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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 fourth edition of this 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.
Health Services in Israel

• 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 judgment 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.
• The National Insurance Institute manages collection of health insurance premiums. The rate of payment is fixed according to a progressive scale.
• The Law forbids places of employment 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 recognized as a resident of Israel according to the definitions of the National
Insurance Institute as 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 the licensing and recognition body for 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 does not handle a specific procedure, the patient is referred to an outside facility, and the fund covers 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
You can 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 (netzivut 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, The law requires each health fund to provide its members with all of the services that it mandates. 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 you purchase from their own pharmacies. Check with the dispensing physician or the health fund to clarify.

In some cases, you may 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. You can contact certain types of physicians, such as family doctors, directly for an appointment, while you can only consult other types of doctors, particularly many kinds of specialists, 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 you may have to pay a fee for visits to specialists. You may also have to pay fees for certain types of supplementary treatments and laboratory services according to the guidelines of your 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 law requires the health funds to provide the full range of services to all of their members without discrimination.

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 they provide their services, and to whom.

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.

New immigrants and returning residents can choose to register for health insurance at Ben Gurion Airport upon arrival in Israel, or later at a postal bank (see below).

After arrival at the airport, and following receipt of the necessary documents from an absorption counselor, you can then inform the counselor of the fund in which you prefer to register, of your spouse’s choice of fund (spouses are allowed to register in different funds,) and which fund to register children below the age of 18. Family members over the age of 18 register separately, and must present their own te’udat oleh or that of their parents. It is advisable to research the various funds while still abroad. You will also be able to contact friends or relations from the airport in order to consult about the choice of a fund.

Note that there is no fee for registering at the airport.
Following registration at the airport, take your copy of the registration form to the office of your chosen fund in order to receive a membership card. **Note that you are not considered a member of the health fund until this step has been taken.** For more details, see the section about registering for health insurance below.

If you do not register in a health fund at the airport following arrival, or if you 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. You can then register at a local post office branch, 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, 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 should take the registration certificate stamped by the postal bank office (or that you received at the airport) 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 airport or postal bank alone are not sufficient to insure your coverage, and you must go to the health fund and register 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 you can obtain 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 members may transfer 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 harm 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 pays child allowances. It is recommended to verify that the child is indeed registered with your health fund.

If the parents belong to different health funds, and wish to register the child in the health fund of the parent who does not receive the National Insurance Institute child allowance, they must submit a request form signed by both parents. They may submit the form at any postal service branch office.
Once a child reaches their 18\textsuperscript{th} birthday, they continue to remain members of the health fund in which they were registered as children, unless they choose to switch funds. The child must then 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. Demobilized soldiers, following their army service, continue to remain members of the health funds that they joined prior to conscription. 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 fees, will remain registered as members of their fund. Consult your health fund for details.

Residents of Israel residing abroad following March 1, 2001 for two or more consecutive years, and who have not paid health insurance premiums 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. The definition of a “year of absence” is a calendar year in which an Israeli resident resided abroad for at least 182 consecutive or cumulative days. It is also necessary to pay a “redemption fee” to the National Insurance Institute for each family member.

As of November 1, 2008, the minimum waiting period is two months, and the maximum period is six months. If an individual began the waiting period before November 1, 2008, then the balance of the waiting period applying after November 1, 2008 will not exceed six months.
Payment Of The Waiting Period Redemption Fee
Persons recognized as Israeli residents, who are obligated to a waiting period, may, as noted, redeem the waiting period through a special payment. The payment, is updated on January 1 of each year. You can choose to pay the waiting period redemption fee in one payment, or up to a maximum of six installments.

After receiving authorization of residency from the National Insurance Institute, and completing payment of the waiting period redemption fee, you are then entitled to health services according to the National Health Insurance Law, and to join the health fund of your choice.

Eligibility For Refund Of The Special Payment
In order to be eligible for a refund you must meet the following conditions:

1. Recognition by the Ministry of Immigrant Absorption as a returning resident who resided abroad for at least five years, except for visits to Israel permitted by the basic guidelines for assistance.
2. Recognition as a “returning resident” by the Ministry no later than the end of four months from your date of return to Israel.
3. You or your spouse performed military/national/civil service in Israel, or both spouses received an exemption from military service for reasons of age, or because the wife was married, was pregnant or the mother a child, for health reasons or because of service in a foreign army.
4. You commenced and completed the special payment to the National Insurance Institute under section 58 of the National Health Insurance Law during the period from May 16, 2010 to September 30, 2012.
5. You returned to Israel during the period between May 16, 2010 and September 30, 2012.

