



Clalit Medical Services In Ramat Gan and vicinity: Bar-Ilan University

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.

Medical Services in Ramat Gan

1. Doctor Appointments

- i) For appointment with a family (primary care) physician, please call the **Clalit clinic directly**. (See Clalit clinics 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.

2. Magnetic card

Within the next three weeks you will receive through the post a magnetic card that you should present whenever seeking health care services. Until then you may :

- i) Update your Israeli cellphone number in one of the Clalit clinics. Then when you will need to obtain medical services, please dial from this cellphone *2704. You will be asked to dial your ID number so please dial your Clalit service number which is presented on the policy we sent you by email. This will open your file at Clalit for the next 3 hours and you will be able to obtain medical services
- ii) You may ask the Clalit representative at the closest clinic to get a temporary card (in the price of 15 shekels nonrefundable) . Please present your Clalit membership number appears on the policy that was sent to you by email and your passport.

3. Doctor's home visits 24 hours a day:

Call " **Bikur Rofe**" **Contact Center** at 1-800-260660 and press 1 when you hear the recording in Hebrew. Ask for a doctor's home visit. A doctor will come to your place of residence within 2-3 hours (no co-pay).

4. Medications:

You may purchase prescription medications only at the pharmacies located at Clalit Clinic. There is a copay as is customary in the HMO.

5. Emergency Services and Services after Clinic Hours

If you feel unwell at night from 7 PM to 6 AM the next morning, and on Saturday and holidays you may do one of the following:

- i. Contact "**Bikur Rofe**" Call Center 1800-260-660 , Press 1 when you hear the recording in Hebrew and request a **house call**. A doctor will come to see you within 3 hours.
- ii. You may go to one of "TEREM" Centers:
 - a. **TEREM Bnei Brak**
Address: 160 Ze'ev Jabotinsky St. Bnei Brak (Ramat Gan)
Tel: 1599520520
Opening hours: 24/7
 - b. **TEREM Petah Tikva**
Address: 182 Rothschild St. Petah Tikva
Tel: 1599520520
Opening hours: Sunday-Thursday 16:00-24:00
Friday 12:00-24:00
Saturday 09:00-24:00

Co-pay is 97 shekels on weekdays and 50 shekels on weekends (nonrefundable)

- iii. **Consultation with a nurse: 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).
- iv. **Emergency room**
If you decide to go to the emergency room without a letter of referral, **you will be charged for the emergency room service about 1500 shekels**

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, from the Clalit nurse, or when one of the following criteria is met:

- An injury that requires stitches
- Aspiration of a foreign body into the windpipe
- Any new fracture
- Serious dislocation of the shoulder or a joint.
- Penetration of a foreign body into the eye
- A snake bite
- Hospitalization of over 24 hours

v. **Hospitals**

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

- Haifa – Hacarmel Hospital
- Ramat Gan : Beilinson ,Schnider and Hasharon Hospitals in Petach Tikva
- Tel-Aviv: Ichilov Hospital
- Jerusalem : Sharei Tzedek Hospital
- 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.

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

vii. **Emergency Dental Treatment (First Aid)**

Provided by **Clalit Smile Clinics** located throughout Israel. The closest are:

a. Clalit Smile Ramat Gan Hertsel

Address: 1 Shilo St Ramat Gan

Tel: 03-6702119

Hours: Sunday to Thursday: 08:00-20:00 Friday: 08:00-13:00

b. Clalit Smile Ramat Bnei Brak

Address: 13 Ali Hacoheh St Bnei Brak

Tel: 03-5782520

Hours: Sunday to Thursday: 08:00-20:00 Friday: 08:00-13:00

c. Clalit Smile Clinic Kiryat Ono - Mall

Address: 39 Shlomo Hamelech St. Ono Mall, 9th floor, Kiryat Ono

Tel: 03-7947255

Hours: Sunday to Thursday: 08:00-20:00 Friday: 08:00-13:00

d. Clalit Smile Clinic Kiryat Ono

Address: HaShikma St 2, Kiryat Ono

Tel: 03-7947255

Hours: Sunday to Thursday: 08:00-20:00 Friday: 08:00-13:00

e. Clalit Smile Clinic Petah Tikva Kfar Ganim

Address: HaAtsmaut St 65, Petah Tikva

Tel: 03-5132800

Hours: Sunday to Thursday: 08:00-20:00 Friday: 08:00-13:00

f. Clalit Smile Clinic Petah Tikva - Hasivim

Address: Ha-Sivim St 49, Petah Tikva

Tel: 03-7726658

Hours: Sunday to Thursday: 08:00-20:00 Friday: 08:00-13:00

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

You must present your magnetic card to receive service.

6. 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.

7. Clalit Clinics in Ramat Gan and vicinity

i. Ramat Gan/Ramat Amidar

Address: 32 Etsel St .Ramat Gan
Tel: 03-6713600
Fax: 03-6713601
Clinic Manager: Dr. Perlmutter Meltzer Irena
Buses: 60, 61, 39, 267, 243
Pharmacy: Yes
Blood Tests: Sunday to Thursday 7:00 AM – 9:30 AM

Clinic Hours:

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

ii. Ganei Tal - Bnei Brak, family physicians and specialists

Address: 3 Zvi Shraga Grossbard St. Bnei Brak,
corner of Hazon Ish Street 62
Tel: 03-5310740
Fax: 03-5310741
Clinic Manager: Dr. Limor Drori
Buses: 5, 6, 11, 92, 53
Pharmacy: Yes
Blood Tests: Sunday to Tuesday 7:20 AM – 9:20 AM
Wednesday, Thursday 7:23 AM – 9:20 AM

Clinic Hours:

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

iii. **The Hill Clinic - Givat Shmuel, Family physicians and specialists**
Address: 38 Menachem Begin Av. Givat Shmuel, Rogovin Shopping Center
Tel: 03-5310760
Fax: 03-5310761
Clinic Manager: Dr. Aronson Laura
Buses: 69
Pharmacy: Yes
Blood Tests: Sunday to Thursday 7:30 AM – 9:30 AM

Clinic Hours:

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

iv. **Bari Clinic - Givat Shmuel, family physicians and specialists**
Address: 10 Bari St. Givat Shmuel
Tel: 03-7385200
Fax: 03-7385201
Clinic Manager: Dr. Natan Lev
Buses: 69
Pharmacy: No
Blood Tests: Sunday to Thursday 7:30 AM – 9:30 AM

Clinic Hours:

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

v. **Kiryat Ono Mall – family physicians , Consulting Medicine and specialists**

Address: 37 Shlomo Hamelech St. Kiryat Ono, Kiryat Ono Mall,
8th floor in the office building
Tel: 03-7378300
Fax: 03-7378301
Clinic Manager: Dr. Michal City
Buses: 55, 56, 68, 69, 76
Pharmacy: Yes
Blood Tests: Sunday to Thursday 7:00 AM – 9:30 AM

Clinic Hours:

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

vi. Kiryat Ono A – Family physicians and other specialists

Address: 4 Yehuda HaMaccabi St. Kiryat Ono
Tel: 03-7383400
Fax: 03-7383401
Clinic Manager: Dr. Fagin Maria
Buses: 55, 68, 69
Pharmacy: Yes
Blood Tests: Sunday to Thursday 7:00 AM – 9:30 AM

Clinic Hours:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7:30 AM – 1:00PM	7:30 AM – 3:00 PM	7:30 AM – 1:00 PM	7:30 AM – 1:00 PM	7:30 AM – 2:00PM	8:00 AM – 12 noon
4:00 PM – 7:00 PM		4:00 PM – 7:00 PM			

8. 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:

Meytal Assor Tel: 052-2360037
Einat Cohen Tel: 054-5297775
Amos Gilboa Tel: 052-3250975

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

Sincerely,

Einat Cohen-Gilboa , Director
Division for Overseas Visitors and Students