



Hillel Yaffe Medical Center

Patient and family information booklet

Hospital Call Center: 04-6304304
Appointments Call Center for outpatient clinics: 04-6304252
Hospital address for letters: POB. 169, Hadera, 38100
Website: hy.health.gov.il



Dear patient and visitor,

The information in this brochure is provided to you and your family upon arrival in order to ease the process of admission and your hospital stay.

The hospitalization procedure takes place as follows:

Emergency Hospitalization – performed by the Department of Emergency Medicine (Emergency Room):

- General Emergency Medicine, Pediatrics Emergency Medicine, Obstetrics and Gynecology Emergency Medicine, or with direct referral to hospitalization from the hospital outpatient clinics or institutes.
- Planned hospitalization – pre-scheduled admission by the inpatient department.
- Ambulatory care – admission for the purpose of procedure or treatment, with patient discharge on the same day.

Admission to the Department of Emergency Medicine (ER) and Inpatient Departments:

The Patient Admissions Office is in charge of admitting patients to the hospital's ER, registering patients into the hospital's inpatient departments, and admitting patients with pre-scheduled appointments for planned hospitalization or ambulatory care.

Upon arrival at the Patient Admissions Office, **the patient or accompanying person is requested to provide:**

- The ID card of the patient. In the case of a minor, the ID card of one of the parents with the minor's details.
- A valid letter of referral to the Department of Emergency Medicine from the attending physician. Without this letter, a payment is required by law for an amount determined by the Ministry of Health. This letter can be provided retroactively (but no more than 14 days after discharge) in order to refund the payment made upon arrival at the ER. It is the patient's responsibility to make all the arrangements concerning this matter.
- Admittance due to car accident – a police confirmation form.
- For a planned hospitalization show your letter of referral from the inpatient department and a financial obligation form (Tofes 17) for hospitalization from your health fund.

The Patient Admissions Office staff will register the patient and open a medical file, which will accompany the patient throughout his stay in the Emergency Room.

Only one person will be allowed to accompany the patient in the ER.

Please Note!

- Upon re-hospitalization due to a car accident, please bring with you a police confirmation of the accident.

- Upon re-hospitalization due to a work accident:
 - Provide a financial obligation form (Tofes 17) from your health fund.
 - If you are a foreign resident and are not a member of a health fund, provide a financial obligation form from the National Insurance Institute.

Inpatient Discharge

Upon being medically approved for discharge the department will give you all the necessary forms and letters. If, by the discharge date you have not settled your hospital financial obligations, you will be referred to the Patient Admissions Office for an administrative discharge. If you were admitted due to a car accident, please provide a copy of the discharge letter.

Medical Information from the Department Staff

The department staff is at your disposal on a daily basis to provide you and your family with updated medical explanations throughout your hospital stay. Activity hours are detailed in the hospital departments.

During the patient's hospital stay, the patient, his/her guardian, or legal representative under Section 16 of the Patient's Rights Act is entitled to obtain medical information from his personal file. This action does not require payment and is performed by the department staff. The staff is legally prohibited from disclosing medical information regarding patients over the phone.

For copies of medical/nursing information and post-discharge information from the medical file, please turn to the Medical Records Department (payment is required).

Patient Visiting Hours

Patients' visiting hours must conform to the hours set by the department, as detailed at the entrance to each department. Any stay which exceeds these hours requires the approval of the department's medical staff. Please follow the instructions of the staff and the security personnel to allow the medical staff to provide care to the patients without disturbances and to allow the patients to rest.

General Patient Visiting Hours:

09:00- 07:00

14:00- 12:00

22:00- 16:00

The Pediatrics Department, ICU, Heart ICU, Internal Medicine Departments and the Maternity Ward have different visiting hours, as specified in their entrances.

Please check with these departments if necessary.



Public Inquiries

For letters and public inquiries, please speak with the Service Experience Administrator, Mrs. Anat Bar'am.
Tel. 04-6304676, Fax. 04-6344776 or by clicking the "contact us" link on the Medical Center's website: www.hy.health.gov.il.



Money and Valuables

We recommend refraining from bringing jewelry and valuables with you. Do not leave jewelry, valuables and money in the department during your hospital stay. The Medical Center will not be held responsible for such valuables. If you have any jewelry and valuables with you, please deposit them in the Medical Center's safe located in the Reception Office on the entrance lobby of Hospital Building A.