Conditions For Refunding The Special Payment
Refund of the special payment is subject to the following conditions:

1. Recognition by the Ministry of Immigrant Absorption as a returning resident.
2. Receipt of a returning resident certificate from the Ministry of Immigrant Absorption, following return to Israel.
3. Opening a bank account in Israel for each eligible person.
4. Completion of the special payment to the National Insurance Institute.
5. The presence of the eligible person in Israel on the date set for transferring the refund.

The payment is refunded directly to the recipient’s bank account.

**Method of Payment**

The payment is in two installments:

- The first installment (50%) after completion of payment of the redemption fee to the National Insurance Institute.
- The second installment (50%) one year following the date of granting of returning resident status.

To receive the payment, you must report to the Ministry office nearest your home before each payment date and submit a request.

You may submit a request for each of the two payments up to 15 months from the date of receipt of returning resident status, or up to 31/01/2013, whichever date is earliest.

**If you are a new immigrant that extends your period of eligibility for new immigrant benefits** (not within your first year of Ministry of Immigrant Absorption assistance) and return to Israel during the determined period, you can choose between benefits as a new immigrant that extended their period of rights, and benefits as a “returning resident,” such as a refund of special payment to the National Insurance Institute, on condition that you meet the criteria of a returning resident that resided overseas for five years. In order to take advantage of benefits as a returning resident, you must sign a declaration in the presence of a personal absorption counselor at the nearest Ministry of Immigrant Absorption branch or district office. You may sign a statement of renunciation of extension of benefits and **file the request in Israel only**.

A change made to an immigrant’s request involving a waiver of rights is irrevocable.
Note!
It is recommended to arrange for private health insurance coverage until you receive approval of residency from the National Insurance Institute, and eligibility for health services from a health fund.

Registration Process
1. Any Israeli citizen can register using the form on the Ministry of Immigrant Absorption website.
2. Means of payment:
   • Payment on the National Insurance Institute’s internet payment site, from anywhere in the world, via credit card. Note that you can make payments via credit cards issued abroad with one installment only.
   • Israeli checks – You can send Israeli bank checks for payment in six consecutive monthly installments.
     ♦ Write checks to order of the National Insurance Institute – “Payee only”.
     ♦ It is advisable to send the checks by registered mail.
     ♦ Send the following information: identity card number, first name, last name, e-mail address, postal address for sending the receipt.
     ♦ Mail checks to:
       The National Insurance Institute
       13 Sd. Weizmann, Jerusalem, 91909
       Attention: Ms. Talma Friedberg
       Health Department
     ♦ Confirmation of receipt of the checks will be sent directly to the address you indicate.

In order to ensure health insurance coverage, it is necessary to return to Israel by the end of 18 months from the date of the first payment of the redemption fee to the National Insurance Institute.

For more information, consult the National Insurance Institute Insurance and Health Department, 13 Sd. Weizmann, Jerusalem 91909, (02) 6703509/6463221/6709920/6709540; Fax: (02) 6515471/6520616, or the Ministry of Immigrant Absorption’s Special Information Center; (03) 9733333. Overseas, consult with an Israel House Coordinator. See the Ministry of Immigrant Absorption website for addresses.
Tourists

Tourists are not eligible for coverage by the National Health Insurance Law. A tourist in need of medical treatment in Israel will 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 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 “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, are 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.

If you work for an employer, your employer must deduct your health insurance premiums at the same time as your National Insurance premiums. If you are self-employed or unemployed, you 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. See also the booklets entitled “Retirees,” and “the National Insurance Institute,” available from the Publications Department. See the order form at the back of this brochure.

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 are known as “bituach mashlim.” Any member of the health fund may join a supplementary plan, regardless of age or state of health. The fees are uniform according to age group and not related to health conditions.

The law forbids the health funds to require their members to join the supplementary plan, and the funds 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.
While the items and services offered by each health fund’s supplementary plan vary, 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. The Ministry of Health funds chronic-care hospitalization on a limited basis, which 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. The Ministry of Finance, and not the Ministry of Health, supervises these plans.

**Emergency Services**

During an emergency, you have 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 you must usually pay for treatment by a doctor. 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.mdais.org.

- **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 is made. You may also request an emergency house call from Magen David Adom, for a fee. In some circumstances, your health fund may refund a Magen
David Adom house call. 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, see patients during hours when clinics are closed, such as evenings, during Shabbat, and holidays. Emergency clinics charge fees for their services, which are usually not refunded.

- **Emergency Rooms** – There is a fee for emergency room care. 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** – You may be able to receive a refund for the cost of ambulance transport if you are involved in an accident or need to be hospitalized. However, you will usually not be eligible for a refund if your trip to the emergency room does not result in hospitalization. Women who travel to an emergency room by ambulance in order give birth are usually also covered for the costs. 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 private.

