

Contacting the Ministry of Health's Ombudsman

Do you have a problem? Do you need a medical service that isn't included in the health basket and don't know who to turn to? Clalit operates a public outreach system in communities and hospitals, and you can also contact our Investigation Committee or the Ministry of Health's Ombudsman

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It's truly important for us to listen to you. If you have any complaints regarding the service or any suggestions for improvement, you are welcome to contact our Ombudsman representatives, both at Clalit clinics in the community and at Clalit hospitals.

How do you contact the Ministry of Health's Ombudsman?

A Clalit member seeking to submit a complaint against an HMO or against an HMO service provider (including hospitals who provide services to HMOs), whether on matters relating to his or her rights in regards to the national basket of health services, the supplemental health services plan, or regarding other matters relating to his or her rights as a patient or insured person, is entitled to [contact the Ministry of Health's Ombudsman](#) under the National Health Insurance Law.

Please note: You can also submit complaints to the Ombudsman regarding matters under the Ministry of Health's insurance responsibility pursuant to the Third Addendum to the National Health Insurance Law in the following ways and by attaching the relevant documents: By phone:

*5400, fax: 02-5655981, email: kvilot@moh.health.gov.il, or mail: 39 Yirmiyahu St., Jerusalem.

Contacting Clalit's Investigation Committee

Clalit also operates an investigation committee through public representatives operating on behalf of Clalit's Board of Directors, and Clalit customers are entitled to turn to it for arbitration.

Contacting Clalit's Exceptions Committee about services that are not included in the health basket of services

A Clalit customer who requires a healthcare service that is not included in the national health basket may contact **the Exceptions Committee** - a committee for reviewing technologies and medications that are not included in the health basket of services. The right to appeal to the Committee is given to any insured person suffering from a medical issue that is substantially affecting his or her condition and ability to function, and who for this reason requires a healthcare service that is not included in the health basket.