



 **CLALIT** *over 100 years*  
North District The Best For Your Family



**LISTEN TO  
YOUR  
HEART**

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## Clalit - Who are we?

Clalit is Israel's largest health care network, providing primary, secondary and tertiary care to more than 4.4 million members (53% market share). Founded in 1911, Clalit is the oldest public general health organization in the world and has been, for over 100 years, at the forefront of medical care and health innovations.



## Our Philosophy - Leaders in Wellness

**Community service** lies at the heart of Clalit's mission. Whether through its groundbreaking community clinics or its specialized centers for women and children, Clalit offers various models of care to meet the unique needs of Israel's diverse populations. Our innovative approach and steadfast commitment pioneered the field of community medicine in Israel, and its trailblazing work served as the model for the country's own healthcare system.





## Our Tradition – Excellence in Healthcare

**Clalit's 14 hospitals** and over 1,400 clinics and health facilities provide people with exceptional healthcare. We are committed to the education and training of the next generation of Israeli physicians and other health professionals. Thus, all of Clalit's hospitals and most of its community services are affiliated with Israel's five faculties of medicine. **Gaining knowledge through research and development** enables our staff to treat patients using the latest medical innovations and explore every possible option for treatment.





## Our Hospitals – Quality Patient Care

Second only to the government, **Clalit is the largest employer in the country**. Its role and impact on the national economy is significant. Clalit's well developed, highly accessible, and high quality primary care system has recently been commended as such by OECD authorities. Clalit also owns and operates 30% of Israel's hospital beds in its general and specialty hospitals. The 8 general hospitals owned and operated by Clalit were the first in Israel to be accredited by Joint Commission International (JCI). 4 of Clalit's 6 specialty hospitals have also earned JCI accreditation, with the rest already in the accreditation process.



## Our Services – World-Class Healthcare

Clalit operates second and third tier complementary medical insurance programs that provide a selection of **state of the art medical care beyond the basic national basket of services**. It also provides long term nursing care insurance to more than two million of its members. This large variety of advanced medical services with proven favorable effects on medical outcomes and life expectancy is provided by Clalit in a tightly regulated national environment with tight allocation of healthcare funding (only 7.8% of Israel's GDP – one of the lowest in OECD countries).





## Our Data Base – Promoting Research

Clalit's unique 100% coverage of **single electronic medical record software** in our community clinics, and its centralized **data-warehouse** of clinical and administrative information dating back almost two decades, provides a unique and unprecedented data base. This is utilized by Clalit's researchers for real-life outcome research and for promotion of translational research in development of data-driven policy and prediction-based care models.

The combination of high-end clinical excellence and leading technological and scientific capacities makes Clalit an advanced innovation hub for promotion of basic and translational research, and for development, rapid implementation, and comprehensive assessment of new clinical insights, equipment, and practice tools.



## Our Broad Spectrum of Care – Complementary Health Services

- **Clalit Mushlam:** the best value for money supplementary health insurance in Israel.
- **Clalit Overseas:** comprehensive medical coverage abroad.
- **Derech Haim** - our health care holistic brand, offering a combination of three worlds: physical activity, proper nutrition and mind-body balance.
- **Clalit Smile** more than 90 dental clinics nationwide offer a selection of treatments for all ages: preventative treatments, periodontal treatments, rehabilitative treatment, complex treatment, oral surgery and orthodontics and oral aesthetics
- **Mor:** the largest and most advanced diagnostic-medical organization in the country offers diagnosis and treatment, comprehensive periodic review examinations and occupational medicine.
- **Clalit Aesthetics** a network of clinics for aesthetic and plastic surgery.
- **Clalit Alternative Medicine** various high standard alternative therapy and natural care for all ages, introduced under full medical supervision.



## Our 24/7 Services – Anytime for You

Our Customer Service Center at \*2700 is available at any time of the day or night.

Our unique center, the largest of its kind in the country, activates 700 service representatives and 120 registered and professional nurses in order to provide you with the best, fastest, most professional and most accurate service possible.

Specific questions on a variety of topics can be addressed to the following locations:

- ✓ **The Registered Nurses' call center (\*2700):** manned 24-hours a day by registered nurses that address a variety of issues and questions, and when necessary refer callers to the Emergency Room;
- ✓ **The Gold Line for over 65s (\*2700):** specialized nurses and social workers help seniors and their families with any health problems or questions.
- ✓ **The Oncology Call Center (\*9585):** in this dedicated center for oncology patients, a team of professional and skilled oncology nurses assist in dealing with any problem, pain or question. The call center operates in collaboration with the Davidoff Center, Rabin Medical Campus and the Israel Cancer Association.

