

IDH SÜLEYMAN MERT ORAL AND DENTAL HEALTH CENTER



INFORMATION GUIDE

WELCOME TO OUR CENTER

Dear Patient / Patient Companion,

This handbook has been prepared to introduce the services of our healthcare institution and to guide you through our procedures, ensuring your visit is as smooth and comfortable as possible.

GENERAL INTRODUCTION

Dr. Süleyman Mert graduated from Ankara University Faculty of Dentistry in 1987 and started practicing in Serik, Antalya the same year. Since 1989, he has been providing services together with his wife, Dr. Sıddıka Mert, also a graduate of Ankara University Faculty of Dentistry.

After completing their Implant Training in 1992, they became two of the first ten dentists offering implant services in Turkey.

In 1994, they opened a second clinic on 100. Yıl Avenue in Antalya. After 9 years of service there, they established the private IDH Süleyman Mert Oral and Dental Health Center in 2013.

Our center continues to provide services in the fields of Implant Surgery, Oral and Maxillofacial Surgery, Orthodontics, Pediatric Dentistry, Endodontics, Periodontology, and Anesthesia and Reanimation, supported by a team of specialists.

With a modern operating room, sterilization unit, and advanced medical equipment, interventions can be performed under general anesthesia or sedation.

In 2018, our center obtained the Health Tourism Authorization Certificate and began accepting international patients.

Since 2019, we have held ISO 9001 and ISO 10002 certifications.

We wish all our patients a speedy recovery.

MEDICAL DIRECTOR

OUR MISSION

To be a national and international oral and dental health center that fulfills the dreams of a perfect smile by delivering quality service with expert staff and modern equipment.

OUR VISION

To become a global oral and dental health center within the scope of health tourism by integrating advanced technology with expert staff, maintaining a strong commitment to ethical values, and prioritizing patient and employee satisfaction.

OUR VALUES

People First

Patient and Employee Satisfaction

Scientific Approach

Fairness

Lasting Trust

Respectability

Continuous Improvement

OUR SERVICE UNITS

Dental Clinics

Consultation Clinic

General Dental Clinic

Pediatric Dentistry Clinic

Endodontics Clinic

Periodontology Clinic

Orthodontics Clinic

Oral and Maxillofacial Surgery Clinic

Operating Room

Imaging Services

Prosthetics Laboratory

Sterilization Unit

HOW TO MAKE AN APPOINTMENT

Our center operates on an appointment system to minimize patient waiting times. You can book your appointment by calling +90 505 914 78 71 or visiting our center at Kültür, 3822 Sokak, No:6, 07090 Kepez/Antalya.

Appointment slips will specify the date and time of your examination.

Walk-in patients may be seen depending on availability and will be informed about expected waiting times.

You will receive an automated call a day before your appointment to confirm your attendance. If you cannot attend, please cancel your appointment in advance.



TREATMENT PROCEDURES

Examinations start at 09:00 AM and continue uninterrupted until 6:30 PM.

Your registration is completed at the patient reception desk with a valid ID (ID card, passport, driver's license, etc.) and you will be directed to the appropriate clinic.

For first-time patients, a preliminary examination is performed, and a treatment plan and appointments are arranged.

If radiological testing is required, your X-rays or tomography will be done in the Radiology Unit located on the ground floor.



SURGICAL PROCEDURES

If surgery is required, the patient will be evaluated by the anesthesiologist with relevant test results.

Please inform your doctor about any past or ongoing chronic illnesses.

The anesthesiologist and dentist will explain the operation verbally, and written consent will be obtained. A surgery appointment will then be scheduled.

You and your companion will be informed by healthcare staff about:

- The procedures and hospital rules during your stay.
- Instructions to follow during the treatment process.
- Post-discharge care after the end of your treatment and monitoring.

ACCOMPANYING PERSON RULES

Our policy is to ensure patient safety and compliance through the following companion rules:

- A companion is allowed only if approved by the doctor.
 - Only one companion is allowed per patient.
 - Companions must remain with the patient unless absolutely necessary.
 - Follow hospital rules and do not interfere with patient care without staff approval.
 - Handle hospital property with care.
 - You may be asked to leave if your presence is no longer necessary.
 - Wash your hands and use antiseptic before and after touching the patient.
 - Do not bring or offer food/drinks to patients without nurse or doctor permission.
 - Do not sit or lie on patient beds.
 - Keep bedrails raised to prevent falls.
 - Do not bring small toys for pediatric patients.
 - The use of tobacco, alcohol, or other substances is strictly prohibited.
 - Inform nurses of any issues or if a companion change is needed.
 - In emergencies, follow emergency exit signs and use designated exits.
 - Feedback can be submitted via suggestion boxes or our website.
- Thank you for complying with these rules.

PATIENT AND FAMILY RESPONSIBILITIES

To receive the best healthcare service, patients and their families must also fulfill certain responsibilities.

These include the obligations to be fulfilled before and during treatment:

Patients must:

- Comply with institutional rules and engage cooperatively in their treatment.
- Provide accurate information about medical history and current medications.
- Attend scheduled follow-ups and provide feedback on treatment.
- Arrive on time for appointments and notify of any changes.
- Respect the rights of prioritized patients, other patients, and staff.
- Avoid verbal or physical abuse.
- Contact the patient relations unit if they feel their rights are violated.

PATIENT AND FAMILY RIGHTS

We ensure the following patient rights, and our team is trained to uphold them:

- 1) Right to Benefit from Services
- 2) Right to Information
- 3) Right to Choose and Change Provider
- 4) Right to Privacy
- 5) Right to Refuse or Consent
- 6) Right to Safe Environment
- 7) Right to Practice Religious Beliefs
- 8) Right to Dignity and Comfort
- 9) Right to Visitors and Companions
- 10) Right to Appeal and Legal Action

SAFETY INFORMATION AND POLICY

- Do not bring unnecessary items to the hospital.
- Do not bring valuables (e.g., jewelry, large amounts of cash) when coming for surgery.
- Report suspicious persons or activity to the clinic nurse.
- Inform reception immediately if any item is lost or found.

FEEDBACK AND COMPLAINTS

Patients and their families can submit any complaints verbally or in writing.

You can use the suggestion/complaint box on the ground floor or submit through our website: <https://www.idhsmile.com>

You may also directly contact the Patient Rights Unit. After evaluation, you will be notified of the outcome if requested.



International Dental Hospital
Süleyman Mert Ağız ve Diş Sağlığı Merkezi

**WE WISH YOU A
HEALTHY SMILE**

**Address: Kültür, 3822. Sokak. No:6,
07090 Kepez/Antalya**

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