



a complete
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system





From the Director

Dear Member,

Maccabi Health Care Services is dedicated to the promotion of its members' health and the enhancement of their quality of life at all times, not only during illness. In its vision, Maccabi, Israel's leading and most advanced healthcare service organization, undertakes to "promote the comprehensive health of its members, provide integrated medical care which is customized to each member, and foster excellence in the quality of medical care, knowledge and service delivery".

This brochure provides details of the range of services offered by Maccabi – ranging from innovative outpatient clinics to alternative medicine. Throughout all stages of your life, we aim to provide you with comprehensive medical services by specialists assisted by advanced technology and accompanied by a professional, experienced support staff. At Maccabi, we see you as a full partner in promoting your health, and we are at your service, striving to achieve the shared goal of realizing Maccabi's vision – promoting your comprehensive health.

Wishing you good health,

A handwritten signature in blue ink, appearing to read 'Ehud Kokya'. The signature is stylized and cursive.

Dr. Ehud Kokya
Maccabi Healthcare Services
Director-General

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The Physician at the Heart of the Medical System

At the heart of Maccabi Healthcare Services is a system of independent salaried physicians who provide services to Maccabi members. The staff is comprised of primary care physicians, consultants in various medical fields and specialists in a broad range of medical specialties. Maccabi invests efforts and resources to provide ongoing professional education and to update its physicians on innovations in the realm of medicine, thus enabling Maccabi members to benefit from the most well-informed and advanced form of medical treatment.

Maccabi functions on the basis of a decentralized organizational approach. Its six regional centers, including 150 branches and clinics, provide full access to Maccabi Healthcare services for all members throughout the country. These branches provide medical services to members from Kiryat Shmonah, Zefat and Nahariya in the north, to Beer Sheva, Arad, Mitzpe Ramon and Eilat in the south.

Members benefit from access to:

Over 3500 physicians
150 branches
dental clinics
assisted living centers
pharmacies
medical laboratories and 250 sample collection sites
complementary medicine clinics
after-hours urgent care centers
mental health clinics
public and private hospitals and facilities
X-ray clinics



Optimal Efficiency – for Comprehensive Healthcare



The modern service approach, based on outsourcing, ensures optimal efficiency and supports:

- a self-owned strategic core of 400 employed physicians, 20 medical diagnostic and therapeutic centers, 43 pharmacies and two hospitals – Assuta and Ramat Marpeh.
- Service provision agreements with the best independent service providers in every field. These include the best physicians and healthcare professionals, diagnostic and therapeutic services and hospitals.
- Control over service quality
- Flexibility in contracting with service providers on the basis of quality and financial considerations.

This methodology is implemented through external service contracts with a broad range of service providers, comprised of over 2400 independent physicians, approximately 300 leading medical experts who provide consultations, 250 diagnostic centers, 600 pharmacies and private and public hospitals.

Specialist Centers and Consultation Networks

Maccabi enables its members to access a broad range of specialist medical centers and consultants, including:

- Women's health
- Children's health
- Child development
- Eating disorders
- Treatment of hypertension
- Gastroenterology
- Ambulatory surgery
- Occupational medicine
- Endocrinology and diabetes
- Ophthalmology
- Rheumatology
- Pulmonary medicine
- Allergies
- Cardiology
- Mental health
- Gynecological centers



Broad range of allied health services

Maccabi enables its members to access a broad range of allied health services, including:

- Nursing clinics
- Hospital liaison nurses
- Social workers
- Family health clinics (Maternal and Child Health Centers)
- Physiotherapy
- Speech therapy
- Occupational therapy
- Psychologists



After-Hours Urgent Care Centers

After-Hours Urgent Care Centers operate throughout the country, after regular business hours. Although members pay a users' fee, which is standard practice in emergency medical services, the rate is lower than self-referral fees to hospital emergency rooms.

Pharmacies

A network of over 600 pharmacies throughout the country dispenses prescription drugs to Maccabi members. Maccabi's network of pharmacies is the only one of its kind in Israel and the only chain in the world to employ satellite technology. Through its link to the Amos satellite, the pharmacies immediately update each member's pharmacological file, thereby preventing dispensation of contraindicated drugs or erroneous dosages. Maccabi's health division determines the policy for classifying drugs for procurement and supply to the pharmacies.

