

Healthcare & Emergencies in Türkiye

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Needing medical care in another country can feel intimidating, especially when you are still learning the language. A little preparation makes the process much less stressful. This guide explains what to have ready, where to seek help, and how to request language support.

In an Emergency

Call **112** for an ambulance, police, fire, or another life-threatening emergency. The number is free to call and operates 24 hours a day throughout Türkiye.

If you need help in English, tell the 112 operator immediately. The call can be connected with interpretation support so you can explain the emergency. Say:

İngilizce yardım istiyorum. Tercüman bağlayabilir misiniz?
I need help in English. Can you connect an interpreter?

Do not hang up while the operator arranges language support unless you are instructed to do so.

Be ready to tell the operator:

What happened

Your exact location or a nearby landmark

How many people need help

Your name and telephone number

Try to remain on the line and follow the operator's instructions.

Useful emergency phrases

Turkish	English
Acil yardım lazım.	I need emergency help.
Ambulans gönderin, lütfen.	Please send an ambulance.
Adresim...	My address is...
İngilizce konuşuyor musunuz?	Do you speak English?

İngilizce yardım istiyorum.	I need help in English.
Tercüman bağlayabilir misiniz?	Can you connect an interpreter?
Türkçe konuşamıyorum.	I cannot speak Turkish.
Bilinci kapalı.	They are unconscious.
Nefes alamıyor.	They cannot breathe.
Kanama var.	There is bleeding.

Before You Need Care

Keep the following information on your phone and on a small printed card:

Full name and date of birth

Passport number or foreign identity number

Emergency contact in Türkiye

Emergency contact in your home country

Allergies

Medical conditions

Current medications and doses

Blood type, if known

Insurance company, policy number, and assistance telephone number

Preferred hospital and physician

If you take an essential prescription medication, ask a physician how to plan for refills and whether the same medicine is available under a different brand name in Türkiye.

Understanding Health Insurance

Insurance for visitors and insurance used for a residence-permit application are not necessarily the same product. Coverage can come through private health insurance, travel insurance, Türkiye's Social Security Institution (**SGK**), or a qualifying bilateral social-security arrangement.

For residence permits, valid health coverage generally must cover the requested permit period. Migration Management currently recognizes several forms of proof, including qualifying bilateral-coverage documentation, SGK documentation, proof of an application for General Health Insurance, or private health insurance. Requirements and exemptions depend on the permit type and personal circumstances.

Before choosing a policy, ask:

- Does it cover outpatient visits as well as hospitalization?
- Which hospitals are in network?
- Are there waiting periods or exclusions for existing conditions?
- Are prescriptions, tests, dental care, and mental-health care included?
- Is preauthorization required?
- Do I pay first and request reimbursement later?
- Is emergency ambulance transport included?
- Does the policy satisfy my current residence-permit requirements?

Never rely only on a sales summary. Read the policy wording and confirm important answers in writing. Verify current residence requirements through the Presidency of Migration Management: <https://www.goc.gov.tr/ikamet-genel-bilgiler>

Going to a Hospital

If the situation is life-threatening, call 112 or go to an emergency department. Emergency facilities must provide the necessary initial response before payment procedures are handled, but treatment and transport can still result in charges for foreign patients depending on their status and coverage.

For a non-emergency visit:

- Call the hospital or clinic and request an appointment.
- Ask whether the physician speaks English.
- Confirm whether the hospital accepts your insurance.
- Ask whether you need preauthorization.
- Bring identification, insurance information, medical records, medication details, and a payment method.
- Request a written medical report, prescription, invoices, and test results before leaving.

Private hospitals may be easier to navigate in English, but they can be more expensive. Public and university hospitals may offer broader specialist services, although the process can be less familiar to newcomers.

If You Need an Interpreter

Ask for the hospital's **International Patient Unit** or say:

İngilizce tercüman gerekiyor.
I need an English interpreter.

For a planned appointment, request interpretation before arriving and ask whether there is a fee. Do not assume that an English-speaking receptionist means the treating clinician will speak English.

The Ministry of Health's International Patient Support Line, **444 47 28**, offers 24/7 health consultation and interpreting support in English and several other languages. If you call **112**, ask for help in English and the operator can connect the call with interpretation support. Calls to **184 SABİM** may also be connected to the international support service by teleconference. Service details can change, so confirm availability when calling.

If a friend translates, remember that medical conversations may include private or complicated information. A trained interpreter is preferable for consent, diagnosis, medication instructions, or serious decisions.

Ankara: English-Language Support

Personally recommended

Dr. Baha Öcal — Family physician MedLab Family Medicine, Diagnostic and Check-Up Center
İran Caddesi No. 13/13B, Kavaklıdere, Çankaya, Ankara Telephone: 0312 468 99 49 Email: bcocal@gmail.com

Tiffles' note: Dr. Baha is my personal physician. I have had a very positive experience with him and recommend him to English-speaking residents looking for a trusted family doctor in Ankara.

Hospitals with published international-patient support

Başkent University Ankara Hospital: Its International Patient Department states that most physicians, much of the nursing staff, and its representatives speak English; interpreters can be arranged for essential consultations. Call in advance: 0312 203 68 68.

Medicana International Ankara: Publishes that interpreters, including English interpreters, work at the hospital 24/7. Main hospital telephone: 0312 292 92 92.

Ankara Bilkent City Hospital: Has an International Health Tourism Coordination Center and a 24/7 emergency department. Main telephone: 0312 552 60 00.

Dışkapı Yıldırım Beyazıt Training and Research Hospital: States that Arabic- and English-speaking translators are available through its foreign-patient coordination services. Main telephone: 0312 596 20 00.

Always call first to verify physician availability, interpretation, fees, and insurance acceptance. A listing is not a guarantee of treatment quality or a substitute for choosing a clinician appropriate to your needs.

Sources and Verification

Türkiye 112 Emergency Call Center: <https://www.112.gov.tr/>

Migration Management residence and insurance information: <https://www.goc.gov.tr/ikamet-genel-bilgiler>

Ministry of Health international-patient support information:
<https://silifkeadsm.saglik.gov.tr/EN-1279441/health-tourism-unit.html>

Başkent University Ankara Hospital: <https://ankara.baskenthastaneleri.com/en/patient-guide/administrative-assistance>

Medicana International Ankara: <https://www.medicanainternational.com/en/international-ankara>

Ankara Bilkent City Hospital: <https://ankarasehir.saglik.gov.tr/EN-704970/location-amp-communication.html>

Dışkapı Hospital international-patient information: <https://diskapieah.saglik.gov.tr/TR-352625/english.html>

MedLab: <https://www.medlabofis.com/>

Tiffles in Türkiye: Practical guides and reflections from building a life in Türkiye.

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