

Mental Healthcare Guide

Last updated: July 10th, 2022

This guide is for individuals facing mental health issues, who are looking to understand what their healthcare rights are, and how to access their benefits.

If you are experiencing suicidal thoughts or a medical emergency call the suicide hotline or emergency medical services (EMS).

Suicide hotline: 1201 (Dial 10 for English speaking agents)

EMS (MADA): 101

United Hatzolah: 1221

Know to ask:

Mental health is an individual's psychological and emotional state of being. If you are struggling with mental health, you are not alone. A large proportion of Israelis-- native and immigrant alike-- suffer from mental health issues such as depression, anxiety, PTSD, and more.

Within the Israeli healthcare system, there are many services and benefits where citizens can access needed care. This guide will provide you with clear information on treatment options, and how to receive the proper care. There is no shame in suffering from any mental illness. We encourage you to get the help you need, and find support.

Rights as an Israeli Citizen

All citizens of Israel are entitled to psychiatric, psychologic, and social work care enabled by the National Health Insurance Law of 1994. Depending on mental health status, age, and other determining factors, additional benefits can apply. Since 2015, the responsibility of providing these services has been given to the Kupot Cholim.

When to Get Help:

There can be many reasons as to why one would seek out mental health services. It is important to note that mental health manifests itself differently person to person. Below is a list of potential indicators of mental health struggles which should be addressed through mental health services. Those suffering from mental health issues can be experiencing a combination or variation of the symptoms listed below.

- Chronic feeling of sadness, being down
- Excessive emotions, lack of subtle feelings (anger, sadness, happiness)
- Extreme mood changes from depressive to manic emotions
- Change, significant decrease in energy, extreme tiredness
- Problems with alcohol and drug abuse
- Major changes in eating habits

Defining Mental Health Resources:

Defining specialists:

Psychologist	Psychologists study the mental and emotional states of patients through psychotherapy (talk therapy). They are unable to prescribe medications.	In Israel, psychologists provide psychotherapy. There are many options (from public to private) for such sessioned care.
Social Worker	Social workers aid individuals in discussing problems they have within their lives and ways in which to cope with them. They also assist in applying for disability and Sal Shikum.	In Israel, similar to psychologists, social workers treat mental health through psychotherapy, accounting for a strong proportion of psychotherapeutic treatments.
Psychiatrist	Medical doctors with the ability to prescribe medication. Specializes in diagnosis, prevention, study, and treatment of mental disorders.	In Israel, psychiatrists only work to diagnose conditions and prescribe medications. They do not offer any psychotherapeutic treatments.

Mental Health Clinics within Israel:

All Kupot within Israel have mental health clinics that provide centralized services pertaining to mental health. These clinics provide psychological, psychiatric, and social work care with

additional services such as occupational therapy being clinic dependent. These clinics are all subsidized with quarterly co-pays of just 35 NIS for therapy. Patients seeking initial treatment are recommended to acquire services through these mental health clinics as they provide encompassing care.

For a list of mental health clinics in Israel, see this website:

https://www.health.gov.il/Subjects/mental_health/treatment/clinics/Pages/mental-clinics.aspx

You can also speak directly with your Kupah to find out which mental health clinic is closest to you.

Accessing Therapy Within Israel (Psychologist/Social Workers):

	General Information	Specific Steps to Access
The Kupah (Public)	<p>Every citizen/resident is entitled to therapy through their Kupat Cholim. This is often known as "tachanat briut hanefesh." Within this service, therapy (specifically psychotherapy) is usually delivered by a psychologist and/or a social worker.</p> <p>The cost of this service is 34 shekel per quarter (every 3 months).</p>	<ol style="list-style-type: none"> 1. Fill out an in-take form. This can be received from your medical secretary of your kupah clinic. 2. Although not needed, getting a referral from your family doctor can help speed up the process. 3. Wait times for in-take form processing can be up to 6 months but are often less. You should call to follow up. 4. Once you are in the system, you can have regular appointments as needed.
Semi-Private	<p>The Kupot have contracts with some private therapists, and the cost is partially subsidized by the Kupah.</p> <p>Through the contracted agreement, patients can see these therapists for 60 NIS for the first appointment, and 145 NIS for subsequent appointments.</p>	<ol style="list-style-type: none"> 1. To determine which therapists are contracted with your kupah, call your medical secretary or search your kupah's website. <ol style="list-style-type: none"> a. Lists can be general, by location, by language 2. To make an appointment, you must call the therapist directly.



