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Ministry of Aliyah and Immigrant Absorption



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Health Services in Israel  
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הודפס על ידי המדפיס הממשלתי

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## Introduction – The Health System in Israel

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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 to which residents of Israel are entitled. For specific questions that are not answered in this booklet, consult with a 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.

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**NOTE:** This is the sixth 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 Aliyah and Immigrant Absorption, and other official bodies will prevail.

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The information presented here does not confer eligibility for any benefit or service.



## 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 Health Services (*sal sherutei briut*) are identical for each individual.
- Health services are provided through the health funds (*kupot holim*).
- The items included in the basic Basket of Health Services are identical for each person. Each health fund is authorized to offer its members additional services and plans not included in the Basket. There are also slight variations between the payment systems among the health funds. For details, consult with the health funds.
- 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 are administered 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. The National Insurance Institute collects health insurance premiums. The rate of payment is according to a progressive scale.
- The Law forbids employers to require 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 policies 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 some of 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. The National Insurance Institute covers persons injured in work accidents, hospitalization of women giving birth and their newborns, and persons injured during enemy actions.
- Disabled World War II veterans and victims of the Nazis may be eligible for certain types of coverage from the Ministry of Finance.

### **Who is Eligible for Health Services?**

The National Health Insurance Law considers any person recognized by the National Insurance Institute as a resident of Israel to be 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**

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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 providing 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 facilities 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 public complaints, including cases of refusal to register an applicant in a health fund, limiting registration through special conditions or payments, or cases in which a health fund refuses to provide a service included within the Basket of Health Services. See Appendix II.

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**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," "Psychologists," 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](http://www.health.gov.il).

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The Ministry of Health operates the "Kol HaBriut" telephone service line in various languages which offers professional, general, and personal information in a range of areas. The line offers service in Hebrew, English, French, Russian, and Arabic. See Useful Addresses for more information.

## 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, a treatment or medication that was covered at one point may be discontinued, or new items may be added.

It is important to note that only those services included in the Basket are free of charge or discounted. Patients may have to cover at least some of the cost of certain prescriptions and treatments, or fully finance items not included in the Basket. Patients can also choose to acquire supplementary coverage from their 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.
- Certain medical equipment
- Certain diagnostic procedures, including x-rays and scans.
- Rehabilitation

Also within the Basket are certain types of paramedical services such as physiotherapy.

Note that most 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. Patients can also supplement health-fund coverage with private medical services.

In case of any discrepancy between the law and the claims of the health fund, contact the National Health Insurance Law Ombudsman (*netzivot hakvilot bituach briut mamlachti*). See Useful Addresses.



Information about the Health Basket, fees for services, and other topics, is available on the Ministry of Health website, [www.health.gov.il](http://www.health.gov.il).

## 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 mandated services. The differences between funds lie mainly in the location and availability of their facilities, the types of supplemental policies, and additional services offered within the framework of their facilities at a discount or no charge. It is advisable for potential members to investigate each fund individually, and choose the one that best suits their 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 clinics or in their own independent offices. Patients must have their health-fund membership card or booklet when visiting a doctor. In most cases, there is 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; however, others are not. Those that are included are covered at rates that vary from 50-90%. Patients must pay the full costs of prescriptions not covered by their health fund. A physician or



pharmacist will often have information about 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 patients purchase from the fund's pharmacies. Check with the dispensing physician or the health fund pharmacy.

In some cases, health-fund members may receive partial coverage or discounts on such over-the-counter items as vitamins or sun protection items from the health fund pharmacy.

## Receiving Services from a Health Fund

Following completion of registration procedures at the health fund, a new member should receive a membership card, or confirmation of registration, which serves as a temporary card until the permanent one is processed. They should also receive an explanatory booklet about the services of the health fund. Alternatively, it is possible to request information from the health fund secretariat, or visit the health fund's website (see Useful Addresses). Each fund has a list of physicians who provide care. Some physicians have practices located at health fund clinics, while others maintain independent offices. Patients can make appointments for certain types of physicians, such as family doctors, as needed, while other types of doctors, particularly many kinds of specialists, require a referral from a family doctor, or authorization from the health fund secretariat.

Patients may have to pay fees for certain types of supplementary treatments and laboratory services according to the guidelines of the health fund.

Patients must have their membership card or booklet whenever visiting a doctor or a clinic, or receiving any type of service associated with their health fund.

## 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 can 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, new immigrants can inform the counselor of the fund in which they and their spouse prefer to register (spouses are allowed to register in different funds,) and the fund in which 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. It is also possible 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 the copy of the registration form to the office of the 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.

**New immigrants who do not register in a health fund at the airport following arrival, or change status in Israel, should receive a voucher along with their *te'udat oleh* that entitles six months of free health insurance, provided that they are not working. It is necessary to register at a local post office branch, and present the following items:**

- Voucher for health insurance received at the airport or from an office of the Ministry of Aliyah and Immigrant Absorption.
- *Te'udat oleh*.
- *Te'udat zehut* (or Authorization of Registration in the Population Registry).

To locate the nearest post office, and to check opening hours, visit [www.israelpost.co.il](http://www.israelpost.co.il).

At the postal bank, indicate the chosen health fund, as well as the health fund in which to register any children below the age of 18. 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).

Each applicant over the age of 18 must pay a processing fee.

After registering at the postal bank office, take the registration certificate stamped by the postal bank office (or received at the airport) to the secretariat of the health fund. At the time of registration, the health fund will issue a temporary membership card, which is used to obtain medical services until the fund issues the permanent card. Health coverage goes into effect immediately upon registration.

**Note that an applicant is not considered registered until this step is taken.** In other words, the procedures at the airport or postal bank alone are not sufficient to insure coverage, and it is necessary to register at the health fund in order to receive any kind of medical care.



A new immigrant unable to personally register at the postal bank, for health or other reasons, can send a representative who has power-of-attorney 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 represent. Following presentation of the necessary documentation, the Ministry of Health provides the representative with an authorization to take to the postal-bank office, in order to process the registration.

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

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**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 it is needed. Failure to register with a health fund can result in unnecessary problems and delays in receiving medical care. A new immigrant in need of health care before they have registered with a fund 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 Aliyah and Immigrant Absorption.**

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

## **Transferring from One Health Fund to Another**

Every person has the right to transfer from one health fund to another, provided that they are a member of their current health fund for at least one year.



## The Transfer Procedure

It is possible to transfer health funds free of charge through the website of the National Insurance Institute ([www.btl.gov.il](http://www.btl.gov.il)) or through a Post Office branch, for a fee.