You can often 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 the Government or a health fund do not own, and are run by organizations such as Hadassah. These hospitals also treat patients through the health funds. When you need hospital treatment, your health fund will refer you to the hospital with 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.

Hospital outpatient facilities, or “day-hospitals” administer many kinds of treatments and diagnostic procedures. If you need such services, your health fund will direct you to the appropriate facility.

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.
Pregnancy and Birth

Pregnant women can receive prenatal care and monitoring, according to need, through their health fund. Family Health Centers can also provide consultations and monitoring (see below). If a woman prefers a specific doctor for the delivery, she is limited to giving birth in a private hospital or public hospitals that administer private medical services, and will be required to cover the doctor’s fees. A nurse/midwife attends the actual delivery, although a doctor is always available in case of complications.

At the time of registration, the woman 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 pregnancy. 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 candidates for in-vitro fertilization must meet a number of criteria in order to be eligible for 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 is 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.

See Useful Addresses for testing locations.

**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.

Parents must cover some of the costs for certain treatments, 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. A pediatrician or family doctor administers these vaccinations; Family Health Centers also give the vaccinations. Children receive other vaccinations within the school framework, such as a tetanus booster in the second grade. Parents should save a child’s vaccination record (pinkas hisunim) in order to display when necessary, and in order to keep it up to date. Notices are sent home in advance when children are inoculated at school, and parents should send the vaccination record to school with the child.

The District Health Office administers certain inoculations that are required for overseas travel to specified destinations.

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. The health funds and the Ministry of Health, as well as the National Insurance Institute and the Ministry of Social Affairs and Social Services, provide services. The Ministry of Senior Citizens Affairs also coordinates projects for senior health care.

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, in either a geriatric 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**

The health funds generally cover hospitalization for rehabilitative care for up to three months, and can authorize extensions in specific cases. Consult with your health fund for more information.

Chronic-care patients whose families are unable to care for them may be hospitalized within a public framework in accordance with Ministry of Health regulations. Included in this category are the geriatric chronically ill, the mentally incapacitated, and the chronically disabled. The patient or the patient’s family usually participates financially in the costs of the care.
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. Both mental-health clinics, and community mental-health centers, offer services.

**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 for adapting to independent living.
• Rehabilitation “Basket”: a range of services to assist with independent living and improving quality of life. It includes housing assistance, vocational assistance, income supplements, social activities, and guidance for families. To be eligible, it is necessary to be over the age of 18, and recognized by the National Insurance Institute as suffering from an emotional disturbance resulting in disability of at least 40%.

**Community Mental Health Centers**

Community Mental Health Centers (tahanot lebriut 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).

**Application Procedure**

You can apply for medical services directly to the facility.

Eligibility for rehabilitation services is only upon the referral of the District Rehabilitation Committee in conjunction with 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**

It is permissible to hospitalize a patient on a voluntary basis provided that the patient signs a written consent. If the patient wishes to be released, they must sign another consent form. 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.
In cases of non-voluntary hospitalization, the law provides patients the legal right to representation before a Psychiatric Board which meets 3 days following hospitalization, and again 14 days later. The patient also has the right to appeal the Board’s decisions. A patient has the right to apply for representation by the Legal Aid services of the Ministry of Justice, which are free of charge. Patients may also choose representation by their own private attorney. The hospital is obligated to provide an application form for legal aid, immediately upon admission to the hospital, or send a fax requesting the appointment of counsel. Hospital staff can help to fill out or send the form if necessary.

**Substance Abuse**

The Ministry of Health Department for Treatment of Substance Abuse offers treatment and therapy to victims of substance abuse and to 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.

**Additional Services**

**HIV Testing**

Hospitals conduct anonymous blood tests for HIV 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.mdais.org.

Alternative Medicine

Alternative medicine, also known as complementary medicine or supplementary medicine, has become increasingly popular in Israel over the years. Both the health funds and private practitioners offer treatments such as acupuncture and reflexology. The “Basket of Health Services” does not include alternative treatments, and therefore, the health funds cover treatments at varying rates, in most cases through their supplementary plans. 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, The Ministry of Health does not regulate private practitioners of alternative medicine, 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 lehitpatchut 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 lebriut 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 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 particular 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 Freedom of Information law, and other inquiries that are not related to the National Health Insurance Law.

The National Health Insurance Law Ombudsman (netzivut hakvilot bituach briut mamlachti) handles public inquiries on issues regarding the National Health Insurance Law including 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. The Department for Chronic Patients (HaMachlaka LeCholim Chronim) processes requests. Application is through the local District Health Office in your community. You must 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 submit all necessary forms (which you can download from the Ministry of Health website, www.health.gov.il). The department evaluates applications, and authorizes participation 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. You can appeal
a denied application within 30 days. Contact a local District Health Office for more information.

