

# T.C. MINISTRY OF HEALTH



Central Hospital Appointment System  
(MHRS)



# Definition of MHRS

**BUGÜN 80 İLDE**  
Yarın Tüm Türkiye'de

ERZURUM BALIKESİR TRABZON KIRŞEHİR  
DENİZLİ KOCAELİ TUNCELİ DİYARBAKIR KONYA  
TEKİRDAĞ GÖSMANİYE ÇANKIRI KIRKLARELİ TOKAT DÜZCE  
ÇANAKKALE KAYSERİ SİNOP KARABÜK BURSA KASTAMONU SİVAS KİLİS  
BURDUR KARŞIYAKA YALOVA BİTLİSİ STANBUL SAMSUN GÖRÜK BÖLÜZ MİR  
SAKARYA ARDAHAN KARAMAN ARTVİN GÜMÜŞHANE NEVŞEHİR KIRIKKALE AYDIN  
BİNGÖL ÇELİK ÖZEL BARTIN ANKARA EDİRNE GAZİANTEP MUĞLA BAYBURT ANTALYA GİRESUN MUŞ  
BİLECE CİNE FAHRETTİN ÖZALP KUTAYYI ŞANLIURFAMANİSİ MALATYA VAN AFYON İZMİR ÇANAKKALE BİTLİSİ  
SAMSUN GÖRÜK BÖLÜZ MİR ÇANAKKALE BİTLİSİ STANBUL SAMSUN GÖRÜK BÖLÜZ MİR

**HASTANE RANDEVU MERKEZİ**  
**182**

"MHRS, vatandaşların sağlık bakımına bağlı 7/24 hizmetlerini en kısa ve en uygun şekilde 182 MHRS Çağrı Merkezi aracılığıyla talep etmelerini sağlamak amacıyla oluşturulan bir telesekreterlik hizmetidir. Bu hizmetin kapsamına 2011 yılı sonunda katılan tüm Türkiye'de yerleşik vatandaşlar dahildir."

## Central Hospital Appointment System(MHRS);

MHRS is an application that enables people to get appointment for themselves according to their choice of secondary and tertiary care Hospitals, Oral and Dental Health Centers and doctors either calling 182 MHRS call center or via the web site.



# The Aim of The Project

- Eliminating the waiting time before the inspection in hospitals, therefore, to provide a calm and peaceful environment for everyone by reducing the "hospital queues"
- Increasing health services' quality and efficiency by measuring the resource usage and distribution in hospitals,
- Using MHRS data in assisting the development of health policies.
- Thus, the target is "the highest level of citizen satisfaction".



# The History of MHRS <sup>1/5</sup>

2009

2010

2011



- In September 2009, MHRS call center protocol was signed between Ministry of Health and Turk Telekom.
- On 13-15 October 2009, 1st MHRS Integration Workshop was established intended only for hospitals and HBYS firms in Erzurum and Kayseri Provinces.
- On 15 December 2009, MHRS test application started in Erzurum and Kayseri provinces by establishing the call center due to the protocol.
- On 23 February 2010, pilot application started in Erzurum and Kayseri provinces.



# The History of MHRS <sup>2/5</sup>

2009

2010

2011



- 2nd MHRS Integration Workshop was established aiming country-wide HBYS firms on 08-09 June 2010.
- As of 01 June 2010, pilot application expired and expansion process started. By the end of 2010, 7 more provinces have been included in MHRS application. These are,
  - 01.06.2010 Yalova
  - 01.07.2010 Eskişehir
  - 26.07.2010 Bilecik, Çanakkale, Edirne, Kırklareli , Tekirdağ
- On 01 December 2010, bids for the call center which will serve throughout Turkey had been fulfilled.