	<p>Subsidies are given automatically, and are not related to any supplemental insurance benefits.</p>	<p>You have the ability to decide which providers you call, and who you decide to go to.</p> <p>3. Payment for the service is delivered directly to the therapist. An automatic subsidy rate applies per session.</p>
<p>Private</p>	<p>Anyone can choose to make an appointment with a private therapist at full charge</p> <p>Your Kupah will subsidize 0% of the cost for each session and payment is given out of pocket fully, and no additional benefits or reimbursement are available with supplemental insurance.</p> <p>Costs range from 300-500 NIS</p>	<p>1. Crowdsourc or visit https://gethelpisrael.com/ to find a private therapist.</p> <p>2. Therapists should be contacted directly.</p> <p>3. Therapists will be paid directly with no subsidy assistance.</p>
<p>Other</p>	<p>Some non-profits such as Crossroads Israel or The Path Center offer free or subsidized therapy for certain populations</p> <p>These services are population specific that require qualifications (ie. age, severity, etc).</p>	<p>Crossroads: Heavily subsidized or free therapy with trained social workers for at risk youth, ages 13 - 21.</p> <p>The Path Center: Heavily subsidized or free therapy from a psychotherapist trainee (under guidance of experienced therapist). Sessions are usually limited, and they do not handle severe cases</p> <p>Headspace: 15 free therapy sessions for young people (ages 12 - 25)</p>



Comparing Therapy Options in Israel:

	Pros	Cons
The Kupot (Public)	<ul style="list-style-type: none"> - Extremely inexpensive compared to the alternatives - Within Tachanat Briut Hanefesh system, offering a "one stop shop" with access to social workers, psychiatrists, and secretaries that specialize in mental health rights. 	<ul style="list-style-type: none"> - Long wait times to receive a therapist, not great for urgent treatment - A patient cannot choose their therapist
Semi-Private	<ul style="list-style-type: none"> - Shorter wait times compared to fully public - Of the list of contracted therapists, patients have choice over the provider - Cost of treatment is subsidized 	<ul style="list-style-type: none"> - Limited to the list of therapists contracted with your Kupah - Although cost is subsidized, costs may still add up
Private	<ul style="list-style-type: none"> - Patient has an unlimited choice of therapist - There is little wait time for treatment 	<ul style="list-style-type: none"> - Most expensive form of psychotherapeutic care

Seeing a Psychiatrists in Israel:

Different from a psychologist, a psychiatrist is for individuals looking for medical diagnosis and pharmaceutical treatments of mental conditions.

Options to see a psychiatrist:

1. Make an appointment with a kupah psychiatrist through their kupah's website or by calling the moked (hotline) or clinic.
2. Patients can see a psychiatrist through a mental health clinic (**Tachana Briut Hanefesh**). These clinics offer a full range of therapies from psychology, psychiatry, OT, and more, and are a good option for a "one stop shop".
3. One can see a private psychiatrist and be partially reimbursed using supplemental insurance benefits (SHABAN). The psychiatrist must be on your kupah's list in order to receive reimbursement, and the benefit is limited to 3-4

times per year (total for all private appointments). Confirm online and/or with your medical secretary that your psychiatrist is on their list.

4. There is always an option to go fully private. This is extremely expensive and often unnecessary given the other options, but may be relevant when seeking specific diagnoses.

Navigating a Psychiatric Crisis:

Someone dealing with a psychiatric crisis should get immediate medical attention, and go to the Emergency Room.

Types of Emergency Rooms

1. Regular Hospital Emergency Room
 - In general you need a referral for the ER. You can get one from the kupah's moked or nurse. If you meet certain criteria, you will be covered for the ER visit even without a referral, but it is best to get one on the way if you can. (Have a friend or family member assist you in getting one on the way to the hospital). For details of when you do not need a referral for an ER visit: https://www.kolzchut.org.il/en/Exemption_from_Emergency_Room_Costs
2. Psychiatric Hospitals
 - If the issue is clearly psychiatric, and you go to one of the psychiatric hospitals, no referral is necessary.
 - For a list of psychiatric hospitals (non Emergency): <https://gethelpisrael.com/psychiatric-facilities/>
 - See below (pg. 6) for a list of Psychiatric Emergency Rooms in Israel.

What to Expect

- In the ER, a psychiatrist will do an evaluation and determine the patient's level of danger to themselves or others. Medications will possibly be given.
- Depending on the evaluation and wishes of the family, the patient will either be admitted or discharged. If admitted, it is important to be aware of the many rights of a patient in a psychiatric ward: https://www.kolzchut.org.il/en/Psychiatric_Hospitalization.

- If the patient is discharged, they will be told to see a kupah psychiatrist for further care. The ER release papers should be brought as soon as possible to the medical secretary and priority should be given for a follow-up appointment with a psychiatrist.
- During the stay and release from the ER, you can ask to meet with a social worker to ensure the discharge and follow up care plans are clear.