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Sophisticated Laboratories and Diagnostic Services

Laboratories

Maccabi Healthcare Services provides its members access to the services of one of the world's most advanced laboratories, in terms of both professional and technological standards. The laboratory services entail 250 sample collection sites throughout Israel. The entire process, from the physician's referral, through intake of the request at the collection site and performance of the test, to the dissemination of the test results to the referring physician's computer and freestanding computerized user stations, is supervised by a sophisticated computer system under a total quality assurance policy.

In order to enable Maccabi members to benefit from professional and rapid service, Maccabi operates an automated, highly advanced "mega lab" facility where numerous and diverse tests are performed with no human intervention. Test results are transferred directly to the referring physician's computer and recorded in each member's computerized medical records.



Imaging Services

Over 50 diagnostic radiology specialists and over 100 certified X-ray technicians staff the 24 imaging clinics which provide services to Maccabi members. These facilities specialize in imaging tests such as ultrasound, X-rays, mammography and others. Most imaging facilities are equipped with advanced X-ray equipment, innovative ultrasound devices and special nuclear medicine equipment.

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Teleradiology

Maccabi members also benefit from an innovative system, which is the world's first and largest of its kind : The system transfers imaging results from distant facilities to a central diagnostic center, using high speed communication lines. This service enables rapid and precise interpretation of imaging results in real time, even at facilities which do not benefit from the continuous attendance of a radiologist. The Teleradiology Center provides services to 24 imaging centers all over the country.

Mammography

As part of a national project, Maccabi's imaging services offer all women mammography tests for the early-detection of breast cancer. Our aim is to encourage women around the age of 50 to undergo an examination once every two years, as is the case for women in other developed countries. The tests and procedures performed by Maccabi are recorded in a computerized follow-up program.

Cardiac Diagnostics and Cardiac Rehabilitation

Within its Cardiology Services, Maccabi provides cardiac diagnostic services and rehabilitative services for cardiac patients. The staff of specialists who manage the cardiac centers are responsible for all diagnostic testing performed, including stress tests, cardiac scanning, holter, echocardiography and EKG interpretation. Treatment and consultations, elements of the services provided by Maccabi to its members, include services at the Procardia Medical Center, which is the recovery and rehabilitation center for patients released from hospital care. In addition, Procardia operates a sophisticated cardiac diagnostic clinic. Maccabi also operates the CardioStyle medical supervision program, for cardiac rehabilitation and enhancement of physical fitness and cardiac health. This program is designed for cardiac patients recovering from cardiac events and for Maccabi members at risk of cardiac disease due to hypertension, obesity, diabetes, high cholesterol and lack of physical activity.



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Hospitals – Public Medicine, Private Care

Assuta Medical Centers is a private corporation, owned by the Maccabi Healthcare Services Group. Assuta Medical Centers operates the following hospitals:

Assuta – Israel's largest private hospital

Ramat Marpeh – includes the Ramat Marpeh Hospital and its various branches

These medical centers are noted for their highly developed customer service, and their advanced professional care delivery. These centers are designed to offer expanded healthcare and hospitalization options to Maccabi members.

Assuta Medical Centers

Assuta Hospital

Assuta Hospital, founded in 1934, currently has nine modern operating rooms, which are fully equipped with the most advanced and updated technologies. The hospital is also certified for surgical procedures in all specialty areas. A large proportion of the 17,000 operations performed every year at the hospital are complicated surgical procedures which include open-heart surgery, neurological procedures and kidney transplants.

To ensure that Maccabi members benefit from the most advanced medical treatment available, Assuta invests in assimilating the best technological innovations on an on-going basis. Assuta's imaging services comprise the newest CT and MRI devices available in the global market, as well as a nuclear medicine and X-ray service. The hospital also operates a modern cardiac catheterization laboratory, equipped with the most sophisticated equipment in the world, where all types of angiography procedures are performed, including diagnostic and therapeutic procedures, as well as stent and Cypher stent insertion during angioplasty.

