

Know Your Rights

June 2023





Maccabi Members

We're here for you in the evenings and on weekends too!

Emergency Medical Centers at Your Service:

- Tel Aviv – 96 Yigal Alon St.
- Ramat HaSharon – 3 HaNetzah St.
- Petah Tikva – 1 Yitzhak Rabin St.
- Holon – 13 Eliezer Hoofien St.
- Rishon LeZion – 15 Rothschild St.
- Bnei Brak – 86 Rabbi Akiva St.
- Beer Sheva – 4 HaTikva St.
- Netanya – 21 Binyamin Blvd.
- Haifa – Carmel – 15 Horev St.
- Kiryat Motzkin – 80A Ben-Gurion Blvd.

For full details on opening hours and other emergency centers:

- www.maccabi4u.co.il
- Maccabi Non-Stop Call Center *3555

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The rights were updated in June 2023, and are updated on an annual basis. Current rates may be obtained from Maccabi medical centers, the Non-Stop Maccabi Call Center *3555, and the website www.maccabi4u.co.il

In the event of any discrepancy arising between this brochure and the Maccabi website, the information provided on the website will be considered binding and correct.

For convenience, the information is provided using masculine pronouns, but applies to everyone.

Patient Rights

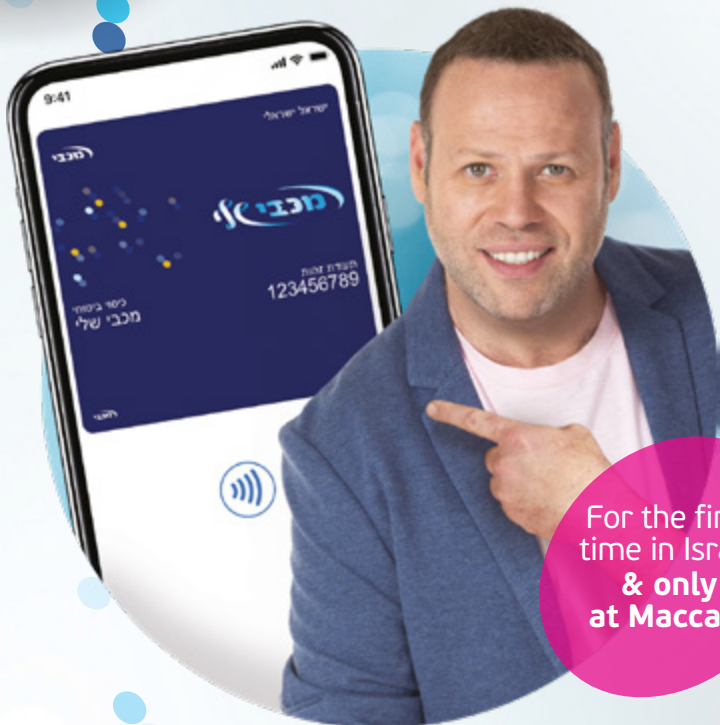
Principles of the Patients' Rights Act – 1996:

- 1 The Right to Receive Medical Care** Every person has the right to receive medical care free from discrimination, in accordance with the agreements periodically updated within the Israeli healthcare system.
- 2 Proper Medical Care** The patient has the right to receive high quality, professional, and compassionate treatment.
- 3 Treatment Provider's Identity** The patient has the right to receive information regarding the identity and position of each person providing them with treatment.
- 4 Second Opinion** The patient has the right to receive a second opinion regarding their treatment, in accordance with the law and health fund procedures.
- 5 Continuity of Care** The patient has the right to cooperation between treatment providers, in order to guarantee continuity of care.
- 6 Maintenance of Privacy** The patient has the right to maintain their dignity and privacy throughout all stages of treatment.
- 7 Medical Confidentiality** The patient has the right to have their medical information kept confidential.
- 8 Medical Information** The patient has the right to receive information from their medical records.
- 9 Informed Consent** The patient has the right to receive detailed information regarding their medical diagnosis, available treatment, prognosis and risks, side effects, and the results of a decision to receive no further treatment – all of which are for the purpose of supplying informed consent for the recommended treatment.
- 10 Medical Care in a Situation of Medical Emergency or Grave Danger**

For all issues regarding patient rights, please use the contact form to write to:

