

Clalit Medical Services In Haifa

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HAREL
Insurance & Finance

For your peace of mind |

Dear Researches, Students, and Visitors,

Harel Insurance & Finance Ltd, Israel's leading firm in health insurance, and Harel-Yedidim, the overseas division of Yedidim Ltd., are pleased to welcome you to Israel. Our team will help you to enjoy a professional service and assistance 24 hours a day.

Our services will be provided by the Clalit Health Services, which has clinics throughout Israel. You may choose to register with one of them and make it your home clinic. The magnetic card that you receive from Clalit must be presented in order for you to receive health services, medication or tests. Please make sure to carry your magnetic card on you at all times.

1) Medical Services in Haifa:

a) Doctor Appointments

- i) For appointment with a family (primary care) physician, please call the **Clalit clinic directly**. (See Clalit clinics in Haifa in paragraph 4).
- ii) For an appointment with a specialist, please call the Clalit call Center at *2700 and press 4 for service in English.
The Call Center operating hours:
(a) Sunday–Thursday 8 AM – 7 PM
(b) Friday 8 AM – 1 PM

You must present your magnetic card to receive service or your Clalit membership number.

b) Doctor's home visits 24 hours a day:

Call " **Bikur Rofe**" **Contact Center** at 1-800-260660 and ask for a doctor's home visit. A doctor will come to your place of residence within 2-3 hours (no co-pay).

c) Medications:

- You may purchase prescription medicine **without co-pay only at the pharmacies located in the Clalit clinics**.
- Medication included in the government's Health Service Basket (*sal habriyut*) **is generally provided free of charge**.
- Medication **not included** in the Health Service Basket **is paid for by the Insuree**. Therefore, if your doctor writes a prescription, you should remember to ask for medication that is included in the Health Service Basket.

Appendix A below includes a list of pharmacies in Haifa under the agreement with the Clalit, where you can purchase medicines in the Health Service basket with co-pay of NIS 15 for each .

d) **Gynecologist:**

- Lin - Clalit Women Health Center
Address: 35 Rotshild St. Haifa
Tel: 04-8568325, 04-8568331
Fax: 04-8568497
Clinic Manager: Dr. Adam Geva
Buses: 1,2,17,102
- **For appointments please call *2700**
- You must present your magnetic card to receive service.
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2) Accidents Department – Walk in Clinic

No need to have a referral from a doctor

Address: Lin Clinic, 35 Rotshild St. Haifa

Hours: Sunday- Thursday : 07:30-17:30. Friday: 08:00-11:30

Tel: 04-8568200, 04-8568287

Buses: 1, 102, 17

3) Emergency Services and Services after Clinic Hours

a) **At night, from 7 PM to 6 AM the next morning, and on Saturday and holidays:**

- If you feel unwell at night you may do one of the following:
 1. Contact "Bikur Rofe" Call Center 1800-260-660 or *6101 and request a **house call**. A doctor will come to see you within 3 hours.
 2. Call *2700 .Press "4" for the English operator , then press "5" and wait for consultation with a nurse on duty. If it is necessary to refer you to the emergency room for urgent treatment, the nurse will send a letter of referral directly to the emergency room to which you are referred. That way, Clalit will cover the cost of the visit to the emergency room (according to the terms of the policy).
- If you decide to go to the emergency room without a letter of referral, **you will be charged for the emergency room service.**
- In other words, a visit to the emergency room is free of charge (according to the terms of the policy) **ONLY if you have received a letter of referral** from a Clalit or "Bikur Rofe" physician, or when one of the following criteria is met:
 1. An injury that requires stitches or other means of fusion
 2. Aspiration of a foreign body into the windpipe
 3. Any new fracture
 4. Serious dislocation of the shoulder or a joint.
 5. Penetration of a foreign body into the eye
 6. A snake bite
 7. Hospitalization of over 24 hours

b) **Hospitals**

Hospitals under agreement with the Clalit Health Services throughout Israel are:

1. Haifa – Hacarmel Hospital
2. Petach-Tikva: Beilinson ,Schnider and Hasharon Hospitals
3. Tel-Aviv: Ichilov Hospital
4. Jerusalem : Hadassah Ein-Karem and Hadasa Mount Scopus Hospitals
5. Kfar-Saba: Meir Hospital

In the above cities, do not use any other hospital. In other cities across Israel, if you have a doctor's referral, you may go to any hospital of your choice.