Only senior physicians are authorized to perform surgery at the Assuta Hospital: They are the most professional physicians in their respective fields and have surgical privileges in most other hospitals in Israel. In addition, all wards and ICU units are staffed by experienced nurses who have undergone advanced training. Inpatient care is at a five-star level – all rooms have adjoining baths and showers, individual TVs and telephones. Members may select single or double/triple occupancy rooms and also have a selection of menus for each of the six daily meals prepared by a professional chef.

At Assuta we see our patients, our doctors and our staff as our clients and we do all that we possibly can to ensure their satisfaction. This service orientation allows us to maintain a high professional standard and secure the maximal satisfaction of our clients.

Ramat Marpeh Medical Centers

Ramat Marpeh Medical Centers includes hospital facilities in Petah Tikva and ambulatory surgical facilities in Beer Sheva, Haifa and Ashkelon.

Ramat Marpeh provides the highest standard of medical care and has eight operating rooms throughout the country, a cardiac surgical OR and catheterization unit at the Petach Tikva Medical Center.

The hospital's cardiac surgery department and catheterization unit are headed by Israel's top specialists. The broad range of surgical procedures performed at the hospital facilities include general surgery, as well as orthopedic surgery, plastic surgery, ear nose and throat surgery, and surgical procedures in urology, ophthalmology and gynecology. Recovery and ICU units operate alongside the operating rooms.

All hospital facilities operate at a high level of efficiency and maximum occupancy. Tens of thousands of surgical procedures and angiography procedures are performed every year. Inpatients benefit from private double occupancy rooms and VIP-standard care with a personal touch, provided by our skilled staff members. Rooms are fully furnished and equipped with individual telephones and TVs, as well as adjoining toilets and showers.

This modern innovative medical facility, the best physicians and enhanced level of personal care – all set new standards for patient care and support our patients' rapid recovery at Ramat Marpeh.



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Diagnostic and Therapeutic Services, Outpatient Clinics and Dialysis Services

Outpatient clinics which provide a diverse range of specialty consultations, diagnostic and therapeutic services and laboratories, operate alongside the hospital in the various medical specialty areas. Outpatient services also include the dialysis service located on the 30th floor of the Azrieli Tower, complete with advanced equipment, as well as the sophisticated imaging center, where CT, nuclear scans and ultra-sound examinations, including gynecological ultra sound and Doppler tests, are performed. Approximately 14,000 imaging tests are performed each month. In addition, the Cardiac Institute in Beer Sheva is the largest diagnostic and therapeutic unit of its kind in the entire Negev region.

The Customer Service Center at the Assuta Medical Centers responds to inquiries from Maccabi branch staff and members, at 1-800-277-882.

Health in the Cycle of Life

Maccabi Healthcare Services accompanies members throughout their lives, providing comprehensive medical services in all fields – from fertility treatments, pregnancy and birth to geriatric medicine, protected housing and Maccabi residences for senior citizens.

Infant and Toddler Care

At Well-Baby Care Centers associated with Maccabi and the Ministry of Health throughout the country, infants receive care from birth to the age of five. Parents are invited to receive instruction and guidance at the centers on topics relating to growth and development, and to vaccinate their children according to the national vaccination program. If necessary, the centers are equipped to provide appropriate medical treatment to infants or refer them to the appropriate medical or allied medical caregiver.

Child Development

In each of Maccabi's organizational districts, our members have access to clinics specializing in developmental disorders. These clinics are staffed by specialists who have extensive experience and skills in the field. These physicians work in close collaboration with a multi-disciplinary para-medical team to provide optimal treatment.

Adolescent Clinics

Maccabi operates two clinics, in Haifa and Ramat Hasharon, which specialize in the treatment of adolescent eating disorders. Maccabi members benefit from direct access to social and psychological services, with no need for a referral by a physician.

Pregnancy and Birth

Maccabi accompanies its members throughout all stages of pregnancy. Pregnancy monitoring is performed by community-based gynecologists, while high-risk pregnancies and multi-fetal pregnancies are monitored at Women's Health Centers.

In addition, Maccabi also provides pregnancy monitoring services by the nursing staff, as well as instructional sessions, preparation for childbirth by Maccabi nurses and physiotherapists in Maccabi's clinics.