# The History of MHRS <sup>3/5</sup>

2009

2010

2011



- On January 5 2011, 72 Provincial Directorate of Health and HBYS firms received training on MHRS.
- In 2010, total of 9 provinces applied to MHRS. In 2011, the application scope has expanded,
  - 24.01.2011 Burdur, Düzce
  - 07.02.2011 Ağrı, Bartın Giresun, Karaman
  - 21.02.2011 Gümüşhane, Karabük, Kilis, Niğde, Osmaniye
- 1st Turkey-wide MHRS call center was established on February 22, 2011.
- MHRS web application started on July 25, 2011. Provinces that started web application are in chronological order :



# The History of MHRS <sup>4/5</sup>

2009

2010

2011



- By the date August 22, 2011, 69 provinces were included.

- 07.03.2011 Ardahan, Balıkesir, Bayburt, Tunceli
- 14.03.2011 Bingöl, Çankırı, Iğdır, Kırşehir, Sinop
- 21.03.2011 Siirt
- 28.03.2011 Artvin, Bitlis, Isparta, Kastamonu, Kırıkkale
- 04.04.2011 Bolu, Çorum, Nevşehir, Rize, Elazığ
- 23.05.2011 Ankara
- 04.07.2011 Aydın, Muş, Tokat, Uşak, Yozgat
- 11.07.2011 Aksaray, Adıyaman, Kars, Şırnak
- 25.07.2011 Amasya, Muğla, Hakkari, Konya
- 01.08.2011 Denizli, Bursa, Kahramanmaraş, Ordu, Zonguldak
- 15.08.2011 Adana, Kütahya, Manisa, Mersin, Şanlıurfa
- 22.08.2011 Diyarbakır, Hatay, Trabzon, Van, Afyonkarahisar



# The History of MHRS <sup>5/5</sup>

- 2nd Turkey-wide MHRS call center was established on October 23, 2011 and 11 more provinces got included with this total of 80 provinces were included to MHRS.
  - 28.11.2011 Batman, Malatya, Mardin
  - 05.12.2011 Antalya, Gaziantep, İzmir, Sivas
  - 12.12.2011 Erzincan, Kocaeli, Sakarya, Samsun
- By the date January 11, 2012, 80 provinces were included to Web application.
  - 29.11.2011 Batman, Malatya, Mardin, Kırklareli, Kırıkkale, Amasya, Manisa
  - 05.12.2011 İzmir, Antalya, G. Antep, Sivas
  - 12.12.2011 Erzincan, Kocaeli, Sakarya, Samsun
  - 28.12.2011 Ankara, Balıkesir, Aydın, Tekirdağ, Tokat, Mersin, Bilecik, Zonguldak, Adıyaman, Trabzon, Edirne
  - 29.12.2011 Rize, Ordu, Giresun, Bartın, Hatay
  - 11.01.2012 Adana, Afyon, Ağrı, Aksaray, Ardahan, Artvin, Bayburt, Bingöl, Bitlis, Bolu, Burdur, Çankırı, Çorum, Diyarbakır, Düzce, Elazığ, Gümüşhane, Hakkari, Iğdır, Isparta, K. Maraş, Karabük, Kars, Kastamonu, Kayseri, Kilis, Kırşehir, Muş, Nevşehir, Niğde, Osmaniye, Ş. Urfa, Siirt, Sinop, Şırnak, Tunceli, Uşak, Van, Yalova, Yozgat
- In 18 January 2012 MHRS portal published .





# Plan

- The MHRS application to the last province, İstanbul has been planned to take place on 26.03.2012.
- By the end of March 2012, citizens all around Turkey will be able to get appointment via both 182 call center and web.
- Consultant doctors will take part in MHRS.
- In 2012, family doctors will be able to get appointments for their patients.
- It is planned to establish the 3rd MHRS Call Center in 2012.



# MHRS Call Center

- A 144-person call center has been established by Turk Telekom/AssisTT in the scope of MHRS protocol signed with Turk Telekom.
- 1st MHRS call center was established on February 22, 2011 with a capacity of 1000 employee.
- 2nd MHRS call center was established on October 23, 2011 with a capacity of 500 employee.
- Ministry of Health is currently working on 3rd MHRS call center.