The law specifies six dates for transferring from one health fund to another:

- **January 1:** for applicants between Sept. 16 - Nov. 15
- **March 1:** for applicants between Nov. 16 - Jan. 15
- **May 1:** for applicants between Jan.16 - March 15
- **July 1:** for applicants between March 16 - May 15
- **September 1:** for applicants between May 16 - July 15
- **November 1:** for applicants between July 16 - Sept. 15

In particular circumstances, it may be possible to submit a request to the Public Ombudsman of the Ministry of Health to cancel a request to transfer health funds, or to transfer from one fund to another earlier than the official date. For more information, see the section entitled "Registering in a Health Fund," and "Useful Addresses" at the end of this booklet.

Transferring from one health fund to another does not harm a member's rights with the health fund; they are entitled to all basic services and benefits of the Basket of Health Services as defined by law. Upon transferring health funds, the former fund should submit all medical records and information to the new fund at no cost.

Health-fund members who belong to supplemental plans and who transfer from one health fund to another are no longer members of a supplemental plan. However, one who chooses to join a supplementary program in their new health fund, which takes effect within 90 days from commencement of membership in the fund, is usually entitled to an exemption or shortening of the waiting period for the supplemental insurance, provided that the new package is equivalent to that in the previous fund.



## 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 into whose bank account the National Insurance Institute pays child allowances (in most cases the mother). Parents should verify that their children are indeed registered with their health fund.

Parents who belong to different health funds, and who wish to register the child in the health fund of the parent who does not receive the National Insurance Institute child allowance, must submit a request form signed by both parents. They may submit the form at any Postal Service branch office.

Children who reach their 18th birthday continue to remain members of their health fund, unless they choose to switch funds. They 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 fund 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 who return to Israel following less than 2 years of residence overseas, who continue to pay health insurance fees while abroad, remain registered as members of their fund. Consult a health fund for details.

The National Health Insurance Law currently obliges residents of Israel who reside abroad for two or more years, and who do not pay health insurance premiums, to undergo a "waiting period"



of up to half a year before becoming eligible to receive health services.

Alternatively, returning residents can “redeem” the waiting period with a special payment to the National Insurance Institute. Returning residents can make the payment for the entire amount at once, or in up to six installments. The amount of the payment is updated each year on the first of January. Following authorization of resident status from the National Insurance Institute, and completion of the special payment or the waiting period, returning residents are eligible for health services according to the National Health Insurance Law, and can join the health fund of their choice. It is also possible to make the payment while still overseas, from six months before returning to Israel. This enables eligibility for health insurance immediately upon arrival in Israel.

More information about the special payment and waiting period, including calculating the waiting period, is available on the National Insurance Institute website: [www.btl.gov.il](http://www.btl.gov.il). Information is also available from personal absorption counselors at the Ministry of Aliyah and Immigrant Absorption, the Ministry of Aliyah and Immigrant Absorption website, and from Israel Houses overseas.

## Registration Process for the Special Payment

1. Any Israeli citizen can register using the registration form on the Ministry of Aliyah and 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 payments **via credit cards issued abroad** must be in one installment only.
  - **Israeli checks** – Israeli bank checks for payment for the entire amount due in (one payment only). The payment procedure is as follows:
    - 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, Health Division, 13 Sd. Weizmann, Jerusalem, 9543707

The National Insurance Institute sends confirmation of receipt of the check directly to the indicated address.

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.

For more information, consult the National Insurance Institute Insurance and Health Division, 13 Sd. Weizmann, Jerusalem 9543707, (02) 6462000; Fax: (02) 6462029.

For information about National Health Insurance fees and eligibility for health insurance (redeeming the waiting period,) contact: (02) 6463478, Fax: (02) 6520616.

## Tourists

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

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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).

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## Individuals Not Registered with a Health Fund

Those who do not 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 appointee of 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 on a progressive scale according to income, up to a certain limit.

Persons who work for an employer have their Health Insurance premiums deducted by the employer at the same time as National Insurance premiums. The self-employed or unemployed 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 outside their home, soldiers in regular, compulsory service, and recipients of 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. Information is also available from the National Insurance Institute website: [www.btl.gov.il](http://www.btl.gov.il). Consult also the booklets entitled "Pensioners," and "the National Insurance Institute," available from the Publications Department. See the order form at the back of this brochure.



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Note: in most cases, non-payment, or delay in payment, of Health Insurance premiums, does not affect eligibility to receive health services from a health fund according to the list of items included in the Basket of Health Services.

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## **Programs for Additional Health Services**

The National Health Insurance Law enables 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. 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. Some plans have lower rates for families.

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 the health funds for details of their plans. Information is also on the health fund's websites. See Useful Addresses.

The health funds currently offer two different plans that provide varying levels of coverage – basic and comprehensive. Membership in the more comprehensive plan involves membership in the basic plan, and fees are for both. The fees for items covered by the plans generally involve a degree of participation by the member.

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 through private companies. The Ministry of Finance, and not the Ministry of Health, supervises these plans.



## Emergency Services

During an emergency, there are a number of options, including:

- **The Health-Fund Information Lines:** each health fund has a 24- hour information line that members can call for advice. The health fund can recommend options such as a house-call from a doctor or a visit to an emergency room. The information line can also advise callers about the costs of treatment and refer them to the appropriate source of assistance.
- **Emergency clinics:** emergency clinics such as Magen David Adom (MDA) stations or Terem receive patients for a fee, and generally operate during hours in which regular health-fund clinics are closed. The telephone information lines of the health funds, and the health-fund websites, provide information about the clinics associated with the fund. The local municipal information line (105/6/7) should also have information about the nearest emergency clinic.

Magen David Adom clinics 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. For the address of the nearest station, contact your local municipal information line or visit the MDA website: [www.mdais.org.il](http://www.mdais.org.il).

- **United Hatzala** ([www.israelrescue.org](http://www.israelrescue.org)) provides first-response emergency medical care, at no charge, by trained volunteer EMTs, paramedics, or doctors. Their telephone number is 1221. They operate throughout the country.