Fertility

Maccabi offers all the medical services required in the fertility treatment process – from preliminary testing and treatments administered by gynecologists, to IVF clinics located at Women's Health Centers throughout the country. At these centers, fertility specialists perform advanced diagnoses and testing of fertility disorders, and offer treatments using hormone therapy, artificial insemination and IVF (initial stages). Our members also have the option of obtaining some of these treatments at public or private hospitals associated with Maccabi.



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Occupational Medicine

The high standard of Maccabi's services in the field of occupational medicine enables the treating physician, employers and the employee to oversee and maintain employees' health.

These services include: employee intake examinations, periodical medical examinations under a physician's supervision for employees exposed to environmental (chemical, physical or biological) hazards and employees in special fields, employment fitness examinations and additional services such as medical equipment and vaccinations.

Maccabi – for the Golden Years

Maccabi Healthcare Services is active in many ways to promote the health of the senior citizen population. Home Care Units all over the country provide assistance to non-ambulatory patients who require care at home. Maccabi members also benefit from multi-disciplinary evaluation and consultation clinics, and day care rehabilitation centers for the elderly, where medical and allied medical services are provided. The day care facility for the elderly in the Northern District is supervised by a medical and allied medical staff and offers extensive cultural and social activities.

Maccabi Social Services help members and their families cope with nursing needs, by providing guidance and support groups for family members of nursing home patients. Members of Maccabi Silver Nursing and Gold Nursing programs are entitled to receive partial reimbursement of the costs of at-home nursing care and institutional nursing home care, based on the patient's medical condition and level of functioning.



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The “Golden Tower/Maccabi Residential Centers” – Maccabi Residences Provide More Than Protected Housing for the Elderly

“The Golden Tower – Maccabi Residential Centers” is the leading in-patient, rehabilitation and nursing home services network which provides the most advanced service package in the field. Services are rendered at the Golden Tower hospital facility in Bat Yam, the Sheba Hospital and other geriatric centers around the country. Members of our specially trained and skilled medical staff are the best in their field – nurses, physicians, physiotherapists, occupational therapists, social workers, dietitians and caregivers. Our staff has deep insight into the unique needs and wishes of our members. The Golden Tower-Maccabi Residential Centers are the most advanced network of protected housing in Israel which provides a variety of unique solutions tailored to the needs of the senior citizen population.

As experts in the Golden Age, we provide the best and most comprehensive package of services to the elderly, allowing our members to benefit from the services most appropriate to their needs:

Protected Housing – is designed for independent senior citizens and offers a variety of social and cultural activities, courses, parties, lectures and trips.

Assisted Living - this unique innovative service allows tenants to lease an apartment and enjoy the broad range of medical and social services in their home, as well as the close care and supervision by our skilled professional staff.



Promoting Health and Community-based Medicine

Maccabi Healthcare Services' concept of comprehensive Health combines a holistic and preventive approach to medical treatment. Maccabi's concept considers each person and each family as part of a community and part of a society which aspires to improve the health and quality of life for all.

To promote the total healthcare of each member and customize care to our members' individual needs, Maccabi supports proactive cooperation between its professional staff and its members and continuously works to extend its medical services, including those services which are excluded from the national "basket."

To this end, Maccabi has strengthened and expanded its operations in promoting health-related issues, healthcare education, preventive medicine and community-based medicine.

Maccabi operates nutritional services and over 40 Well-Baby Care Centers around the country. Maccabi also conducts numerous programs related to preventive medicine and community-based medicine, including health education in the area of nutrition, physical fitness, information on children's accidents inside and outside the home, smoking cessation programs, visual acuity and hearing examinations for the elderly, cardiac rehabilitation programs, early detection and prevention of cardiovascular disease, early detection of breast cancer, melanoma and intestinal cancer, various projects for the correct treatment of chronic conditions and support for diabetics and asthmatics, and finally, a national project tracking and treating osteoporosis in menopausal women.

In addition, Maccabi has established a multi-disciplinary clinic and counseling center for women suffering from breast cancer and women at risk for breast and ovarian cancers.