Note that in many cases, you can also obtain equipment 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 leibriut hamishpacha), formerly known as Tipat Chalav. Family Health Care Centers are administered in conjunction with the Ministry of Health, and are 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 there is a fee for some services of the centers.

Many localities also have dental clinics for students. The Ministry of the Health supervises these clinics.

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 Service

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 refuah prati, private care service) system in the public hospitals in Jerusalem. Patients pay the fees to the hospitals, 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 in which the physician you wish to see practices.

### Social Services

Social services for many populations, including the disabled, families of children with special needs, and those suffering from illnesses, are provided by a network of agencies, with some degree of overlap between them. The Ministry of Social Affairs and Social Services 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 (105/6/7 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. They provide assistance to such populations as the disabled, persons suffering from illness, 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 establish in law 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. The medical establishment must inform patients 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 protects a patient from any damage that could be caused if information about their medical condition were made known; for example, to an employer. Accordingly, medical information may only be given out by a doctor, nurse, clinic, or any other health care provider, 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.

The law requires doctors 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 the caregiver’s impressions 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, records 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 clause 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, they must 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 be unable 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 submit 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. You can file a complaint if you have experienced insulting or demeaning behavior, poor hospital conditions, having to wait in long lines that could endanger your health, or similar situations. You may register a complaint with the medical director or administration of the relevant institution. For example, you can submit complaints against a health fund doctor 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. You may submit your complaint in person or in writing; be sure to include as many relevant details as possible.

Legal suits are appropriate in cases in which you wish to seek financial compensation following physical or psychological harm that resulted from medical treatment. In such cases, you must consult a lawyer and obtain the opinion of a medical expert. Cases that may warrant a suit include violation of confidentiality, treatment given without the patient’s consent, contraction of contagious ailments as a result of poor medical or hygienic conditions, and medical malpractice.

Ministry of Health guidelines stipulate that the doctor is responsible for explaining all of the risks and side effects involved in medical treatments and procedures. For certain treatments, you must sign a form verifying that the information was given. If you waive right to receive the information, you must sign a “non-agreement to receive information” form.

On the other hand, it is not usual to sign a consent form for treatment in a clinic or private office. Your 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 you consented to treatment.

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 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 diptheria, 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.

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<th>Address</th>
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<td><strong>Emergencies</strong></td>
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<td><a href="http://www.mda.is.org">www.mda.is.org</a></td>
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<td>Blood Bank Service</td>
<td>1-700-225-911</td>
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<td>Ministry of Social Affairs and Social Services</td>
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<td>Emergency Fax</td>
<td>(08) 6652698</td>
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<td>Hotline offering guidance and referrals to aid and assistance in crisis situations.</td>
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<td>National Domestic Violence Hotline</td>
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<td>National Poison Control Center</td>
<td>(04) 8541900</td>
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<td>Association of Rape Crisis Centers in Israel</td>
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<td><a href="http://www.1202.org.il">www.1202.org.il</a></td>
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<td>(02) 6730002</td>
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<td>Hotline for Men and Boys</td>
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<td>Hotline for Religious Men</td>
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Eran Mental Health Hotline 1201
www.eran.org.il
info@eran.org.il
Senior Citizens *3201
ICQ Number #12010
Soldiers *2201

Ministry of Immigrant Absorption
www.klita.gov.il
info@moia.gov.il

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

National Telephone Information Center (03) 9733333
Public Inquiries (02) 6752765
Fax: (02) 6752741
Publications Department 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 1-599-500-901
6 Rehov Esther HaMalka Fax: (03) 5209153

Afula Branch Office (04) 6098300
34 Rehov Yehoshua Hankin Fax: (04) 6098305
Arad Branch Office  34 Rehov Yehuda  (08) 6592444/2
Fax:  (08) 6592440

Ashdod Branch Office  1-599-500-914
Kiryat HaMemshela  Fax:  (08) 8668030
1 Sderot Menachem Begin

Ashkelon District Office  1-599-500-915
1 Rehov HaAvodah  Fax:  (08) 6790770

Beer Sheva Branch Office  1-599-500-921
31 Rehov Zalman Shazar  Fax:  (08) 6280529
Beit Oshira

Beit Shemesh Branch Office  (02) 9939102
10 Rehov HaShiva  Fax:  (02) 9912540

Carmiel Branch Office  1-599-500-906
Business Center Building  Fax:  (04) 9580875
Industrial Zone

