

Clalit Medical services in Jerusalem

Dear Insuree

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.

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

1) Medical Services in Jerusalem:

a) [Schedule an appointment with a doctor:](#)

- i) For an appointment with a family (primary care) physician – call the Clalit clinic directly.
- ii) For an appointment with a specialist – Call the Clalit Call Center at *2700 and press “4” for service in English.

The Call Center operates at:

- | | |
|---------------------|-------------|
| (a) Sunday–Thursday | 8 AM – 7 PM |
| (b) Friday | 8 AM – 1 PM |

b) [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 Jerusalem under the agreement with the Clalit, where you can purchase medicines in the Health Service basket with co-pay of NIS 14 for each .

c) [Gynecologist:](#)

The **Clalit Women's Health Centers** are located at:

- Shaarei Tzedek Hospital Building in Jerusalem. To schedule an appointment, please call *2700, and ask to see a doctor who speaks English. (To contact the Women's Health Center directly, dial 02-5676822 and press "5" for the office).
- Ramot Eshkol Clinic. To schedule an appointment, please dial *2700. (To contact the Ramot Eshkol Clinic directly, dial 02-5889501).

You must present your magnetic card to receive service.

d) [Hospitals](#)

The hospital which is under agreement with Clalit Health Services in Jerusalem is:

Sharei Tzedek Hospital only

Do not use any other hospital in Jerusalem.

e) [Doctor's home visits 24 hours a day:](#)

Call "**Bikur Rofe**" **Contact Center** – 1-800--260-660 – and ask for a doctor's home visit. A doctor will come to your place of residence within 2-3 hours (no co-pay).

f) [Ambulance:](#)

The Clalit will cover ambulance expenses only if there was a hospitalization of more than 24 hours.

g) [Emergency dental treatment](#)

Emergency dental treatment is provided by Clalit Smile Clinics located throughout Israel. There is no need to schedule an appointment. In case of emergency dental problems, you can go directly to:

"Maoz" clinic:

26 Ben-Yehuda St. Jerusalem.

Opening Hours: Sun-Thu 08:00-20:00, Fri 08:00-13:00

You must present your magnetic card in order to receive service.

2) Emergency Services and Services After Clinic Hours

a) At night, from 7 PM to 6 AM the next morning:

- If you feel unwell at night you may do one of the following:
 1. Contact the "Bikur Rofe" Call Center 1800-260-660 and request a **house call**. A doctor will come to see you within 3 hours.
 2. Consultation With a doctor: You can also ask the Bikur Rofe service representative to consult with the doctor:1800-260-660. If the doctor will find that it is an emergency he will refer you to the closest emergency room and fax there the referral to the ER. Consultation with a Bikur Rofe doctor is free of charge.
 3. 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 **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
 2. Aspiration of a foreign body into the windpipe
 3. Any new fracture
 4. Serious dislocation or the shoulder or a joint
 5. Penetration of a foreign body into the eye
 6. A snake bite
 7. Hospitalization more than 24 hours

b) TEREM Immediate Care: 24/7 Service

Treatment is provided with a 45 shekels co-pay (non refundable) on weekends between 1 PM Friday and 6 AM Sunday.

For any treatment provided on weekdays, you will be charged 85 shekels, which will not be reimbursed.

TEREM Clinics in Jerusalem:

- (1) 15 Sarei israel St.,. Tel: 1-599-520-520. Operates 24/7.
- (2) 158 Moshe Dayan St. Pisgat- Zeev Tel: 1599-520-520.
Opening Hours: Sunday-Thursday 4PM-11:30PM.
Friday, Saturday 10AM-11:30PM. Tel: 1599-520-520.
- (3) 6 Yenovski St. (Hatayelet) (the corner of Derekh Hevron), Talpiot. Tel: 1-599-520-520. Operates 7 days a week from 9 AM to 11:30 PM.

c) [CLALIT Night Clinics](#)

In order to receive medical services at these night clinics, you must represent your magnetic card. **There is no co-pay.**

i) Pisgat Ze'ev Night Clinic

Address: Hashisa Asar St. Pisgat Ze'ev. Tel: 02-5843666

Buses: 25, 8, 22, 46, 49

Clinic hours	
Sunday, Tuesday, Thursday	7 PM – 11 PM
Monday, Wednesday	4 PM – 11 PM
Friday	Closed
Saturday	

ii) Ramot Night Clinic

Address: 1 Lui Lipski St. Ramot Alef. Tel: 02-5481777

Buses: 16, 34, 35

Clinic hours	
Sunday, Tuesday, Thursday	7 PM – 11 PM
Monday, Wednesday	4 PM – 11 PM
Friday	Closed
Saturday	From 30 min after the Sabbath ends until 12 midnight
i.	
ii.	