- **House Calls:** If a patient is unable to travel to a doctor's office or health fund clinic, it is possible to request a house call by a health fund doctor. During hours in which the health fund is open, contact the fund or the treating physician, who will consider the suitability of a house call. When the health-fund clinics are closed, it may be possible to request a house call from one of the emergency clinics associated with the fund, for a fee.
- **Emergency Rooms:** There is a fee for emergency room care. In certain specific cases, the fee is waived or refunded fully or partially by the patient's health fund, such as when a patient arrives with a doctor's or Magen David Adom referral, is involved in an accident, or when the emergency-room visit results in hospitalization. Note that in most cases, even patients who receive a refund may still be responsible for certain emergency-room fees. When visiting an emergency room, it is important whenever possible to have the patient's identity documents (*te'udat zehut*), health fund membership card, and 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:** A patient may be able to receive a refund for the cost of ambulance transport if they are involved in an accident or need to be hospitalized. However, it is usually not possible to receive a refund if an emergency-room visit does not result in hospitalization. Women who travel to a hospital by ambulance in order to give birth are usually also covered for the costs by the National Insurance Institute. In all other cases, consult with the health fund within 60 days. The cost of an ambulance also depends on the type of required unit, (i.e., a regular ambulance 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

The Basket of Services includes only certain specific types of dental treatments. 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 programs. In most cases, dental treatments in the Basket are for children up to the age of 12. In all other cases, dental care is private. Consumers 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 general hospitals, psychiatric-care facilities, chronic-care hospitals, rehabilitation institutes, and 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, in which patients choose to cover all costs. On the other hand, there are those hospitals classified as “public,” which 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. A patient in need of hospital receives a referral (*hafnaya*) from their health fund to the hospital with which the fund has arrangements to cover the necessary procedures. The health fund also provides the necessary payment vouchers (*hitchayvut*) and authorizations. Note that patients have the right to request a referral to an alternative hospital if not satisfied with the health fund’s choice. However, the health fund also has the option of denying the request.



Hospital outpatient facilities administer many kinds of treatments and diagnostic procedures. A patient in need of such services receives a referral and payment voucher from their health fund 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

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Pregnant women receive prenatal care and monitoring, according to need, through their health fund. Family Health Centers can also provide consultations and monitoring (see below). A pregnant woman may choose the hospital in which she prefers to give birth, and the expenses are covered by the National Insurance Institute (NII,) – see below. A nurse/midwife attends the actual delivery, although a doctor is always available in case of complications.

A woman who prefers a specific doctor for the delivery is limited to giving birth in a private hospital or public hospital that administers private medical services. The woman is required to cover the doctor's fees.

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, in the form of a hospital grant (*ma'anak ishpuz,*) which is paid directly to the hospital in which the birth takes place. The grant also covers the costs of hospitalizing the baby, if necessary. The NII provides a maternity



grant (*ma'anak leida*,) 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.

### Maternity Allowance

An employed woman who has just given birth, or adopted a child below the age of 10, is entitled to a maternity allowance 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 to 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).

### Fertility Treatments

The health funds cover a number of fertility 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 insured separately by two different health funds receives coverage from their respective funds only for that fund's member. Consult with the health funds for more information.

### Genetic Testing Prior to or During Pregnancy

The Ministry of Health offers Tay-Sachs testing, free of charge, at a number of locations throughout the country. Note that testing is 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. Couples or expectant mothers may be tested for other genetic conditions according to the judgment of their doctor.

## Child Development

The “Basket of Child Development Services” provides child-development care 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.

Diagnosis and treatment are within the framework of Child Development Centers, Development Units, and private treatment providers. They offer therapies and treatments for speech and language delays, mild central-nervous disorders, various motor disorders, and learning disabilities and attention-deficit conditions.

Parents must cover some of the costs for certain treatments, depending on the child’s age and other factors. Consult with the health funds for more details.

## Inoculations

Specific inoculations are given routinely at fixed intervals throughout a 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. Schools send notices home in advance when children are inoculated, and parents should send the vaccination record to school with the child.

The District Health Offices administer certain inoculations 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. Children receive a more intensive medical examination in junior high school.

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



## Senior Citizens

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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 provide all health services included in the Basket of Health Services as mandated by law. The National Insurance Institute and the Ministry of Social Affairs and Social Services are responsible for providing certain services, while the Ministry of Senior Citizens Affairs also coordinates projects for senior health-care.

### The "Basket of Health Services" for Senior Citizens

- Primary and specialist care.
- Preventative care (inoculations, nutritional guidance, physical fitness instruction, etc.)



- General hospitalization.
- Consultation with specialists, including geriatrists, and comprehensive, multi-disciplinary geriatric evaluations
- At-home medical treatment
- Community-based rehabilitation treatment, out-patient rehabilitation treatment, or home-based rehabilitation treatments.
- 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.
- Discounts for those eligible when purchasing medications and equipment, and for visits to doctors and clinics, and on treatments.

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

### **The Ministry of Social Services and Social Affairs**

The Ministry of Social Services and Social Affairs provides individualized community-based service including counseling and guidance, day-centers and clubs for seniors and home-help for persons not eligible for benefits from the National Insurance Institute (see below).

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



## The National Insurance Institute

The National Insurance Institute administers community-based services for those eligible, and can include:

- Help at home with daily tasks such as dressing, washing, and eating.
- 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](http://www.btl.gov.il). See also the booklets entitled "National Insurance," and "Pensioners," available from the Publications Department.

## Chronic Care

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A chronic-care patient whose family is 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, persons with cognitive disabilities, and persons with chronic physical disabilities. The patient or the patient's family usually participates financially in the costs of the care. Many persons in need of chronic care remain within the community, with the support of home-help, day centers, and other services.

The National Insurance Institute participates in the costs of home-help or for care in day-centers for persons who meet their criteria for assistance. For more information, consult the National Insurance Institute. Refer also to the booklet entitled "The National Insurance Institute" available from the Publications Department. See the order form at the back.



## Mental Health Services

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

### Medical frameworks

- Mental-health clinics, at facilities associated with some of the health funds, and in hospitals
- Psychiatric evaluation: at community mental-health clinics and in hospitals.
- Hospitalization: in hospital psychiatric-care wards.
- Ambulatory services: ambulatory services are available during crisis situations and trauma, and for those suffering from psychiatric illness. Services include medical treatment, psychological counseling, and therapy for couples and families. Mental-health clinics and community mental-health facilities provide services.

Note that as of June, 2015, mental-health services are within the framework of the health funds. Check with your fund for details.

### 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 for Hebrew studies, 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. The “Basket” 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 Clinics

Community Mental Health Clinics are located in almost every municipality. Any person may make an appointment for a consultation. Following intake procedures, the staff determines an appropriate course of assistance. To locate the nearest clinic, consult with a family doctor, or contact a local municipal information line (*moked ironi*, 105/6/7).

### Application Procedures

Apply for medical services directly to the facility.

Eligibility for rehabilitation services is only with 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

A patient may only be voluntarily hospitalized in a mental-health facility on condition that they sign a written consent. If the patient wishes to be released, they must sign another consent form. The release is authorized only after 48 hours have passed. Involuntary hospitalization can take place only with the authorization of a district psychiatrist or with a Court order.