Cfar Sava Branch Office  1-599-500-906
23 Rehov HaTa’ash  Fax:  (09) 7663515

Dimona Branch Office  (08) 6563888
8 Rehov HaTzala  Fax:  (08) 6563880

Eilat Branch Office  (08) 6341621
Sd. HaTamarim  Fax:  (08) 6373367

Hadera Branch Office  1-599-500-904
13 Rehov Hillel Yaffe  Fax:  (04) 6108417

Haifa Branch Office  1-599-500-922
15 Rehov HaPalyam  Fax:  (04) 8632336

Haifa Bay Branch Office  1-599-500-902
7 Rehov HaMeyassdim  Fax:  (04) 8742957
Kiryat Bialik

HaShfela Branch Office  1-599-500-912
91 Rehov Herzl  Fax:  (08) 9208019
Ramle
Holon Branch Office  
36 Rehov Eilat  
1-599-500-908  
Fax: (03) 5056997

Jerusalem District Office  
15 Rehov Hillel  
1-599-500-923  
Fax: (02) 6249398

Kiryat Arba Branch Office  
91 Rehov Herzl  
(02) 9969535

Kiryat Shmona Branch Office  
Tzahar Bldg  
(04) 6818400  
Fax: (04) 6818405

Kikar Tzahal

Ma’alot Branch Office  
302 Rehov Ma’aleh HaBanım  
(04) 9078311  
Fax: (04) 9078312

Migdal HaEmek Branch Office  
Tel/Fax: (04) 6540331  
45 Rehov HaNitzanim

Modi’in Branch Office  
Municipality Caravan Site  
1-599-500-912  
Fax: (08) 9208019

Nahariya Branch Office  
9 Rehov HaAtazma’ut  
(04) 9950400  
Fax: (04) 9950400/04

Heichel HaTarbut Complex

Netanya Branch Office  
3 Rehov Bareket  
1-599-500-905  
Fax: (09) 8629435

Petach Tikva  
26 Rehov HaHistadrut  
(03) 9123000  
Fax: (03) 9312606

Rehovot Branch Office  
12 Rehov Binyamin  
(08) 9378000  
Fax: (08) 9390256

Rishon LeTzion Branch Office  
3 Rehov Yisrael Galili  
1-599-500-910  
Fax: (03) 9525893

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

Tzfat District Office  
Kenyon Sha’arei HaIr  
(04) 6920218  
Fax: (04) 6820571

Second Floor
For public inquiries, 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.

**Pharmacy Division**
A list of duty pharmacies in your area is available from the Pharmacy Division of the Ministry of Health on the Ministry website, www.health.gov.il.

**The National Health Insurance Public Ombudsman**
kvilot@moh.health.gov.il
29 Rehov Rivka *6800
Jerusalem Fax: (02) 5655981
Public Inquiries
pniot@moh.health.gov

29 Rehov Rivka (02) 5681318
Jerusalem Fax: (02) 6725836

You can also find a complaints form on the Ministry website

Regional Psychiatrist at District Offices of the Ministry of Health
Northern District (04) 6557871
Rehabilitation Basket (04) 6557878
3 Rehov HaMalacha
Nazareth

Haifa District (04) 8632934
Rehabilitation Basket (04) 6557878
15 Rehov HaPalyam
Haifa

Central District (08) 9788616
Rehabilitation Basket, Ext. 1
91 Rehov Herzl
Ramla

Tel Aviv/Jaffa District (03) 5634807/10
Rehabilitation Basket (03) 5634806
14 Rehov HaArba’a
Tel Aviv

Jerusalem District (02) 5313500
Rehabilitation Basket (02) 5314831
86 Rehov Yaffo

Southern District (08) 6263508
Rehabilitation Basket (08) 6263504
4 Rehov HaTikva, Beer Sheva

Information is also available from the Ministry of Health Mental Health Information Line: 1-700-500-930
### The Ministry of Health

**Open Line on AIDS**

(02) 6799671

Information and support about AIDS and other STDS.

