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שירותי בריאות



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הופק על ידי
אגף מידע ופרסום
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רח' הלל 15, ירושלים 94581
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ירושלים

Publications Department
Ministry of Immigrant Absorption
15 Rehov Hillel, Jerusalem 94581
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www.moia.gov.il
e-mail: info@moia.gov.il

עיצוב: סטודיו הראל



המשרד לקליטת העלייה
Ministry of Immigrant Absorption

ENGLISH

שירותי בריאות

Health Services in Israel

Health Services in Israel – 3rd Edition

Special thanks to Dr. Yitzhak Berlovich, Director, Wolfson Hospital,
for his assistance in preparing this booklet.

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Ida Ben Shetreet, Director, Publications Department

Laura L. Woolf, Chief Editor, English Language Publications

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Introduction – The Health System in Israel

The defining characteristic of the health system in Israel is its governance by the National Health Insurance Law (1995).

This law ensures health coverage to every resident of Israel and defines the government's responsibility to provide health services to every person without discrimination. In other words, health insurance is mandatory, and all residents of Israel must be insured.

This booklet presents a general outline of the health system in Israel, and the kinds of medical services you are entitled to. For specific questions that are not answered in this booklet, you are advised to consult with your health fund or the Ministry of Health (see Useful Addresses at the back of this booklet). The English-speaking immigrant organizations may also be able to provide some information.

NOTE: This is the third edition of the booklet and hereby nullifies all previous editions. The information in this booklet is based on data provided by various official sources. Details are subject to change. In case of any discrepancy, the regulations of the Ministry of Health, the health funds, the National Insurance Institute, the Ministry of Immigrant Absorption, and other official bodies will prevail.

The National Health Insurance Law

The following are the basic provisions of the National Health Insurance Law:

- Every resident of the State of Israel is entitled to health insurance. Coverage is mandatory, and every resident must be covered.
- The provisions of the Basket of Services (*sal sherutei briut*) are identical for each individual.
- Health services are provided through the health funds (*kupot holim*).
- Every resident of Israel must be a member of one of the health funds in order to receive health services.



- Every person is entitled to join the health fund of their choice. The funds are forbidden to reject any applicant.
- Any person is entitled to transfer from one health fund to another.
- Services included in the Basket of Services are provided according to the judgement of medical professionals. Care must be provided at a reasonable level of quality, within a reasonable period of time, and within a reasonable distance from the patient's place of residence.
- The government of Israel is responsible for coverage of the costs of the Basket of Services, which is fixed by law.
- Collection of health insurance premiums is managed through the auspices of the National Insurance Institute. The rate of payment is fixed according to a progressive scale.
- Places of employment are forbidden to require their employees to belong to any specific health fund.
- The health funds are subject to ongoing governmental supervision and inspections.
- Health services are administered according to guidelines of respect for the patient and the patient's right to privacy and medical confidentiality.
- Any person who feels that their rights have been violated may file a complaint. The health funds are forbidden to deny this right to any of its members.

The exceptions to this law include the following:

- Soldiers conscripted to obligatory service in the Israel Defense Forces receive medical care through the Army.
- Disabled IDF veterans receive medical care through the Ministry of Defense.
- Persons injured in work accidents, hospitalization of woman giving birth and their newborns, and persons injured during enemy actions receive coverage through the National Insurance Institute.
- Disabled World War II veterans and victims of the Nazis may be eligible for coverage from the Ministry of Finance.

Who is Eligible for Health Services?

The National Health Insurance Law defines any person who is recognized as a resident of Israel according to the definitions of the



National Insurance Institute eligible for health services. Registration in one of the four health funds is a prerequisite for receiving healthcare services (see below).

The Ministry of Health

The Ministry of Health is responsible for the provision of health services to all residents of Israel, and for overseeing the health system, including planning, supervision, and coordination of activities.

In addition to provision of public health services through the health funds and family health centers, the Ministry of Health maintains general hospitals, psychiatric hospitals, community mental health clinics, treatment programs for substance abusers and homes for the chronically ill.

See the sections on “Mental Health Services” and “Services Provided by the Ministry of Health” below.

The Public Ombudsman (*netziv kvilot hatzibur*) of the Ministry of Health is responsible for handling public complaints, including cases of refusal to register a person in a health fund, limiting their registration through special conditions or payments, or cases where a health fund refuses to provide a service included within the basket of health services. See Appendix II.

Note: The Ministry of Health is responsible for the licensing and recognition of medical and some paramedical professionals, including physicians, nurses, pharmacists, psychologists and dentists. For more information on licensing and recognition procedures for health professionals, see the booklets entitled “Medical Professionals,” and “Nurses,” available from the Publications Department. See the order form at the back of this booklet. Information is also available on the Ministry Website: www.health.gov.il.



The Basket of Health Services

The Basket of Health Services (*sal sherutei briut*) consists of a range of essential medical services, including treatments, medications, and equipment which each health fund is obligated to provide to its members. Its contents are defined by law, but are subject to periodic revision. Therefore, you may find that a treatment or medication that was covered at one point has been discontinued, or that new items have been added.

It is important to note that only those services included in the basket are provided free of charge or at a reduced cost. This means that you may have to cover at least some of the cost of certain prescriptions and treatments, or fully finance items that are not included in the basket. You can also choose to acquire supplementary coverage from your health fund. See below.

Obligatory services provided by the health funds include:

- Visits to clinics for consultation, diagnosis, and treatment (including consultations and treatments from family doctors, specialists, and para-medical professionals).
- Prescriptions
- Hospitalization and emergency room services.
- Laboratory services. Each health fund has its own laboratories. If the health fund laboratory cannot handle a specific procedure, the patient will be referred to an outside facility, and the fund will cover the costs either partially or fully.
- Certain medical equipment
- Certain diagnostic procedures, including x-rays and scans.
- Rehabilitation

Also provided in the basket are certain types of paramedical services such as physiotherapy, speech therapy, and occupational therapy.

Note that all diagnostic and treatment procedures are provided only upon a physician's referral.

In order to supplement those services guaranteed by law, the health funds also offer the option of supplementary insurance (*bituach*



mashlim) for an additional fee. You can also choose to supplement your health care by using private medical services.

It is possible to view the handbook of the guidelines of the Basket of Services at your health fund offices. It is in Hebrew only, and contains a listing of every service contained in the “basket” according to law. Consult with your health fund office in order to view the guidelines. In cases of any discrepancy between the law and the claims of your health fund, you can contact the National Health Insurance Law Ombudsman (*netzivot hakvilot bituach briut mamlachti*). See Useful Addresses.

The Health Funds

There are four health funds: Kupat Holim Clalit, Kupat Holim Maccabi, Kupat Holim Meuhedet and Kupat Holim Leumit. Each fund has branches throughout the country.

As stated above, each health fund is required by law to provide its members with all of the services mandated by law. The differences between the funds lie mainly in the location and availability of their facilities, the types of supplemental policies offered, and additional services offered within the framework of their facilities at a discount or with no charge. It is advisable to investigate each fund individually, and choose the one that best suits your particular needs.

In general, each fund allows its members to choose a primary-care physician and specialists from the list of doctors associated with the fund. Doctors accept patients either at the fund’s own clinics or in their own independent offices. It is necessary to have your health fund membership card or booklet with you when visiting a doctor. In most cases, you will have to pay a fee for seeing a specialist.

In addition, each fund has arrangements for the hospitalization of its members, whether in government or private hospitals. The funds also offer laboratory services, x-rays, and pharmacies, as well as paramedical services such as physiotherapy.



Prescriptions

Many prescriptions are included in the Basket of Services, while others are not. Those that are included are covered at rates that vary from 10-90%. You must pay the full costs of prescriptions not covered by your health fund. Your physician or pharmacist can tell you the rate of coverage for a particular prescription. In some cases, the health funds dispense certain prescriptions only through their own pharmacies, or offer greater coverage on prescriptions that are purchased from their own pharmacies. Check with the dispensing physician or the health fund to clarify.

In some cases, it is possible to receive partial coverage or discounts on such over-the-counter items as vitamins or sun protection items from your health fund pharmacy.

Receiving Services from your Health Fund

Following completion of registration procedures at your health fund, you should receive a membership card, or confirmation of your registration, which serves as a temporary card until the permanent one is processed. You should also receive an explanatory booklet about the services of your health fund. Alternatively, you can request information from the health fund secretariat, or visit the health fund's website (see Useful Addresses). In addition, each fund has a list of physicians who provide care. Some physicians have practices located at the health fund clinic, while others maintain independent offices. Certain types of physicians, such as family doctors, can be contacted directly for an appointment, while other types of doctors, particularly many kinds of specialists, can be consulted only upon receipt of a referral from your family doctor, or with the authorization of the health fund secretariat.

In each of the health funds, treatment by a family doctor is, in most cases, free of any additional charge, while visits to specialists require a fee. A few types of supplementary treatments and laboratory services also involve fees according to the guidelines of the health fund. Be sure to have your membership card or booklet with you whenever you visit a doctor or a clinic.



