

# Guide for Oncological Patients

What rights are you entitled to if you have cancer? What rights are you entitled to from the government? What services are available to you at Clalit? How should you deal with side-effects of the disease and treatments? A guide for you and your family.

**Updated: 1 March 2017**

We're happy to offer you most of the information you may need in the course of the treatment and your recovery. As we are an organization constantly improving our standard of service, it's important for us to get feedback from you. Let us know which sections you found helpful, what you found interesting, if there are topics you were seeking and couldn't find, etc. Please send your comments to: [clalit4u@clalit.org.il](mailto:clalit4u@clalit.org.il)

## Introduction

### **A few words about cancer and this information pamphlet**

Cancer is a disease that affects the cells of the body, which are the building blocks composing the tissues. Most of the cells in our body renew themselves by dividing in a regulated and controlled way, regardless of their form and function. In some cases, the cells continue to divide when there's no need for it, forming a cluster of cells known as a tumor. Some tumors are benign and some are malignant.

In benign tumors the cells don't spread to other body organs, but they continue to grow in the original area and can put pressure on nearby organs.

A malignant tumor however, is made up of cells that have the ability to spread. These cells can spread to other organs in the body through the blood stream or lymph system and destroy them. When these cells reach a

new area, they can continue to divide and create new growths which are called secondary tumors or metastases.

There are over 200 types of cancer. Each of them has its own unique name, behavior and treatment. Data from the Cancer Registry at the Ministry of Health shows that every year there are about 30,000 new cancer patients. These numbers are highly concerning, but the good news is that thanks to advanced research, improved early detection methods and increasing awareness of the importance of preventative medicine, there has been a significant increase in the number of people cured from the disease and a significant improvement in patients' quality of life.

At Clalit, we feel it is our duty and privilege to stand by your side in your moments of difficulty and help you in any way we can. We know that during your illness and recovery you will have many questions and will require a lot of information on various topics. To make things easier for you and to help you overcome the disease and cope with the recovery process in the best possible way, we have concentrated here comprehensive, in-depth information we believe you will need during the various stages of the disease.

### **Health Basket of Service Rights**

Clalit patients who have cancer, are entitled to choose the public medical institution at which to receive treatment. For additional details regarding how to exercise this right, contact your main clinic or Clalit's customer service telephone center at \*2700.

## **Expense Refunds**

In order to receive a refund of expenses you must present the relevant medical documents as specified in each section. In addition, you must attach an original tax invoice or receipt.

## **Staying at a Hotel**

A patient in need of radiation therapy and/or chemotherapy in an ambulatory framework in a public hospital, who lives 30 km or more away from the place of treatment, is entitled to a refund of hotel accommodation expenses at a rate of 70% of the actual expense and no more than the refund rate. To receive the refund you must present a medical letter from the oncological institute and approval from the Clalit district medical director. No refund is given for travel expenses on days for which accommodation expenses were paid, aside from the trip to receive the treatment on the first day and to get back home on the last day. To get a refund of the travel expenses see the specifications that appear towards the end of this information file..

## **Accompanying Persons**

Persons accompanying patients who require radiation therapy and/or chemotherapy are entitled to financing participation from Clalit towards hotel accommodation expenses. The refund is given based on the recommendation of the oncological institute confirming the necessity of the accompaniment, and with the approval of the Clalit district medical director. The refund rate is 50% of the actual expense incurred by the patient and no more than the refund rate.

## **Lodging and Accommodation**

A patient in need of radiation therapy and/or chemotherapy in an ambulatory (out-patient) framework in a public hospital, who lives 30 km or

more away from the place of treatment, is entitled to participation in lodging and accommodation expenses at places other than a hotel or residence, up to the refund rate ceiling. To receive the refund you must present a medical letter from the oncological institute, approval from the district medical director and a declaration by the patient.

Refunds of travel expenses will be given only for days for which no lodging and accommodation expenses were refunded, aside from the trip to receive the treatment on the first day and the trip back home on the last day. To get a refund of the travel expenses see the specifications further on in this info file.

### **Staying at a Lodging that Has an Arrangement with Clalit**

If a patient requires radiation therapy and/or chemotherapy in a public hospital and lives 30 km or more away from the place of treatment, and there is a lodging that has an arrangement with Clalit near the hospital, that patient will receive a voucher form from Clalit for staying at the lodging, with the approval of the Clalit district medical director. When that lodging is closed, the patient will receive a refund of travel expenses on the weekends to his home and back, provided the district has not issued a voucher form for the lodging for days when the patient actually stayed at home. To get a refund of the travel expenses see the specifications further on in this info file.