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Mental Health Clinics

Maccabi's mental health facilities provide psychiatric and psychotherapeutic services to Maccabi members.

Maccabi's service providers include psychiatrists, clinical psychologists and social workers who are graduates of psychotherapy programs, as listed in the Maccabi Service Guide. Treatments for a broad range of mental disorders are provided to children, adolescents and adults. Members' co-payments in the cost of these treatments are required.

Members may access mental health services directly. Counseling and guidance are also available to members at regional mental health clinics staffed by mental health professionals.

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The Triangle of Health – For a Longer Life.....

At the hub of Maccabi's activities to promote the health and well-being of its members is the Triangle of Health, the foundation for maintaining health and improving the quality of life: a non-smoking, physically active and nutritionally balanced lifestyle.

Maccabi works to promote these aims through a variety of methods:

Smoking Cessation Workshops

These workshops take place in collaboration with the Israel Cancer Association, led by a psychologist.

Physical Activity

Maccabi conducts a variety of walking groups, tailored to the physical fitness levels of each participant. With a small number of walkers in each group, walks take place during early morning or evening hours, depending on the group's size. Maccabi also offers exercise classes for women, men and youngsters, led by instructors educated in physiotherapy. Exercise classes are designed to strengthen, firm and flex muscles, improve posture and prevent backaches and pains.



Balanced Nutrition

Proper nutritional habits contribute to the prevention and reduction of the risks of common and serious diseases. As part of Maccabi's Comprehensive Health Care concept, individual nutritional counseling by a dietitian is available to members, as are workshops to change eating habits which are tailored to adults, adolescents and children.

Adult workshops focus on various methods of weight-loss and lifestyle modification, necessary to maintain achievements over time. The groups targeting adolescents and children deal with changing eating habits and information on nutrition for children and their parents. Workshops take place in a hands-on atmosphere which supports controlled weight loss. In addition, Maccabi administers educational programs on healthy nutrition and adolescent nutrition in schools.

Maccabi is active in healthcare education through numerous channels: the Maccabi website, the Maccabitan quarterly, educational video films on cardiac diseases, sex education for adolescents, education on pregnancy and childbirth, as well as on balanced nutrition. Maccabi publishes information pamphlets on various health-related issues and medical conditions including nutrition, physical activity, self examination for breast cancer, cholesterol, hypertension, jaundice and diabetes. Maccabi also distributes informational brochures on the risks of exposure to the sun, the prevention and treatment of head lice, high fever in children and a guide to services of the Triangle of Health.



Maccabi Shield Association- Long Term Care Fund Protection All the Way

The Maccabi Shield Association, to which the majority of Maccabi members belong, meets the needs emerging as a result of the legislative decision to exclude nursing home care from the National Health Insurance Law.

The Long Term Care Fund provides nursing care services subject to the Nursing Care Fund by-laws and Maccabi Shield Rights and Obligations Document, which are designed to assist family members who assume an active role in the personal and financial support of a patient in need of nursing care.

There are two treatment alternatives open to **Silver Long term Care** and **Gold Long Term Care** plan members – either partial reimbursement of nursing home expenses, or the direct delivery of at-home nursing care.

This comprehensive healthcare plan supplements Maccabi members' rights and ensures that members receive continuity of treatment by the same professional team caring for their health over the years, and provides a complete and individualized solution to the unique needs of each member.

Maccabi members are entitled to benefit from these services at special attractive rates, compared to other healthcare providers and private insurance carriers.

* Subject to the Long Term Care Fund by-laws and Maccabi Shield Rights and Obligations Document

A Shield for Your Health at Maccabi

Silver Shield – Gold Shield – For Your Maximum Security
"Healthcare must be in the hands of an organization which has an encompassing commitment to the health and welfare of its members" – this has been Maccabi's guiding motto throughout its history.

On the basis of this principle, Maccabi was the first healthcare provider to offer its members supplementary health care services, beyond existing medical services.

The National Health Insurance Law which recently came into effect, defined a "national list (basket) of medical services" which was less inclusive than the range of services provided to Maccabi members prior to its enactment. To retain the excellent scope of services which Maccabi offered its members in the past, Maccabi established additional healthcare plans – Silver Shield and Gold Shield – at a reasonable cost to all members, with membership unrestricted by any medical condition. These supplementary healthcare services contribute to the health and quality of life of our members and therefore, membership in these plans provides peace of mind and a sense of security.