General Responsibilities of the Health Funds

The health funds are required to provide the full range of services to all of their members as specified by law. They are forbidden to discriminate between members.

Failure to pay health insurance premiums, or delay in payment, does not release the health fund from its responsibilities, and the patient must continue to receive any necessary care that is included in the “Basket of Services.”

Each health fund has a charter that determines the rights of its members. Any individual has the right to request a copy of the charter (for a fee).

The funds are required to make information about services available to their members, including the method in which the services are provided, and to whom they are provided.

Each health fund must make provision for public inquiries (complaints). See Appendix II for details.

Registration in a Health Fund

One of the most important things to do following aliyah is to register with one of the health funds.

When you arrive in the country, or change your status in Israel, you should receive a voucher along with your *te'udat oleh* that entitles you to six months of free health insurance, provided that you are not working. In case of any problems or failure to receive the voucher, contact your personal absorption counselor at a branch or district office of the Ministry of Immigrant Absorption.

The process of registering with a health fund (*kupat holim*) begins at a local branch of the postal bank office, where you need to present the following items:

- Voucher for six months of free health insurance.
- *Te'udat oleh*.



- *Te'udat zehut* (or Authorization of Registration in the Population Registry).
- Cash for a processing fee.

At the postal bank office, you will indicate the health fund of your choice, as well as the health fund in which you wish to register your children. Children over the age of 18 register separately, presenting either their own or their parents *te'udat oleh*. Note that for married couples, both spouses must be present (although spouses may register in separate funds if they wish).

After registering at the postal bank office, you can take the registration certificate stamped by the postal bank office to the secretariat of the health fund you have selected. At the time of registration, the health fund will issue you a temporary membership card, which you may use to obtain medical services until you receive your permanent card. Your health coverage will go into effect immediately upon registration.

Note that you are not considered registered until this step has been taken. In other words, the procedures at the postal bank alone are not sufficient to insure your coverage, and you must go and register with the health fund in order to receive any kind of medical care.

A new immigrant that is unable to personally register at the postal bank, for health reasons or for other reasons, can send another person who has been granted power-of-attorney on their behalf to one of the District Health Offices of the Ministry of Health. The representing individual must have with them their own identity documents as well as those of the person they are representing. Following presentation of the necessary documentation, the Ministry of Health will provide the representative with an authorization to take to the post bank office, in order to process the registration.

Health fund membership entitles you to the basic, universal "Basket of Health Services" mandated by law. You can also choose to acquire supplementary insurance, for an additional fee, known as *bituach mashlim*. See below.



Note: Registration in a health fund is a necessary condition for receiving medical services. It is very important to register in a health fund as soon as possible after arriving in Israel, in order to be eligible for health care as soon as you may need it. Failure to register with a health fund can result in unnecessary problems and delays in receiving medical care. If you are in need of health care before you have registered with a fund, you must apply to the National Health Insurance Law Ombudsman of the Ministry of Health. In such a situation, it is recommended to consult with a personal absorption counselor of the Ministry of Immigrant Absorption.

Temporary residents must register with a health fund and pay according to their income.

Transferring from One Health Fund to Another

Every person has the right to transfer from one health fund to another, provided that you have been a member of your current health fund for at least one year.

The Transfer Procedure

The transfer procedure is implemented with a special form “*tofes hoda’at ma’avar*” which can be obtained at any post office branch. You must fill out the form and submit it to the post office. There is a fee for submitting the form.

The law mandates four dates upon which transfers may be made from one health fund to another:

- January 1
 - April 1
 - July 1
 - October 1
-
- One who requests a transfer between the 16th of August and the 15th of November can change health funds on the first of January.
 - One who requests a transfer between November 16 and February 15 can change health funds on the first of April.



- One who requests a transfer between the 16th of February and the 15th of May can change health funds on July 1st.
- One who requests a transfer between the 16th of May and the 15th of August can change health funds on October 1st.

Transferring from one health fund to another does not damage your rights as a member of the health fund. You are entitled to all services and benefits of the Basket of Health Services as defined by law. Upon transferring health funds, your former fund should submit all medical records and information to the new fund at no cost to you.

Children

Children born in Israel and entered into the Population Registry are generally considered by the National Insurance Institute as members of the same health fund as the parent (in most cases the mother) into whose bank account the National Insurance Institute child allowances are paid. It is recommended to verify that the child is indeed registered with your health fund.

In cases where the parents belong to different health funds and wish the child to be registered in the health fund of the parent who does not receive the National Insurance Institute child allowance, you must submit a request form signed by both parents. The form may be submitted at any postal service branch office.

Once a child reaches their 18th birthday they continue to remain members of the health fund in which they were registered as children unless they choose to switch funds. In such a case they must follow the established procedures for transferring health funds.

Soldiers

Soldiers in regular, compulsory I.D.F. service (*sadir*) or in the career army (*keva*) receive medical care within the framework of the army. For more information, consult the booklet entitled "Military Service," available from the Publications Department. See the order form at the back of this booklet.





Returning Residents

Israeli citizens returning from less than 2 years of residence overseas who continued paying health insurance will remain registered as members of their fund. Consult your health fund for details.

Residents of Israel residing abroad following the date of March 1, 2001 for two or more consecutive years, and who have not paid health insurance contributions to the National Insurance Institute in Israel, or who have delayed payment for over 12 months, will not be entitled to receive medical services in Israel under the National Health Insurance law. In order to become eligible again for medical services it is necessary to undergo a waiting period of 2 months for every “year of absence” from Israel. A “year of absence” is defined as a calendar year in which an Israeli resident resided abroad for at least 182 consecutive or cumulative days. The minimum waiting period is 4 months and the maximum is 18 months. It is also necessary to pay a “redemption fee” to the National Insurance Institute for each family member. Consult the NII for details.

Tourists

Tourists are not eligible for coverage by the National Health Insurance Law. A tourist in need of medical treatment in Israel will either have to pay privately for care, arrange for coverage through their overseas insurance company, or plan for coverage by a private insurer in Israel. Tourists who change their status in Israel to that of a new immigrant or temporary resident through the Ministry of the Interior (*Misrad HaPnim*) can arrange for coverage through one of the health funds upon presentation of their *te'udat oleh* or *te'udat zehut*.

Note: For more information on status and assistance to new immigrants, consult the booklet entitled “Guide for the New Immigrant,” available from the Publications Department (see the order form at the back of this booklet).



Individuals Not Registered with a Health Fund

Those who fail to register with a health fund, and are in need of immediate medical care, will be assigned to a health fund by the director general of the Ministry of Health, or by an individual appointed by the director general.



Payment of Health Insurance Premiums

According to law, payment of Health Insurance premiums is mandatory for every person over the age of 18. The rate of payment is determined on a progressive scale according to income up to a certain limit.

People who work for an employer have their premiums deducted directly from their salary at the same time as National Insurance payments are deducted. The unemployed and self-employed must make arrangements directly with the National Insurance Institute.

Certain categories of individuals are exempt from paying premiums, or pay premiums at a minimal rate. These include, in most cases, married women (housewives) who do not work, and persons who receive specific types of National Insurance Institute allowances. For details, consult with the National Insurance Institute.

Those who receive National Insurance Institute old-age pensions pay a standard, minimal health insurance fee, which is deducted from their pension. For more information, contact the National Insurance Institute, or consult with one of the English-speaking immigrant associations. See Useful Addresses. You can also visit the National Insurance Institute Website: www.btl.gov.il.



Supplementary Insurance

The National Health Insurance Law allows each of the four health funds to present supplementary insurance plans to their members, which offer items that are not included in the basic basket of services. These supplementary plans, known as “*bituach mashlim*” may be joined, for a fee, by any member of the health fund regardless of age or state of health. The fees are uniform according to age group and not related to health conditions.

The health funds are forbidden to require their members to join the supplementary plan, and are equally forbidden to link eligibility for services from the basic “Basket of Health Services” to membership in a supplementary plan.

Eligibility to receive services through a supplementary health insurance plan is subject to a waiting period; at the end of the waiting period members can receive all services included in the plan.

Every health fund member is entitled to receive a copy of the fund’s supplementary insurance plan. Consult with your health fund for details of their plan. You can also find information on your health fund’s Website. See Useful Addresses.

The items and services offered by each health fund’s supplementary plan varies, however, generally speaking, each plan offers prescriptions that are not included in the “Basket of Health Services,” some dental services, additional medical opinions on diagnoses, complimentary medicine, periodic check-ups, and overseas transplants that are not already covered according to law. All services are offered according to the individual health fund’s guidelines, and in most cases are for a fee.

Note that the law does not require the health funds to cover the cost of chronic-care hospitalization. Chronic-care hospitalization is funded by the Ministry of Health on a limited basis that requires some participation by the patient or their family. Some of the health funds offer chronic-care insurance plans for an additional fee, but in many cases, insurance for chronic-care is usually purchased through private companies. These private plans are supervised by the Ministry of Finance and not the Ministry of Health.