### **Traveling by Public Transportation or Private Car**

Patients who travel by public transportation or private car to receive radiation and/or chemotherapy treatments in an ambulatory (outpatient) clinic or medical center are entitled to a 100% refund based on the public transportation rates. To receive the refund, you must present confirmation from the oncological institute stating the treatment dates.

A patient who has undergone a bone marrow transplant and is transported from his home to the hospital to receive treatments related to the transplant and then transported back home, is entitled to a refund up to six months from the date of the surgery at a rate of 100% based on the public transportation rates. To receive the refund, you must present confirmation from the oncological institute stating the treatment dates.

Patients traveling by train to receive said treatments will receive a refund of 100% of the train fares. To receive the refund, you must present confirmation from the oncological institute stating the treatment dates, as well as the train tickets. The date on the train tickets must match the treatment date.

### **Accompanying Person Traveling by Public Transportation or Private Car**

In the following cases, a refund of travel expenses will be given for travel by public transportation or private car, for a person accompanying a patient receiving treatment in an ambulatory framework or as part of elective hospitalization (planned in advance), provided it is approved by the Clalit district medical director or someone on his behalf confirming that the accompaniment is indeed necessary:

A person accompanying a patient traveling from his home to the hospital or the oncological institute to receive chemotherapy and/or radiation therapy and back home after the treatment.

The refund rate is 50% of the actual expense incurred by the accompanying person based on the public transportation rates. You must present confirmation from the oncological institute stating the treatment dates.

A person accompanying a patient after a bone marrow transplant traveling from the patient's home to the hospital to receive treatments related to the transplant and back home after the treatment. The refund rate is 50% of the

actual expense incurred by the accompanying person based on the public transportation rates. You must present confirmation from the oncological institute stating the treatment dates.

An accompanying person traveling by train will receive a 50% refund based on the train fares. You must present confirmation from the oncological institute stating the treatment dates as well as the train tickets. The date on the train tickets must match the treatment date.

### **Transportation by Taxi or Ambulance**

In the following situations a refund of travel expenses will be given when receiving treatment in an ambulatory framework or as part of elective hospitalization:

1. An oncological patient traveling from their home to the hospital or institute to receive radiation therapy and/or chemotherapy and back home after receiving the treatment.
  2. A patient who has undergone a bone marrow transplant and is transported from their home to the hospital to receive treatments related to the transplant and back home after the treatment. The refund is given up to six months from the date of the transplant.
- A. A refund for an ambulance transportation (according to MDA's rates) for treatment as part of elective hospitalization:
- An ambulance trip from the patient's home to the hospital will be refunded at a rate of 100%, with approval in advance from the district medical director (the refund is only for traveling to the hospital).
  - An ambulance transportation from the hospital back to the patient's home will be refunded at a rate of 50%, with the approval of the clinic's director.

B. A refund for a taxi ride to the treatment as part of elective hospitalization:

A taxi ride from the patient's home to the hospital and back will be refunded at a rate of 50% of the actual expense, with the approval of the clinic's director.

C. A refund for a taxi ride or ambulance transportation (based on Magan David Adom's rates) for treatment in an ambulatory framework: A taxi or ambulance ride from the patient's home to the hospital and back will be refunded at a rate of 50% of the actual expense, with the approval of the clinic's director.

To get a refund as specified in sections "a-c" above, you must also attach an original tax invoice or receipt as well as confirmation from the oncological institute stating the treatment dates.

A trip in a private ambulance (not an Magan David Adom ambulance) will only be approved for private ambulances operating with the approval and under the supervision of the Ministry of Health.

### **Quarterly Fee**

Oncological patients are exempt from paying the quarterly fee when visiting the following: a professional physician, dietician, institutes and outpatient clinics in hospitals.

### **Going to the Emergency Room (ER)**

An oncological patient who goes to the ER for treating cancer is exempt for paying for the ER visit. To receive a Form 17 (financial voucher) for the ER visit, go to your main clinic with a summary of the ER visit.

### **Going to an Emergency Medical Center (EMC) under Arrangement with Clalit**

An oncological patient who goes to an EMC for cancer treatment is exempt from paying for the visit. If the patient was charged for the visit, they can go to the main clinic to receive a refund. To receive the refund, you must present an original tax invoice or receipt and the EMC visit summary.