A patient who is hospitalized on a non-voluntary basis has the legal right to representation before a Psychiatric Board, which considers appeals of orders for hospitalization, and can also decide to extend a particular order. The patient also has the right to appeal the Board’s decisions. A patient is entitled to apply for



representation by the Legal Aid services of the Ministry of Justice, which is 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 must send a fax requesting the appointment of counsel. Hospital staff should help patients 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 rehabilitation treatment, in conjunction with the "Efshar" organization. For information, consult with a local Mental Health clinic, or the department of social services of the 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 benefit from the MDA-Blood-Insurance program, which grants further credit of blood for donors and their immediate family members for one year



following the donation. This credit saves the donors the need to bring “replacement-units” if 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](http://www.mda.org.il).

## Alternative Medicine

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Alternative medicine, also known as complementary or supplementary medicine, has become increasingly popular in Israel. The health funds and private practitioners offer treatments such as acupuncture, therapeutic massage, 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 additional service plans. Patients can also seek treatments from private practitioners at their own expense. While practitioners who work within the health funds are under the funds’ supervision and must meet the health funds’ standards of practice and training, 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

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### Child Development Centers

In many locations, the Ministry of Health maintains child development centers (*mercazim lehitpatchut hayeled*), which 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 conditions that affect behavioral and cognitive



development. In most cases, fees are on a sliding scale. Referrals may be on the part of the parents, physician, health fund, or Family Health Center. Call a district health office or local authority information line (105/6/7) for information on the nearest Center.

### **Occupational Health Service**

The Occupational Health Service (*hasherut lebrirut 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**

The public can submit complaints of food contamination or poisoning 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 of this booklet) 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 of this booklet.)

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

### **Public Inquiries**

The Public Ombudsman (*netziv kvilot hatzibur*) is responsible for handling public complaints regarding medical care provided by 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 about issues



concerning the National Health Insurance Law, including refusal to register an applicant in a health fund, limiting registration through specific conditions or payments, or cases in which a health fund refuses to provide a service specified 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. Application is through a local District Health Office. An applicant must attach a recommendation from a professional caregiver such as a physiotherapist or an occupational therapist of their health fund, and submit all necessary forms according to the type of equipment. The Health Office evaluates applications, and authorizes participation at rates up to 75% of the cost of the equipment, or up to a maximum amount determined by Ministry of Health regulations. The Ministry may participate in up to 90% in the costs of repairing electrical mobility devices or other devices. Assistance is not subject to any form of means test. Persons whose applications are denied may file an appeal within 30 days. Contact a local District Health Office for more information. Apply for assistance before making any purchase.

Note that in many cases, patients can 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 small fee. See Useful Addresses.

## Health Services Provided by the Municipal Authorities

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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 Centers (*tachanot lebriut hamishpacha*,) formerly known as *Tipat Chalav*. Family Health



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 up to six years of age, inoculations, and monitoring and health counseling for the elderly. Contact a local authority at 106/7/8, or a health fund, for information on the nearest Family Health Center. Note that there is a fee for some services.

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

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

## Services Provided by the National Insurance Institute

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The National Insurance Institute 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 persons with disabilities who meet eligibility criteria. For more information, contact the National Insurance Institute (see Useful Addresses) or visit their website: [www.btl.gov.il](http://www.btl.gov.il). Consult also the booklets entitled "National Insurance," and "Services to the Disabled in Israel." See the order form at the back.

## Private Health Services

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Patients have 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 public hospitals



in Jerusalem. Patients pay the fees 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 tend to be department heads and specialists.

For more information, consult with the hospital in which the physician practices.

## Social Services

Social services for many populations, including persons with disabilities, families of children with special needs, and persons suffering from various 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 services departments in the local municipal authorities. In the majority of cases, the main address for referrals and guidance is these departments. 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 persons with disabilities. For more information, contact a 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, persons with disabilities, the chronically ill, and victims of work accidents or enemy actions (see above). It is 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 persons with disabilities, persons suffering from illness, those in need of medical equipment or special transport, and many others. A family physician or other treating physician, or the social services department of the local



municipality can often provide a referral to such an organization. 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**

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The goal of the "Patients' Rights Law" (1996) 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 to what they are entitled, 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 result if information about their medical condition were



made known; for example, to an employer. Accordingly, medical information may only be given 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. The patient must sign a new waiver each time they wish to permit information to be given. 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.

Parents have the right to receive any pertinent medical information regarding a minor child (under the age of 18,) 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, 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 notes. 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 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. During emergencies, in which patients may be unable to consent to treatment due to their physical or mental condition, emergency-room staff can sign a form authorizing emergency life-saving treatment.



## Appendix II. Complaints and Legal Claims

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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 in which no actual physical or financial damage is caused. A patient can file a complaint if they have experienced insulting or demeaning behavior, poor hospital conditions, having to wait in long lines that could endanger their health, or similar situations. Register a complaint with the medical director or administration of the relevant institution. For example, submit complaints about 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, and to ensure that the complainant receives a response. Submit a complaint in person or in writing; be sure to include as many relevant details as possible.

Legal suits are appropriate in cases in which a patient or patient's family wishes to seek financial compensation following physical or psychological harm that resulted from medical treatment. It is necessary to 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. It is necessary to sign a form for certain treatments verifying that the patient received the information. A patient who waives their right to receive information 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. Appearance at the clinic is regarded as consent to receive treatment, and verbal agreement to treatments is generally sufficient.

These clauses do not negate the possibility of filing a suit in cases in which a patient suffers harm, even if the patient consents to treatment. In cases of medical malpractice, it is necessary to prove a connection between the injury and the medical treatment. This is not always easy or possible.

There are cases in which claims can be made without having to prove that the caregiver caused any damage; 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, "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 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
<b>Emergencies</b>	
Police	100
Magen David Adom <a href="http://www.mdais.org">www.mdais.org</a>	101
SMS Number for Hearing-Impaired Persons	052-7000-101
Blood Bank Service	(03) 5300400
United Hatzala <a href="http://www.israelrescue.org">www.israelrescue.org</a>	1221
Country-wide, no-charge emergency medical first-response for accidents and medical emergencies.	
Ministry of Social Affairs and Social Services Hotline	118
Emergency Fax:	(08) 6652698
Hotline offering guidance and referrals to aid and assistance in crisis situations.	
National Domestic Violence Hotline	118
National Poison Control Center	(04) 8541900
For medical information and instructions. 24-hours a day.	



## Association of Rape Crisis Centers in Israel

[www.1202.org.il](http://www.1202.org.il)

National Hotline 1202

Hotline for Religious Women (02) 6730002

Hotline for Men and Boys 1203

Hotline for Religious Men (02) 5328000

**Eran Mental Health Hotline** 1201

[www.eran.org.il](http://www.eran.org.il)

[info@eran.org.il](mailto:info@eran.org.il)

Senior Citizens \*3201

Soldiers \*2201

**The Home Front Command** 104

Information about preparation for national emergencies and natural disasters, and instructions during times of national emergency.