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The following is a short summary of the entitlements of Silver Shield and Gold Shield plan members:

1. For Families – these plans provide partial reimbursement for: private consultations with medical specialists in Israel and abroad, private surgical procedures in Israel, transplants, surgery and treatment abroad and a long list of drugs which are not included in the "Basket"; discounts at dental clinics and complementary medicine clinics; partial reimbursement for the purchase of medical equipment, post-hospitalization convalescence and nursing care, and other benefits.



In addition, special population groups are entitled to additional benefits:

2. Women – partial reimbursement for examinations including fetal systems scan, genetic testing, amniocentesis (based on medical criteria), postpartum convalescence, IVF and other benefits.

3. Children – increased number of child development treatments for those children in need of such and partial reimbursement for night-wetting (nocturnal enuresis) treatments and the purchase of equipment (inhalation, earplugs, hip splints for infants, orthopedic insoles, ophthalmic lenses, etc.), as

well as discounts in dental maintenance and orthodontal treatments.

4. Adolescents and Young Adults – partial reimbursement for sports examinations; discounts on vaccine packages for overseas travel; partial reimbursement for the purchase of medical accessories including knee and elbow protectors, insoles, contact lenses and ophthalmic lenses and others.

For additional information, please refer to the Rights and Obligations Document in the Service Guide to Supplementary Healthcare Services. Copies are available at all Maccabi branches, the Maccabi website and may be ordered at "Maccabi Around the Clock".

Complete Security for Maccabi Members

Our members' best interests are the central axis of Maccabi Healthcare Services. This is why Maccabi invests significant resources to develop assessment tools which ensure the quality of medical services, and continuously seeks improvements in the delivery of these services. Moreover, Maccabi continuously invests in the development of new and innovative services for the welfare of its members.

"Maccabi Around the Clock"

Maccabi members enjoy the availability of a national information Call Center, manned by our administrative and medical staff around the clock, all year round. "Maccabi Around the Clock" staff includes customer service representatives to handle administrative questions, nurses to provide guidance and medical information to members and their family in need, supported by physicians on call. The "Maccabi Around the Clock" center is just another link in the chain of quality services available to Maccabi members.

Human Resources At Our Members' Service

To ensure excellent services delivery to members, Maccabi's Human Resources Department uses professional and personal criteria for a careful selection of candidates for employment. The Training and Human Resources Development Department provides training to employees and managers in their fields of activity, placing special emphasis on enhanced employee professional standards and updates on new and advanced medical and administrative methods. For many years, Maccabi has operated a professional continuing education center for physicians, which offers enrichment programs and workshops in clinical service and delivery quality.

Maccabi also provides diverse training programs where staff members acquire tools for service delivery enhancement. Training is designed to ensure that Maccabi members attain the highest level of satisfaction of all national healthcare system members.



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House Calls

In collaboration with "Bikur-Rofeh," physicians make house calls to Maccabi Healthcare Services members after clinic and branch business hours – at night, on weekends and holidays. Physicians provide preliminary medical treatment in members' homes, including examinations and the dispensing of medications as necessary. The physician will also handle a transfer to a hospital facility, if required.

Second Opinion by Massachusetts General Hospital Specialists

A joint collaboration agreement with the Massachusetts General hospital in Boston, USA, allows Maccabi members to obtain second opinions, at minimal cost and rapid response time, from hospital chiefs of services and senior physicians at the Boston Medical Center who are members of the faculty of Harvard's School of Medicine. A special Maccabi team guides members and their physicians through all stages of the consultation. Maccabi members may also obtain second opinions from other medical centers worldwide.

Broad Range of Services for Maccabi Members

In response to members' needs, Maccabi Healthcare Services has established comprehensive service centers in several fields, where excellent professionals and specialists are at the disposal of our members. The skills and reliable service our staff provides, reinforces our members' trust in Maccabi.