You must present your magnetic card to receive service.

- c) **Ambulance** : The Clalit will cover ambulance expenses only if there was a hospitalization of more than 24 hours.

d) **Emergency Dental Treatment (First Aid)**

Provided by: Clalit Smile Clinics located throughout Israel.

1. **Nev'e Shaanan Clinic** – Yuliusburger Clinic

Address: 7 Habanim St, Second Floor, Nev'e Shaanan, a

Tel: 04-8232453

Buses: 17, 19, 28

Hours: Sunday-Thursday 0800-1900, Friday 0800-1200

2. **University Clinic**: Tel: 04-6890509..

Please call to make an appointment **and state that you are a Clalit insuree from the Technion or the University**. Tell the representative your problem and schedule the appointment.

You must present your magnetic card to receive service.

3) Services outside the Clalit Clinics Facilities

If a Clalit doctor refers you for tests such as ultrasound, blood tests or the like, you must go to the clinic office and get instructions from the secretaries.

In general, for services in the Clalit clinics you do not need a letter of payment, but you must present your magnetic card and the referral from your doctor (there is no co-pay).

If you are referred for tests to a clinic or a hospital that does not belong to Clalit Health Services, you will need to have a letter of payment from the Clalit office. Issuing such a letter takes between 3 to 7 days. Please do not forget to consult the clinic office immediately after you see your doctor.

4) Clalit Clinics in Haifa

a) University of Haifa Clinic

Address: Haifa University, Aba Hushi Av. Haifa (next to "HAPOALIM" bank)
Tel: 04-8249924
Fax: 04-8242205
Clinic Manager: Dr. Vertman Yifat
Buses: 24, 37
Pharmacy: No
Clinic's office Hours: Sunday – Thursday 8 AM – 2 PM
Blood Tests:
 Sunday, Tuesday, Thursday: 8 AM – 9 AM

b) Bonen Clinic:

Address: 73 Moriah Ave., Haifa
Tel: 04-8117222
Fax: 04-8243725
Clinic Manager: Dr. Levenstein Tali
Buses: 30,31,28,37,136,132,133
Pharmacy: Yes
Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM – 1 PM	8 AM – 3:30 PM	8 AM – 1 PM	8 AM – 12 noon	8 AM – 13:00 PM	8 AM – 12 noon
4 PM – 7 PM		4 PM – 7 PM		4 PM – 7:00 PM	

Blood Tests: Sunday -Thursday 7 AM – 10:30 AM

c) Dr . Resh Clinic

Address: 4 Yizhak Elchanan St. , Haifa
Tel: 04-8109900
Fax: 04-8372618
Clinic Manager: Dr. Mendelson Ayelett
Bus: 23, 21, 3, 28, 37
Pharmacy: Yes

Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM – 06:30 PM	8 AM – 06:30 PM	8 AM – 4 PM	8 AM – 12:00 noon	8 AM – 06:30 PM	8 AM – 12 noon

Blood Tests:

Sunday, Tuesday, Wednesday, Thursday 7:30 AM – 9:45 AM

d) **Nev'e Shaanan - Yuliusburger Clinic**

Address: 7 Habanim St, Nev'e Shaanan, Haifa.
Tel: 04-8291333
Fax: 04-8220829
Clinic Manager: Dr. Menahem Klain
Buses: 17, 19, 28
Pharmacy: Yes
Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM – 6 PM	8 AM – 6 PM	8 AM – 6 PM	8 AM – 12 noon	8 AM – 4 PM	8 AM – 12 noon