Social Services

For support or to receive information from the social services during your hospital stay and before discharge, please speak with the department's social worker.

Pharmacy Services

You may use the pharmacy located on the basement floor (-1) of Hospital Building A to buy medication for use after discharge (only in accordance with the prescriptions given to you by the hospital physicians), to acquire medical accessories, over the counter medications, medical food and to receive pharmaceutical consultation (for a fee).

Activity hours: Sun.-Thu. 08:30 – 16:30, Fri. 08:30 – 13:30

For more information: 04-6304352



Smoking

Under the Prevention of Smoking and Exposure to Smoking in Public Places Law, 1983, smoking in the inpatient departments and inside the Medical Center buildings, up to 10 meters from the building perimeter is prohibited, other than in designated smoking zones. Such smoking zones were erected throughout the hospital grounds to allow smoking in sheltered areas.

Medical Center Parking Lots

- For convenience, the hospital provides paid parking on the hospital grounds. The payment for parking is 20NIS per stay. A vehicle staying no longer than 30 minutes is exempt from payment. After the payment is made, the vehicle owner may freely exit and re-enter the lot using the same vehicle until 24:00 of that day.
- In the case of an extended hospitalization, you may request the attending staff of the department for relief in parking fees. Anyone



entitled to an exemption from parking fees can receive it from the Head of Security Office. The office's operating hours are Sun-Thu between 08:00-15:00.

- Parking must follow the legal signs and regulations. A vehicle parked in a forbidden zone is in danger of receiving parking tickets from the Hadera Municipality Parking Authority.

Directions to the Hospital:

The following bus lines reach the Medical Center:

Olga Junction Bus Stop:

Egged: Line 7 (from within Hadera), Lines 852, 872 (From Tel Aviv and Netanya)

Bus Stop Adjacent to the Hospital:

Egged: Line 13 (from Beit Eliezer and Givat Olga).

Kavim: Lines 710,730,729 (from Netanya), Lines 68, 75, 79, 76, 74 (from Or Akiva), Lines 79, 68, 76, 57, 53 (from Hadera) Line 730 (from Pardes Chana), Line 710 (from Zichron Ya'akov), Lines 46, 49, 52 (from Karkur Junction), Lines 53, 68 (from Jisr a-Zarqa) Line 46 (from Umm al- Fahm).

From Hadera Train Station: Egged city buses: Line 7 to the hospital, Line 18 to Olga Junction. Line 17 to the Hadera Central Bus Station, and from the Hadera Central Bus Station to the Hospital - Lines 46,13,79.

Yad Sarah Branch

A Yad Sarah branch is located on the hospital grounds. It loans orthopedic equipment without charge in exchange for a deposit. The deposit is returned once the equipment is returned.

The branch is located on the hospital's western side, between the Computer Department and the Mental Health Division, Parking Lot 3. Opening hours: Sun-Thu 10:00 – 14:00, and Sun-Wed 16:00 – 18:00, Fri. at 10:00- 12:00.

ATM

- There is Bank Yahav ATM, at the entrance to Hospital Building B.

Yakar (IDF Medical Liaison Unit)

Yakar Offices (RAM 2) is responsible for soldiers who have been admitted to the hospital. The office is on the second floor, Hospital Building A.

Medical Center Outpatient Clinics and Institutes

The Medical Center Outpatient Clinics and Institutes are open to the general public and they provide services in a variety of medical fields by the hospital specialists. The clinics are available to patients from all health funds and provide follow-up services after hospital discharge. The medical activity



is funded by the health fund or by the patient.
The Patient Admissions Office in the Outpatient Clinics is open on Sun-Thu at 08:00 – 16:00. Appointments Call Center: 04-6304252

Please Note!

- In accordance with the National Health Insurance Law 1994, it is within your rights to request a referral to the Hillel Yaffe Medical Center and receive dedicated and professional treatment close to you.
- When your attending physician has referred you to the hospital for tests or for medical care, it is your right to ask your health fund for a Financial Obligation Form (Tofes 17) for treatment at Hillel Yaffe.
- You can also schedule an Outpatient Clinic appointment for 100NIS even without a referral.