Consulting and Assistance to Members in Obtaining Income Tax Exemptions

Under certain conditions, the Income Tax authorities provide an income tax exemption to individuals who have become disabled temporarily due to illness, hospitalization or surgery, or who suffer from a permanent disability.

The procedure is not a simple one – members are required to be familiar with the details, obtain the required authorizations, file applications with the relevant committees and complete additional steps. We have found that the very patients who are most in need of the exemption are both mentally and physically unable to deal with the rigors of the procedure. The Tax Benefits Services, part of Maccabi Healthcare Services, was established to assist members in exercising their rights. A skilled team of medical specialists and tax experts, with extensive knowledge of the procedures, helps Maccabi members exercise their full legal rights and receive all the benefits to which they are entitled by law.

The Tax Benefits Services staff are experienced in examining the merits of each individual case, and assist members or their families in understanding the laws, preparing for medical review committees and exercising their full rights.

Maccabi Dental Clinics

Maccabi members benefit from professional, reliable and high standard dental care at Maccabi's network of 45 dental clinics dispersed throughout Israel. All dental clinics hold ISO 9002 certification, which requires continuous quality assurance of the standard of treatments and laboratory work, as well as the quality of dental metals and materials used. The work in Maccabi's dental clinics is guided by a team of outside specialists and consultants, who provide supervision, medical evaluations and second opinions.

The dental clinics offer a wide range of services:

- Check-ups, X-rays and treatment program planning
- Plaque removal and oral hygiene education by dental hygienists
- Dental maintenance treatments – fillings and root canal work
- Cosmetic treatments, including whitening
- Oral and jaw surgery, periodontal medicine
- Reconstructive dentistry – crowns or caps, bridges and implants
- Transplants and restoration using implants
- Juvenile and adult orthodontics
- Children's dental treatments (including "laughing gas," if necessary)
- Consultations and second opinions by experts consultants (coordinated by Clinic Directors)
- First aid during all clinic business hours; Clinics in Ramat Gan and Haifa provide first aid at night, on weekends and holidays.

The dental network also includes the following clinics which provide unique dental services:

- Dental treatment for patients suffering from systemic illnesses (cardiovascular disease, diabetes, hypertension, etc.)
- Dental treatments under general anesthesia for children and adults
- Dental treatments for patients suffering from dental phobia and anxiety
- Implants and oral reconstruction



“Maccabi Natural” – Complementary Medicine Naturally for You

You too can relieve physical and mental obstructions, tap into your body and life energies, move in an uninterrupted, harmonious flow and attain total energetic equilibrium.

At the 13 “Maccabi Natural” clinics throughout the country, you will find a diverse range of complementary medicine treatments offered at the highest professional standard, in serene and pleasant surroundings. Treatments include acupuncture, chiropractics, osteopathy / manual therapy, Shiatsu, Tuina, reflexology, homeopathy, herbal medicine, classes in the Alexander technique and the Paula method, biofeedback, nutrition counseling, massages and the Natural Diet Plus program for healthy weight loss. These treatments are available to Maccabi members of all ages and situations. Treatments are specifically tailored to individual needs in a medical counseling session.

“Maccabi Natural” also operates the Meirav School for members who wish to specialize in complementary medicine. The school provides excellent basic training in the fields of complementary medicine.



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“Maccabi at First Sight” Maccabi Healthcare Services’ Network of Optometric Services

Maccabi’s optometric network provides a comprehensive range of high-standard services and products, including professional eye examinations performed by leading optometrists and professionals licensed by the Ministry of Health, a broad selection of world brand eyeglass frames and sunglasses, fitting of contact lenses of all types and solutions for members with poor visual acuity.

Maccabi members benefit from substantial discounts and eligible complementary insurance policy holders benefit from increased reimbursement rates exclusively at the Maccabi network of optometric stores.

The Frontiers of Technology – Promoting Healthcare Through Progress

Efficient management of large-scale medical systems requires technological advancement. Therefore, Maccabi invests significant resources in the acquisition of both innovative managerial systems which promote its medical and administrative organization, and advanced medical equipment and apparatus based on digital technology, magnetic resonance and ultra-sound.