- Maccabi Ombudsman, 27 HaMered St., Tel Aviv 6812509
Fax: 03-5143822 | www.maccabi4u.co.il
- Ministry of Health Ombudsman for the National Health Insurance Law, 39 Yermiyahu St., POB 1176, Jerusalem, 9101002
Tel: 08-6241010 | *5400 | Fax: 02-5655981
kvilot@moh.health.gov.il
- You can also write via the contact form on the Ministry of Health website at www.gov.il





For the first
time in Israel
& only
at Maccabi

Now you can add your Maccabi card to your digital wallet

Scan the QR code
and download your Maccabi card to your phone!



* It may be necessary to update your Maccabi app in order to add your card to the digital wallet.
* This service is available in Kiryat Ono, Givat Shmuel, and Ganei Tikva. During 2023, it will expand to all medical centers nationwide.

Emergency Room Payment Procedures

When any urgent medical problem arises, Maccabi Emergency Care centers are at your service. These centers provide personal treatment and maintain continuity of care. In addition, the copayment is low, and the waiting time is shorter than the waiting time when visiting an emergency room.

Full-Payment Referrals to the Emergency Room

A member visiting an emergency room between 6:00am and 11:00pm must pay the full fee according to the periodically-updated Ministry of Health price list. Exemptions from payment are approved for members with a doctor's referral or members who visit the emergency room due to one of the reasons which are legally exempt from payment, or which are included in Maccabi's extended entitlement.

Reduced-Payment Referrals to the Emergency Room

A member visiting the emergency room from 11:00pm to 6:00am and cases found post factum to be medically-justified referrals (in accordance with Ministry of Health criteria) will only pay the reduced fee according to the periodically-updated Ministry of Health rate. Conditions defined as medically justified and information on rates are available from the Non-Stop Maccabi Call Center and at www.maccabi4u.co.il



According to the National Health Law, exemptions are provided in the following cases:

- A member who was referred to the emergency room with a medical referral or clearance form, and was not hospitalized. The referral is valid for 24 hours.
- A member who was hospitalized, even if they did not have a medical referral or clearance form.
- A student who was injured in school or on a school trip, with confirmation from the school.
- An employee injured in a work accident, with confirmation of a work-related injury from their employer – N.I. Form 250 – provided that they visited the emergency room within 7 days of the injury occurring.
- A self-employed worker injured in a work accident must bring confirmation of the injury in the workplace – N.I. Form 283 – provided that they visited the emergency room within 7 days of the injury occurring.
- An individual injured in a traffic accident, with police confirmation of the accident, provided that they visited the emergency room within 7 days of the injury occurring.
- A member injured in a terrorist act recognized by the National Insurance Institute.
- A police officer injured in the line of duty.
- A member who was a victim of sexual assault.
- A member who was a victim of domestic violence.
- A member diagnosed with a new fracture.
- A member who comes or is referred to the emergency room at a psychiatric hospital.
- Familial dysautonomia.
- A member who is referred to the emergency room of a general hospital, according to the instructions of the district psychiatrist of the Ministry of Health, or by order of a criminal court, under the law relating to the care of psychiatric patients.



- A member diagnosed with a severe shoulder or joint dislocation.
- An injury requiring sutures or another wound-closure technique.
- Inhalation of a foreign body into the airways or penetration of a foreign body into the eye.
- Individuals diagnosed with cancer, hemophilia, or cystic fibrosis, and dialysis patients.
- A woman experiencing contractions (labor pains).
- A snake bite or scorpion sting.
- A life-threatening allergic reaction.
- A head injury, in members under the age of 2 or over the age of 70.
- A member transported to the hospital by ambulance from the street or from another public place following an injury or sudden event requiring medical attention, provided that the transportation was carried out by a Magen David Adom ambulance or a private ambulance licensed by the Ministry of Health.
- An epileptic seizure, in the case of members diagnosed with epilepsy.
- Babies up to the age of two months, suffering from a sudden fever above 38.5°C.
- A dislocated jaw.
- A third degree burn on any part of the body, regardless of age or the extent of the burn area.