## Our Emergency Services – Quick & Efficient Care

- ✓ **Mar"am:** Immediate Medical Services Centers located throughout the country, operating after hours, on weekends and on holidays so that you and your family can get medical services even when our clinics are closed.
- ✓ **House calls at night, for children and youngsters under 18:** The service includes a doctor's examination, medications, and if necessary, a referral to the emergency room. The service operates at night, on weekends and holidays, and involves a deductible fee.





## Our Online Services – Immediate Access to Care

Even online, Clalit is the best for your family. Clalit's website provides advanced online medical services for the whole family:

- ✓ **Book or cancel doctor appointments online**
- ✓ **Online information about laboratory tests results and interpretation**
- ✓ **Online pediatrician** backed up by professional doctors from the Schneider Children's Hospital
- ✓ **Online Family physician**
- ✓ **Online Dermatologist**
- ✓ **Clalit on Facebook:** content and health information and digital customer service
- ✓ **Clalit on YouTube:** a variety of health-related videos, such as how to prepare for medical tests

## Our Mobile Apps – Anywhere, Anytime, Anything

Our mobile applications make our services available and accessible from anywhere and at any time, including:

- ✓ **40 weeks App for pregnant women**
- ✓ **Child development App**
- ✓ **Booking doctor's appointments and viewing lab results App**
- ✓ **After hours doctor consultation App**
- ✓ **Tracking your baby's daily routine App: (feeding times and bedtime)**





## Northern District's Profile





# Northern District's Profile

**71% of the market**  
**Number of members in the district: 550,663**

**Clalit Health Services**  
**10** Large primary clinics  
**88** Decentralized clinics  
**149** Village and settlement clinics

**Galilee Administration**  
members: 162,527

**Nazareth Administration**  
members: 200,153

**HaAmakim Administration**  
members: 186,648

# Our Achievments – Your Impact

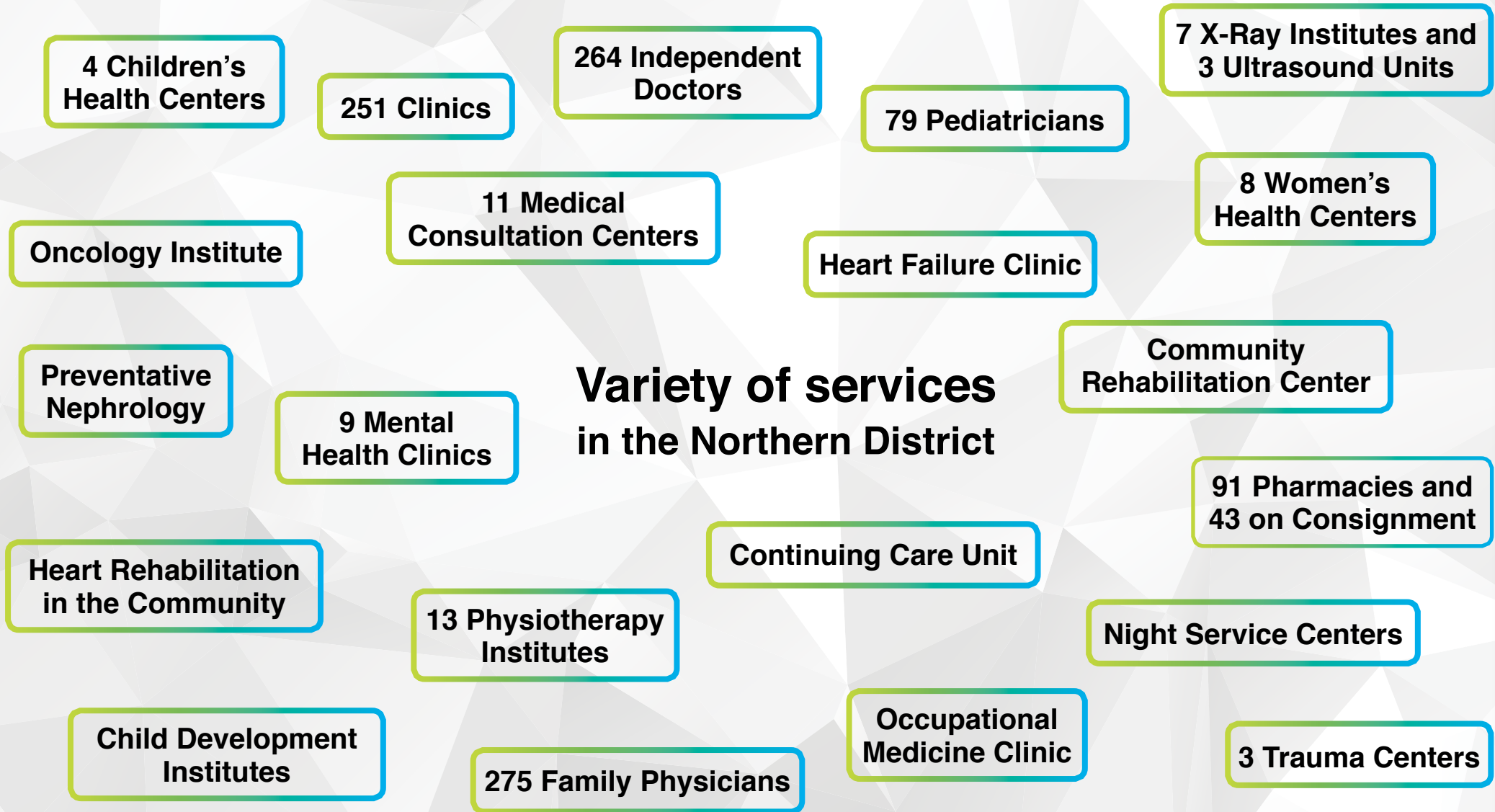
Northern District's Achievements in 2016