Emergency Services

In cases of emergency, one has a number of options, including:

- **Magen David Adom** – Magen David Adom (MDA) stations are located throughout the country, and provide around-the-clock first aid and emergency services, seven days a week. Their telephone number is 101 in most cities and towns. Some first-aid services are provided free of charge, although treatment by a doctor must usually be paid for. In some cases, the health funds will reimburse members for costs. For the address of the nearest station, you can contact your local municipal information line (105/6/7) or visit the MDA website: www.mda.org.il.
- **House Calls** – In situations where you are unable to travel to a doctor's office or to your health fund clinic, it is possible to request a house call by a health fund doctor. House calls require payment, which varies according to the circumstances and the time of day in which the visit was made. It is also possible to request an emergency house call from Magen David Adom, for a fee. In some circumstances, a Magen David Adom house call can be refunded. In order to find out whether you are entitled to a refund, bring the doctor's report and receipts for payments to your health fund office.
- **Emergency Clinics** – Emergency clinics, either associated with your health fund or under independent auspices, offer services during hours when clinics are closed, such as evenings, during Shabbat, and holidays. Services are provided for a fee, which is usually not refunded.

Emergency Rooms – Emergency room care is provided for a fee. In certain specific cases, the fee is waived or refunded, such as when you arrive with a doctor's referral, are involved in an accident, or when your emergency-room visit results in hospitalization. Check with your health fund to find out their conditions for refunds on emergency room care, and the procedures for receiving refunds. Note that in most cases, even when you do receive a refund, you may still be responsible for certain emergency-room fees. When visiting an emergency room, try to have your health fund membership card with



you, as well as some means of payment of on-the-spot fees. In most cases, emergency rooms do not accept checks, although they do generally accept credit cards and often have cash machines.

- **Ambulance Services** – The cost of ambulance transport to a hospital for someone involved in an accident, or who needs to be hospitalized, can usually be fully refunded. If the trip to the hospital does not result in hospitalization, the costs are not refunded. Costs are also usually covered for women who travel by ambulance to a delivery room to give birth. In all other cases, consult with your health fund. The cost of an ambulance also depends on the type of ambulance required (a regular unit or a mobile intensive care unit). When summoning an ambulance, try to provide the dispatcher with relevant details to determine the type of unit needed.

Dental Care

Dentistry is the only medical field in Israel that is almost entirely private. The Basket of Services does not include dental care. However, the health funds often offer some forms of dental care at reduced fees to their members, either as part of their general care package or more commonly through supplementary insurance. In all other cases, dental care is obtained privately.

It is sometimes possible to arrange for private dental insurance through independent insurance agents. Some employers also offer insurance programs to their employees.

Hospitals

There are some 259 hospitals in Israel, including 48 general hospitals, 25 psychiatric care facilities, 184 chronic-care hospitals, 2 rehabilitation institutes, and 5 maternity hospitals. Public hospitals treat patients from all health funds, as do government hospitals and those hospitals considered “private.” There are very few strictly private hospitals in Israel that are unaffiliated with any of the health funds, where patients choose to cover all costs. On the other hand, there are those hospitals classified as “public” that are not owned by



the government or a health fund, but are run by organizations such as Hadassah. These hospitals also treat patients through the health funds. When you are in need of hospitalization, your health fund will refer you to the hospital in which they have arrangements to cover the necessary procedures. Your health fund will also provide you with the necessary referrals and authorizations. Note that you have the right to request a referral to an alternative hospital if you are not satisfied with the health fund's choice. Be aware, however, that the health fund also has the option of denying your request.

Many kinds of treatments and diagnostic procedures are carried out in hospital outpatient facilities, or 'day-hospitals.' If you are in need of such services, your health fund will direct you to the appropriate facility. It is also possible to receive psychiatric care on an outpatient basis, or within the framework of a 'day-hospital.'

Hospice care is available for the terminally ill. The goal of the hospice setting is the care and comfort of those in the final stages of illness.

Additional Services

HIV Testing

Blood tests for HIV are carried out anonymously at hospitals, free of charge. Contact a hospital to ascertain days and times. Further, the health funds often publicize the addresses of additional testing locations, and family doctors can also provide referrals to testing locations. For more information, contact the Ministry of Health Aids Hotline. See Useful Addresses.

National Blood Bank

Magen David Adom maintains the national blood bank and collects blood donations from volunteers. Blood donors are offered the MDA-Blood-Insurance program, which grants further credit of blood for donors and their immediate family members for 1 year following the donation. This credit saves the donors the need to bring "replacement-units" in case they require a transfusion during the 12 months following their blood donation. For more information, visit the Magen David Adom Website: www.mda.org.il.





Pregnancy and Birth

Pregnant women can receive prenatal care and monitoring, according to need, within the framework of their health fund. Consultations and monitoring can also be provided by Family Health Centers (see below). If she prefers a specific doctor for the delivery, she is limited to giving birth in private hospital or public hospitals where private medical services are administered, and will be required to cover the doctor's fees. The actual delivery is attended by a nurse/midwife, although a doctor is always available in case of complications.

At the time of registration, she should present both her and her spouse's *te'udat zehut* (identity card) and health fund membership cards, in addition to a letter from a doctor certifying the due date.

The costs of the delivery and hospital stay are covered by the National Insurance Institute (NII), in the form of a hospital grant (*ma'anak ishpuz*), which is paid directly to the hospital where the birth took place. The grant also covers the costs of hospitalizing the baby, if necessary. The NII also provides a maternity grant (*ma'anak leida*), which is intended to help towards the purchase of essential clothing and equipment for the newborn. To qualify for the maternity grant, the woman must give birth in a hospital, or be hospitalized immediately after the birth. It is in the hospital that she receives a bank check as part of the maternity grant. Claims for National Insurance benefits can already be prepared at the time of registration.

An employed woman who has just given birth, or adopted a child below the age of 10, is entitled to maternity-leave benefits as compensation for resultant loss of income. A new father may, in certain cases, be entitled to take leave instead of the mother. The National Insurance Institute may also provide compensation to women who cannot work due to medical risks of their pregnancies. For more information, consult the booklet entitled "The National Insurance Institute," available from the Publications Department (see the order form at the back of this booklet).



The health funds also cover a number of infertility treatments, including in-vitro fertilization. Note that a number of criteria must be met in order to be eligible for in-vitro treatments. In most cases, the health funds will cover treatments only for a first or second child. A couple that is insured separately by two different health funds will receive coverage from their respective funds only for that fund's member. Consult with your health fund for more information.

Tay-Sachs Testing

The Ministry of Health offers Tay-Sachs testing, free of charge, at a number of locations throughout the country. Note that testing is done only at specific times and on specific dates. In most cases, only one member of a couple needs to be tested. If the test is negative, then there is no need for the partner to be tested. If, however, the test does reveal the presence of the gene, then the partner will be tested. If both members of the couple test positive for the Tay Sachs gene, the Ministry of Health can advise them of their options. Pregnant women can also be tested.

Call the information number to find out testing dates in your area. See Useful Addresses.

Child Development

The "Basket of Child Development Services" provides child development care for children up to the age of 9 (in some cases up to age 18). Included are diagnosis and treatment by multi-disciplinary teams for children with speech and language disorders and impediments, minor neurological dysfunctions, certain somatic disorders, attention deficit disorders, and learning disabilities.

For some types of treatments, parents are required to cover some of the costs, depending on the child's age and other factors. Consult with your health fund for more details.

Inoculations

Specific inoculations are given routinely at fixed intervals throughout the baby's first years, including polio, diphtheria, whooping cough,



tetanus, and measles. These vaccinations are administered at the Family Health Centers, or by a pediatrician or family doctor. Other vaccinations are provided to schoolchildren within the school framework, such as a tetanus booster in thesecond grade. A child's vaccination record (*pinkas hisunim*) should be saved in order to display when necessary, and in order to keep it up to date. When a child is being innoculated at school a notice should be sent home, and parents should send the vaccination record to school with the child.

Certain innoculations that are required for overseas travel to specified destinations are administered by the Distict Health Offices.

Medical Services in Schools

Upon entering school, children undergo checkups (in the presence of their parents), and if necessary, are referred for further medical attention. Periodic eye, dental, and orthopedic check-ups are also carried out. A more intensive medical examination is performed in junior high school.

Some schools have a nurse on the premises in case of illness or injury.

Senior Citizens

The network of services to senior citizens includes in-home services, community-based frameworks such as day-clubs, and residential settings with various levels of care. Services are provided by the health funds and the Ministry of Health, as well as the National Insurance Institute and the Ministry of Social Affairs.

Like all other citizens, seniors are entitled to the full ranges of services included in the Basket of Health Services as mandated by law. Included are general and geriatric services including:

- Primary care and specialist care.
- General hospitalization.
- Rehabilitative care following any medical incident resulting in a decline in capabilities, either in a geritric rehabilitation hospital or general rehabilitation ward.



- Ongoing treatment for persons with reduced physical or cognitive capabilities, either in the community or in a residential setting.

Residential-based services are under the auspices of the Ministry of Social Affairs and usually require some financial participation of the patient or their family.