Maccabi has expanded the list of exemptions during all hours of the day in the following cases:

- A member who was referred to the emergency room by a Maccabi medical center or by another medical center included in the agreement. Referral validity – 24 hours.
- A member referred by a nurse from the Non-Stop Maccabi Call Center. Referral validity – 24 hours.
- A member referred by a nurse from the Heart Failure Center, at any time of day.
- A member suffering from acute urinary retention requiring catheterization.
- A member who was bitten by an animal outside the hours of the Ministry of Health's Health Bureaus, or who was given a rabies vaccination following diagnosis by a physician.
- A pregnant woman who does not feel fetal movements from week 28 of pregnancy.
- A pregnant woman experiencing significant vaginal bleeding.
- A member who has been referred for psychiatric emergency care at a general hospital, in cases of: attempted suicide / psychosis / psychotic episodes / severe side effects from medication / suspected poisoning.
- A member who experienced bleeding following an invasive procedure in a hospital, up to 10 days following the procedure.
- A member who refused hospitalization despite an emergency room recommendation for hospital admission.
- A member with an eye injury as a result of a damage from a chemical substance, or foreign body (such as a scratch in the cornea), unrelated to eye inflammation, in accordance with the required clinical indications.
- A patient with juvenile onset diabetes with hypoglycemia (blood sugar level under 60 glucose units).
- A dislocation of any joint except for fingers and toes.
- A dentoalveolar injury (damage to the bone holding the teeth), requiring immediate fixation of the tooth.
- A police officer injured in the line of duty.
- A police officer referred by the Israel Police or Prison Service.

Please Note!

Visiting the emergency room for cases not covered in the list of exemptions requires a copayment in accordance with the Ministry of Health pricelist.



Maccabi has expanded the provision of exemptions during the times when the medical centers / emergency centers are closed in the following cases:

- Repair of a plaster cast (following a fracture) that was put on one day previously.
- Following the ingestion of a foreign body or poisonous substance.
- Following an asthma attack/epileptic seizure/seizure triggered by a high fever.

Eligible Populations

Exemptions, Discounts & Maximums in the Healthcare Basket

Eligible Population	Exemptions from Copayment
Oncology, Gaucher's disease, hemophilia, AIDS, thalassemia major, tuberculosis, cystic fibrosis, and dialysis patients, as well as organ and bone marrow donors (according to the conditions listed on the Maccabi website)	Exemption from the quarterly copayment for a physician visit, exemption from the copayment for drugs included in the healthcare basket to treat the specific condition for which the exemption was granted only, disposable equipment in accordance with a monthly limit for chronic patients at a quarterly rate
Pensioners receiving income support from the National Insurance Institute, or an individual recognized as a "prisoner of Zion"	Exemption from quarterly copayment for the entire family, a 50% discount on the copayment for drugs included in the healthcare basket, up to a limit of NIS 168 per person
Members receiving pensions according to Chapter 9 of the National Insurance Institute, members receiving Mobility Pension – children under the age of 18 years and 3 months	Exemption from the copayment for quarterly physician's visits
Members aged 72 and older	Eligible for a 10% discount on the copayment for drugs included in the healthcare basket
Second World War veterans receiving income support	Exemption from the copayment for a quarterly physician's visit. Exemption from the copayment for drugs included in the healthcare basket (veterans only, as of 1.12.2017).
Disabled members from the war on Nazis receiving a pension from the Ministry for Social Equality. – the Authority for Holocaust Survivors' Rights. For clarification, tel: 03-5682651.	<p>Exemption regardless of the recognized disease: Copayment for medications included in the healthcare basket.</p> <p>Exemption due to a recognized disease: exemptions on copayments for drugs not included in the healthcare basket, when approved by the Medical Director at the Maccabi Head Office</p>
Disabled members who are Holocaust survivors and recognized as eligible for reparations from Germany. Clarification should be made at the Office for Personal Compensation from Abroad at the Ministry of Finance. Tel: 03-6234100.	<p>Exemption regardless of the recognized disease: Copayment for medications included in the healthcare basket.</p> <p>Exemption due to a recognized disease: exemptions on copayments for drugs not included in the healthcare basket, when approved by the Medical Director at the Maccabi Head Office</p>

Rates are updated on an annual basis. Updated rates can be obtained from Maccabi medical centers, or from the Non-Stop Maccabi Call Center *3555 and on the website www.maccabi4u.co.il