## Ministry of Aliyah and Immigrant Absorption

[www.klita.gov.il](http://www.klita.gov.il)

[info@moia.gov.il](mailto:info@moia.gov.il)

Main Office

2 Rehov Kaplan, Kiryat Ben Gurion

POB 13061, Jerusalem 9195016

Telephone Information Center (03) 9733333

**Public Inquiries** (02)6752765 Fax: (02) 6752741

(03)5209161 Fax: (03) 5209127

Publications Department Fax: (02) 6241585

## Southern and Jerusalem District Headquarters

31 Rehov Zalman Shazar (08) 6261216

Beer Sheva Fax: (08) 6230811



<b>Haifa and Northern District Headquarters</b>	(04) 8631111
15 Rehov HaPalyam	Fax: (04)8631110
<b>Tel Aviv and Central District Headquarters</b>	(03) 5209112
6 Rehov Esther HaMalka	Fax: (03) 5209121
<b>Ashdod and Ashkelon</b>	1-599-500-914
Kiryat HaMemshela	Fax: (08) 8668030
1 Sderot Menachem Begin	
<b>Haifa and the Krayot</b>	1-599-500-922
15 Rehov HaPalyam	Fax: (04) 8632336
<b>Upper Galilee</b>	1-599-500-920
Binyan Big Industrial Zone, Carmiel	Fax: (04) 9580875
<b>Jerusalem and Judea</b>	1-599-500-923
15 Rehov Hillel	Fax: (02) 6249398
<b>Netanya and the Sharon</b>	1-599-500-905
3 Rehov Bareket	Fax: (09) 8629435
<b>Hadera</b>	1-599-500-904
13 Rehov Hillel Yatte	Fax: (04) 6108417
<b>Petach Tikva and the Shfela</b>	1-599-500-907
26 Rehov HaHistadrut	Fax: (03) 9312606
<b>Rishon LeTzion and Holon</b>	1-599-500-910
3 Rehov Yisrael Galili	Fax: (03) 9525893
<b>Tel Aviv</b>	1-599-500-901
6 Rehov Esther HaMalka	Fax: (03) 5209173
<b>Upper Nazareth</b>	1-599-500-903
52 Rehov HaMalacha	Fax: (04) 6564019



## The Ministry of Health

[www.health.gov.il](http://www.health.gov.il)

“Kol HaBriut”

\*5400/(08) 6241010

### Telephone Information Service

[Call.Habriut@moh.health.gov.il](mailto:Call.Habriut@moh.health.gov.il)

Fax: (02) 5655969

S-Th: 8:00-19:00, Fridays and holiday eves, 8:00-13:00

Main Office

39 Rehov Yermiyahu

Jerusalem

### National Food Service

\*5400 / (08) 6241010

12 Rehov HaArba'a

Fax: (02) 5655969

Tel Aviv

### National Unit for

(03) 6744253

### Rehabilitation Equipment

Pavilion 130

Sheba Hospital, Tel HaShomer

Fax: (02) 5655969

15 Rehov Noach Moses

Tel Aviv

Fax: (03) 5655985

### Laboratory Division

9 Rehov Eliav

(02) 6551855

Jerusalem

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](mailto:kvilot@moh.health.gov.il)

39 Rehov Yermiyahu

\*5400/(08) 6241010

Jerusalem 9101002

Fax: (02) 5655981



## Public Inquiries

pniot@moh.health.gov

39 Rehov Yermiyahu

\*5400/(08) 6241010

Jerusalem 9101002

Fax: (02) 5655969

Inquiries can also be sent using a form on the Ministry website ([www.health.gov.il](http://www.health.gov.il)).

## Regional Psychiatrist at District Offices of the Ministry of Health

### Northern District

(04) 6557871

3 Rehov HaMalacha

Nazareth

### Haifa District

(04) 8632935

15 Rehov HaPalyam

Haifa

### Central District

(08) 9788616

91 Rehov Herzl

Ramla

### Tel Aviv/Jaffa District

(03) 5634810

14 Rehov HaArba'a

Tel Aviv

### Jerusalem District

(02) 5313501

86 Rehov Yaffo

Jerusalem

### Southern District

(08) 6263508

4 Rehov HaTikva

Beer Sheva

## The Ministry of Health

### Open Line on AIDS

(02) 7919704

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

[www.aidsisrael.org.il](http://www.aidsisrael.org.il)

Sundays-Thursdays, 20:00-22:00.

(03) 5613300



## District Health Offices

17 Rehov David Noy Acco	(04) 9955111
4 Rehov Yerushalayim Afula	(04) 6099000
Barzilai Medical Center Ashkelon	(08) 6745555
4 Rehov HaTikva Beer Sheva	(08) 6263511
HaKenyon HaAdom Eilat	(08) 6374297
13 Rehov Hillel Yaffe Hadera	(04) 6240801
15 Rehov HaPalyam Haifa	(04) 8633111
86 Rehov Jaffa Jerusalem	(02) 5314811
23 Sderot Weizmann Netanya	(09) 8300111
31 Rehov Echad HaAm Petach Tikva	(03) 9051818
3 Rehov Dani Mas Ramla	(08) 9181212
10 Rehov Openheimer Rehovot	(08) 9485858
12 Rehov HaArba'a Tel Aviv	(03) 5634848
40 Rehov Alchadaf Tiberias	(04) 6710300
100 Rehov HaHalutz Tzfat	(04) 6994200
3 Rehov HaMalacha Upper Nazareth	(04) 6557888



## Health Funds

### Clalit Health Services

clalit.online@clalit.org.il

Service line

\*2700/(03) 9405350

### 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

(03) 9687665

Pniot\_merkaz@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.maccabi4u.co.il

24-Hour National Information Line

\*3555

Public Inquiries

Fax: (03) 5143822



### **Kupat Holim Meuhedet**

[www.meuhedet.co.il](http://www.meuhedet.co.il)

National Information Line 1-222-38-33/\*3833

Fax for Hard of Hearing (03) 8853666

Public Inquiries

[pniot@meuhedet.co.il](mailto:pniot@meuhedet.co.il)

124 Rehov Ibn Gvirol (03) 5202323

Tel Aviv Fax: (03) 5235335

### **Kupat Holim Leumit**

[www.leumit.co.il](http://www.leumit.co.il)

National Information Line 1-700-507507

Public Inquiries – via the website

### **National Insurance Institute**

[www.btl.gov.il](http://www.btl.gov.il)