# How MHRS Works?

1. **Integration of HIS:** MHRS is integrated into Hospital Information Management Systems by concerned companies.
2. **Doctor Working Schedule:** Hospitals define doctors' working schedule over their HIS softwares.
3. **Call Center:** Citizens can get appointment from whatever hospital and doctor they wish by calling 182 call center.
4. **MHRS Web:** Also citizens can get appointment from whatever hospital and doctor they wish by using web application.



# Integration of HBYS-MHRS

## **MHRS integrated hospitals;**

- They define MHRS web services in their HBYS softwares and keep them ready to use.
- Have 30-day doctor working schedule that is updated weekly.
- Query appointments over their HIS softwares, regularly.
- In addition to the statements above, hospitals automatically updates appointment status regularly.

<http://www.e-saglik.gov.tr/mhrs-dokumanlari-id133-21.html>

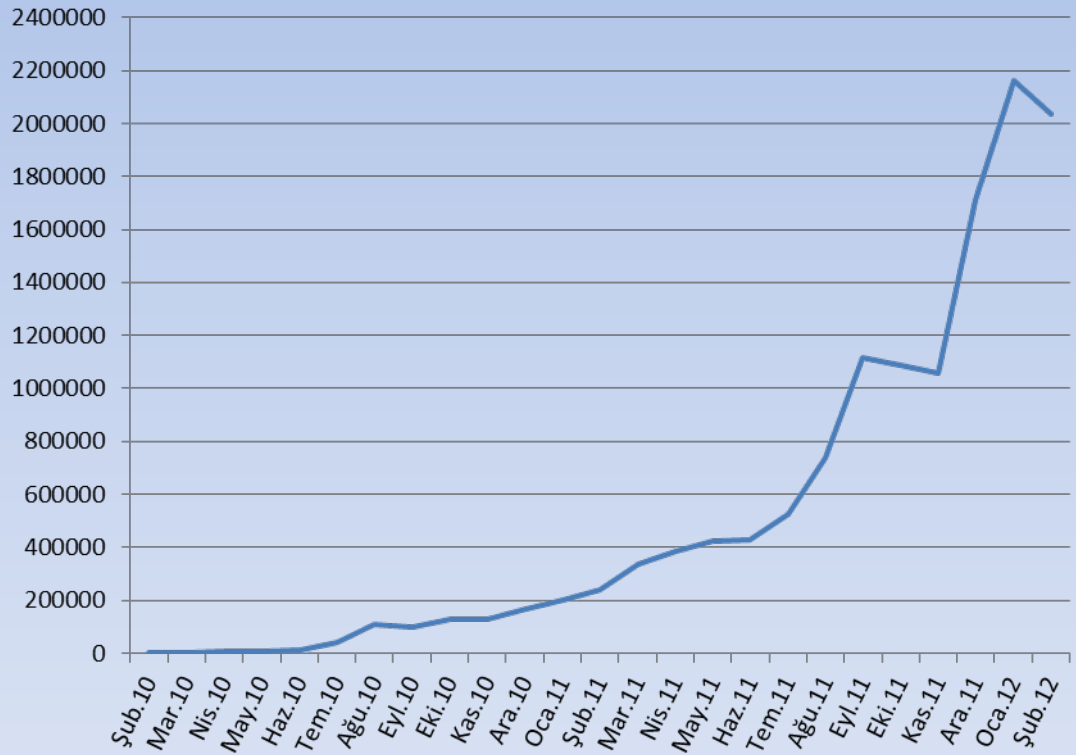
Link to the MHRS integration definition..