Community-based services for those eligible are administered by the National Insurance Institute, and can include:

- Help at home.
- Emergency call buttons
- Personal sanitary items
- Counseling Services for the Elderly
- Day clubs



For more information, contact the National Insurance Institute (see Useful Addresses) or visit their Website: www.btl.gov.il. See also the booklet entitled “National Insurance” available from the Publications Department.

Chronic Care

Hospitalization for rehabilitative care is generally covered for up to three months by the health funds, which can authorize extensions in specific cases. Consult with your health fund for more information.

Chronic-care patients who cannot be cared for by their families may be hospitalized within a public framework in accordance with the Ministry of Health regulations. Included in this category are the geriatric chronically ill, the mentally incapacitated, and the chronically disabled. Care is usually provided with the financial participation of the patient or the patient’s family.

The National Insurance Institute participates in the costs of home help or for care in day-centers for the chronically ill who meet their criteria



for assistance. For more information, consult the National Insurance Institute. You can also refer to the booklet entitled “The National Insurance Institute” available from the Publications Department. See the order form at the back.

Mental Health Services

Those in need of mental-health care are entitled to the following:

Medical frameworks

- Psychological counseling- in many cases the health funds will offer partial coverage of sessions with psychologists associated with the fund.
- Psychiatric evaluation – at community mental health centers and in hospitals.
- Hospitalization- in hospital psychiatric-care wards.
- Clinical services – clinical services are available during crisis situations and trauma, and for those suffering from mental illnesses. Clinical services include medical treatment, psychological counseling, and therapy for couples and families, and are offered by clinics and community mental health centers.

Rehabilitation Frameworks

- Housing – supervised living in sheltered apartment frameworks and hostels.
- Employment – assistance in acquiring vocational skills, sheltered workshops, supervised integration into the workplace.
- Education – integration of students into special frameworks designed to reinforce self esteem and to maximize capabilities, supplemental studies up until matriculation and acquiring a vocation, assistance to new immigrants in learning Hebrew, familiarization with computers.
- Social and leisure-time frameworks – social clubs, including clubs for new immigrants.
- Independent living: Assistance in adapting to independent living.



Application Procedure

Eligibility for rehabilitation services is only upon the referral of the treating professional, and according to the determination of the District Rehabilitation Committee.

For more details, consult the office of the Regional Psychiatrist at District Offices of the Ministry of Health. See Useful Addresses.

Hospitalization

Voluntary hospitalization is permitted provided that the patient signs a written consent. If the patient wishes to be released, another consent form must be signed. The release will only be authorized after 48 hours have passed. Involuntary hospitalization in a psychiatric facility can take place only with the authorization of a district psychiatrist.

Community Mental Health Centers

Community Mental Health Centers (*tachanot lebrivot hanefesh*) are located in almost every municipality. Any person may make an appointment for a consultation. Intake procedures include filling out a questionnaire. The center's staff then determines an appropriate course of assistance. To locate the center nearest you, contact your local municipal information line (*moked ironi*, 105/6/7).

Substance Abuse

The Ministry of Health Department for Treatment of Substance Abuse offers treatment and therapy for victims of substance abuse and their families. There are both residential and day-facilities. The Unit For Treatment Of Alcohol Abuse offers residential and day-hospital treatment, in conjunction with the "Efshar" organization. For information, consult with your local mental health center, or the department of social services of your local municipality.

School Services

The Ministry of Education maintains a psychological service for students ("*Shefi*"). Referrals are through the school.



Alternative Medicine



Alternative medicine, also known as complementary medicine or supplementary medicine, has become increasingly popular in Israel over the years. Treatments such as acupuncture and reflexology are offered both by the health funds and by private practitioners. Alternative treatments are not included in the “Basket of Health Services” and therefore treatments are covered by the health funds at varying rates. It is also possible to seek treatments from private practitioners at your own expense. While practitioners that work within the health funds are under the funds’ supervision and must meet their standards of practice and training, it is important to be aware that, at the time of publication, private practitioners of alternative medicine are not regulated by the Ministry of Health, although this could change in the future. Therefore, when choosing a private practitioner, it is recommended to carefully investigate their reputation, training, and skills.

Community Services Provided by the Ministry of Health

Child Development Centers

In many locations, the Ministry of Health maintains child development centers (*mercazim lehitpachut hayeled*) that offer therapy and counseling for children and youth in cases of delayed motor development, neurological difficulties, visual or hearing problems, delayed language development, behavioral problems, and other various conditions that affect behavioral and cognitive development. In most cases fees are based on a sliding scale. Referrals may be on the part of the parents, physician, or Family Health Center. Call your district health office or local authority information line (106/7/8) for information on the Center nearest you.



Occupational Health Service

The Occupational Health Service (*hasherut lebrivot haoved*) of the Ministry of Health operates a library/information center dealing with health promotion through the workplace, and handles reports of violations of smoking regulations in the workplace. The information center is open to the public.

Food Poisoning

Complaints of food contamination or food poisoning can be submitted to the nearest district health office (*lishkat habrivot*) or to the National Food Service (*sherut mazon artzi*). It is necessary to provide a sample of the food item in question.

District Health Offices

Among their services, the District Health Offices of the Ministry of Health register and treat those bitten by animals suspected of rabies (consult the booklet entitled "Guarding Your Health in Israel" for details; see the order form at the back) and provide specific inoculations for those travelling overseas to specific destinations. The District Health Offices are also responsible for issuing burial licenses following a death (see the booklet entitled "The Life Cycle in Israel" for details; see the order form at the back.)

Each District Health Office also has a district psychiatrist, who is responsible for authorizing psychiatric hospitalizations.

Pharmacy Division

A list of all pharmacies in your area is available on the Ministry of Health Website, www.health.gov.il.

Public Inquiries

The Public Ombudsman (*netziv kvilot hatzibur*) is responsible for handling public complaints regarding medical care received from medical professionals.



The National Health Insurance Law Ombudsman (*netzivut hakvilot bituach briut mamlachti*) handles public inquiries on issues regarding the National Health Insurance Law including cases of refusal to register a person in a health fund, limiting their registration through specific conditions or payments, or cases where a health fund refuses to provide a service specified by the government as part of the “Basket of Health Services.” For details, see Appendix II.

Medical Equipment

The Ministry of Health participates in the costs of medical and rehabilitation equipment and mobility aids according to specific criteria. Requests are processed through the Department for Chronic Patients (*HaMachlaka LeCholim Chronim*). Application is through the local District Health Office in your community. It is necessary to attach a recommendation from a professional caregiver such as a physiotherapist or a practitioner from a Unit for Ongoing Treatment of your health fund and to submit all necessary forms (which can be downloaded from the Ministry of Health Website, www.health.gov.il). Applications are evaluated by the department and participation is granted according to their assessment, at rates up to 75% of the cost of the equipment. Assistance is not subject to any form of means test. An application that has been denied can be appealed within 30 days. Contact a local District Health Office for more information.

Note that in many cases, equipment can also be obtained on a short or long-term basis through one of the voluntary or non-profit organizations, often free of charge or for a minimal fee. See Useful Addresses.

Health Services Provided by the Municipal Authorities

The local municipal authorities are responsible for administering certain health services, especially in the areas of preventative medicine and community services.

Among the main services provided within the auspices of the local authorities are Family Health Care Centers (*tachanot lebrut*



hamishpacha), formerly known as Tipat Chalav. Family Health Care Centers are administered in conjunction with the Ministry of Health, and can be found in almost every community. The centers provide a variety of preventative services, including prenatal monitoring and counseling, monitoring the development of infants and children, inoculations, and monitoring and health counseling for the elderly. Contact your local authority at 106/7/8, or your health fund, for information on the Family Health Center nearest you. Note that some services of the centers are provided for a fee.

Many localities also have dental clinics for students. These clinics are under the supervision of the Ministry of Health.

The local authorities, together with the Ministry of Health, administer mental health centers. See the section on mental health services above.

Services Provided by the National Insurance Institute

The National Insurance is responsible for caring for victims of hostile actions and their families, and for those injured in certain types of accidents, including work-related accidents. Assistance includes medical treatment, certain types of equipment, rehabilitation services, and other benefits, according to specific criteria of eligibility. The National Insurance Institute also provides allowances and other benefits to the disabled who meet eligibility criteria. For more information, consult the booklets entitled "National Insurance," and "Services to the Disabled in Israel." See the order form at the back. You can also contact the National Insurance Institute (see Useful Addresses) or visit their Website: www.btl.gov.il.

Private Health Services

A patient always has the option of seeking private medical care from a physician of their choice, and at their own expense.

It is also possible to request the care of a specific physician practicing in a hospital within the framework of the "sharap" (*sherut refah prati*, private care service) system in the public hospitals in Jerusalem. The fees are



paid to the hospital, which then passes a percentage on to the physician. While not all physicians have the right to participate in the system, those that are entitled to tend to be department heads and specialists.

For more information, consult with the hospital where the physician you wish to see practices.