National Call Center \*6050 or (04) 8881234

Pregnancy-Risk Line (08) 6509934

Counseling Service for Senior Citizens  
(English line) (02) 6463404

Main Office (02) 6709211

13 Sderot Weizmann

Jerusalem

**District Offices** - Call the National Call Center for information about public reception hours, etc.

31 Rehov Shazar

**Beer Sheva**

39 Rehov Weizmann

**Cfar Saba**



8 Rehov HaPalyam

Haifa

4 Rehov Ben Shetach

Jerusalem

68 Sd. Hertzl

Netanya

72 Rehov Rothschild

Petach Tikva

64 Rehov Remez

Rehovot

15 Rehov HaHashmonaim

Ramat Gan

7 Rehov Yisrael Galili

Rishon LeTzion

17 Rehov Yitzhak Sadeh

Tel Aviv

1 Rehov Hofayin

Tiberias

### **Branch Offices**

6 Rehov Habanim

Ashdod

3 Rehov HaNasi

Beit Shemesh

12 Rehov Aronovitz

Bnai Brak

12 Rehov Midian

Eilat

22 Rehov Ben Gurion

Herzlia



## The Ministry of Finance

[www.mof.gov.il/hright](http://www.mof.gov.il/hright)

1 Rehov Kaplan (02) 5317111  
Jerusalem

Disabled World War II Veterans (03) 5682651  
& Victims of Nazis: Fax: (03) 5682621

## Voluntary and Non-Profit Associations

Note: these addresses and telephone numbers are provided as a public service only. The Ministry of Aliyah and 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](http://www.aidsisrael.org.il)

Open Line (03) 5613300

## Cancer

### Beit Natan Women's Cancer Support and Resource Center

[www.beitnatan.org](http://www.beitnatan.org)

[info@beitnatan.org](mailto: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](http://www.hayim.org.il)

[hayim@hayim.org.il](mailto:hayim@hayim.org.il)

138 Rehov Jabotinsky

(03) 6120494

Ramat Gan

Fax: (03) 5751065

## Clinical Information Center

[www.cic.org.il](http://www.cic.org.il)

[info@cic.org.il](mailto:info@cic.org.il)

## Hosen – Cancer Patients Fight Back

[www.hosen.org.il](http://www.hosen.org.il)

Support Line

072-2570472

## Israel Cancer Association

[www.cancer.org.il](http://www.cancer.org.il)

[telemedia@cancer.org.il](mailto:telemedia@cancer.org.il)

7 Rehov Revivim

(03) 5721616

Givatayim

Telemeida Information Line

1-800-599995

## Larger Than Life –Quality of Life for Children with Cancer

[www.gdolim.co.il](http://www.gdolim.co.il)

19 Rehov Ben Gurion

(03) 6195977

Ramat Gan

Fax: (03) 6195967

## Lev (Parents of Children with Cancer)

[www.lev-child.org.il](http://www.lev-child.org.il)

[levchild@gmail.com](mailto:levchild@gmail.com)

See the Lev website for information.



## One in Nine – Support for Breast Cancer Patients

[www.onein9.org.il](http://www.onein9.org.il)

[callus@onein9.org.il](mailto:callus@onein9.org.il)

Hot Line

1-800-363400

100 Rehov Ussishkin

(03) 6021717

Tel Aviv

## Zichron Menachem - Association for Children with Cancer and Their Families

[www.zichron.org](http://www.zichron.org)

[info@zichron.org](mailto:info@zichron.org)

23 Rehov Frank

(02) 6433001

Bayit Vegan

Fax: (02) 6433991

Jerusalem

## Disability

### AACI - Cohen Library for the Visually Impaired and Homebound

[www.aaci.org.il](http://www.aaci.org.il)

[library@aaci.org.il](mailto:library@aaci.org.il)

37 Rehov Pierre Koenig

(02) 5600912

Jerusalem

Fax: (02) 5661920

### 'Acha' - The Israel Association for the Deaf

[www.deaf.org.il](http://www.deaf.org.il)

[deaf-israel@barak.net.il](mailto:deaf-israel@barak.net.il)

Support Services Center

Tel/Fax: (03) 7300335

13 Rehov Yad LeBanim

Fax: (03) 7396419

Yad Eliyahu

Tel Aviv

## Access Israel

*(Negishut Yisrael)*

[www.aisrael.org](http://www.aisrael.org)

P.O.B. 5171

(09) 7458080

Kfar Saba

Fax: (09) 7451127



Accessible Community – the Disabled for the Advancement of  
the Community, the Organization of Community Centers  
(Kehilla Negisha, Nechim LeMa'an HaKehilla, HaChevrah  
LeMatnasim)

[www.matnasim.org.il](http://www.matnasim.org.il)

P.O.B. 3335

073-2870132

Bnai Brak

Fax: 073-2870332

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

[www.akim.org.il](http://www.akim.org.il)

[info@akim.org.il](mailto:info@akim.org.il)

National Office

(03) 7662222

69 Rehov Pinchas Rosen

Tel Aviv

'Alut' – The Israel Society for Autistic Children

[alut.org.il](http://alut.org.il)

National Office

(03) 6709094

1 Rehov Corzin

Givatayim

Amichai – Family Organization for Developmentally Disabled  
Children

[www.amichai.org.il](http://www.amichai.org.il)

[office@amichai.org.il](mailto:office@amichai.org.il)

12 Rehov Henkin

(09) 7430004

P.O.B. 817

Hod HaSharon

Fax: (09) 7686322

Amichai provides services to families of older disabled children  
in the Hod HaSharon area. The organization provides counseling  
and social activities.



### Association of the Hard of Hearing

24 Rehov Strauss  
Jerusalem

(02) 6256452  
Fax: (02) 6254677

### Beth David Center for the Blind and Deaf

[www.cdb.org.il](http://www.cdb.org.il)  
[info@cdb.org.il](mailto:info@cdb.org.il)

13 Sderot Yad LeBanim, Tel Aviv

(03) 6316361  
Fax: (03) 6316419

### Bizchut, Israel Human Rights Center for People with Disabilities

[www.bizchut.org.il](http://www.bizchut.org.il)  
[mail@bizchut.org.il](mailto:mail@bizchut.org.il)

P.O.B. 35401, Jerusalem

(02) 6521308  
Fax: (02) 6521219

### Beit Issie Shapiro

[www.beitissie.org.il](http://www.beitissie.org.il)  
[info@betissie.org.il](mailto:info@betissie.org.il)

P.O.B. 29  
Ra'ananna

(09) 7701222

### Bekol – the Hard of Hearing Organization

[www.hearing.org.il](http://www.hearing.org.il)  
[call@bekol.org](mailto:call@bekol.org)

