



## The Egert – Cohen guide to Medical Insurance in Israel

Welcome! You are insured through Harel, Israel's premium health insurance company. Your individual policy number has been sent to you by e-mail.

### How to use the policy?

#### 1) General

Attached, you will find a list of doctors and medical services contracted to Harel – always confirm that the clinic is open before you arrive and mention that you are insured with Harel VIP. Also, use our apps to find all Medical Services – Download now!!!

Android

IOS



**2) Hospital Emergency Rooms:**

Major emergencies (broken limb, loss of consciousness, poisoning, serious eye injury) – go directly to the EMR.

In non-emergency situations, you must be referred by a Harel doctor/clinic, or through the on-line medical service. Telephone: 1800-260-660 or 03-6272300 ext. 1/3.

\* For other minor emergencies, go directly to the Terem 24 clinics – (see attached).

\* In emergency situation only, call an ambulance (**102 in Israel**).

**3) Bikur Rofeh- You can arrange for a doctor home visit but remember:**

- a) It can take longer than expected because of back-ups with other patients / groups.
- b) The doctors are not always of the highest level! Telephone: \*6101

**4) Prescription medication – there is no cash out outlay for pharmacies on the Harel list. If you are far from a registered pharmacy, you should pay for the medication and return both the prescription and the receipts to our office for a refund: [info@egertcohen.co.il](mailto:info@egertcohen.co.il).**

**5) Specialist appointment - e.g. gynecologist, ENT, gastro, ultrasound etc. or any test not readily provided by the listed clinics. Call Leon in our office: 02-622-7999 ext. 115 or 050-570-7151 or [info@egertcohen.co.il](mailto:info@egertcohen.co.il).**

**Important phone numbers**

Telephone number	When to call
Egert & Cohen: 02-6227999 Ext. 115 Office hours 10:00-15:00 (ask for Leon) Leon Cohen: 0505707151	Any problems with medical service providers, setting up specialist appointment, lab work, X-rays
Leon Cohen: 0505707151 Shimon Cohen: 0505482192 Yonah Egert: 0505363897	Finding specialists, blood tests, trouble shooting.
*6101	Bikur Rofeh (house calls)
Harel's 24 – hour call center: 1800-414-422 / 03-754-7020	Any hospital admission, finding doctors and other medical services