patients who are given priority, as well as those of other patients,
- Respecting the rights of healthcare professionals,
- Refraining from any verbal or physical behavior that may constitute an attack or aggression towards healthcare professionals.

During the time you receive healthcare services from Beyazit Dental Center;

- If you encounter any problems,
- If you believe that your rights have been violated,
- If you would like to share your opinions or suggestions, If you would like to share your satisfaction, appreciation, or feedback, you may contact us.
- You may submit your opinions, suggestions, requests, and complaints to the relevant departments of Beyazit Dental Center or via the following address:

<https://beyazitdentalcenter.com/patient-feedback-and-suggestions-form>

- All feedback we receive is carefully evaluated, the necessary reviews are conducted, and you will be provided with a response regarding the matter.