76 Rehov Yigal Alon  
Tel Aviv

(03) 5257001  
Fax: (03) 5257004

### Central Library for the Blind

[www.clfb.org.il](http://www.clfb.org.il)  
[office@clfb.co.il](mailto:office@clfb.co.il)

Main office: [office@clfb.org.il](mailto:office@clfb.org.il)

4 Rehov HaHistadrut  
Netanya

(09) 8617874

### Chimes Israel

[www.chimesisrael.org.il](http://www.chimesisrael.org.il)  
[chimes@chimesisrael.org.il](mailto:chimes@chimesisrael.org.il)

13 Rehov HaArad  
Tel Aviv

(03) 6442427



## Etgarim

[www.etgarim.org](http://www.etgarim.org)

18 Rehov Beit Hillel

(03) 5613585

Tel Aviv

## Ilan – Israel Association for Handicapped Children

[www.ilan-israel.co.il](http://www.ilan-israel.co.il)

[ilan@ilan-israel.co.il](mailto:ilan@ilan-israel.co.il)

National Office

(03) 5248141

9 Rehov Gordon

Tel Aviv

P.O.B. 523

052-8672100

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) 6970808

Tzfat 13100

## The Israel Center for the Blind

[info@blinds.org.il](mailto:info@blinds.org.il)

National Office -10 Rehov David Hachmi

(03) 7915555

Tel Aviv

## Israel Deaf Sports Organization

[www.israeldeafsport.org](http://www.israeldeafsport.org)

Beit Helen Keller

Fax: (03) 6310940

13 Yad LeBanim

Tel Aviv



## 'Kav LaChaim' – National Center for Helping Sick Children

[www.kavlachayim.co.il](http://www.kavlachayim.co.il)

[kavlachayim@kavlachayim.co.il](mailto:kavlachayim@kavlachayim.co.il)

National Office (03) 9250505

15 Rehov Gonen Fax: (03) 9215566

Kiryat Matlon

Petach Tikva

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

[www.horimbekeshet.co.il](http://www.horimbekeshet.co.il)

[info@mrkeshet.org.il](mailto:info@mrkeshet.org.il)

Information Line 1-700-501-601

## Matav –Public Association for Social Services

[www.matav.org.il](http://www.matav.org.il)

National Information Number \*3391

## Micha- Association for Deaf Children

[www.michata.org.il](http://www.michata.org.il)

[society@michata.org.il](mailto:society@michata.org.il)

National Office - 23 Rehov Reading (03) 6994777

Ramat Aviv

## Multi-Service Center for the Blind and Visually Impaired

216 Rehov Yaffo (02) 5457696

Jerusalem Fax: (02) 5003942

## Variety Israel

[www.variety.co.il](http://www.variety.co.il)

3 Rehov Tavo'ot Yisrael (03) 6447201

Tel Aviv



## Yated – Association for the Rehabilitation of Children with Down's Syndrome

[www.yated.org.il](http://www.yated.org.il)

National Office - 19 Rehov Yad Harutzim (02) 6721115  
Jerusalem

### Equipment and Services

#### Ezra LeMarpeh

[www.ezra-lemarpe.org](http://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  
Jerusalem

27 Rehov Shoham (09) 7921447  
Kedumim

21 Rehov Dan Dayan (04) 6949408  
Kiryat Shmona

42 Rehov Ahuza (09) 7401700  
Ra'ananna

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

#### Ezer MiTzion

[www.ami.org.il](http://www.ami.org.il)

4 Rehov Rambam (08) 8606727  
Ashdod

3 Rehov Reich (03) 6595070  
Bat Yam



18/1 Rehov Admor Mi'Ruzin Beitar	(02) 5806634
5 Rehov Rabinov – Main Office Bnai Brak	(03) 6144444
43b Rehov Ramaz Herzlia	(09) 9512693
31 Rehov Szold Holon	(03) 5043131
Wolfson Hospital Holon	(03) 5012391
11 Rehov Beit HaDfus Jerusalem	(02) 5002111
10 Rehov Elyashiv Karnei Shomron	(09) 7929141
Meir Hospital 45 Rehov Tchernikovsky Kfar Sava	(09) 7400515
134 Rehov Weizmann Kfar Sava	(09) 7682727
5 Rehov Messilat Yesharim Modi'in Ilit	(08) 9743838
33 Rehov Brenda Petach Tikva	(03) 9049990
278 Rehov Ahuza Ra'annana	(09) 7715691
Levinstein Hospital Ra'ananna	(09) 7741737
18 Rehov Mendely Rehovot	(08) 9456144
2/18 Rehov Kaliv Rishon LeZion	(03) 9458244



Ichilov Hospital Tel Aviv	(03) 6974637
54 A Rehov Bar Kochba Tel Aviv	(03) 5257010
Tel HaShomer Hospital Tel Hashomer	(03) 5355990
D.N. Lev Shomron Yitzhar	(02) 9975253

### Milbat – Israel Center for Technology and Accessibility

[www.milbat.org.il](http://www.milbat.org.il)

Main Office (072) 2230007

### Yad Sarah

[www.yadsarah.org.il](http://www.yadsarah.org.il)

\*6444

[info@yadsarah.org.il](mailto:info@yadsarah.org.il)

Main Office

124 Rehov Herzl

(02) 6444455

Jerusalem

### Branch Offices

9 Rehov HaNegba

(04) 6404747

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 Borochoy

(03) 5521349

Bat Yam



2A Rehov Shaul HaMelech Beer Sheva	(08) 9112000
Soroka Hospital Beer Sheva	(08) 6450747
Beit El	(02) 9976611
3 Rehov Zuahil Beitar Illit	(02) 5807480
4 Rehov Jabotinsky Beit Shemesh	(02) 9915857
6 Rehov Gottlieb Bnei Brak	(03) 5708071
Yad L'Yad Center Efrat	(02) 9932138
Mercaz Mor Eilat	(08) 6371445
31 Rehov David HaMelech Haifa	(04) 8381704
Rambam Hospital Haifa	(04) 8542254
54 Rehov Borochoy Herzlia	(09) 9587121
Hadassah Hospital Ein Kerem, Jerusalem	(02) 6776260
Hadassah Hospital Mt. Scopus, Jerusalem	(02) 5844485
Sha'arei Tzedek Hospital 12 Rehov Shmuel Bate Jerusalem	(02) 6555195



12 Rehov HaNitzanim Kfar Sava	(09) 7621111
29 Rehov HaNasi Kiryat Shmona	(04) 6940480
1 Kikar Yahalom Ma'aleh Adumim	(02) 5900716
Kenyon Harel Mevasseret Zion	(02) 5337667
23 Rehov Motta Gur Modi'in Macabi'im Reut	(08) 9707525
10 Rehov Hafetz Chaim Modi'in Illit	(08) 9287118
3 Rehov Yavne Naharia	(04) 9924444
8 Rehov Ichilov Netanya	(09) 8303400
Beilinson Hospital Petach Tikva	(03) 5270495
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. 1st Floor Tel Aviv	(03) 6974398
37 Rehov Zaminhoff Tel Aviv	(03) 5238974



