

**ISTANBUL TECHNICAL UNIVERSITY**  
**HEALTH, CULTURE AND SPORTS DEPARTMENT**  
**HEALTH SERVICES BRANCH DIRECTORATES DIRECTIVE**

**PART ONE**

**Purpose, Scope, Basis and Definitions**

**Purpose**

**ARTICLE 1-** The purpose of this directive is to regulate the working procedures and principles of the Health Services Branch Offices (Medico-Social Centers) serving under the Istanbul Technical University Health, Culture and Sports Department.

**Scope**

**ARTICLE 2-** This directive covers the provisions regarding the working procedures and principles of the Health Services Branch Offices (Medico-Social Centers) that provide primary health care services to all students and employees of Istanbul Technical University, retirees and their family members that they are responsible for.

**Basis**

**ARTICLE 3-** This directive was prepared based on “Higher Education Institutions, Medico-Social Health, Culture and Sports Affairs Department Implementation Regulation” published in the Official Gazette dated 03.02.1984 and numbered 18301 by the Presidency of the Council of Higher Education in accordance with Articles 46 and 47 of the Higher Education Law No. 2547, amended by the Law No. 2880.

**Definitions**

**ARTICLE 4-** This directive refers to;

- a) University: Istanbul Technical University,
- b) Rector: Rector of Istanbul Technical University,
- c) Head of Department: Head of Department of Health, Culture and Sports of Istanbul Technical University,
- d) Department: Istanbul Technical University Health, Culture and Sports Department,
- e) Branch Directorate: Health Services Branch Directorates affiliated to Istanbul Technical University Health, Culture and Sports Department.
- f) Medico-Social Center: Unit(s) where the primary health care service is provided under the management of Branch Managers, established in appropriate places according to the geographical location and population density of the Faculties and Institutes of the University, under the Department of Health, Culture and Sports of Istanbul Technical University, in order to fulfill the duties related to health services and consultancy services.

- g) Student: All students registered in Istanbul Technical University Faculties and Institutes,
- h) Branch Manager: People appointed by the Rector upon the recommendation of the Head of the Department, responsible for the coordination, execution and supervision of health services, and who are responsible to the University Administration and the Head of the Department for the uninterrupted execution of the services in the unit they are in accordance with the relevant regulations, the planning of leaves and shifts and the fulfillment of similar services,
- i) Head Nurse: People planning, organizing, evaluating and supervising health services, providing the accurate, effective and efficient delivery of them, who are appointed by the Rector upon the recommendation of the Head of the Department, ensuring that the personnel working under them work in accordance with the relevant legislation, professional principles and ethical values, responsible to the University Administration, Head of Department and Branch Manager,
- i) Responsible Nurse: People planning, organizing, evaluating and supervising health services, providing accurate, effective and efficient delivery of them, who are appointed by the Rector upon the recommendation of the Head of the Department, ensuring that the personnel working under them work in accordance with the relevant legislation, professional principles and ethical values, responsible to the University Administration, Head of Department and Branch Manager,
- j) Supervisor: Head of Health, Culture and Sports Department, Health Services Branch Manager, Head Nurse and Responsible Nurse,
- k) Serviced Section: All students and employees of the university, retirees and family members of the employees,
- l) Employees of the University: Personnel working in accordance with the Higher Education Law No. 2547 and the Law on Civil Servants No. 657.

## **PART TWO**

### **Duties and Responsibilities and Services Offered**

#### **Duties and Responsibilities**

**ARTICLE 5-** Duties and responsibilities of Medico-Social Centers are to protect and improve the health of the people they serve within purpose of their establishment, to provide primary health care and consultancy services for diagnosis and treatment, and to direct individuals to relevant health institutions when necessary.

#### **Primary Health Care Services**

**ARTICLE 6-** Health services provided in Medico-Social Centers in accordance with the procedures related to primary health care institutions and within the possibilities;

- a) Outpatient clinic service and psychological counseling services are offered through general practitioners, specialists, dentists and psychologists, in the fulfillment of primary level diagnosis and treatment services for the segment they serve;
- b) Laboratory services are provided within the available possibilities,
- c) A "Single Physician Health Status Report" is prepared for the registration procedures of our university students, dormitory applications and sports license applications of students affiliated with our University Sports Teams, and people are directed to other health institutions when necessary.
- d) In order to protect the health of the people served and to increase their knowledge on this subject, trainings are provided upon request.
- e) The examinations, treatments and laboratory tests of all our students who apply to the Medico-Social Centers are done within the available possibilities for free regardless of their social security status.

### **Medical Intervention Services**

**ARTICLE 7-** In the Medico-Social Centers, narrow-scoped primary health care services such as injection applications, serum insertion, blood pressure, fever and pulse measurements, ECG recording, dressing, and removal of sutures after surgical intervention are provided for the serviced population. During the service delivery, pre-prepared printed documents are used for our Medico-Social Centers and all medical interventions are applied with the written instructions of the unit physicians and the relevant physicians. In the health rooms, medical interventions such as fever, pulse blood pressure measurement and dressing are performed. The first intervention of the patients in need of emergency intervention is made and the 112 Emergency Call Center is called and the patient is delivered to the 112 Health Team.