Social Services

Social services for many kinds of populations, including the disabled, families of children with special needs, and for those suffering from chronic conditions, are provided by a network of agencies, with some degree of overlap between them. The Ministry of Social Affairs administers Social Service Departments in the local municipal authorities. In the majority of cases, your main address for referrals and guidance is the Social Services Department. In addition to counseling and therapy for individuals, families and groups, they can also, in many cases, arrange for practical assistance such as at-home help for the elderly, or transportation for the disabled. For more information, contact your local municipality (106/7/8 in most locations).

The main governmental provider of financial assistance and allowances is the National Insurance Institute. Categories include new mothers, the disabled, the chronically ill, and victims of work accidents or enemy actions (see above). It is usually necessary to meet eligibility criteria. For more information, consult the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back of this booklet.

Voluntary Organizations

There is a vast number of voluntary organizations in Israel. Their goal is to provide assistance to such populations as the disabled, cancer patients, persons suffering from a variety of chronic conditions, those in need of medical equipment or special transport, and many others. Your family physician or other treating physician, or the social services department of your local municipality, can often refer you to such an organization should the need arise. Services of voluntary organizations are usually, but not always, free of charge. In some



cases, it is necessary to obtain a physician's or social worker's referral in order to receive services. See Useful Addresses for more information.

Appendix I. The Rights of Patients

In 1996, the "Patients' Rights Law" went into effect. Its goal is to legally establish the rights of persons requesting or receiving medical treatment, and to safeguard their dignity and privacy.

Together with the National Health Insurance Law, the Patients' Rights Law attempts to form a view of the patient that takes into account both their physical and their psychological needs, and recognizes the inseparability of both.

This approach places the patient at the center of the treatment experience, as opposed to being merely the passive object of treatment. Patients must be informed of what they are entitled to, and the goal is to formulate treatment plans in which the patient is an integral part of the decision-making process.

Within the framework of this law are several specific rights.

A. The Right to Receive Medical Treatment

Any person in need of medical care is entitled to receive it in accordance with conditions and arrangements through which medical services in Israel are provided.

In emergencies, patients are entitled to urgent care without any preconditions.

Caregivers or medical institutions may not discriminate against patients on the basis of religion, race, gender, nationality, country of origin, or for any other reason.

B. The Right to Privacy

The right to privacy is designed to protect a patient from any damage that could be caused if information on their medical condition were made known; for example, to an employer. Accordingly, medical information may be given out by a doctor, nurse, clinic,



or any other health care provider, only with the signed permission of the patient. The signature must appear on a special form that waives confidentiality, and which also indicates exactly to whom the information may be given. Each time a patient wishes to permit information to be given, another waiver must be signed. Any medical personnel who violate this law are subject to prosecution. However, doctors are permitted to share information with a patient's family according to their judgement.

Doctors are required by law to report incidences of specific dangerous or contagious diseases to the Ministry of Health. In the case of minors (under the age of 18) parents have the right to receive any pertinent medical information regarding their child, and to use that information as they see fit.

Confidentiality also extends to medical records, which must be kept in a secure location that prevents any unauthorized access. No person may add anything, or remove anything, from a patient's medical record, once the record has been signed and dated. Some records contain both medical information as well as impressions of the caregiver regarding the patient's behavior or other personal impressions. Patients are entitled to see only those parts pertaining to the medical information.

Patients may request copies of their records, but the original records are the property of the health facility. Nevertheless, they may not be shown to anyone without the patient's signed permission.

C. The Right to be Accompanied

Patients have the right to be accompanied for treatment by a friend or a relative. However, those accompanying the patient are not permitted to interfere in any way with the treatment.

D. The Right to Receive Medical Care with Dignity

This simply means that all patients have the right to be related to as human beings, and to be treated with dignity and respect.



E. The Right to Refuse Medical Treatment

There are no legal means with which to compel a person to accept unwanted medical treatment. However, if a patient wishes to refuse treatment it is necessary to sign a waiver that releases medical staff from liability. This right does not always apply to psychiatric patients, or to other patients whose judgement may be considered impaired. In such cases, these persons may be hospitalized or treated without their consent when necessary. However, the “Law for the Treatment of Psychiatric Patients” ensures that the medical establishment does not make unjustified use of its authority to curtail the private freedom of psychiatric patients. In emergencies, when patients may not be able to consent to treatment due to their physical or mental condition, the emergency room staff can sign a form authorizing emergency life-saving treatment.

Appendix II. Complaints and Legal Claims

In order to protect the rights of patients, a Public Ombudsman (*netziv kvilot hatzibur*) of the Ministry of Health is responsible for handling public complaints (see Useful Addresses). Any person has the right to lodge a complaint. The Ombudsman is authorized to recommend appropriate measures to all relevant bodies regarding the subject of the complaint.

Complaints, as opposed to legal suits, are justified in situations where no actual physical or financial damage has been caused. Complaints are warranted in cases of insulting or demeaning behavior, poor hospital conditions, having to wait in long lines that could endanger health, etc. Complaints may be lodged with the medical director or administration of the relevant institution. For example, complaints against a health fund doctor may be submitted to the *rofeh mechozi* (district doctor). Most larger institutions such as hospitals have an individual or a department whose job it is to receive and follow up on complaints lodged with them, and to ensure that the complainant receives a response. Complaints may be made in person or in writing, and should include as many relevant details as possible.



Legal suits are appropriate in cases where financial compensation is sought following physical or psychological harm incurred as a result of medical treatment. In such cases, a lawyer must be consulted, and the opinion of a medical expert obtained. Cases in which a suit may be warranted include violation of confidentiality, treatment given without the consent of the patient, contraction of contagious ailments as a result of poor medical or hygienic conditions, and medical malpractice.

According to Ministry of Health regulations, the doctor is responsible for explaining all of the risks and side effects involved in the medical treatments and procedures. For certain treatments, a form must be signed verifying that the information was given. If a person waives their right to receive the information, a “non-agreement to receive information” form must be signed.

For treatment in a clinic or private office, on the other hand, it is not usual to sign a consent form. The patient’s appearance at the clinic is regarded as consent to being treated, and verbal agreement to treatments is generally sufficient.

These clauses do not eliminate the possibility of filing a suit in cases where damage was caused, even if the patient’s consent was given.

In cases of medical malpractice, it is necessary to prove a connection between the harm suffered and the medical treatment administered. This is not always easy or possible.

There are cases in which claims can be made without having to prove that any damage was caused by the caregiver: these are the rare cases in which a patient is administered with a faulty inoculation or given a blood transfusion tainted with harmful viruses.

A specific law, known as “Insurance for Those Injured by Vaccinations,” requires the State to insure all persons against harm caused by defective vaccinations. Inoculations covered by this law include the vaccines against diphtheria, tetanus, whooping cough, polio, measles, mumps, and rubella, and other vaccines administered by the State.



Useful Addresses and Telephone Numbers



Telephone numbers and some addresses change frequently in Israel. Consult the latest telephone directory or information operator if you do not reach a number listed here. When a telephone number has been changed, there may not be a recorded message noting the change. Thus, if the number continues to be unanswered, check whether it is still in use.

Address	Telephone/Fax
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Emergencies

Police	100
Magen David Adom www.mda.org.il	101
Fax for Hearing Impaired Persons: Blood Bank Service	1-800-500-101 177-022-5911
Ministry of Social Affairs Hotline Hotline offering guidance and referrals to aid and assistance in crisis situations.	118
National Domestic Violence Hotline Dial toll-free	1-800-220-000
National Poison Control Center	(04) 8541900
Association of Rape Crisis Centers in Israel National Hotline	1202
Hotline for Religious Women	(02) 6730002
Hotline for Men and Boys	1203/ (03) 5179179
Hotline for Religious Men	(02) 5328000
Eran Mental Health Hotline www.eran.org.il Era21@zahav.net.il	1201
Senior Citizens	1-700-50-1201



ICQ Number 296004540
Soldiers *2201

Ministry of Immigrant Absorption

www.moia.gov.il
info@moia.gov.il

Main Office
2 Rehov Kaplan - Kiryat Ben Gurion
POB 13061
Jerusalem 91130

National Telephone
Information Center (02) 9733333

Public Inquiries (02) 6752741

Publications Department Tel/Fax: (02) 6241585

Returning Residents (02) 6750365

HaKirya
2 Rehov Kaplan
Jerusalem

Southern and Jerusalem District Headquarters

31 Rehov Zalman Shazar (08) 6261214
Beer Sheva Fax: (08) 6230811

Haifa and Northern District Headquarters

15 Rehov HaPalyam (04) 8631111
Public Inquiries Fax: (04) 8631110

Tel Aviv and Central District

Headquarters (03) 5209111
6 Rehov Esther HaMalka Fax: 5209173

Afula Branch Office (04) 6098300
34 Rehov Yehoshua Hankin Fax: (04) 6098305

Arad Branch Office (08) 6592444/2
34 Rehov Yehuda Fax: (08) 6592440



Ashdod Branch Office Kiryat HaMemshela 1 Sderot Menachem Begin	1-599-500-914 Fax: (08) 8668030
Ashkelon District Office 1 Rehov HaAvodah	1-599-500-915
Beer Sheva Branch Office 31 Rehov Zalman Shazar Beit Oshira	1-599-500-921 Fax: (08) 6280529
Beit Shemesh Branch Office 10 Rehov HaShiva	(02) 9939102
Carmiel Branch Office Business Center Building Industrial Zone	1-599-500-906 Fax: (04) 9580875
Cfar Sava Branch Office 23 Rehov HaTa'ash	1-599-500-906 Fax: (09) 7663515
Dimona Branch Office 8 Rehov HaTzala	(08) 65638818 Fax: (08) 6563880
Eilat Branch Office Sd. HaTamarim	(08) 6341621
Hadera Branch Office 13 Rehov Hillel Yaffe	1-599-500-904 Fax: (04) 6108417
Haifa Branch Office 15 Rehov HaPalyam	1-599-500-920 Fax: (04) 8632336
Haifa Bay Branch Office 7 Rehov HaMeyassdim Kiryat Bialik	1-599-500-902 Fax: (04) 8742957
HaShfela Branch Office 36 Rehov Eilat	1-599-500-908 Fax: (03) 5056997
Holon Branch Office 36 Rehov Eilat	(03) 5023111 Fax: (03) 5056997
Jerusalem District Office 15 Rehov Hillel	1-599-500-923 Fax: (02) 6249398