Sieff Hospital (04) 6923074  
Tzfat

120 Rehov Golan (04) 6552263  
Upper Nazareth

## General

Adi - Association for the Promotion of Transplants in Israel  
www.agodatadi.org.il \*6262  
adi@moh.health.gov.il

Alzheimer's Association of Israel  
www.alz-il.net  
Support Line \*8889/ (03) 5341274

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

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](http://www.inbar.org.il)  
[inbar-il@zahav.net.il](mailto:inbar-il@zahav.net.il)

National Office (03) 5613832  
16 Rehov HaNatziv  
Tel Aviv

### Israel Association for Cystic Fibrosis

[www.cff.org.il](http://www.cff.org.il)  
[cf@cff.org.il](mailto:cf@cff.org.il)

79 Rehov Krinitzki (03) 6702323  
Ramat Gan

### Israel Association for Osteoporosis and Bone Diseases

[www.osteoporosis.co.il](http://www.osteoporosis.co.il)

34 Rehov HaHarish (09) 9533333  
Hod HaSharon

### Israel Parkinson Association

[www.parkinson.org.il](http://www.parkinson.org.il) (09) 8891312  
[info@parkinson.org.il](mailto:info@parkinson.org.il)

### Israel Celiac Foundation

[www.celiac.org.il](http://www.celiac.org.il)  
[office@celiac.org.il](mailto:office@celiac.org.il)

Open Line (03) 6781481  
40 Rehov HaBiluim  
Ramat Gan

### Israel Diabetics Association

[www.sukeret.co.il](http://www.sukeret.co.il)  
[diabetes@netvision](mailto:diabetes@netvision)

Contact the Association via their website.



### Israel Multiple Sclerosis Society

[www.msociety.org.il](http://www.msociety.org.il)  
[agudaims@netvision.net.il](mailto: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](http://www.cancer.org.il)  
[silvia\\_a@cancer.org.il](mailto:silvia_a@cancer.org.il)

7 Rehov Revivim (03) 5721618  
Givatayim

### Infertility

#### "Chen" Association for Couples Dealing with Infertility

[www.amotatchen.org](http://www.amotatchen.org)

13 Rehov Vitkin (03) 5050345  
Holon

#### Puah Institute for Fertility and Medicine in Accordance with Jewish Law

[www.puah.org.il](http://www.puah.org.il)  
[info@puah.org.il](mailto: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](mailto:daat@yadsarah.org.il)

Beit Yad Sarah (02) 6444500  
124 Sd. Herzl  
Jerusalem



## Magen Lacholeh

64 Rehov Bayit Vegan  
Jerusalem

(02) 6442000

## Society for Patients' Rights in Israel

[www.patients-rights.org](http://www.patients-rights.org)  
[info@patients-rights.org](mailto:info@patients-rights.org)

P.O.B. 6623  
Tel Aviv

(03) 6022934

## Mental Health

### Enosh – Israel Association for Mental Health

[www.enosh.org.il](http://www.enosh.org.il)  
[office@enosh.org.il](mailto:office@enosh.org.il)

### Branch Offices

14 Sd. Ben Gurion  
Beer Sheva

(08) 6273404

22 Rehov Gedalyahu  
Haifa

(04) 8236489

29 Rehov Yehuda  
Jerusalem

(02) 6724723

10 Rehov HaZerem  
Tel Aviv

(03) 6815032

See the website for more branch offices

### Eran Mental Health Hotline

1201

[www.eran.org.il](http://www.eran.org.il)  
[info@eran.org.il](mailto:info@eran.org.il)

Senior Citizens

\*3201

Internet Chat – via the website

Soldiers

\*2201



## Otzma – Action Committee of Families of the Mentally Ill

[www.ozma.org.il](http://www.ozma.org.il)

[ozma10@gmail.com](mailto:ozma10@gmail.com)

050-6704088

## Sahar-On-Line Psychological Assistance

[www.sahar.org.il](http://www.sahar.org.il)

[sahar@selfhelp.com](mailto:sahar@selfhelp.com)

## Yad B'Yad Youth Hotline

(03) 6203141

[www.yadbeyad.org.il](http://www.yadbeyad.org.il)

## Premature Birth

### Lahav- Association for Premature Infants

[www.pagim.net](http://www.pagim.net)

[info@pagim.net](mailto:info@pagim.net)

Information line

(03) 9533935

## Women's Health

### Beit Natan – Women's Cancer Support and Resource Center

[www.beitnatan.org](http://www.beitnatan.org)

[info@beitnatan.org](mailto:info@beitnatan.org)

48 Rehov Bayit Vegan

(02) 6446052

P.O.B. 16452

Fax: 6429579

Jerusalem

### The Israel Association for the Advancement of Women's Health

[www.la-briut.org.il](http://www.la-briut.org.il)

### LaDaat Association for Family Planning

[www.ladaat.org.il](http://www.ladaat.org.il)

[ladaat@ladaat.org.il](mailto:ladaat@ladaat.org.il)

5 Rehov Ibn Yisrael

(02) 6258841



## English-Speaking Immigrant Organizations

### Association of Americans and Canadians in Israel (AACI)

[www.aaci.org.il](http://www.aaci.org.il)

[info@aaci.org.il](mailto:info@aaci.org.il)

37 Rehov Pierre Koenig (02) 5617151  
Jerusalem Fax: (02) 5661186

94 Rehov Allenby (03) 6960389  
Tel Aviv Fax: (03) 6960401

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

Matnas "Yud Aleph" (08) 6434461  
Rehov Mordechai Namir  
Beer Sheva

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

32 Rehov Tuval (03) 6965244  
Tel Aviv  
[Israel@UJIA.org.il](mailto:Israel@UJIA.org.il)

37 Rehov Pierre Koenig (02) 5617151  
Jerusalem Fax: (02) 5661186  
[ronen@ujia.org.il](mailto:ronen@ujia.org.il)

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

### South African Zionist Federation

[www.telfed.org.il](http://www.telfed.org.il)

[telfed@inter.net.il](mailto:telfed@inter.net.il)

Head Office (09) 7446110  
19/3 Rehov Schwartz Fax: (09) 7446112  
First Floor  
Ra'ananna



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## 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 Aliyah and Immigrant Absorption, 15 Rehov Hillel, Jerusalem 9458115. The publications will be mailed to you free of charge.

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