**The Israel AIDS Task Force/Ministry of Health AIDS Hotline**

www.aidsisrael.org.il

Sundays-Thursdays, 20:00-22:00   (03) 5613300

### District Health Offices

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Rehov David Noy</td>
<td>(04) 9955111</td>
</tr>
<tr>
<td>Acco</td>
<td></td>
</tr>
<tr>
<td>4 Rehov Yerushalayim</td>
<td>(04) 6099000</td>
</tr>
<tr>
<td>Afula</td>
<td></td>
</tr>
<tr>
<td>Barzelei Medical Center</td>
<td>(08) 6745555</td>
</tr>
<tr>
<td>Ashkelon</td>
<td></td>
</tr>
<tr>
<td>4 Rehov HaTikva</td>
<td>(08) 6263511</td>
</tr>
<tr>
<td>Beer Sheva</td>
<td></td>
</tr>
<tr>
<td>13 Rehov Hillel Yaffe</td>
<td>(04) 6240801</td>
</tr>
<tr>
<td>Hadera</td>
<td></td>
</tr>
<tr>
<td>15 Rehov HaPalyam</td>
<td>(04) 8613311</td>
</tr>
<tr>
<td>Haifa</td>
<td></td>
</tr>
<tr>
<td>86 Rehov Jaffa</td>
<td>(02) 5314811</td>
</tr>
<tr>
<td>Jerusalem</td>
<td></td>
</tr>
<tr>
<td>1 Rehov HaMalach</td>
<td>(08) 9255548</td>
</tr>
<tr>
<td>Lod</td>
<td></td>
</tr>
<tr>
<td>23 Sderot Weizmann</td>
<td>(09) 8300111</td>
</tr>
<tr>
<td>Netanya</td>
<td></td>
</tr>
<tr>
<td>31 Rehov Echad HaAm</td>
<td>(03) 9051818</td>
</tr>
<tr>
<td>Petach Tikva</td>
<td></td>
</tr>
</tbody>
</table>
3 Rehov Danny Mas
Ramla
(08) 9181212

80 Rehov Remez
Rehovot
(08) 9485858

14 Rehov HaArba’a
Tel Aviv
(03) 5634848

1 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 Fax: (03) 5143822

**Kupat Holim Meuhedet**
www.meuhedet.co.il
National Information Line 1-222-38-33/*3833
Public Inquiries pniot@meuhedet.co.il

124 Rehov Ibn Gvirol (03) 5202323
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) 5722455
7 Rehov Har Tov
Har Hotzvim, Binyan Hadarim
Health Services in Israel

North
P.O.B. 23 25079
Haifa

South
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 (04) 8812345
Pregnancy-Risk Line (08) 6509934
Counseling Service for Senior Citizens (02) 6463404
Main Office (02) 6709211
13 Sderot Weizmann
Jerusalem 95437

District Offices
31 Rehov Shazar
Beer Sheva

39 Rehov Weizmann
Cfar Saba 44351

8 Rehov HaPalyam
Haifa

4 Rehov Ben Shetach
Jerusalem

68 Sd. Hertzl
Netanya 42251

72 Rehov Rothschild
Petach Tikva
Health Services in Israel

64 Rehov Remez
Rehovot 76449

15 Rehov HaHashmonaim
Ramat Gan 52482

7 Rehov Yisrael Galili
Rishon LeTzion

17 Rehov Yitzhak Sadeh
Tel Aviv 67775

Branch Offices
6 Rehov Habanim
Ashdod 77342

8 Rehov HaNasi
Beit Shemesh 99037

12 Rehov Aronovitz
Bnai Brak 51450

12 Rehov Midian
Eilat 88000

22 Rehov Ben Gurion
Herzlia 56785

The Ministry of Finance
www.mof.gov.il
1 Rehov Kaplan
Jerusalem
 Disabled World War II Veterans
& Victims of Nazis

(02) 5317111
(03) 5682665
(02) 5018465
(04) 8640836
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.

Aids

Israel Aids Taskforce
www.aidsisrael.org.il
Open Line (03) 5613300

Cancer

Beit Natan Women’s Cancer Support and Resource Center
www.beitnatan.org
info@beitnatan.org

Open Line (02) 6446052
48 Rehov Bayit VeGan Fax: (02) 6429579
Jerusalem

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  
telemeyda@cancer.org.il  
7 Rehov Revivim  
Givatayim 53104  
Telemeida Information Line  
1-800-599995

Larger Than Life – Quality of Life for Children with Cancer  
www.gdolim.co.il  
19 Rehov Ben Gurion  
Ramat Gan  
Fax: (03) 6195967

Lev (Parents of Children with Cancer)  
www.lev-child.org.il  
levchild@gmail.com  
P.O.B. 951  
nahariya 22313  
(050) 8435901  
(052) 3997076

One in Nine – Support for Breast Cancer Patients  
www.onein9.org.il  
callus@onein9.org.il  
Hot Line  
1-800-363800  
100 Rehov Ussishkin  
Tel Aviv  
(03) 6021717

Zichron Menachem- Association for Children with Cancer and Their Families  
www.zichron.org.il  
info@zichron.org.il  
23 Rehov Frank  
Bayit Vegan, Jerusalem  
Fax: (02) 6433991
Disability

“Acha” - The Israel Association for the Deaf
www.deaf.org.il
deaf-israel@barak.net.il
Support Services Center Tel/Fax: (03) 7300335
13 Rehov Yad LeBanim, Yad Eliyahu, Tel Aviv 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
Givatyaim
Open Line (03) 6709094
Family Center (03) 6703077
Beit Loren, 63 A’ Rehov Krinitsky
Ramat Gan

See the ‘Alut’ Website for more addresses.