- Kiryat Arba Branch Office**
91 Rehov Herzl 1-599-500-912
- Kiryat Malachi Branch Office** Tel/Fax: (08) 8581688
Rehov Jabotinsky
Kenyon HaKiryat, Bldg. 5
- Kiryat Shmona Branch Office** (04) 6818400
Tzahar Bldg Fax: (04) 6098305
Kikar Tzahal
- Ma'alot Branch Office** (04) 9078311
302 Rehov Ma'aleh HaBanim Fax: (04) 9078312
- Migdal HaEmek Branch Office** Tel/Fax: (04) 6540331
45 Rehov HaNitzanim
- Mitzpe Rimon Branch Office** 1-599-500-921
1 Rehov Nahal Tzi Fax: (08) 6280529
- Modi'in Branch Office**
4 Rehov Sha'ar HaMelech 050-6214830
- Nahariya Branch Office** (04) 9950400
9 Rehov HaAtazma'ut Fax: (04) 9950400/04
Heichel HaTarbut Complex
- Netanya Branch Office** 1-599-500-907
3 Rehov Bareket Fax: (09) 8629435
- Petach Tikva** (03) 9123000
26 Rehov HaHistadrut Fax: (03) 9312606
- Ramla Branch Office** (08) 9789055
91 Rehov Herzl Fax: (08) 9208019
- Rehovot Branch Office** (08) 9378000
12 Rehov Binyamin Fax: (08) 9390256
- Rishon LeTzion Branch Office** 1-599-500-910
3 Rehov Yisrael Galili Fax: (03) 9525893
- Sderot Branch Office**
Simtat HaPlada Tel/fax: (08) 6897033



Tel Aviv Branch Office 1-599-500-901
6 Rehov Esther HaMalka Fax: (03) 5209173
Public Inquiries (03) 5209113

Tzfat District Office (04) 6920218
Kenyon Sha'arei Halr Fax: 6820571
Second Floor

Upper Nazareth Branch Office (04) 6025300
52 Rehov HaMalacha Fax: 6564019

Western Negev Branch Office (08) 9938666
11 Rehov Rabbi Akiva
Netivot

Yerucham Branch Office
Tzvi Burstein Community Center (08) 6563888

The Ministry of Health

www.health.gov.il
2 Rehov Ben Tabai (02) 6705705
Jerusalem

National Food Service (03) 5634706
Rehov HaArba'a 12
Tel Aviv

**National Unit for Rehabilitation
Equipment** (03) 6061807/804
15 Rehov Noach Moses
Tel Aviv Fax: (03) 6061797

Laboratory Division
labdep@eliav.health.gov.il

For public inquires, and to locate public laboratories that test food products, water, and sewage. Lists of approved laboratories can be found on the Ministry of Health Website.

The National Health Insurance Public Ombudsman

kvilot@moh.health.gov.il
29 Rehov Rivka (02)6714308/
Jerusalem (02) 5681234 (Voice Mail)



Public Inquiries (02) 5681318
pniot@moh.health.gov Fax: (02) 6725836
29 Rehov Rivka (02) 6714308
Jerusalem

You can also find a complaints form on the Ministry Website (www.health.gov.il).

The Ministry of Health Open Line on AIDS

Information and support about AIDS and other STDS.
(02) 6799671

The Israel AIDS Task Force/Ministry of Health AIDS Hotline

Sundays-Thursdays, 20:00-22:00 (03) 5108787

District Health Offices

17 Rehov David Noy (04) 9955111
Acco

4 Rehov Yerushalayim (04) 6099000
Afula

Ashdod (08) 8646477

Barzelei Medical Center (08) 6745011
Ashkelon

136 Rehov HaHalutz (08) 6263511
Beer Sheva

Eilat (08) 6374279

13 Rehov Hillel Yaffe (04) 6240888
Hadera

15 Rehov HaParsim (04) 8613311
Haifa

86 Rehov Jaffa (02) 5314800/2
Jerusalem

1 Rehov HaMalach (08) 9255548
Lod



Rehov 113 Nazareth	(04) 6557888
23 Sderot Weizmann Netanya	(09) 8300111
31 Rehov Echad HaAm Petach Tikva	(03) 9051818
3 Rehov Danny Mas Ramla	(08) 9181212
10 Rehov Oppenheimer Rehovot	(08) 9485858
14 Rehov HaArba'a Tel Aviv	(03) 5634848
Rehov Alchadaf Tiberias	(04) 6710300
52 Rehov HaPalmach Tzfat	(04) 6994222

Health Funds

Clalit Health Services

www.clalit.co.il

24 hour service line *2700/1-2222-700

Public Inquiries

Central Region (03) 9687665

pniot_mercaz@clalit.org.il

Dan/Petach Tikva (03) 5773215

pniot_dan@clalit.org.il

Haifa (04) 8568595

pniot_haifa@clalit.org.il

Jerusalem (02) 6661111

pniot_jerusalem@clalit.org.il



North (04) 6557249
pniot_tsafon@clalit.org.il

Sharon/Shomron (09) 8633219
Pniot_sharon@clalit.org.il

Tel Aviv/Yaffo (03) 5122785
Pniot_tel-aviv@clalit.org.il

South (08) 6207513
Pniot_daron@clalit.org.il

Kupat Holim Maccabi www.maccabi-health.co.il

24-Hour National Information Line 1-700-50-5353/*3555

Public Inquiries (03) 5143501
pniot@mac.org.il Fax: (03) 5143822

Kupat Holim Meuhedet www.meuhedet.co.il

National Information Line 1-222-38-33/*3833
Public Inquiries
124 Rehov Ibn Gvirol
Tel Aviv Fax: (03) 5235335

Kupat Holim Leumit www.leumit.co.il

National Information Line 1-700-507507

Public Inquiries
HaShfela (09) 8926301
19 Yad HaRutzim
Beit Goder
Netanya 45505

Jerusalem (02) 5722332
7 Rehov Har Tov
Har Hotzvim Binyan Hadarim



North (04) 8479216
P.O.B. 23 25079
Haifa

South (08) 6267666
10 Rehov Isaac Ben Tzvi, Binyan Rakevet
P.O.B. 9
Beer Sheva 84600

National Customer Service Fax: (03) 6949614
23 Rehov Shprinzak
Tel Aviv 64738

National Insurance Institute

www.btl.gov.il

National Call Center *6050 or 1-222-6050.

Payment Line (08) 6509911

Pregnancy-Risk Line (08) 6509934

Counseling Service for Senior Citizens (02) 6463404
English Line

Main Office (02) 6709211
13 Sderot Weizmann
Jerusalem 95437

District Offices

6 Rehov Wolfson (08) 6295311
Beer Sheva

39 Rehov Weizmann (09) 7479888
Cfar Saba 44351

47 Sderot HaMeginim (04) 8544111
Haifa

22 Rehov Ben Shetach (02) 6755555
Jerusalem

68 Sd. Hertzl (09) 8602777
Netanya 42251



72 Rehov Rothschild Petach Tikva	(03) 9114777
64 Rehov Remez Rehovot 76449	(08) 9345919
15 Rehov HaHashmonaim Ramat Gan 52482	(03) 6751234
7 Rehov Yisrael Galili Rishon LeTzion	(03) 9426666
17 Rehov Yitzhak Sadeh Tel Aviv 67775	(03) 6250000

Branch Offices

6 Rehov Habanim Ashdod 77342	(08) 8686666
8 Rehov HaNasi Beit Shemesh 99037	(02) 9906666
12 Rehov Aronovitz Bnai Brak 51450	(03) 6152999
12 Rehov Midian Eilat 88000	(08) 9594444
22 Rehov Ben Gurion Herzlia 56785	(03) 9594444
50 Binyan Lev Halr Kiryat Shmona	(04) 6836000

The Ministry of Finance

www.mof.gov.il

1 Rehov Kaplan Jerusalem Disabled World War II Veterans & Victims of Nazis	(02) 5317111 (03) 5682626
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Voluntary and Non-Profit Associations

Note: these addresses and telephone numbers are provided as a public service only. The Ministry of Immigrant Absorption does **NOT** endorse any particular service or organization. It is up to each individual to investigate the organizations and decide which best suit their needs. The publications department has done its best to include those organizations that serve the public in the health field. If any organization was inadvertently omitted, we apologize for the oversight.

