

Dear patient,

Dr. İrem Olcay Yılmaz's Clinic has received approval from the Ministry of Health to provide remote health services. To ensure the confidentiality and security of both you and your doctor during consultations, the following rules and responsibilities of both the patient and the doctor are outlined below. Please make sure you read and understand these rules before starting the consultation and confirm your consent via the link sent to you.

1. Remote health services can never replace face-to-face health services. The treatments and procedures provided remotely may differ from those provided in person. If you are undergoing ongoing treatment, you cannot receive remote health services that interfere with it.
2. If your doctor believes that you require urgent medical intervention during the consultation, they may advise you to go to the nearest healthcare facility and may end the consultation.
3. Your doctor may want to seek opinions from other doctors regarding your health condition and may refer you to other doctors for additional tests and consultations.
4. During the consultation, your doctor can only examine you to the extent allowed by remote access. They may request vital signs such as blood pressure, blood sugar, etc.
5. It is very important for the effectiveness of the prescribed treatment that the information you provide during the consultation is complete and accurate.
6. Before starting the consultation, make sure your internet connection is strong and reliable. If there is an internet disruption during the consultation, efforts will be made to resolve the issue. If both parties believe the issue cannot be resolved, the consultation may be postponed.
7. When the consultation starts, identity verification will take place. Your doctor may ask you to show your official ID via the camera. If the doctor is unable to verify your identity, they may ask you to provide additional verification. If this request is not fulfilled, remote health services may not be provided, or the already initiated service may be terminated.
8. No third parties will be present with the patient or the doctor during the consultation. If there is a third party with the patient or the doctor, approval from the other party must be obtained. Otherwise, either the patient or the doctor may end the consultation.
9. If the patient does not join the consultation within 15 minutes of the scheduled start time without notice, the consultation will be considered as not attended and will be terminated before it begins.
10. In the provision of remote health services, the healthcare facility and healthcare professionals are responsible for protecting the patient's privacy and personal data. The healthcare facility and professionals process the personal data obtained through their services in compliance with the Personal Data Protection Law No. 6698, dated 24/03/2016, and related regulations. They take all necessary technical and administrative measures to ensure the security of this data and fulfill their obligations regarding information disclosure.

11. To protect the legal rights of both parties, the consultations will be recorded. The recording of the consultation can only be made by the healthcare facility providing the service. For your safety and to ensure your legal rights, these recordings will be stored for 12 months in accordance with the regulations set by the Ministry of Health. Only inspectors appointed by the Ministry of Health will have access to these records in necessary situations. The patient cannot record the consultation and must inform the doctor if they do.
12. Before the consultation begins, make sure that the payment has been made via the link sent to you at least half an hour before the consultation. Our remote health services are not covered by any insurance. Payments will be made through the link sent via doktorsitesi.com using the Virtual POS application. Please do not trust payment requests sent from other sources.
13. The situations in which a refund will or will not be provided are as follows:
- If the patient demands to cancel the consultation before it begins despite sending the payment, a deposit fee will be deducted and the remaining amount will be refunded.
 - If the doctor needs to cancel the consultation before it begins due to an emergency, the full amount will be refunded.
 - In the case of an internet disruption during the consultation, if the consultation cannot continue, the patient and doctor may request to postpone the consultation. In this case, the consultation will be resumed at a time when both parties are available. If the patient wishes to cancel the consultation, no refund will be given.
 - If the consultation is terminated because the doctor cannot verify the patient's identity, the deposit fee will be deducted, and a refund will be provided.
 - If the doctor terminates the consultation due to an emergency requiring immediate intervention, the basic examination fee will be deducted if the consultation is at the beginning or during the anamnesis stage, and the remaining amount will be refunded. If the treatment stage has started after anamnesis, no refund will be provided.
 - If the patient does not attend the consultation after paying the fee, no refund will be given.
 - If the doctor does not attend the consultation without prior notice, the full payment will be refunded.
 - If the patient terminates the consultation due to dissatisfaction with the doctor's approach or for personal reasons, no refund will be provided.
 - If the patient acts in a way that violates the consultation rules, the consultation will be canceled, and no refund will be given.

2026 Updated Payment and Pricing Information:

TL IBAN: TR74 0011 1000 0000 0136 5090 22

USD IBAN: TR96 0011 1000 0000 0144 7771 97

EUR IBAN: TR25 0011 1000 0000 0144 7772 14

Online Consultation Fee (TRY): 6,000 TL (including 10% VAT)
For patients paying in foreign currency: 120 EUR or 120 USD

Deposit Fee (TRY): 1,500 TL (including 10% VAT)
For patients paying in foreign currency: 30 EUR or 30 USD

Basic Examination Fee (TRY): 3,000 TL (including 10% VAT)
For patients paying in foreign currency: 60 EUR or 60 USD