Involuntary Commitment

- If it is determined someone is a danger to themselves or others, the district psychiatrist can order a mandatory assessment, and possibly a mandatory admittance into a psychiatric ward for up to 7 days in order to keep the person and those around them safe. Once in the psychiatric ward, the patient can appeal this mandatory admittance, but they will still be required initially to enter the psychiatric ward, if the district psychiatrist determines it necessary.
- <https://shirapranskyproject.org/rights-and-treatment-of-the-mentally-ill/>

Psychiatric Emergency Rooms in Israel:

<u>Name of Center</u>	<u>City/Area</u>	<u>Telephone</u>	<u>Address</u>	<u>Ages</u>
<u>Mazor</u>	Aco (Acre)	04-9559608	Dukhifat St 2, Acre	Adults
<u>Maaleh Hacarmel</u>	Haifa	04-8559267	HaEla St 17, Tirat Carmel	All Ages
<u>Shaar Menashe</u>	Haifa	04-6278777	Shaar Menashe	Adults
<u>Beer Yaakov</u>	Beer Yaakov (Merkaz)	08-9258258	Mental Health Center in Be'er Ya'akov, מרכז ברה"נ, Be'er Ya'akov	Adults
<u>Lev Hasharon (Pardesiya)</u>	Merkaz	09-8981203	Mental Health Center Lev Hasharon, Tzur Moshe	Adults
<u>Nes Ziona</u>	Merkaz	08-9284074	Tarmag St 1, Nes Ziona	All ages

<u>Abarbenel</u>	Bat Yam (Merkaz)	03-5552600	Yehuda Abarbanel Mental Health Medical Center Keren Kayemet 15, Bat Yam	All ages
<u>Eitanim</u>	Jerusalem Area	02-5705111	Eitanim Psychiatric Hospital Eitanim 395, Israel	All ages
<u>Kfar Shaul</u>	Givat Shaul (Jerusalem)	02-6551551	HaRav Raphael Katsenelbogen, Jerusalem	Adults
<u>Be'er Sheva</u>	Be'er Sheva	08-6401509	Mental Health Hospital, Ha-Tsadik mi-Yerushalayim St 2, Be'er Sheva	All Ages
<u>Geha</u>	Petach Tikva (Merkaz)	03-9258297	Geha Mental Health Center, 1 הלסינגי, Petah Tikva	Ages 10 and up
<u>Shalvata</u>	Hod Hasharon (Merkaz)	09-7478554	Shalvata Hospital, Aliyat Hano'ar St 13, Hod Hasharon	All Ages

https://www.health.gov.il/Subjects/mental_health/treatment/Hospitalization/Pages/hospitals_p_syc.aspx

Benefits:

Sal Shikum (The Mental Health Rehabilitation Basket)

Eligibility	<ul style="list-style-type: none"> - 18 years old or older - Individual must be over 40% disabled due to their mental illness <ul style="list-style-type: none"> - Percentage of disability is determined in accordance to the National Insurance Institute (Bituach Leumi) regulations
Services provided	<ul style="list-style-type: none"> - Employment rehabilitation

	<ul style="list-style-type: none"> - Mentoring services - Support aid services - Housing services - Treatment coordinators - Supplementary education options - Dental services - Social/Academic clubs and mentoring
How to Access it	<ol style="list-style-type: none"> 1. Establishing disability 2. Constructing Rehabilitation Program 3. Regional Committee for Mental Health Rehabilitation 4. Receiving Rehabilitation Services
More information	<p>https://www.kolzchut.org.il/en/Mental Health Rehabilitation Basket</p> <p>https://www.kolzchut.org.il/en/Disability Pension and Related Benefits</p>

Additional Resources:

Please note:

- All resources linked to www.yadlolim.org/healthcare are the original work of the Yad L'Olim Healthcare Division in memory of Shira Pransky ז"ל.
 - All resources linked to www.kolzchut.org.il/en are the exclusive translations of the Yad L'Olim Healthcare Division in memory of Shira Pransky ז"ל.
 - External links to outside resources are reputable sources, however we are not responsible for the content or any changes made.
 - For further information and personal assistance, please contact Yad L'Olim's Healthcare Division at healthcare@yadlolim.org
- Rights of those with emotional distress due to hostile/terrorist acts:
https://www.kolzchut.org.il/he/%D7%A0%D7%A4%D7%92%D7%A2%D7%99_%D7%A4%D7%A2%D7%95%D7%9C%D7%95%D7%AA_%D7%90%D7%99%D7%91%D7%94
 - Rights of those with disability due to military services:
https://www.kolzchut.org.il/he/%D7%A0%D7%9B%D7%99_%D7%A6%D7%94%22%D7%9C

- Rights of those with general disabilities:
https://www.kolzhut.org.il/en/General_Disability_Pension