Access for Disabled Visitors

- Hillel Yaffe considers it imperative to enable visitors with a variety of disabilities to receive quality and accessible treatment.
- The Reception areas throughout the hospital provide special hearing devices for easier accessibility to persons with hearing impairments.
- Persons with a hearing impairment can schedule an appointment at the Call Center via Fax: 04-6304402
- The hospital has a sound-based guidance system for the visually impaired.
- The elevators to the different departments contain accessible buttons for visually impaired visitors in addition to a vocal announcement + an adjusted keypad for people in wheelchairs.
- The hospital provides toilet stalls accessible to visitors with disabilities.
- The hospital has a safety officer and accessibility coordinator, under the Persons with Disabilities Equality Law: Mrs. Polina Mezer, Tel. 04-6304779, Fax: 04-6188443. Email: polina@hy.health.gov.il



Cultural and Language Accessibility

- Each department has information brochures available in several languages.
- Patients who speak a foreign language can be assisted by our medical translation services. For further details contact the department staff.

Wi-Fi

- The Hillel Yaffe Medical Center has a fast and free Wi-Fi network available to patients and visitors.
- The service is available on any device with wireless internet features (cell phone, tablet, laptops, etc.)
- The name of the network is: HY_GUEST. Upon accessing, visitors



receive a terms of use message. Accept and continue. Agreeing to the terms will redirect you automatically to the Medical Center's website. From this moment on you can use the internet with any suitable software. Your browser is secure and protected by advanced software against viruses and malware.

Religious Services

- **Synagogue** – the synagogue is located on the entrance floor of Hospital Building A, near the elevators, and is open to the public. Prayer hours are specified near the synagogue entrance. For any questions contact the Hospital Rabbi, tel. 04-6304587.
- **Shabbat candle lighting service during hospital stay** – the candle lighting service is performed in designated areas in each department, for safety purposes. It is prohibited to light Shabbat candles in hospital rooms to avoid fires.
- **Muslim Prayer Room** – the prayer room is located on the ground floor of Hospital Building A, near the Physiotherapy Institute entrance.
- For further details see the brochures specifying the religious services available at the Medical Center.

Donors and Donations

We continue to invest in the renovation of buildings, departments, and public areas and in acquiring new equipment to improve the wellbeing of our patients and their families and to create a supportive and pleasant recovery environment. You are welcome to share our vision of complete recovery and health. There are many ways you can contribute to topics that appeal to you – construction and renovations, the acquisition of vital medical equipment, etc.

The Medical Research, Infrastructure, Development and Health Services Fund, which is affiliated with the Hillel Yaffe Medical Center, is a registered, non-profit organization. Donations to the fund are exempt from taxes under Section 46A.

For further details call: 04-6304223

Email: Diklar@hy.health.gov.il | Michalm@hy.health.gov.il

The hospital staff does everything possible to provide you with the best medical care and hospitalization conditions. The inpatient department staffs are at your service for any question, inquiry or complaint.

General Information about the Medical Center

Specific information about the inpatient department in which you are staying is found in the departmental information brochure provided by the nursing staff.

Infection Prevention

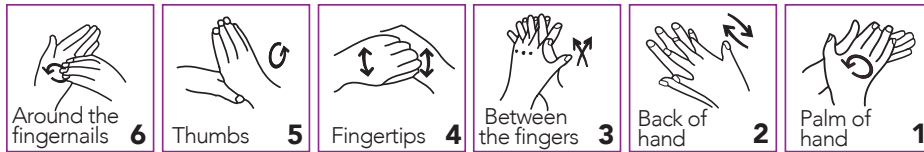
The hospital staff constantly works to prevent cross-contamination between patients (passing infections from patient to patient). We need your cooperation to prevent the spread of infections between patients and among patients and visitors.



Therefore:

- Please limit, as much as possible, the number of visitors and duration of the visit.
- Refrain from allowing children/ patients with decreased body resistance into the department.
- Refrain from entering the rooms of other patients.
- Refrain from sitting on other patients' beds, using their cabinets or their bed sheets.
- Refrain from bringing food and drinks into the hospital rooms.
- It is strictly forbidden to bring flowers, flower bouquets, and plants into the Medical Center departments.
- It is strictly forbidden to enter Isolation Rooms.
- Any report regarding hazards would be greatly appreciated.