Eligible Population	Exemptions from Copayment
Members injured in a work accident recognized by the National Insurance Institute	Refund/exemption from fees and copayments for treatments relating to the recognized injury, including treatments that are not included in the healthcare basket.
Members injured in traffic accidents	Refund/exemption from fees and copayments for treatments included in the healthcare basket and relating to injuries sustained in the accident.
Families with 4 or more children	<ul style="list-style-type: none"> ● 50% discount on the required copayment for child development treatments. ● 50% discount on the required copayment for workshops and groups.
Children with somatic disabilities treated at the Child Development Institute or children from families receiving an income support	Exemption from the copayment for child development treatments
Children diagnosed on the autistic spectrum up to the age of 18, those treated at the Child Development Institute, and parents eligible for income support	Exemption from the copayment for child development treatments
Employees receiving services within an occupational clinic	Exemption from the copayment for a quarterly visit or other visit

Please Note!

In accordance with Ministry of Health policies, please note that the right of people with disabilities to be exempt from appointments does not apply to healthcare services, including office services provided in health centers or pharmacist services in pharmacies.

Please Note!

Maccabi has expanded the entitlement for members receiving the General Disability Pension at 75% and higher, and for members receiving an Income Support Pension under the age of retirement, and is operating a reduced monthly maximum for the copayment for the purchase of drugs included in the healthcare basket.

The benefit will be applied from the date of application.

In order to qualify for the discounts, please apply with your current medical records to your nearest Maccabi medical center.

Advance Approval Procedures

With a view to ensuring that all Maccabi members receive equal fair, professional treatment, Maccabi operates centers for advance approval and counseling. The criteria for approval are based on the national healthcare basket and the extensions provided by Maccabi, and are determined in consultation with leading experts in every field and in accordance with the latest medical considerations. In addition to these approvals centers, Maccabi operates several committees which evaluate the appeals of unapproved treatments, as well as applications for exceptional treatment.

1 Advance Approval & Counseling

Some treatments and/or medication and/or specialist food included in the healthcare basket require prior approval or counseling from Maccabi. These treatments are included in the healthcare basket but are only provided if deemed necessary from a medical perspective. If an authorized medical body acting on behalf of Maccabi determines that the treatment is a medical necessity, the treatment will be covered under the healthcare basket.

Examples of treatments that require prior approval: imaging tests, elective catheterization, IVF, breast surgery, excess skin removal surgery, eyelid surgery, bariatric surgery, discounts on specific foods, certain drugs and technologies, etc.

2 Supplementary Healthcare Committees (Maccabi Kessef, Maccabi Zahav and Maccabi Sheli) to Discuss Appeals on Decisions Regarding Coverage of Overseas Operations

3 Exceptions Committee

Members who suffer from a medical issue and require exceptional treatments not included in the healthcare basket may apply to the Exceptions Committee. Applications may be submitted via the attending physician or Maccabi medical centers, with attached medical documentation and the physician's explanation concerning the need for exceptions in the requests for approval of the following:

- Medication not included in the healthcare basket.
- Medical technology not included in the healthcare basket.
- Bariatrics – requires a referral from a regional bariatric clinic.
- Specialist food – requires a referral from the Drug Approval Center.

4 Appeals

The decisions of the authorizing bodies may be appealed by submitting a request to the relevant authorizing body and attaching additional medical evidence, or by contacting the Maccabi Ombudsman. Appeals may also be made by submitting a request to the Ministry of Health Ombudsman for the National Health Insurance Law, or to the Labor Court.

Rights for Dental Care Included in the Healthcare Basket



The dental treatments included in the national healthcare basket are provided for defined populations, and are performed nationwide at MaccabiDent clinics and at clinics that have a service agreement with Maccabi.

Maxillofacial medical services are provided by Maccabi consultants specializing in maxillofacial medicine in regional clinics and in the maxillofacial departments of hospitals.