Aids

Israel Aids Taskforce

www.aidsisrael.org.il

Open Line (03) 5613300

Cancer

Chayim -Association for Children with Cancer

www.hayim.org.il

hayim@actcom.net.il

138 Rehov Jabotinsky (03) 6120494

Ramat Gan Fax: (03) 5751065

Clinical Information Center

www.cic.org.il

info@cic.org.il

10 Rehov Amal 1-599-550-560

Rosh HaAyin

P.O.B. 11786 48092

Hosen – Cancer Patients Fight Back

www.hosen.org.il

Support Line 1-700-50-66-00

Israel Cancer Association

www.cancer.org.il

info@cancer.org.il

7 Rehov Revivim (03) 5719584

Givatayim 53104



Telemeida Information Line 1-800-599995
telemeyda@cancer.org.il
Teletmicha Support Line 1-800-200-444
Information Center (03) 5719576
info@cancer.org.il (02) 6247676

Larger Than Life –Quality of Life for Children with Cancer

www.gdolim.co.il
19 Rehov Ben Gurion (03) 6195977
Ramat Gan Fax: (03) 6195967

Lev Rachel (for religious women with cancer)

www.beitnatan.org
info@beitnatan.org

Open Line (02) 6433447
50 Rehov Bayit VeGan
Jerusalem

Lev (Parents of Children with Cancer)

www.lev-child.org.il
levchild@gmail.com

P.O.B. 951 (050) 8435901
Nahariya 22313 (052) 3997076

Ma'agan – Retreat for Cancer Patients and Their Families

www.ma'agan.org
maagan-jer@012.net.il

Jerusalem (02) 6788511

One in Nine – Support for Breast Cancer Patients

www.onein9.org.il
callus@onein9.org.il

Hot Line

1800-363400
100 Rehov Ussishkin (03) 6021717
Tel Aviv



Zichron Menachem- Association for Children with Cancer and Their Families

www.zichron.org.il

23 Rehov Frank

Bayit Vegan

Jerusalem

(02) 6433578

Fax: 6433001

Disability

"Acha" - The Israel Association for the Deaf

www.deaf.org.il

info@deaf.org.il

P.O.B. 9001

Tel Aviv 61009

(03) 7303355

Fax: (03) 7396419

'Akim' - Israel Association for Rehabilitation of the Mentally Handicapped

www.akim.org.il

info@akim.org.il

Hotline

1-800-399-333

National Office

(03) 7662222/4

69 Rehov Pinchas Rosen

Tel Aviv

'Alut' – The Israel Society for Autistic Children

www.alut.org.il

National Office

(03) 5178188

1 Rehov Corzin

Givatya'im

Family Center

(03) 6703077

Beit Loren

63 A' Rehov Krinitzky

Ramat Gan

See the 'Alut' Website for more addresses.

Amichai – Family Organization for Developmentally Disabled Children

amichaia@barak.net.il



12 Rehov Henkin (09) 7414421
P.O.B. 817
Hod Hasharon

'Ilan' – Israel Association for Handicapped Children

www.ilan-israel.co.il
ilan@ilan-israel.co.il
National Office (03) 5248141
9 Rehov Gordon
Tel Aviv

P.O.B. 523 (08) 6103322
Beer Sheva

4 Rehov Trumpedor (02) 6234091
Jerusalem

5 Rehov Ichilov (03) 9307527
Petach Tikva

12 Rehov Allenby (04) 8522378
Haifa

P.O.B. 23 (04) 6972329
Tzfat 13100

'Kav LaChaim' – National Center for Helping Sick Children

www.kavlachayim.co.il
kavlachayim@kavlachayim.co.il

National Office (03) 9250500
15 Rehov Gonen 1-700-70-70-12
Kiryat Matlon
Petach Tikva

"Keshet" Information, Counseling, and Support Center for Families of Children with Disabilities and Chronic Illnesses

www.mrkeshet.org.il
info@mrkeshet.org.il

Information Line 1-700-501-601



Support Line for New Immigrants
(English/Russian) 1-800-30-18-30

Multi-Service Center for the Blind and Visually Impaired
28 Rehov HaGra (03) 6870798
Tel Aviv

Equipment and Services

Ezra LeMarpeh
www.ezra-lemarpe.org

1 Rehov HaBosem (08) 8525541
Ashdod

24 Rehov Chida (Central Branch) (03) 5777000
Bnai Brak

Haifa 050-7842509
Ambulance service only

14 Rehov Gesher HaChaim 050-7842560
P.O.B. 5644
Jerusalem

27 Rehov Shoham (09) 7921447
Kedumim

21 Rehov Dan Dayan (04) 6951343
Kiryat Shmona

186 Rehov Ahuza
Ra'ananna

10/12 Rehov Lev HaZahav (03) 6742622
Ramat Gan

Ezer MiTzion
www.ezer-mizion.org.il
5/5 Rehov Ahiezer (08) 8535634
Ashdod

23 Rehov HaHashmonaim (03) 6595070
Bat Yam



18/1 Rehov Admor Mi'Ruzin Beitar	(02) 5806634
5 Rehov Rabinov Bnai Brak	(03) 614444
75 Rehov Gil Herzlia	(09) 9512693
31 Rehov Szold Holon	(03) 5043131
Wolfson Hospital Holon	(03) 5012391
25 Rehov Yermiahu Jerusalem	(02) 5002111
10 Rehov Elyashiv Karnei Shomron	(09) 7929141
Meir Hospital 45 Rehov Tchernikovsky Kfar Sava	(09) 7400515
5 Kikar Paz Kiryat Gat	(08) 6818836
14 Rehov Sdei Hemed Modi'in Ilit	(08) 9743838
33 Rehov Brenda Petach Tikva	(03) 9049990
34 Rehov Herzl Ra'annana	(09) 7715691
18 Rehov Mendely Rehovot	(08) 9456144
2/18 Rehov Kaliv Rishon LeZion	(03) 9458244
Ichilov Hospital Tel Aviv	(03) 6974637



3 Rehov HaMelitz Tel Aviv	(03) 5257010
Tel HaShomer Hospital Tel Hashomer	(03) 5346719
D.N. Lev Shomron Yitzhar	(02) 9975253

Yad Sarah

www.yadsarah.org.il
info@yadsarah.org.il

Main Office 124 Rehov Herzl Jerusalem 96187	(02) 6444455
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Branch Offices

Ha'emek Hospital Afula	(04) 6403088
16 Rehov HaShayot Alon Shvut	(02) 9933619
11/4 Sd. Chen Arad	(08) 9953422
7 Rehov Kibbutz Galuyot Ashdod	(08) 8638800
6 Rehov Ariel Ashkelon	(08) 6711532
3 Rehov Borochov Bat Yam	(03) 5521349
10 Rehov Ibn Gvirol Beer Sheva	(08) 6482999
Soroka Hospital Beer Sheva	(08) 6450747
Beit El	(02) 9976611



3 Rehov Zvahil Beitar Illit	(02) 5807460
5/14 Rehov Hahermon Beit Shemesh	(02) 9993326
6 Rehov Gottlieb Bnei Brak	(03) 5708071
Yad L'Yad Center Efrat	(02) 9932138
Mercaz Mor Eilat	(08) 6371445
194 Derech HaYam Haifa	(04) 8382226
Rambam Hospital Haifa	(04) 8542254
Shikun Neve Amal Herzlia	(09) 9587121
Hadassah Hospital Ein Kerem Jerusalem	(02) 6776260
Hadassah Hospital Mt. Scopus Jerusalem	(02) 5844485
12 HaNitzanim Kfar Sava	(09) 7621111
64 Rehov Shprinzak Kiryat Shmona	(04) 6940480
1 Kikar Yahalom Ma'aleh Adumim	(02) 5900716
Kenyon Harel Mevasseret Zion	(02) 5337667



Caravan Site Modi'in	(08) 9727525
1/5 Rehov Rabbi Akiva Modi'in Illit	(08) 9743378
3 Rehov Yavne Naharia	(04) 992444
8 Rehov Ichilov Netanya	(09) 8303400
Beilinson Hospital Petach Tikva	(03) 9376879
93 Rehov Rachmilewitz Pisgat Ze'ev	(02) 6569077
3 Rehov Simcha Holtzberg Ra'ananna	(09) 7706600
21/5 Nachal Refaim Ramat Beit Shemesh	(02) 9994278
8 Rehov HaNevi'im Rehovot	(08) 9457396
Ichilov Hospital Arison Bldg. Tel Aviv	(03) 6974398
37 Rehov Zaminhoff Tel Aviv	(03) 5242571
Sheba Hospital Tel HaShomer	(03) 5304477
Sieff Hospital Tzfat	(04) 6923074
120 Rehov Golan Upper Nazareth	(04) 6552263