Amichai – Family Organization for Developmentally Disabled Children
www.amichai.org.il
keren@amichai.org.il
12 Rehov Henkin Tel/Fax: (09) 7430004
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 Trumpledor (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

“Kesher” Information, Counseling, and Support Center for Families of Children with Disabilities and Chronic Illnesses
www.mrkesher.org.il
info@mrkesher.org.il
Information Line 1-700-501-601
Support Line for New Immigrants 1-800-30-18-30
(English/Russian)

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

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>1 Rehov HaBosem, Ashdod</td>
<td>(08) 8525541</td>
</tr>
<tr>
<td>24 Rehov Chida (Central Branch), Bnai Brak</td>
<td>(03) 5777000</td>
</tr>
<tr>
<td>Haifa, Ambulance service only</td>
<td>052-8014190</td>
</tr>
<tr>
<td>14 Rehov Gesher HaChaim, Jerusalem</td>
<td>052-8014050</td>
</tr>
<tr>
<td>27 Rehov Shoham, Kedumim</td>
<td>(09) 7921447</td>
</tr>
<tr>
<td>21 Rehov Dan Dayan, Kiryat Shmona</td>
<td>(04) 9408694</td>
</tr>
<tr>
<td>186 Rehov Ahuza, Ra’anana</td>
<td></td>
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<tr>
<td>10/12 Rehov Lev HaZahav, Ramat Gan</td>
<td>(03) 6742622</td>
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**Ezer MiTzion**  
www.ezer-mizion.org.il

<table>
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<tr>
<th>Address</th>
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<tr>
<td>5/5 Rehov Ahiezer, Ashdod</td>
<td>(08) 8535634</td>
</tr>
<tr>
<td>3 Rehov Reich, Bat Yam</td>
<td>(03) 6595070</td>
</tr>
<tr>
<td>18/1 Rehov Admor Mi’Ruzin, Beitar</td>
<td>(02) 5806634</td>
</tr>
<tr>
<td>16 Rehov Eshel Avraham, Bnai Brak</td>
<td>(03) 5742742</td>
</tr>
</tbody>
</table>
43b Rehov Ramaz  
Herzliya  
(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