### **Wigs**

A patient undergoing chemotherapy or radiation therapy is entitled to a refund on the purchase of a wig. The patient's name must be noted on the original tax invoice or receipt. The refund will be given at a rate of 33% of the actual expense and no more than the refund rate.



## **Electronic Speech Device Following a Total Laryngectomy**

An electrolarynx is a device that helps create speech. The device is intended for patients who have undergone a total laryngectomy, and whose attending physician has deemed the patient unsuited for a speech prosthesis implant due to their physical condition or the oncological treatment they are receiving. A refund of 100% of the actual expense will be given, but no more than the refund rate. To receive the refund, you must present approval from the district speech therapist and an original tax invoice-receipt or original receipt stating the patient's name and the name of the device. The refund is for the cost of the device, batteries, and perishable equipment.

## **Installing a Speech Prosthesis System after a Larynx Removal and Total Laryngectomy**

Patients who have undergone a total Laryngectomy are entitled to a prosthesis system. This also includes the auxiliary perishable equipment and the speech valve. Eligibility requires approval in advance from the Clalit district speech therapist.

## **Auxiliary Equipment after a Total Laryngectomy**

The auxiliary equipment is given to patients who have undergone a total Laryngectomy. This is equipment that is related to the speech prosthesis or equipment for patients who do not use a speech prosthesis. These are the specific items:

- A shower cover.
- Special cannulas after a Laryngectomy (soft and with a properly adjusted angle).
- Laces for holding the cannula.
- Stoma covers

- Valve filters
- A permanent filter holder
- Long bayonet tweezers
- A cannula cleaning brush
- A headlamp
  - Large gauze patches with adhesive edges.
  - A magnifying mirror.
  - Heat and humidity transducers.
  - A hands-free speech valve.

A refund at a rate of 100% of the actual expense will be given, but not more than the refund rate. You must submit an approval from the Clalit district speech therapist, an original tax invoice-receipt or original receipt stating the patient's name and specifying the equipment.

### **Electrolarynx, Speech / Breathing Cannula - For Other Situations**

This is a device intended for patients who have not undergone a total Laryngectomy, for neck respiration after a tracheostomy - patients suffering from neuromuscular and neurological diseases, pulmonary diseases and obstructive neck diseases, breathing with or without the help of a tracheostomy. A refund of 50% of the actual expense and no more than the refund rate is given for this service. Eligibility requires approval from an Ears Nose and Throat (ENT) specialist. The patient's name and the name of the device must be stated on the original tax invoice-receipt or the original receipt.

### **Refund for Dental Treatments before Chemotherapy or Radiation Therapy**

This is a preservative and restorative resin-based treatment given to oncological patients before chemotherapy or radiation therapy. The

treatment is given from the diagnosis date of the oncological disease until the start of the chemotherapy or radiation therapy.

- The preservative treatments include x-rays, extractions, fillings and tartar removal.
- The restorative treatments include dentures and temporary resin crowns.
- The restorative treatment does not include porcelain crowns.
- The treatments are provided at Clalit Smile clinics at a 50% discount on Clalit Smile's rates for treatments included in the health basket of services.
- If a patient gets dental treatment privately, they are entitled to a 50% refund of the expense based on Clalit Smile's rates.
- If a patient gets dental treatments at a public hospital, they are entitled to a 50% refund of the actual expense and no more than the Health Ministry rates.
- To receive the refund, you must contact your main clinic with a summary of the disease, the dental treatment plan, confirmation from a Clalit certified doctor and an original tax invoice-receipt or original receipt.

### **Dental Treatment after Chemotherapy or Radiation Therapy**

- This is a preservative and restorative resin-based treatment given to oncological patients after chemotherapy or radiation therapy.
- The preservative treatments include x-rays, extractions, fillings and tartar removal.
- The restorative treatments include dentures and temporary resin crowns.
- The restorative treatment does not include porcelain crowns.
- The treatment is refunded at a rate of 100% based on Clalit Smile's rates.

- Treatments included in the basket are given free of charge at Clalit Smile clinics (treatments that are not included entail a charge).
- If a patient gets dental treatment privately, they are entitled to a refund of the actual expense, but no more than Clalit Smile's rates.
- A patient who gets dental treatment at a public hospital is entitled to a refund of the actual expense but no more than the Ministry of Health rates.

**These situations entitle patients to a refund for dental treatments:**

1. Patients after chemotherapy or radiation therapy are entitled to restorative and preservative resin-based treatments up to two years from the end of the therapy.
2. Patients after radiation therapy in the head and/or neck area are entitled to preservative and restorative resin-based treatments, with no time limit from the end of the therapy.
3. Patients who have had a tumor removed from the jaw area are entitled to restorative and preservative treatments.