Entitlements included in the healthcare basket as of June 2023:

- Dental treatments **for children ages 0-18 (including treatment of dental injuries)**, including general anesthesia up to the age of 5. These treatments are provided either without a copayment or with a copayment of only NIS 26, and no more than NIS 52, even if more than one treatment with an associated copayment is performed during the same appointment.
- Treatment of dental injuries in children includes: first aid, diagnosis, consultation, preservation treatments, and anesthesia (when the referral for anesthesia is given up to 6 months after the injury occurs). Does not include restorative treatments, except bonding and crown lengthening. Does not include orthodontics.
- Dental treatments for **oncology patients**
Pre/post chemotherapy or radiotherapy treatment
Following radiation to the head or neck
Following amputation of a tumor of the jaw or tissue near the jaw
Patients up to the age of 30 who had radiation treatment to the head-neck in early childhood
Oncology and multiple myeloma patients with bone metastasis, prior to treatment with Denosumab or bisphosphonates, 50% discount on treatments in the basket
- Dental treatments **for individuals who have undergone transplantation of a solid organ, bone marrow, or artificial heart valve** – before/after the transplant
- Dental and orthodontic treatments **for individuals with cleft palate up to the age of 25 and for members with developmental abnormalities of the facial bones and a birth defect in dentition**
- Dental treatments **for members suffering from the congenital deficiency of 6 teeth or more** – up to the age of 30
- Dental and orthodontic treatments for patients with **Treacher Collins, Crouzon, Apert and Pfeiffer syndromes** – up to the age of 30
- Dental treatment **for members with congenital systemic defects in tooth structure and matter** – up to the age of 25 (Amelogenesis imperfecta, Dentinogenesis imperfecta)
- Preventive, preservative and restorative dental treatments **for members with neurodevelopmental disorders** – up to the age of 24
- Preventive, preservative and restorative dental treatments **for members with developmental mental disabilities**, ages 18-24
- **General anesthesia** for dental treatment
 - * For children up to the age of 5
 - * For members with Down syndrome, autism, cerebral palsy, mental retardation, mental illness, telangiectasia and severe heart problems.
- **Orthognathic surgery**, including **orthodontic treatment to prepare for and accompany the surgery**, required due to severe functional disorders
- **Restorative dental care** following partial or complete resection of the jaw due to benign tumors or cysts of 2.5 cm or more in the jaws
- **Preservative and preventive dental care for seniors ages 72+.**
- **Maxillofacial medical services.** Entitlement for diagnosis, treatments and operations in the buccal and pharyngeal cavity, including problems in the jaw joints, lesions and pathologies of the soft tissues and salivary glands, except for problems and treatments related to the teeth and gums



Detailed information about the entitlements, treatments and the location of MaccabiDent and affiliated clinics included in the agreement can be obtained from the Non-Stop Maccabi Call Center *3555 and on the Maccabi website

Special Agreements

● Doctor Services & Paramedical Services (Dietitians, Podiatrists, etc.)

In order to receive medical services, the member may choose to visit any doctor appearing on the list of doctors in the Maccabi Service Guidebook. Please bring your Maccabi card to all appointments with a doctor or therapist.

Please note that the relationship between a patient and their doctor is of great significance for many reasons, including continuity of care, familiarity between the patient and the caregiver, and the process of organized medical documentation. Therefore, it is of great importance to maintain an ongoing relationship with the doctor, and to refrain from transferring between doctors whenever possible. Although a Maccabi member is entitled to visit any Maccabi primary care physician of their choice, if they have already visited a certain primary care physician within a given quarter, they cannot visit another primary care physician within the same quarter, unless it is an emergency. Visits to secondary care physicians do not require a referral from the primary care physician, except in specialist fields that are detailed in the Service Guidebook. However, it is very important to inform the primary care physician / pediatrician of the visit to ensure continuity of care.

● Health Professionals, Laboratories, Institutes & Therapist Services

In order to receive medical services from the health professionals, laboratories, institutes and therapists that have an arrangement with Maccabi, the member may refer, according to their preference, to one of the therapists or institutes listed in the Service Guidebook according to the type of service and health profession (imaging, laboratories, child development, women's health, etc.) they require. Please bring your Maccabi card and a doctor's referral when using any of these services. Physiotherapy appointments do not require a doctor's referral.