# Monthly Appointment Statistics

MONTH-YEAR	# OF APPOINTMENT
02-2010	428
03-2010	4.068
04-2010	6.186
05-2010	7.800
06-2010	11.158
07-2010	40.418
08-2010	107.875
09-2010	100.085
10-2010	127.130
11-2010	127.662
12-2010	166.367
01-2011	202.126
02-2011	238.604
03-2011	336.001
04-2011	383.212
05-2011	421.122
06-2011	429.976
07-2011	523.470
08-2011	738.845
09-2011	1.117.237
10-2011	1.088.474
11-2011	1.055.822
12-2011	1.710.663
01-2012	2.162.991
02-2012	2.033.504

## Appointment Number





# Appointment Numbers of Provinces

(February 2012 Monthly)

	PROVINCE	# OF APPOINTMENT
1	BURSA	278127
2	KOCAELİ	181952
3	ANKARA	150708
4	İZMİR	133196
5	ANTALYA	123579
6	SAKARYA	96411
7	KÜTAHYA	78056
8	KONYA	63981
9	AYDIN	50876
10	ESKİŞEHİR	50433
11	SAMSUN	50175
12	DENİZLİ	48887
13	BALIKESİR	48420
14	MERSİN	42246
15	AMASYA	39116
16	TEKİRDAĞ	37234
17	MANİSA	36935
18	TOKAT	36645
19	MUĞLA	34852
20	BİLECİK	31631
21	TRABZON	29996
22	SİVAS	28439
23	ÇANAKKALE	27766
24	KIRKLARELİ	26436
25	ADIYAMAN	25095
26	ZONGULDAK	24953
27	RİZE	24705

	PROVINCE	# OF APPOINTMENT
28	EDİRNE	23106
29	ORDU	22951
30	HATAY	20452
31	GİRESUN	20110
32	ADANA	19213
33	DÜZCE	17266
34	OSMANİYE	16811
35	UŞAK	16791
36	ÇORUM	14959
37	BARTIN	14695
38	ERZURUM	14570
39	BOLU	13821
40	SİNOP	13501
41	MARDİN	13200
42	KASTAMONU	12706
43	KARAMAN	11777
44	YALOVA	11763
45	VAN	11573
46	AKSARAY	11397
47	KAHRAMANMARAŞ	11329
48	BURDUR	11230
49	KARABÜK	11086
50	IĞDIR	10935
51	ŞIRNAK	10759
52	NİĞDE	10088
53	KAYSERİ	9827
54	AFYONKARAHİSAR	9667

	PROVINCE	# OF APPOINTMENT
55	KİRŞEHİR	9438
56	AĞRI	9311
57	NEVŞEHİR	9284
58	HAKKARİ	9259
59	ISPARTA	8839
60	BİTLİS	7823
61	KARS	7117
62	ARTVİN	7117
63	BATMAN	6985
64	GÜMÜŞHANE	5965
65	YOZGAT	5390
66	ERZİNCAN	5333
67	ŞANLIURFA	4982
68	BİNGÖL	4173
69	KIRIKKALE	4052
70	ÇANKIRI	4025
71	ELAZIĞ	3847
72	GAZİANTEP	3391
73	DİYARBAKIR	2900
74	MUŞ	2838
75	MALATYA	2261
76	BAYBURT	1870
77	TUNCELİ	1853
78	KİLİS	1731
79	ARDAHAN	1665
80	SİİRT	576



# General Statistics

## MHRS General Statistics (13.03.2012)

The number of provinces that applied to MHRS	80
Population of Provinces that applied to MHRS	61,100,029
Total number of hospitals in 81 provinces of MHRS coverage	832
Total number of hospitals in MHRS applied provinces (80)	774
Number of hospitals that will be applied to MHRS in the future	58
Number of doctors that have working schedule	24,433
Average number of appointment within the last 15 days	87,996
Highest number of appointment within the last 15 days	128,683
Total number of given appointment (inc. cancel & overlap)	15,559,369
Number of working agents in call centers	1625
By 26.03.2012 MHRS will be applied to Istanbul	



# Contact

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