To receive the refund, go to your main clinic with the following documents: a summary of the disease, the dental treatment plan, confirmation from a Clalit certified doctor and an original tax invoice-receipt or original receipt.

**Fertility Preservation**

The services are provided when there is a concern that future fertility may be damaged as a result of a malignant disease, surgery, or chemotherapy.

**Extracting and Freezing Eggs, e.g. Using the Vitrification Method**

The service is given to women, young girls, or adolescent girls who plan to receive chemotherapy or radiation therapy—treatments that may damage their future natural fertility-until they give birth to two children.

Clalit will finance the service until the patient reaches the age of 52 or until she gives birth to two children.

The service is given with prior approval of the Clalit district medical director or someone acting on his behalf.

### **Storing Frozen Eggs for 5 Years**

The service is given to women, young girls, or adolescent girls who are meant to get chemotherapy or radiation therapy - treatments that may damage their future natural fertility -until they give birth to two children.

Clalit will finance the service until the patient reaches the age of 52 or until she gives birth to two children.

The service is given with prior approval of the Clait district medical director or someone acting on his behalf.

### **Inserting Eggs into the Uterine Cavity, Including Thawing**

The service is given to women, young girls, or adolescent girls who are meant to get chemotherapy or radiation therapy - treatments that may damage their future natural fertility - until they give birth to two children.

Clalit will finance the service until the patient reaches the age of 52 or until she gives birth to two children.

The service is given with prior approval of the Clalit district medical director or someone acting on his behalf.

### **Laparoscopic Ovarian Tissue Harvesting**

The service is given to women, young girls, or adolescent girls who are meant to get chemotherapy or radiation therapy - treatments that may damage their future natural fertility - until they give birth to two children. The service is provided with the approval of the Clalit district medical director.

Ovarian tissue harvesting and egg extraction from the same woman will not be made possible. However, if ovarian tissue was harvested and it is possible to isolate eggs from it, the woman will be entitled to freezing both the ovarian tissue and the eggs (fertilized, unfertilized or a combination of fertilized and unfertilized eggs).

### **Freezing Ovarian Tissue**

The service is given to women, young girls, or adolescent girls who are meant to get chemotherapy or radiation therapy - treatment that may damage their future natural fertility - until they give birth to two children. The service is provided with the approval of the Clalit district medical director. Ovarian tissue harvesting and egg extraction from the same woman will not be made possible. However, if ovarian tissue was harvested and it is possible to isolate eggs from it, the woman will be entitled to freezing both the ovarian tissue and the eggs (fertilized, unfertilized or a combination of fertilized and unfertilized eggs).

**The ovarian tissue and/or the eggs will be kept frozen to preserve fertility for 10 years.**

### **Transplanting Frozen Ovarian Tissue**

This service will be provided if all the following conditions are met:

1. The woman has frozen ovarian tissue under the indications included in the basket.
2. The transplant is intended for the purpose of giving birth to the first and second child and both partners have no children in their current marriage, or the woman has no children and would like to establish a single-parent family.
3. The test for detecting malignant cells came back negative (i.e. no malignant cells were detected).

## **Semen Freezing - Up to 5 Units/Straws and Preserving It for One Year**

The service is provided to a patient when there is concern that his sperm quality will be damaged (due to chemotherapy, radiation therapy, or surgery), at the recommendation of the attending physician and subject to the discretion of the sperm bank director. The service is given for the purpose of giving birth to the first and second child.

A sperm unit is defined as one ejaculation larger than 2 cc (although that quantity is technically divided into several test tubes prior to freezing). In cases where the ejaculation is less than 2 cc, the sperm quality is low, the sperm cell count is low (less than 20 million), or their motility is poor (less than 60%), the unit will include 2 ejaculations. In exceptional cases of an extreme decrease in sperm concentration and quality, approval for freezing is required. The approval is given by the district fertility coordinator.

A voucher form will be given for preserving up to 5 sperm units.

### **Preserving a Sperm Unit for More than One Year, Up to 5 Test Tubes/Straws**

The service is provided to a patient when there is concern that his sperm quality will be damaged (due to chemotherapy, radiation therapy, or surgery), at the recommendation of the attending physician and subject to the discretion of the sperm bank director. The service is given for the purpose of giving birth to the first and second child.

