

## **Clalit's Nurses' call center**

Need a phone consultation with a nurse? You've come to the right place. At Clalit's Nurses' call center you can consult with a nurse on a variety of issues, 24/7, 365 days a year. For example, consulting for people who are 65+ years old, pregnancy, birth and breastfeeding consultation, assistance for cancer patients and patients recovering from the disease, are all just a phone call away.

### **Important to know**

This is not an emergency center or Emergency Room (ER) referral center.

If you need immediate treatment - please go to the clinic.

When the clinic is closed you can go to one of Clalit's emergency medical centers or to the ER.

What information and assistance can you get at the center?

We'll get into all of that later in the article.

At Clalit's Nurses' call center, we provide phone consultations for Clalit members on a variety of issues, 24 hours a day, 7 days a week, 365 days a year. The service is provided for Clalit customers only.

As part of the consultation, we also provide professional information, medical guidance, and when necessary - we will direct and refer you to various medical services.

### **How can I contact the Nurses' call center?**

It's very simple - dial \*2700, choose the language you prefer, and then choose extension 5 - the nurses' call center.

### **What languages are spoken at the Nurses' call center?**

Hebrew, Arabic, Russian, and English. Amaharic is also available

## **Who provides the consultations at the Nurses' call center?**

Certified nurses with knowledge and experience in many diverse fields of healthcare, who have been selected through a rigorous process and undergone specific professional training.

## **What can you ask about at the center?**

The center responds to customers at all stages of life, both healthy and ill. The nurses provide answers in various fields, such as pain management, fever, injury, pregnancy, breastfeeding, and more.

### **Pregnancy, Birth and Breastfeeding**

You can get advice over the phone about pregnancy and breastfeeding issues and difficulties from specifically trained certified nurses.

### **Oncological Nurses' Center - You have someone to talk to at \*9585**

A call center for oncological patients and their families. Specialist oncological nurses are there to answer your calls, and you can also get professional advice regarding any problem or question you have when the clinics are closed. The center provides support during all stages of the disease, and after it.

## **What days and hours does the oncological call center operate?**

- Sundays to Thursdays: 6 pm - midnight.
- Fridays and holiday evenings: 1 pm - midnight.
- Shabbat and holidays: 8 am - midnight.

### **Call Center for Patients Recovering from Breast and Colorectal Cancer**

The call center was established as part of Clalit's oncological nurses' center. Calls are answered by nurses who specialize in oncology, who can help you deal with issues common among those recovering from cancer, such as health problems and side-effects, returning to normal life, sexuality, getting back to work and hobbies, and more. The program includes several sessions over the phone at a time that's convenient for you.

### **65+ Center**

Get answers to all the questions that interest senior citizens:  
how to prevent falls, how to use medication correctly, how to deal with sleep

disorders, hearing problems, depression and anxiety, chronic illnesses, treating urgent problems, information on rights and more.

Calls are answered by nurses who specialize in oncology, who can help you deal with issues common among those recovering from cancer, such as health problems and side-effects, returning to normal life, sexuality, getting back to work and hobbies, and more. The program includes several sessions over the phone at a time that's convenient for you.

## **How do you join the service?**

All you need to do is ask the secretary at your oncological institute or your attending physician to send a referral to the center for recovering patients, and a nurse from the center will set up a phone session with you at your convenience.

## **What advice can't you get about at the center?**

1. As mentioned, this is not an emergency center and does not provide ER referrals. When the clinic is closed you can go to one of Clalit's emergency medical centers or the ER.
2. The center does not handle complaints or issues related to public enquiries.
3. The center does not provide personal information regarding lab tests (test results, appointment bookings, and so on). You can print them out on the "Clalit - For Your Information" stations at Clalit clinics.
4. The center does not provide personal information regarding medication.
5. Would you like to make an appointment to see a doctor or get blood tests done? dial \*2700 to book an appointment over the phone.
6. For general information, inquiries and information about clinics and services, you can call the service center at \*2700.
7. For administrative calls (receiving documents, approvals, and so on) you can call your main clinic.
8. For insurance related issues, contact [Clalit Mushlam](#).