Blood Tests: Sunday -Thursday 7 AM – 10 AM

e) **Ramot Remez Clinic**

Address: 39 Borohov St, Haifa.
Tel: 04-8130633 press 1 for reception
Fax: 04-8238289
Clinic Manager: Dr. Avraham Kuzin
Buses: 16
Pharmacy: Yes
Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM – 12:30 PM	8 AM – 3 PM	8 AM – 3 PM	8 AM – 12 noon	8 AM – 12:30 PM	8 AM – 12 noon
4 PM – 6:30 PM				4 PM – 6:30 PM	

Blood Tests: Sunday -Thursday 7 AM – 10:00 AM

f) **Bat-Galim Clinic**

Address: 6 Hashahaf St, Haifa.
Tel: 04-8520059
Fax: 04-8526680
Clinic Manager: Dr. Gila Buskila
Buses: 16, 17, 18, 108
Pharmacy: Yes
Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM – 12 noon	8 AM – 2 PM	8 AM – 2 PM	8 AM – 12 noon	8 AM – 12 noon	8 AM – 12 noon
4 PM – 6 PM				4 PM – 6 PM	

Blood Tests: Sunday, Monday, Tuesday, Thursday 7:45 AM – 9:30 AM

5) Harel-Yedidim Office

We at Harel-Yedidim are pleased to serve you. Do not hesitate to call us:

- Regular office hours

Tel: 03-6386216
Fax: 03-6874534
Office hours: Sunday – Thursday 8 AM – 3:30 PM

- Outside office hours, 24/7, you can call:

Einat Cohen Tel: 054-5297775
Amos Gilboa Tel: 052-3250975

Email: y_health@yedidim.co.il
Web: www.yedidim-health.co.il

Sincerely,

Amos Gilboa, Director
Division for Overseas Visitors and Students

Appendix A: Pharmacies in Haifa

As you know, most of the prescription medications that are included in the health service basket are provided free of charge at the pharmacies located in Clalit clinics. If the Clalit clinics are closed, you can obtain these medications in any of the following private pharmacies, where co-pay will be charged for every medication.

Name	Address	Tel.	Opening Hours
Horev-Superfarm	15 Horev St Horev Mall	077-8880130	<i>Sunday 8AM-11PM Monday 8AM-11PM Tuesday 8AM-11PM Wednesday 8AM-11PM Thursday 8AM-11PM Friday 8AM-4PM</i>
Ha'alon	23 Ha'alon St Nesher	04-8200898	<i>Sunday 8:30AM-1PM, 4PM-8PM Monday 8:30AM-1PM, 4PM-8PM Tuesday 8:30AM-1PM, 4PM-8PM Wednesday 3:30AM-7:30PM Thursday 8:30AM-1PM, 4PM-8PM Friday 8:30AM-2PM</i>
New Pharm	4 fliman St. Haifa Mall	04-8501291	<i>Sunday 10AM-10PM Monday 10AM-10PM Tuesday 10AM-10PM Wednesday 10AM-10PM Thursday 10AM-10PM Friday 9AM-3PM Saturday 12PM-10:30PM</i>
Super-Pharm Neve Sha'anana	54 Trumpeldor Ave.	04-8232570	<i>Sunday 8:30AM-11PM Monday 8:30AM-11PM Tuesday 8:30AM-11PM Wednesday 8:30AM-11PM Thursday 8:30AM-11PM Friday 8AM-3PM Saturday 6:30PM-11PM</i>
Super-Pharm Migdal Armon	18 Haneveeim St.	04-8661112	<i>Sunday 8AM-9PM Monday 8AM-9PM Tuesday 8AM-9PM Wednesday 8AM-9PM Thursday 8AM-9PM Friday 8:30AM-11PM Saturday 8PM-11PM</i>
Parmacy Vadi Nisnas	13 Huri St.	04-8625002	<i>Monday 8:30AM -2PM, 4PM-9PM Tuesday 8:30AM -2PM, 4PM-9PM Wednesday 8:30AM -2PM, 4PM-9PM Thursday 8:30AM-2PM, 4PM-9PM Friday 8:30AM-8PM Saturday 8:30AM- 8PM</i>