

## **Contact Information for the Deaf and the Hearing Impaired**

Are you deaf or hard of hearing and need to contact us?

You can do so through the Clalit's website, in a video-call with a sign language interpreter, and via chat.

### **Contact us through the site**

You can schedule appointments through the [Clalit Online](#) website

### **Contact us using a sign language interpreter**

The service is provided Sundays-Thursdays, 9 am-5 pm.

**[Click here to go to the call center \\*2700 for a call with a sign language interpreter](#)**

- If you are using a PC and having trouble operating the chat camera, follow the [operating instructions in this link](#).
- If you are using a cellphone, you will be asked to install the remote translation app. No username or password is required.

After installing the app you can exit it and click again on the [link to transfer to a call with an interpreter](#).

#### **Please note:**

You will have to provide personal medical information in order to talk with the representative.

### **An appointment with a doctor or nurse using a sign language interpreter**

Arriving for an appointment with a doctor or a nurse?

Now you can do so with an interpreter in real-time, using the remote translation and transcription app.

## **How do you do it?**

Download the "Remote Translation" app. At the beginning of the meeting, when you're in the room with the medical practitioner, turn on the app. You will immediately be connected to an online translation center and an interpreter will translate the conversation in real-time via video.

## **What do you need?**

A smartphone and an Internet connection.

The service is provided Sundays-Thursdays, 9 am-5 pm, and is operated through the Shema Association.

[Click here to download the app to an iPhone.](#)

[Click here to download the app to an Android OS.](#)