14 Rehov Sdei Hemed  
Modi‘in Ilit  
(08) 9743838

33 Rehov Brenda  
Petach Tikva  
(03) 9049990

40 Rehov Hachayil  
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

Branch Offices
Ha’emek Hospital
(04) 6403088
Afula

16 Rehov HaShayarot
(02) 9933619
Alon Shvut

11/4 Sd. Chen
(08) 9953422
Arad

7 Rehov Kibbutz Galuyot
(08) 8638800
Ashdod

6 Rehov Ariel
(08) 6711532
Ashkelon

3 Rehov Borochov
(03) 5521349
Bat Yam

10 Rehov Ibn Gvirol
(08) 6482999
Beer Sheva

Soroka Hospital
(08) 6450747
Beer Sheva

Beit El
(02) 9976611

3 Rehov Zvahil
(02) 5807460
Beitar Illit

4 Rehov Jabotinsky
(02) 9915857
 Beit Shemesh

6 Rehov Gottleib
(03) 5708071
Bnei Brak
Yad L’Yad Center (02) 9932138
Efrat

Mercaz Mor (08) 6371445
Eilat

31 Rehov David HaMelech (04) 8381704
Haifa

Rambam Hospital (04) 8542254
Haifa

54 Rehov Borochov (09) 9587121
Herzlia

Hadassah Hospital (02) 6776260
Ein Kerem
Jerusalem

Hadassah Hospital (02) 5844485
Mt. Scopus
Jerusalem

12 Rehov HaNitzanim (09) 7621111
Kfar Sava

10 Rehov HaNasi (04) 6940480
Kiryat Shmona

1 Kikar Yahalom (02) 5900716
Ma’aleh Adumim

Kenyon Harel (02) 5337667
Mevasseret Zion

Caravan Site (08) 9727525
Modi’in

1/5 Rehov Rabbi Akiva (08) 9743378
Modi’in Illit

3 Rehov Yavne (04) 9924444
Naharia
<table>
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<tr>
<td>8 Rehov Ichilov, Netanya</td>
<td>(09) 8303400</td>
</tr>
<tr>
<td>Beilinson Hospital, Petach Tikva</td>
<td>(03) 9376879</td>
</tr>
<tr>
<td>93 Rehov Rachmilewitz, Pisgat Ze’ev</td>
<td>(02) 6569077</td>
</tr>
<tr>
<td>3 Rehov Simcha Holtzberg, Ra’ananna</td>
<td>(09) 7706600</td>
</tr>
<tr>
<td>21/5 Nachal Refaim, Ramat Beit Shemesh</td>
<td>(02) 9994278</td>
</tr>
<tr>
<td>8 Rehov HaNevi’im, Rehovot</td>
<td>(08) 9457396</td>
</tr>
<tr>
<td>Ichilov Hospital, Arison Bldg., Tel Aviv</td>
<td>(03) 6974398</td>
</tr>
<tr>
<td>37 Rehov Zaminhoff, Tel Aviv</td>
<td>(03) 5238974</td>
</tr>
<tr>
<td>Sheba Hospital, Tel HaShomer</td>
<td>(03) 5304477</td>
</tr>
<tr>
<td>Sieff Hospital, Tzfat</td>
<td>(04) 6923074</td>
</tr>
<tr>
<td>120 Rehov Golan, Upper Nazareth</td>
<td>(04) 6552263</td>
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</table>
General

Adi- Association for the Promotion of Transplants in Israel
www.agudatadi.org.il

1-800-609-610

Alzheimer’s Association of Israel
office@alo-emda.org.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

Support Line (03) 5160171
10 Rehov Rothschild
Tel Aviv

Eitan – Israeli Association for Rare Disorders
www.eitanrd.org.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
16 Rehov HaNatziv
Tel Aviv
Israel Association for Cystic Fibrosis
www.cff.org.il
cf@cff.org.il
79 Rehov Krinitzki (03) 6702323
Ramat Gan 52423

Israel Association for Osteoporosis and Bone Diseases
www.osteoporosis.co.il
32 Rehov HaSacham (03) 9274040
Petach Tikva

Israel Parkinson Association
www.parkinson.org.il

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) 9561656
7 Simtat Kaplan
Rishon LeTzion

Israel Multiple Sclerosis Society
www.mssociety.org.il
agudaims@netvision.net.il
16 Rehov Homa VeMigdal (03) 5377002
Tel Aviv
Israel Ostomy Association
(in association with the Israel Cancer Society)
www.cancer.org.il
silvia_a@cancer.org.il

7 Rehov Revivim  (03) 5721618
Givatayim

Infertility

“Chen” Association for Couples Dealing with Infertility
www.amotatchen.org

13 Rehov Vitkin  (03) 5050345
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

Information and Patients' Rights

Da’at – Public health information center
daat@yadsarah.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 (02) 6442000
Jerusalem

Society for Patients’ Rights in Israel
www.patients-rights.org
info@patients-rights.org

P.O.B. 6623 (03) 6022934
Tel Aviv

Mental Health

‘BeNafshenu’ – Hotline for the Mentally Ill and Their Families
benafshenu@shekel.org.il
P.O.B. 53105 (02) 6722554
Jerusalem 93420 Fax: (02) 6725208

Enosh – Israel Association for Mental Health
www.enosh.org.il
office@enosh.org.il

Branch Offices
14 Sd. Ben Gurion (08) 6273404
Beer Sheva

22 Rehov Gedalyahu (04) 8236489
Haifa

29 Rehov Yehuda (02) 6724723
Jerusalem

5 Rehov HaRabbi MiBachrach (03) 6815032
Tel Aviv

Milev Center for Crisis Counseling
milev@actcom.co.il

Hotline (02) 6521070
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
sahar@selfhelp.com

Yad B’Yad Youth Hotline (03) 6203141
www.yadbeyad.org.il

Premature Birth

Lahav- Association for Premature Infants
www.pagim.net
info@pagim.net

Information line (03) 9533935

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

The Israel Association for the Advancement of Women’s Health
www.la-briut.org.il
iaawh@netvision.net.il

Open Door Family Planning
www.opendoor.org.il
ippf@post.com

National Office, 9 Rehov Rambam (03) 5101511
Tel Aviv

National Information Line for the Disabled (03) 5371003
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

**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

37 Rehov Pierre Koenig (02) 5617151
Jerusalem 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)
www.ujia.org.il

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POB 16266 Fax: (03) 6967049
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37 Rehov Pierre Koenig (02) 5617151
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Thank you for your cooperation. Best wishes for an easy and successful absorption!
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
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- Employment Guidance Centers
- Education
- First Steps
- Guarding Your Health in Israel
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- A Guide to Services for the Disabled
- A Guide to Transportation in Israel
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