Make sure to wash your hands during your stay/visit in the following manner:



Fall Prevention

Falls are considered a health risk. They cause unnecessary injury, pain and decreased quality of life. During the hospital stay, there is an increased chance of falling, because underlying illnesses carry additional risk factors such as: fatigue, weakness, unfamiliar surroundings, additional medications, pain medications, anesthesia, and sedation.

It is imperative to inform the attending staff regarding any previous falling incidents.



To prevent falling incidents, we recommend:

- Use walking aids if you are unsteady on your feet. If you use such aids on a regular basis, please make sure you have them with you during your hospital stay.
- Avoid getting out of the hospital bed or chair if you are dizzy and unaided by a staff member.
- When moving from a lying position to a sitting or standing position, do it slowly and gradually.
- Avoid climbing over the bed rails, if lifted.
- Make sure the distress call button is within reach.

- Make sure you have comfortable and sturdy shoes, avoid walking with socks.
- Avoid walking on wet floors.
- When in the toilet or shower use the railings.
- If necessary, make sure to use your glasses and hearing aids.
- Do not hesitate to speak with the nursing staff and/or ask for a consultation with a physiotherapist.

Nutrition and Diet

The Medical Center provides a daily personal menu for a lunch of your choosing. You can order a main dish from the menu provided by the nurses, unless you require a special diet, or you are fasting in preparation for medical tests or surgery.



Nutrition and the Patients' Menu

The food served to the patients during their hospital stay is regarded as part of the treatment provided by the Department, and it has important medical and health-related implications.

The hospital believes that it is important to provide a variety of food choices suitable for the patients' nutritional and health needs.

The daily menu meets Ministry of Health requirements and is created in collaboration with a dietitian from the hospital's nutrition unit.

Patients can choose their lunch from a standard menu. The hospital kitchen prepares the dishes in a "personal tray method" based both on the patient's choice and on the type of diet they require.

During admissions and hospitalization, patients who have food restrictions due to illness (high cholesterol, high blood pressure, heart disease, diabetes, kidney disease, etc.) or for other reasons, are requested to inform the attending nursing staff so that suitable food can be ordered for them.

The following diets are available at the hospital: regular, soft, porridge-like, liquid (blender), low sugar, low salt, low fiber, low fat, low potassium, gluten-free, vegetarian/vegan, dairy free.

Many medical conditions require diet/nutritional changes. Therefore, in cases involving dietary changes and/or adjustment due to a newly diagnosed medical condition, the patients' menu will be created by the hospital dietitians and the department's medical staff. If necessary, and in accordance with their medical condition, the patients will receive instructions on the day of discharge regarding nutrition recommendations.

Department Meal Schedules:

Morning: 08:00 Lunch: 12:00 Dinner: 17:00

Patient's Rights

The Medical Center highly respects your right to receive quality, professional and considerate service.

The Medical Center's multi-professional staff must provide a comprehensive

response to the patient's physical, mental and spiritual needs in accordance with professional standards and the Patient's Rights Law, 1996 (hereinafter: the law). Detailed information on patient's rights is provided in the inpatient departments and throughout the hospital.

For details see: www.health.gov.il

The Right to Receive Proper Medical Care

You have the right to receive proper medical care on all levels – to receive professional and quality treatment which takes into consideration your faith, cultural values, and religious practices.

Safeguarding Dignity and Privacy

It is your right to have your dignity and privacy protected throughout the entire time you receive treatment; you are entitled to request the presence of another person during physical examinations.

Identity of Care Giver

You are entitled to receive information about the position and identity of any Medical Center employee attending to you. You have the right to know if there a student on the attending staff and must give your consent to his/her participation in your care.



Medical Treatment Consent

- Your informed consent to medical care is a right and constitutes a required condition for your treatment, other than in the situations otherwise defined by law. You are entitled to receive updated and detailed information regarding your physical condition, diagnosis, the manner and type of treatment offered, the risk factors involved, the chances of success and possible side effects. Also, you have a right to receive information regarding alternative treatments, should any exist, and the ramifications of refusing treatment.
- Before surgery or any invasive treatment, you will receive a verbal explanation and be requested to provide written consent.
- Do not hesitate to ask questions if anything is unclear before you receive medical care.
- If you are offered to participate in a medical study, you must receive all detailed information in advance and give written consent. Refusing to participate in the study will not affect your medical treatment in any way. You are entitled to renege from your consent to participate in the study at any time.
- You are entitled to renege from your consent to medical treatment at any time, and it shall not impair the relations between yourself and the attending staff.