● Emergency Medical Services

In the event of an emergency occurring during the non-operational hours of Maccabi clinics, Maccabi operates Emergency Medical Centers for its members in addition to private Emergency Medical Centers that have a contractual agreement with Maccabi. Additional options include a home visit from a doctor, contacting a nurse advice service by phone, and visiting a hospital emergency room. (Subject to payment arrangements, as specified on pages 4-5 of this booklet.) The rules, entitlements, copayments, and opening hours are published on the Maccabi website >> Emergency Medicine. The list of Maccabi medical centers is published on the Maccabi website >> Emergency Medical Centers. Please bring your Maccabi card when using this service.

● Hospitalization Services

Maccabi members can benefit from Maccabi's contractual agreements with a nationwide network of public hospitals. When hospitalization is necessary, the member is issued with a Financial Commitment Form from Maccabi to cover the hospitalization expenses.



The hospitals currently included in the arrangement with Maccabi

(listed alphabetically)*: Assaf Harofeh, Assuta, Barzilai, Bnei Zion, English EMMS Nazareth, French Nazareth, Hadassah, Hillel Yaffe, Italian Holy Family, Laniado, Maayanei Hayeshua, Meir, Nahariya, Poriya, Rambam, Rabin, Rambam, Shaare Zedek, Sheba, Sourasky, Wolfson, and Ziv.

Some hospitals are available according to the member's place of residence: Yoseftal Hospital for residents of Eilat and the surrounding area only (south of the Mizpe Ramon Ein Hatzeva line); Soroka Hospital – for residents of the Beer Sheva area only (south of the Netivot Beit Kama line).

Geriatric / rehabilitation hospitals (listed alphabetically):

Ashdod: Beit Hadar (for Ashdod residents), Beer Sheva: Neve Sheva (for Beer Sheva residents); Aleh Negev – complex care for children and adults + rehabilitation for children, Beer Yaakov: Shmuel HaRofeh, Bnei Brak: Aleh – complex care for children and adults, Eilat: Bayit Balev – complex care, Hadera: Tender Loving Care – complex care + rehabilitation, Haifa/Nesher: Bayit Balev – complex care + patients on respirators + rehabilitation, Jerusalem: Aleh – complex care; Augusta Victoria – complex care; Misgav Ladach – complex care; St. Louis French Hospital – complex care + rehabilitation; Herzog – complex care + patients on respirators + rehabilitation; Kfar Saba: Bayit Balev – complex care + rehabilitation, Maale Adumim: Hod Adumim, Ness Ziona: Naot Hamoshava (for Ness Ziona residents), Netanya: Malben (“Dora”) geriatric center, Omer: Bayit Balev – complex care and rehabilitation, Pardes Hanna: Shoham, Petah Tikva: Naot HaSharon (for Petah Tikva residents), Rishon LeZion: Bayit Balev – complex care + respiratory rehabilitation, Shfaram: Elanya, Tel Aviv-Jaffa: Reuth Medical Rehabilitation Center – complex care + patients on respirators + rehabilitation; Naot Hatichon (for Tel Aviv residents), Tiberias: Od Amal.

● Psychiatric Hospitals*

Beer Sheva mental health center, Geha mental health center, Abarbanel mental health center in Bat Yam, Maale HaCarmel mental health center (Tirat HaCarmel), Eytanim mental health center in Jerusalem, Kfar Shaul mental health center in Jerusalem, Beer Yaakov mental health center in Ness Ziona, Mazor (Mizra) medical center for mental health in Acre, Lev HaSharon medical center for mental health in Pardessia, Shalvata mental health center, Shaar Menashe mental health center.

● Psychiatric Hospitalization Departments in General Hospitals:

Sourasky Medical Center in Tel Aviv, Barzilai University Medical Center in Ashkelon, Hillel Yaffe Hospital in Hadera, Rambam Hospital in Haifa, Hadassah Hospital in Jerusalem, Herzog Hospital in Jerusalem, Galilee Hospital in Nahariyya, EMMS English Hospital in Nazareth, Ziv Hospital in Safed, Soroka University Medical Center, Sheba (Tel HaShomer) Hospital in Ramat Gan, Ma'ayanei HaYeshua Hospital in Bnei Brak.

