

January 2013

Dear Scientists, Students and Visitors at the Haifa University,

Harel Insurance Company Ltd, Israel's leader in Health Insurance and Harel-Yedidim Insurance Agency Ltd. which issues overseas and provides assistance regarding the policies it issues, are pleased to welcome you to Israel. The general instructions provided below will help you obtain health services.

1. **Harel call center** operates 24 hours a day. Dial the toll free number from wherever you are in Israel: 1800-414-422.
2. **Membership Card**: The membership card that Harel Insurance Company issues must be presented to any service provider in order to receive health services, medications or lab tests.

3. **Medical Services in Haifa:**

We provide in Haifa private medical services through the following doctors:
For an appointment please call directly the following number listed below. DO NOT FORGET to tell them that you belong to Harel insurance and give your name and HAREL policy number.

a) **The Family Medical Center** : Doctor Amos Riter and Doctor Sharon Shwartz:

04-8340280 6 Yotam St.

Sun-Thurs 08.00-13.00

Sun-Thurs 16.00-19:00

Fri 08.30-11.45

Transportation to Moriah Ave., Yotam St and Shderot Hanasi St.

From Haifa University: Buses: 30, 37

From the Technion: Buses: 31, 28

From Bat-Galim Central Bus Station: Buses: 3, 5, 22, 28, 37

b) **Doctor Zahariah Ilanit:**

Tel: 04-8112598 132 Moriah Ave.

Sun, Tue 08.30-12.30

Mon, Thurs 15.30-19.00

Wed: 09:00-11:00

Fri 08.30-12.00

For appointments please call the office during the opening hours and speak to Mrs. Yael, the clinic manager.

c) **Dr. Dan Nir – Ear Throat and Nose:**

16 Trumpeldor St. Neve Shaanan (Near Agami Square)

For appointments, please call a few minutes before opening hours: Tel: 04-8323646

Sunday 09.00-13.00, 15.00-20.00

Tuesday: 09.00-17.00

Wednesday: 15.00-20.00

Thursday 08.30-13.00

Friday 08.30-12.00

- d) **Doctor Home Visits:** You can call a doctor through the "Bikur Rofe" contact center 24 hours a day: 1800-260-660. Give the service representative your personal details, describe the medical problem and your precise address and phone number. A doctor will be sent to your place of residence within 3-4 hours. House calls are free of charge.
- e) **Consultation with a doctor:** If you need to consult a doctor about your medical problem you can ask the "Bikur Rofe" service representative (at 1800-260-660) to speak to a doctor on call. If the doctor will decide to refer you to an emergency room, he will fax a referral letter to the closest emergency room near you. "Bikur Rofe" contact Center operates 24 hours a day: 1800-260-660.
- f) **Night Time Clinic – Bikur Rofeh:**
For service at night, weekends and holiday evenings, you may use the clinic at 145a Yaffo St. (Floor #8) Downtown Haifa Tel: 04-850-7350

The clinic opening hours:

Weekdays: 17:00- 06:30 the next morning

Fridays and Holidays: 09.00-14.00 and from 16.00-24.00

Saturdays and holidays: 06.30-10.00 the next morning

4. **For Specialists or other services:** please call Harel Contact Center 24 hrs 1-800-414-422
5. **Private Laboratories:** testing will be provided at Elisha Hospital at the Horel Laboratory. For more details please contact the Harel Contact Center: 1-800-41-44-22.

Medical services will be provided free of charge as has been the custom to date, when visiting a physician or laboratory approved by the insurer.

8. **Medications:** can be obtained at:

a. "Maoz Pharmacy" 107 Moriah Ave. 04-8569871

For the names of other pharmacies, contact the Harel Call Center.

b. **Pharmacies next to the Technion**

"Hanita Pharmacy" 22 Hanita St. Neve Shaanan. 04-8231905

9. **Hospitals:** Carmel and Rambam Hospitals in Haifa and other hospitals throughout Israel are with an agreement with Harel. Before visiting a hospital emergency room you should always obtain a referral from a doctor, except in an emergency, as listed in the UMS,

Shira UMS and Prestige policies. (Look at our website: www.yedidim-health.co.il).

Students who must visit a hospital room must have either:

- a) Permission from Harel Contact Center (It is very important to remember with whom you spoke)
- b) A referral from Harel –affiliated doctor and Bikur Rofe doctor.
- c) A life threatening emergency.

Harel does not cover visits to the hospital emergency room outside of the above cases.

10. The Harel-Yedidim Office: is open for service Sunday – Thursday from 08.30 to 15.30. Tel: 03-6386216, Fax: 03-6874534

E-mail: y_health@yedidim.co.il

Our address is :, 12 Hahilazon St , 8th floor, Cristal House, Ramat Gan 52522.

Web Site: www.yedidim-health.co.il .

11. Mrs. Einat Cohen and I am **Amos Gilboa** are available 24 hours a day. Please contact the Call center or our office first. If they are unable to solve your problem, we will be pleased to assist in any way, at any time. **Amos: 052-3250975 Einat: 054-5297775**

Sincerely yours,

Amos Gilboa, Director
Division for Overseas
Visitors and Students