iii) Kiryat Hayovel Night Clinic

Address: 63 Borochov St. Kiryat Hayovel. Tel: 02-6440777

Buses: 26, 24, 18, 19

Clinic hours	
Sunday, Tuesday, Thursday	7 PM – 11 PM
Monday, Wednesday	4 PM – 11 PM
Friday	Closed
Saturday	From 30 min after the Sabbath ends until 12 midnight

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 Jerusalem

There are pharmacies in all the following clinics

a) [Regev Clinic](#)

Address: 64 Bar Cochva, French Hill
Tel: 02-5811156- Dial 3 to the office and then 8
Clinic manager: Alexander
Buses: 68, 77
Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7 AM – 12:00 PM	7 AM – 14:30 PM	7 AM – 12:00 PM	7:30 AM – 12:30 PM	8 AM – 2:30 PM	8 AM – 11:45 AM
4 PM – 6:30 PM		4 PM – 6:30 PM			

b) [Metudela Clinic](#)

Address: 5 Metudela St., Rehavia
Tel: 02-539-8555 - Dial 3 to the office and then 8
Clinic manager: Varda
Buses: 9, 19, 17, 32
Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM – 12:45 PM	8 AM – 1:30 PM	8 AM – 12:45 PM	8 AM – 12:45 PM	8 AM – 2:30 PM	8 AM – 11:45 AM
4 PM – 6:30 PM		4 PM – 6:30 PM			

List of Family Medicine (Primary Care) Doctors

1. Dr. Nagla
2. Dr. Savag
3. Dr. Sever
4. Dr. Graydinger

Please notice:

In case of an emergency, if your doctor is not available, you can go directly to the clinic and see a doctor on duty without an appointment, Sunday – Friday between 8 AM – 11 AM.

c) [Talpiot Clinic](#)

Address: 75 Derech Beit Lechem, Talpiot
Tel: 02-5457000 - Dial 3 to the office and then 8
Clinic manager: Mrs. Ilanit
Buses: 26, 24, 18, 19
Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7:45 AM – 12:45 PM	7:45 AM – 12:45 PM	7:45 AM – 12:45 PM	7:45 AM – 12:45 PM	7:45 AM – 2:30 PM	7:45 AM – 12:30 PM
3:45 PM – 6:30 PM		3:45 PM – 6:30 PM			

d) [Pisgat Zeev Clinic](#)

Address: 11 Hasayeret Hayerushalmit St. Pisgat Zeev
 Tel: 02-5843666 - Dial 3 to the office and then 8
 Clinic manager: Mrs. Nava Ben-Shushan
 Buses: 25, 22, 46, 8

Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7:30 AM – 6:45 PM	7:30 AM – 3 PM	7:30 AM – 1 PM	7:45 AM – 12:45 PM	7:30 AM – 1 PM	7:30 AM – 11:45 AM
		4 PM – 6:45 PM		4 PM – 6:45 PM	

List of Doctors

1. Dr. Mordechai Levenstein
2. Dr. Farha Levi
3. Dr. Michael Goldshmit

e) [Bnei- Brith \(Shtrauss\) Clinic](#)

Address: 22 Bnei Brith St
 Tel: Tel: 02-6706632 - Dial 3 to the office and then 8
 Fax: 02-6252587
 Clinic manager: Sarah
 Buses: 22,27,3,4,9,25,45,39,35,36,15

Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7:30 AM – 12:45 PM	7:30 AM – 3 PM	7:30 AM – 3:30 PM	7:30 AM – 12:PM 30	7:30 AM – 6:30 PM	7:30 AM – 12:30 PM
4 PM – 6:45 PM					

English-Speaking Doctors

1. Dr. Marian Ben-Yishay - Family & Pediatrics
2. Dr. Koifman – Family physician
3. Dr. Shalom Turgeman - Family & Pediatrics
4. Dr. Yulia Lipkin– Pediatrics

f) [Maoz Clinic](#)

Address: 26 Ben-Yehuda St
 Tel: Tel: 02-6292333 - Dial 3 to the office and then 8
 Clinic manager: Mrs. Gila
 Buses: 9, 4, 32, 48, 7, 8, 22, 71, 72

Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7 AM – 6:30 PM	7:30 AM – 3 PM	7 AM – 6:30 PM	7:30 AM – 3 PM	7:30 AM – 3 PM	7:45 AM – 12:30 PM

English-Speaking Doctors

Dr. Noam Ofek, Dr Dorit Aviad

g) [Sheikh Jerash Clinic](#)

Address: 5 Kalermon Jano St.
Tel: 02-5893720 - Dial 3 to the office and then 8
Clinic manager: Mr. Ahmed Lipkirat
Buses: 26, 9, 23

Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
7 AM – 5:30 PM	7 AM – 5:30 PM	7 AM – 5:30 PM	7 AM – 5:30 PM	7 AM – 5:30 PM	7:30 AM – 11:30 AM

- To visit a family doctor, you can go directly to the clinic. There is no need to make an appointment.

h) [Ramot Eshkol Clinic](#)

Address: 12 Faran St., Ramat Eshkol
Tel: 02-5889501, 02-5889555
Clinic Manager: Mr. Yoni Dachlika
Buses: 4, 4A, 8, 28, 45, 9, 26, 25
Please ask the secretaries for English- speaking doctors.

Clinic Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
8 AM – 5:45 PM	8 AM – 3:45 PM	8 AM – 5:45 PM	8 AM – 12:45 PM	8 AM – 5:45 PM	8 AM – 12 noon

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 08:00-15:30

- [After office hours 24/7 you can call :](#)

Meytal Assor Tel: 052-2360037
Einat Cohen Tel: 054-5297775
Email: y_health@yedidim.co.il
Web: www.yedidim-health.co.il

Sincerely,

Einat Cohen
Division for Overseas Visitors and Students

Appendix A: Pharmacies in Jerusalem

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
Geula	14 Malh'e Israel St.	02-5371050	Sunday 8AM-8PM Monday 8AM-8PM Tuesday 8AM-8PM Wednesday 8AM-8PM Thursday 8AM-8PM Friday 8AM-2PM
Deutsch	83 Me'a Shearim St.	02-5827963	Sunday 9AM-8PM Monday 9AM-8PM Tuesday 9AM-8PM Wednesday 9AM-8PM Thursday 9AM-8PM Friday 9AM-1:30PM
Medi-Plus	2 Bar-Ilan St.	02-5822237	Sunday 8AM-8PM Monday 8AM-8PM Tuesday 8AM-8PM Wednesday 8AM-8PM Thursday 8AM-8PM Friday 8AM-2:30PM
Super-Pharm Pisgat Zeev	Hapisga Mall	02-5945333	Sunday 8:30AM-10:30PM Monday 8:30AM-10:30PM Tuesday 8:30AM-10:30PM Wednesday 8:30AM-10:30PM Thursday 8:30AM-10:30PM Friday 8AM-3PM Saturday 7PM-11:30PM
Super-Pharm Malha Mall	Malha Mall - Kalanit gate	02-6793262	Sunday 9AM-12 midnight Monday 9AM-12 midnight Tuesday 9AM-12 midnight Wednesday 9AM-12 midnight Thursday 9AM-12 midnight Friday 9AM-3PM Saturday 8PM-12 midnight
Center-Pharm Hapaamon Center	3 King George St.	02-6233441	Sunday 9AM -8PM Monday 9AM -8PM Tuesday 9AM -8PM Wednesday 9AM -8PM Thursday 9AM -8PM Friday 9AM-2PM

Name	Address	Tel.	Opening Hours
Ramat Shlomo	36 Hazon Eesh St.	02-5711511	Sunday 8AM-2PM Sunday 16:00-8PM Monday 8AM -2PM Monday 4PM-8PM Tuesday 8AM-2PM Tuesday 4PM-8PM Wednesday 8AM-2PM Wednesday 16:00-8PM Thursday 8AM-2PM Thursday 4PM-8PM Friday 8AM-12 Noon
Raphael Shefa-Pharm	16 Shamgar St.	02-5002590	Sunday 10AM-10PM Monday 10AM-10PM Tuesday 10AM-10PM Wednesday 10AM-10PM Thursday 10AM-10PM Friday 10AM-1:30PM
Talpyot Center-Pharm	18 Yad-Harutsim St.	02-6731475	Sunday 8:30AM-9PM Monday 8:30AM-9PM Tuesday 8:30AM-9PM Wednesday 8:30AM-9PM Thursday 8:30AM-9PM Friday 8:30AM-2:30PM Saturday 7PM-11PM