A sperm unit is defined as one ejaculation larger than 2 cc (although that quantity is technically divided into several test tubes prior to freezing). In cases where the ejaculation is less than 2 cc, the sperm quality is low, the sperm cell count is low (less than 20 million), or their motility is poor (less than 60%), the unit will include 2 ejaculations.

**Approval to preserve the sperm for a period of over 5 years will be given subject to retesting the patient's sperm quality. Preservation will be approved for a period of 5 more years in cases where the sperm quality has been damaged.**

**The approval must be renewed every 5 years. In cases listed in the medical guidelines, a "Form 17" can be issued for preserving up to 5 sperm units for a period of up to 5 years. For a period longer than 5 years the approval of the district fertility committee is required.**

## **Services and Treatments**

### **Lympha Press**

Treatment with the Lympha Press device is intended to improve lymphatic drainage for patients suffering from a chronic issue damaging their lymphatic drainage.

There is a one-time participation offered by Clalit at a rate of 33% of the actual expenses and no more than the refund rate for this device. To receive the refund, you must present approval from the certified district professional along with the original tax invoice-receipt or original receipt stating the patient's name and the name of the device.

A patient who has received a refund for purchasing this device will not be entitled to lymphatic drainage treatments of any type or to refunds for such treatments.

A patient who has received lymphatic drainage treatments of any type will not be entitled to the HMO's participation in purchasing the device.

### **Lymphedema Physiotherapy**



Physiotherapy is done in cases where there is a constant disruption of the lymphatic drainage. Patients are entitled to up to 25 treatments per calendar year with the approval of a qualified Clalit professional.

A patient who receives treatment using the Lympha Press device is not entitled to receive lymphatic drainage treatments, and vice versa.

A patient who received participation from Clalit in purchasing the Lympha Press is not entitled to receive lymphatic drainage treatments of any kind.

The service is provided with the approval of a certified professional in the district.

### **Oncological Genetic Counseling**

The purpose of the counselling is to discover the mutation causing hereditary cancer syndrome that can significantly impact the possibility of prevention and/or early detection of cancer in a family member who is being tested and their relatives. The service is given with the approval of the Clalit district medical director or someone acting on his behalf.

### **Testing for the Presence of Cancerous Mutations to Customize Treatment**

#### **1. The KRAS and NRAS mutations**

This is a molecular test for detecting the KRAS gene and the NRAS gene for diagnosing patients with colorectal cancer who are candidates for treatment with [Cetuximab](#) or [Panitumumab](#). The test is also intended for patients who are candidates for receiving first treatment for metastatic diseases. The director of the oncological center for colorectal cancer patients is the person who recommends that the test be done. The service is provided with the approval of a certified Clalit professional.

## **2. A molecular test for detecting mutations in the BRAF gene**

This is a molecular test for detecting mutations in the BRAF gene in order to customize treatment with Vemurafenib for patients with advanced metastatic or inoperable melanoma.

The attending oncologist is the person who recommends that the test be done. The service is provided with the approval of a certified Clalit professional.

## **3. Molecular tests for detecting mutations in the EGFR gene**

This is a molecular test for detecting mutations in the EGFR gene in order to detect advanced localized or metastatic non-small cell lung cancer (NSCLC). The tests are given to lung cancer patients who are candidates to receive first-line treatment with Gefitinib or Erlotinib. The attending oncologist is the person who recommends that the test be done.

The service is provided with the approval of a certified professional at Clalit.

## **Oncotype Tests**

1. The Oncotype DX colon test provides the doctor with a tool for planning the medication protocol for patients with stage two colorectal cancer who are at a low risk of recurrence of the disease. The director of the oncological center for colorectal cancer patients is the person who recommends that the test be done. The head of the medical department at the community division is the person who approves the test.
2. The Oncotype DX test is approved when all the following criteria are met:
  - The breast cancer diagnosed is invasive and is under 5 cm.
  - The tumor expresses receptors for estrogen and/or progesterone.
  - There are no metastases in the lymph nodes.

- The woman is expected to receive hormone therapy (Tamoxifen). The director of the oncological center treating breast cancer patients, or a senior physician on his behalf, is the person who needs to recommend that the test be done.

The head of the medical department at the community division is the person who approves the test, after accepting said recommendation.

3. A Prosigna test is approved when all the following criteria are met:

- The woman is in menopause with invasive Stage I or Stage II breast cancer. Tumor growth: less than 5 cm.
- The tumor expresses estrogen and/or progesterone receptors, but does not express HER-2 receptors.
- 0 to 3 lymph nodes are involved.
- A patient will be entitled to get either a Prosigna test or an Oncotype test (only one of the two).