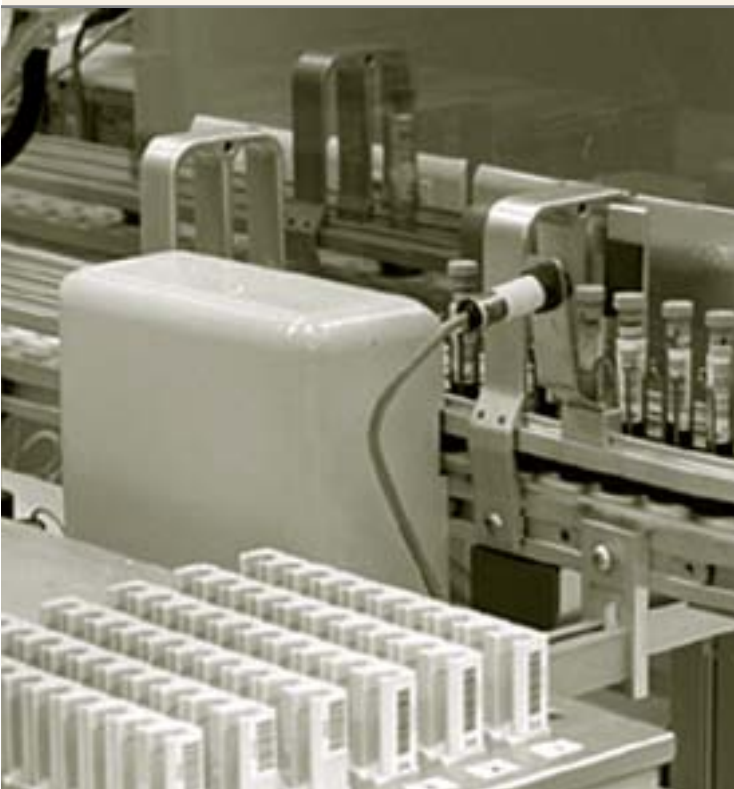
Alongside its computerization and logistics system, which supports immediate updating of information in a member’s medical record, Maccabi Healthcare Services is also assisted by the Amos Satellite, which provides an up to date picture of the types and dosages of medications used by each individual member.



Computerization and Information Systems

To maintain effective management of the medical and administrative systems, Maccabi operates a technologically advanced computer unit and sophisticated database, which automatically updates the medical records of all members in real time.

The information stored in a central computer constitutes an integrated database which provides a comprehensive and detailed picture of the medical and pharmacological history of each and every Maccabi member. When contacting any Maccabi-associated physician or during hospitalization, the availability of members' medical records ensures rapid and effective medical treatment.



Through our secured internet site, Maccabi members are able to review their medical records, access medical information and receive individual medical feedback. These computer-based tools save members unnecessary trips to Maccabi offices and allow members to perform numerous online activities from their homes, including appointments, purchase of travel insurance or modifying personal details. The computerized system also supports automatic billing through members' bank accounts.

Logistics

Maccabi operates an advanced logistics structure to support the broad range of operations performed by its organizational units which are dispersed throughout Israel. The logistics structure is comprised of the following functions:

- Long and short term construction and site location planning
- Construction and renovations
- Building maintenance
- Procurement of goods and services, including medical equipment and drugs, and their delivery to designated units.
- Transport and deliveries
- Security and safety
-

In addition, the logistics structure is responsible for external and intra-organizational telephone communications.



The Total Healthcare System The "Friends of Maccabi Healthcare Services"

The Friends of Maccabi Healthcare Services Organization, recently established by Maccabi Healthcare Services, aims to contribute to the community's well-being, where local governments are unable to provide for all the community's needs. The establishment of the "Friends of Maccabi Healthcare Services", which assists in fund raising and other volunteer work in all Maccabi settings, is one of Maccabi's most recent initiatives. Volunteers in the Friends of Maccabi Healthcare Services are Maccabi members from all over the country and abroad.

The organization welcomes any and all new volunteers. For more information, please contact:

"Maccabi Around the Clock"

Toll free : 1700-50-53-53

or Friends of Maccabi Healthcare Services offices

Tel: 03-5141526

Maccabi Around the Clock
Administrative & Medical Information Center
24 Hours a Day
1-700-50-53-53
www.maccabi4u.com