● Consultation Services at External Clinics

Maccabi operates an array of consulting clinics staffed by a variety of health professionals including specialists, some of whom are employed as senior doctors in hospitals. According to Maccabi policy, preference is given to medical consultation in the community. In locations where there is no alternative available from Maccabi or on its behalf, special authorization will be granted to visit a hospital outpatient clinic. In such cases, please bring the appropriate Financial Commitment Form to the hospital. If a Maccabi medical authority has determined that there is an appropriate alternative service available from Maccabi, Maccabi may refer the member to the specialist clinic operating within its framework, and may not approve the financial commitment to the hospital.

● Special Services

Special services such as IVF treatment, dialysis, oncological treatments, organ transplants, gastroenterological services, and so on are services provided in all hospitals under the agreement, as specified in the Inpatient Services section, as well as through other providers in the community.

The list of service providers is published in the Maccabi Service Guidebook and on the Maccabi website **» Health Professionals » Institutes, Therapists and Treatments**. When requesting any of these services, please bring a doctor's referral and your Maccabi card. When the service is provided at a hospital, the appropriate Financial Commitment Form must be obtained from Maccabi.

*The list of hospitals is published on the Maccabi website and changes periodically.

● Pharmacy Services

Maccabi Pharm, Maccabi's pharmacy chain, includes more than 125

Every patient is entitled to request the presence of an individual of their choosing during a medical examination

nationwide.

In addition, Maccabi members can receive services from hundreds of private pharmacies, which have an agreement with Maccabi and accept prescriptions from Maccabi doctors. For a list of pharmacies, see: <https://serguide.maccabi4u.co.il/heb/pharmacy>

◀ You can also buy and order medications via the Maccabi Pharm website, instead of going to a pharmacy, and have them delivered to your home within 2 business days. Alternatively, you can pick up your order from the pharmacy via the express line.

<https://maccabipharm.maccabi4u.co.il>

Website purchases are added to your current Maccabi standing order. Maccabi Pharm also offers a consultant pharmacist service. Please ask about this service at your local branch. You must have your Maccabi card with you when using this service.

● Centers of Excellence

Certain medical conditions and diseases are recognized as eligible for treatment at Centers of Excellence – medical institutions which are recognized as clinical experts in the relevant condition. The member will be given the option to receive the service necessary for the relevant disease or medical condition, at an institution that is recognized by the Ministry of Health as a specialist medical service. Receiving this service in accordance with the provisions of this section is subject to approval from Maccabi.

● Appeals

A member who believes they have been unjustly denied a treatment to which they have a right under the national healthcare basket may appeal Maccabi's decision to the medical center management or to the Regional/Center Medical Director. The decision will be re-evaluated. A further appeal may also be made to the Maccabi Ombudsman via fax, e-mail or the form on the Maccabi website ▶▶ Ombudsman. The member retains the right to appeal to the Ministry of Health.

● Continuity of Care

Maccabi endeavors to maintain continuity of care for oncology and transplant patients. In certain cases, according to medical discretion, treatment is also provided at hospitals and by service providers not within the Maccabi network.

Medical
Care that
Speaks
Your
Language
Telephone
Interpreters



Is your Hebrew not so good?

Maccabi has the perfect service for you!

Simultaneous translation via medical interpreters when you meet with medical professionals at every service location.

▶▶ Simply request that your service provider contact a telephone interpreter

Available Languages:

Russian, Arabic, French,
Spanish, Portuguese and Amharic.

For Remote Simultaneous Sign Language Interpretation

Available via your smartphone.

scan the QR code

or via the "Voice of Health" on the Ministry of Health's website.

Exclusively for Maccabi Members



Order medications & other pharmacy products for
Delivery to Your Door
Simple, convenient & easy

Order Medication
Visit Maccabi Pharm Online
or scan the QR code:



For assistance, contact Maccabi Non-Stop at *3555

- Free shipping for Maccabi members over 75 (once per calendar quarter, when purchasing prescription drugs and equipment) and on purchases of NIS 150 and over.
- Maccabi Sheli and Maccabi Zahav members - 50% discount on the shipping charge - just NIS 17.50 only (when purchasing prescription drugs and equipment). The full shipping charge for members without supplementary plans is NIS 35.
- Shipping charges will be determined in accordance with eligibility and actual purchases.

Maccabi Members are Healthier! It's the highest health standard in Israel



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**According to the 2023 Brookdale survey:
Maccabi members report higher rates of good health**