General

Adi- Association for the Promotion
of Transplants in Israel 1-800-609-610

Alzheimer's Association of Israel

www.alz-il.net
a-a-i@zahav.net.il

Support Line *8869
P.O.B. 8261 (03) 5341274
Ramat Gan 52181

Association for Juvenile Diabetes

www.jdrf.org.il
Jdf-il@netvision.net.il

National Office (03) 5160171
10 Rehov Rothschild
Tel Aviv

Aviv- Israel Association for Eating Disorders

www.solgar.co.il/aviv
shirki30@netvision.net.il

Eilaf – Israeli Association for Parkinson's Disease

10 Rehov HaMarganit (03) 6512615
Holon

Eitan – Israeli Association for Rare Disorders

www.eitanrd.org.il
dichke@netvision.net.il

5 Rehov Peki'in (03) 6021055
P.O.B. 6349
Tel Aviv 61063

Eyal – Israeli Association of Epileptics

www.epilepsy.org.il
epilepsy.il@gmail.com

Jerusalem (02) 5000283
Tel Aviv (03) 5739090
Haifa (04) 8527163



Inbar – Israeli Association for Rheumatic Diseases

www.inbar.org.il

National Office (03) 5613832
43 Rehov Ibn Gvirol
Tel Aviv

Israel Association for Cystic Fibrosis

www.cff.org.il

cf@netvision.net.il

79 Rehov Krinitzki (03) 6702323
Ramat Gan 52423

Israel Association for Osteoporosis and Bone Diseases

www.osteoporosis.co.il

32 HaSacham (03) 9274040
Petach Tikva

Israel Celiac Foundation

www.celiac.org.il

office@celiac.org.il

40 Rehov HaBiluim (03) 6781481
Ramat Gan

Israel Diabetics Association

www.sukeret.co.il

diabetes@netvision

National Office (03) 9508222
46 Derech HaMacabi'im
Rishon LeTzion

Israel Multiple Sclerosis Society

www.mssociety.org.il

agudaims@netvision.net.il

16 Rehov Homa VeMigdal (03) 5377002
Tel Aviv Fax: 5609224



Israel Ostomy Association

(in association with the Israel Cancer Society)

isoa@eshnav.com

7 Rehov Revivim

(03) 5721618

Givatayim

Shahaf – Organization for Overcoming Eating Disorders

www.shahaf-ltd.co.il

shahaf15@bezeqint.net

Hotline

(08) 9357035

Tel Aviv Branch Office

(03) 6473147

Infertility

“Chen” Association for Couples Dealing with Infertility

www.netvision.net.il/~chen/

13 Rehov Vitkin

(03) 5637479

Holon

“HaTinok Shebelev” Infertility Association

www.tinok.org.il

(02) 5637479

tinok@netvision.net.il

Puah Institute for Fertility and Medicine in Accordance with Jewish Law

www.puah.org.il

info@puah.org.il

19 Rehov Azriel

(02) 6515050

Jerusalem 95477

Zir Chemed

www.zirchemed.org

4A Rehov Puah

(02) 6536859

Jerusalem

Information and Patients' Rights

Da'at – Public health information center

daat@hadasa.org.il

Beit Yad Sarah

(02) 6444500

124 Sd. Herzl - Jerusalem



Magen Lacholeh

www.magenl.org.il

info@magenl.org.il

64 Rehov Bayit Vegan

Jerusalem

(02) 644200

Society for Patients' Rights in Israel

www.patients-rights.org

info@patients-rights.org

P.O.B. 6623

Tel Aviv

(03) 6022934

Mental Health

'BeNafshenu' – Hotline for the Mentally Ill and Their Families

benafshenu@shekel.org.il

P.O.B. 53105

Jerusalem 93420

(02) 6722554

Fax: (02) 6725208

Enosh – Israel Association for Mental Health

www.enosh.org.il

office@enosh.org.il

10 Rehov Arlozorov

Beit Shemesh

(02) 9917754

P.O.B. 1593

Ramat HaSharon 47113

(03) 5400672

Fax: (03) 0474

Branch Offices

14 Sd. Ben Gurion

Beer Sheva

(08) 6273404

22 Rehov Gedalyahu

Haifa

(04) 8236489

29 Rehov Yehuda

Jerusalem

(02) 6724723

Fax: (02) 8236489

4 Rehov Benvinisti

Tel Aviv

(03) 6815032



Eran Mental Health Hotline 1201/ICQ 12010
www.eran.org.il
Sun-Thurs. 8:00 a.m.-20:00 p.m., Fridays, 8:00 a.m.-13:00 p.m.

Milev Center for Crisis Counseling
www.milev.israel.net
Hotline 1-800-654-1111

Otzma – Action Committee of Families of the Mentally Ill
www.ozma.org.il
ozma10@gmail.com 050-6704088

Sahar - On-Line Psychological Assistance
www.sahar.org.il
sahar4u@netvision.net.il

Youth to Youth Hotline (03) 6203141
www.yadbeyad.org.il

Premature Birth
Asif- Association of Support for Parents of Premature Infants
Hotline (03) 9533935

Lahav- Association for Premature Infants
www.pagim.net
info@pagim.net
Information line (03) 5423171

Women's Health
Beit Natan – Community health services for religious women
info@beitnatan.org
48 Rehov Bayit Vegan (02) 6446052
P.O.B. 16452 Fax: (02) 6429579
Jerusalem

Chayim BeMatana – Pregnant women in crisis
P.O. B. 53024 (02) 6727836
Jerusalem 91350



The Israel Association for the Advancement of Women's Health

www.la-briut.org.il

iaawh@netvision.net.il

33 Rehov Pierre Konig

(02) 6717699

Jerusalem

Open Door Family Planning

www.opendoor.org.il

ippf@post.com

National Office Barzilai Hospital

(08) 5101511

Outpatient clinic

Ashkelon

National Information Line for the Disabled (03) 5371003

2 Sd. HaChayal

Tel Aviv

See the Open Door Website for more addresses

Shilo – Israel Association for Family Planning

www.shilo4u.org.il

shilo4u@netvision.net.il

5 Rehov King George

(02) 6258841

Jerusalem 91022

P.O.B. 2284

Jerusalem 91022

English-Speaking Immigrant Organizations

Association of Americans and

Canadians in Israel (AACI)

www.aaci.org.il

info@aaci.org.il

Matnas "Yud Aleph"

Rehov Mordechai Namir

(08) 6434461

Beer Sheva 84483

P.O.B. 4337, Jerusalem

(02) 5661181



6 Rehov Mane (02) 5617151
Jerusalem 92227 Fax: (02) 5661186

28 Rehov Shmuel HaNatziv (09) 8330950
Netanya 42281 Fax: (09) 8629183

76 Rehov Ibn Gvirol (03) 6965244/65/6/7
POB 16266 Fax: (03) 6967049
Tel Aviv 61162

UJIA Israel (Incorporating Olim from Britain, Australia, and New Zealand)

76 Rehov Ibn Gvirol (03) 6965244/65/6/7
POB 16266 Fax: (03) 6967049
Tel Aviv 61162
Israel@UJIA.org.il

11 Rehov Pinsker (02) 5634822
Jerusalem 92227 Fax: (02) 5663193
ronen@ujia.org.il

Moshav Meona
P.O.B. 5144 24920 (04) 9975166

South African Zionist Federation

www.telfed.org.il
telfed@inter.net.il

Head Office (09) 7446110
19/1 Rehov Schwartz Fax: (09) 7446112
First Floor
Ra'ananna 43212

13 Sderot Ben Maimon (02) 5634822
Jerusalem 92223 Fax: (02) 5663193

ESRA – English Speaking Residents Association

www.esra.org.il
esra_her@trendline.co.il
POB 3132 Fax: (09) 9508371
Herzlia 46104



Other Available Publications

The following booklets are available from the Publications Department. To order, simply indicate the booklets you wish to receive and return the order form to the Publications Department, English Section, Ministry of Immigrant Absorption, 15 Rehov Hillel, Jerusalem 94581. The publications will be mailed to you free of charge.

- Guide for the New Immigrant
- The Absorption Basket
- Employment
- Employment Guidance Centers
- Education
- First Steps
- Guarding Your Health in Israel
- Higher Education
- A Guide to Services for the Disabled
- A Guide to Transportation in Israel
- A Guide to Ulpan Study
- Health Services in Israel
- Housing
- The Life Cycle in Israel
- Military Service
- National Insurance Institute
- Retirees
- Accountants
- Artists, Writers, and Athletes
- Computer and Hi-Tech Professionals
- Engineers and Architects
- Lawyers
- Medical Professionals
- Nurses
- Psychologists
- Scientists and Researchers
- Social Workers
- Teachers
- Registering for a Health Fund
- Information for Olim Newspaper
- Where to Turn
- Shiluv Magazine

Name _____

Address _____

Postal Code _____ Date _____

