



Co-funded by the  
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## **Best practices that we have implemented in our organization about elder people**

### **Bbb**



**The most used applications by all age groups in Turkey are as follows. It is used by people over the age of 65 for food, grocery shopping, consumer goods shopping, in line with their technology competencies.**

1. Google
2. WhatsApp Messenger
3. Youtube
4. Instagram
5. Google Chrome: Fast and Secure
6. Facebook
7. TikTok
8. Google Duo
9. Messenger – Text and Video Chat for Free
10. Google Photos
11. Samsung Internet Browser
12. Gmail
13. Trendyol – Online shopping
14. Snapchat
15. Telegram
16. Google Drive

17. Hayat Eve Sığar ( Covid info and vacc. App )

18. Twitter

19. Spotify

20. Google Maps

**65 + uses use rather those concerning grocery shopping, consumer goods shopping, depending of their technology competencies.**



**As the most widely used web application of elderly in Turkey is the WhatsApp message and video call application.**

Almost every day we reached them using WhatsApp video call utility, received information about their health, any needs and provided them moral. We supported their needs for salary, bills, shopping, reach health facilities, during the long lockdown period. Because in our country, people over 65 were the most affected by lockdowns, during almost a whole year, they were only allowed to go out for a few hours a day.


We get in touch with banks using technology, ensured at home salary payment (we reached the banks via twitter explained the problem invited them to reach the concerned people at home and solve also other transaction and facture payment) We provided support by reaching remotely other kind of needs such as repair issues. We provided support for solving the cargo problems they encountered in shopping issues and during the return of the products when necessary. We exchanged information on all kind of issues requiring clarifications.



In order to socialize with family members and friends, we came together on the WhatsApp application at diner times.



The health system offers a wide infrastructure and cooperation on the internet. Using this infrastructure, we supported them to make vaccination appointments and hospital appointments.



Please type your National ID Numl

Enter e-Nabız Password

**LOGIN** Forgot my password

Türkçe English

First time users have to use e-Government platform (www.turkiye.gov.tr) to login in to the e-Nabız system and create a password or can apply to the family physician for a temporary e-Nabız Password.


**Register through e-Government**

How can I register through e-Government Portal?

Clarification Text User Manual Doctor Access Manual Help


**e-Nabız**  
is Turkey's trusted personal health record system

where you can manage your health information.  
e-Nabız is an application of  
**Turkish Ministry of Health.**




**Login with e-Government**

• You can login with e-Government password.




**Login with e-Signature**

• You can login with your e-Signature.




**COVID-19 Test Results**

• You can download your report for COVID-19 test.




**Family Physician Login**

• Family physician can login with e-government password to create temporary e-Nabız password for the patient.



**Example e-Nabız account**

• You can view an example e-Nabız account here.



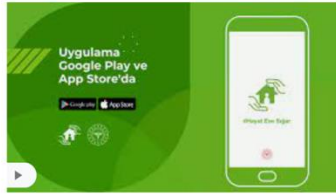
**What's on e-Nabız**

• You can watch the e-Nabız introduction video.

We teach them how to download and use covid related information using technologies



Hayat Eve Sığar - Google PL...  
play.google.com



Hayat Eve Sığar Mobil Uygulaması - YouTube  
youtube.com



HES kodu hemen al, HES kodu ekranı, Hayat E...  
spx.com



Sağlık Bakanlığı'nın 'Hayat Eve Sığar' uygulaması ya...  
sozcu.com.tr



Hayat Eve Sığar Uygulaması  
turkiyestopscovid.com



Hayat Eve Sığar mobil uygulaması kullanıma aç...  
haberuskudar.com



Hayat Eve Sığar - Harita - YouTube  
youtube.com



HAYAT EVE SİĞAR (HES) UYGULAMASI  
defne.gov.tr