- ✓ **Patient satisfaction - Clalit's First Place**
- ✓ **Employee satisfaction - Clalit's First Place** in organizational identification, job satisfaction, management appreciation, employee status in the organization
- ✓ **Independent doctors satisfaction survey - First Place in the country**
- ✓ **Waiting times for specialist consultation – Clalit's First Place**
- ✓ **Pharmacies - First Place in the country in pharmacies indices**





# Northern District's Profile



# Our People – Make a Difference

Join us and enjoy the benefits of the Northern District Premium Family Medicine Department:

- A warm, engaging environment, nurturing individual excellence.
- Extensive opportunities for personal and professional growth.
- Exciting career opportunities in urban and rural areas.
- Advanced technology used to provide the best learning experience.
- Quality living in one of Israel's northern settlements.





# Our Medical Care – Going the Extra Mile

In order to constantly provide the highest quality medical care for our patients, each year the Northern District extends its services, while strengthening its system of primary medical care: family, children, women and preventive medicine.

- **Consultative Medical Center, Nazareth Towers**

The center incorporates various health centers and provides services to 162,635 Clalit customers, in many medical fields:

- ✓ **Women’s Health Center**
- ✓ **Oncological Institute** - Communal Oncological Center, the only one of its kind in Israel
- ✓ **APM-** Rapid Medical Diagnosis. Counseling and treatment for emergency health problems
- ✓ **Hearing Center**
- ✓ **Surgery** - operating rooms and recovery rooms
- ✓ **Heart Institute**
- ✓ **Trauma Center** – Orthopedics and Traumatology
- ✓ **X-ray and Ultrasound institute**
- ✓ **Emergency laboratory and centrifugation**
- ✓ **Pharmacy**
- ✓ **Professional specialist doctors:** dermatology, pulmonology, allergies

# Our Medical Care – Going the Extra Mile

- **Breast Health Centre Tiberias:**

The Breast Health Center was established in 2013 and is the only one of its kind in Israel. It is a one stop shop where women can go through a whole session of examinations in one day - breast surgeon examination, mammogram and biopsy.

The center employs surgeons, oncology consultants, a coordinating nurse, a social worker, X-ray technicians and administrative staff.





## Northern District's Profile

The Northern District in the northern part of Israel is one of the most beautiful parts of the country. It is green, with wild landscapes and wide open spaces.

The district's area extends from the **Golan Heights** and the **Upper Galilee** in the north to the **Beit Shean Valley** and **Ramot Menashe** in the south. Several of the major tourist attractions in Israel, including the **Sea of Galilee** and **Mount Hermon** are located in the Northern District.