The director of the oncological center treating the breast cancer patients, or a senior physician on his behalf, is the person who recommends that the test be done.

The head of the medical department at the Clalit community division is the person who approves the test, after accepting said recommendation.

### Follow Up on Breast Cancer Carriers

The service includes:

1. Breast surgeon checkups as much as required.
2. A gynecological checkup twice a year to rule out the development of ovarian cancer (peritoneal cancer).

3. A breast mammogram and ultrasound at least once a year.
4. An MRI once a year.
5. A vaginal ultrasound twice a year.
6. Checking for cancer signs at the discretion of the attending physician monitoring the patient.

The service is given at Sheba Hospital (Tel Hashomer), at the Meirav Center for women who are at high risk of carrying the BRCA gene. A voucher form is issued at the control center at Sheba Hospital.

### **Dedicated (Medical) Food**

Dedicated (medical) food is given to oncological patients in the following cases:

1. To candidates for surgery in the digestive system or the head and neck area (for 7 days prior to the operation).
2. To feed adults at least 19 years of age who are exclusively fed by formulas streamed into their stomachs through a feeding tube.

The clinic director will check and approve that the food is suited to the patient's diagnosis and age.

The food can be purchased at a pharmacy according to the prescription given by the physician by paying the monthly ceiling (the Ministry of Health updates the monthly ceiling amount from time to time).

### **Dietitian**

Dietary treatment resulting from a medical issue requires a doctor's referral. In cases where the medical condition demands it, a referral can be

obtained from the family doctor or a consultant doctor. The dietary treatment is included in the health basket of services, for which oncological patients do not need to pay a quarterly fee t.

Patients are entitled to up to 14 treatments a year, in the following cases:

1. During intensive chemotherapy or radiotherapy treatment.
2. Without chemotherapy or radiotherapy, when the BMI is under 22.

After receiving a referral for a dietitian, you can refer to the clinic or call the Clalit customer service center at \*2700 from any phone to set up a diagnostic session.

### **Psychological Evaluation for Supportive Therapy**

This refers to a preliminary psychological evaluation for the purpose of building a plan for supportive therapy in relation to a severe or chronic physical disease.

In the field of rehabilitation psychology, a diagnosis is given to evaluate the psychological aspects of coping with the patient's physical disability. For example, how the disability is perceived is assessed, as well as the degree to which the patient is responding to the treatment and rehabilitation, the scope of psychological resources available to them, and their ability to harness sources of support.

In the field of medical psychology, a diagnosis is given to evaluate the psychological aspects of coping with the patient's medical physical condition. Among other aspects, how the disease and its management are perceived, the degree to which the patient is responding to the treatment, the scope of psychological resources available to them, and their ability to harness sources of support are looked into.

To receive the service, a referral from the attending physician or psychologist is required, as well as the approval of the Clalit chief district psychologist.

### **Individual Supportive Mental Health Therapy due to a Physical Disease**

This refers to receiving supportive therapy intended to help patients cope with a severe or chronic physical illness. The number of sessions is determined by the recommendation appearing on the diagnosis, and will be no more than as specified below:

1. Up to 6 sessions for acute medical conditions.
2. Up to 12 sessions for chronic medical conditions.
3. Up to 15 sessions in rehabilitative situations.

To receive the service, a referral from the attending physician or psychologist is required, as well as the approval of the Clalit chief district psychologist.

### **Hospice - Free of Charge**

The service is given to terminal patients who are entitled to hospitalization in recognized hospice institutions in situations, that have been deemed to require terminal palliative care.

The service is provided in the following hospitals: Sheba in Ramat Gan, Hadassah Mt. Scopus in Jerusalem, and Nof Hadar in Haifa. The service is given based on a referral from the attending physician, with no deductible.

### **Home Care Unit**

The service is provided to patients who are confined to their homes due to their medical condition, or terminal patients interested in receiving home care by the home care unit teams spread throughout the Clalit districts. The teams include a doctor, a nurse, and a social worker. A referral to the unit is given by the family doctor or the coordinating and monitoring nurses at the hospitals.

### **Social Worker Service in the Community**

The social workers at Clalit clinics help patients and their families cope with the emotional, familial, and social aspects accompanying the medical condition, including providing information on general rights related to the medical condition.

**\* After five years from the time of recovery, you need to check with the clinic's office whether you are still entitled to receive the service.**