### **Emergency Medical Intervention Services:**

**ARTICLE 8-** In order to provide emergency medical intervention services to the extent possible in Medico-Social Centers, necessary medical equipment in accordance with the procedures of primary health care institutions, ambulances and competent personnel when necessary are available.

**ARTICLE 9-** The planning of emergency medical intervention services in activities such as sports events, cultural events etc. organized within the university and other assignments is organized and carried out by the Central Branch Directorate with the approval of the Head of the Department. The health team is assigned with the written approval of the Head of the Department for activities outside of working hours and on holidays.

**ARTICLE 10-** In order to ensure the continuity of the service by taking into account the applications that require emergency medical intervention in the Medico-Social Centers;

- a) Upon the approval of the University Administration, all personnel must comply with the arrangement to be made during working hours by the Department, taking into account the service requirements. It is ensured that the duty personnel are present in the unit during

the lunch break so that urgent applications can be met during working days. In return for the shifts held, the personnel are paid as leave or overtime wages.

- b) The Responsible Nurse, Head Nurse and Branch Managers of the Medico-Social Center are responsible and authorized to ensure that the emergency medical response services are not disrupted and carried out in accordance with the service requirements, and to take and implement the measures related to the regularity of the shifts with follow-ups.

### **Psychological Counseling Services**

**ARTICLE 11-** Within the scope of Psychological Counseling Services, it carries out the following activities in order to achieve this goal by providing counseling to individuals in solving emotional, behavioral and intellectual problems they encounter.

- a) Individuals with emotional problems are interviewed according to their wishes and needs.
- b) The individual's awareness of himself and his environment is increased in making important decisions,
- c) They are helped to establish more effective relationships with the individuals around them, and to develop their skills in recognizing and solving their emotional, intellectual and behavioral problems.
- d) Counselees are directed to relevant institutions when necessary.

## **PART THREE**

### **Benefiting from the Services Provided and Application**

#### **Utilization**

**ARTICLE 12-** All students and employees of Istanbul Technical University, retirees and family members of employees can benefit from the primary health care services provided in the Medico-Social Centers. In cases where further examination and treatment is required, referrals are made to the relevant institutions. In cases where emergency medical intervention is required, emergency health service is provided to everyone without questioning their ability to benefit from the service.

#### **Application**

**ARTICLE 13-** The person applying to Medico-Social Centers Patient Registration Department is obliged to certify that he/she is an Istanbul Technical University student, an employee, a retiree or a family member of the employees. He/she can benefit from health services by applying with his/her ITU Identity Card and T.R. Identity Card and registering the polyclinic he/she wants to use with or without an appointment.

## **Service Hours/Working Hours**

**ARTICLE 14-** Medico-Social Centers serve 5 days a week between 08:30 and 17:15. Outpatient services for patients other than emergency cases end at 16.45. Service delivery is planned by taking into account the sterilization and disinfection hours of the units.

## **Recording System**

### **ARTICLE 15-**

- a) The records related to the health services provided in the Medico-Social Centers are recorded electronically through the ITU Sagmer System and by means of the patient registry books.
- b) Prescriptions are written over the e-prescription system. In cases where the e-prescription system does not work, a manual prescription can be written.

## **Other Topics**

### **ARTICLE 16-**

- a) Health personnel working in Medico-Social Centers carry out their duties in accordance with the principles of medical deontology. A prescription is not written before the patient is seen, and a health report is not given when it is not needed.
- b) Branch Offices prepare a working report on the work carried out in the previous year and submit it to the Department in January of each year.
- c) Procurement of drugs, consumables used in the unit, stock amounts and statistical studies, monitoring and control are carried out under the control of the Head Nurse and the Responsible Nurse.
- d) Activities such as surveys, meetings, etc. are carried out with the approval of the University Administration in order to determine the problems of the students, the quality of the service provided and the deficiencies. Collaboration with relevant institutions is made when necessary to identify and solve problems.

**ARTICLE 17-** The participation of the Medico-Social Center employees in activities such as seminars, congresses, symposiums and courses, including activities within the scope of the planning to be carried out in a way that will not disrupt the health services for the purpose of maintaining in-service and continuous training, is ensured by the arrangements to be made by the Responsible Nurse, the Head Nurse and the Branch Managers.

**ARTICLE 18-** In cases where the need and service necessitate, rotation can be applied among the staff of Medico-Social Centers, with the consent of the University Administration.

**ARTICLE 19-** Annual leaves and on-duty leaves may be used when deemed appropriate by the supervisor.

## **PART FOUR**

### **Miscellaneous and Final Provisions**

#### **Cases Not Provisioned in the Directive**

**ARTICLE 20-** In case of a change in current conditions or regarding issues not included in this directive, action is taken in line with the decisions to be taken by the University Administration upon the recommendation of the Department, provided that it is in compliance with the legislation.

#### **Force**

**ARTICLE 21-** This directive enters into force from the date it is accepted by the Istanbul Technical University Senate.

#### **Executive**

**ARTICLE 22-** The provisions of this directive are executed by the Rector of Istanbul Technical University.