The Right of Patient Confidentiality

You have a right to medical confidentiality. Details regarding your medical condition will remain confidential unless you provide explicit consent, or in accordance with the law.

The Right to Access Medical Records

You are entitled to obtain a copy of or information from your medical records from the department or the Medical Center's Medical Records Department.

There is a fee for this service that is determined by the Ministry of Health.

Second Opinion

You have the right to consultation with another physician, who is not a member of the Medical Center staff in charge of your care. The staff will provide information both to the consultant and to the patient. Please coordinate the consultation with the attending staff.

The Right to Continuing Proper Treatment

If a patient is transferred from one physician to another or from one Medical Center to another, the patient is entitled to benefit from collaboration among the physicians to guarantee continuing proper treatment.

Consultation with a Senior Physician

You have the right to consult with a senior physician and the charge nurse regarding your treatment and the service you received, subject to the department's reception hours.

The Right to Speak with the Public Inquiries Officer

You have the right to speak with the Public Inquiries Officer in accordance with the officer's reception hours.

Visiting Hours

You have the right to receive visitors in accordance with the visiting hours specified at the entrance to the department.

Alongside your many rights you are requested to:

- **Provide correct, full and detailed information regarding your medical condition.**
- **Be respectful toward the medical staff and Medical Center employees.**
- **Avoid any type of violence.**



Hillel Yaffe
Medical Center

Hillel Yaffe Medical Center Map



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	Driving direction
	Parking
	Outdoor building entry
	Interior entrance
	Staff cafeteria
	Synagogue
	Muslim Prayer Room
	Bank

Institutes and Clinics		
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	Institutes	Gastroenterology
Ground Floor	Outpatient Clinic	Hearing Institute
Ground Floor	Outpatient Clinics	Heart Institute and Non-Invasive Cardiology Unit
First Floor	Institutes	Hematology
Ground Floor	Hospital Building A	Imaging (X-ray, US, CT, MRI)
Ground Floor	Laboratories	Laboratories and Blood Bank
Ground Floor	Institutes	Nephrology and Dialysis
First Floor	Institutes	Neurology Institute and Pain Clinic
First Floor	Institutes	Nuclear Medicine
Ground Floor	Outpatient Clinics	Outpatient Clinics
First Floor	Institutes	Pathology
First Floor	Institutes	Pathology Institute
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Ground Floor	Outpatient Clinics	Physiotherapy Institute
Basement	Hospital Building A	Sleep Institute
Ground Floor	Institutes	Vascular Surgery

Administration		
Floor	Building	Unit
Ground Floor	Hospital Building A	Administration Management Office
Ground Floor	Hospital Building A	Billing and Collections
mezzanine floor	Hospital Building A	Building & Maintenance Department
Ground Floor	Hospital Building A	Finance Department
Ground Floor	Hospital Building A	Human Resources (Personnel)
Ground Floor	Hospital Building A	Legal Department
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Ground Floor	Hospital Building A	Public Inquiries/ Patient Experience
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Medical Center Departments		
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Ground Floor	Hospital Building B	Ambulatory Operating Room
First Floor	Hospital Building A	Cardiac Intensive Care and Cardiac Catheterization Unit
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Ground Floor	Laboratories	Dietary Services
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Ground Floor	Hospital Building A	Emergency Medicine (ER) General
Ground Floor	Hospital Building B	Emergency Medicine (ER) Obstetrics and Gynecology
Ground Floor	Hospital Building B	Emergency Medicine (ER) Pediatrics
Ground Floor	Outpatient Clinics	Endocrinology
4th Floor	Hospital Building A	General Intensive Care Unit
First Floor	Hospital Building B	Gynecology
First Floor	Hospital Building B	High Risk Pregnancy
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2nd Floor	Hospital Building B	Internal Medicine B
2nd Floor	Hospital Building A	Internal Medicine C
3rd Floor	Hospital Building A	Internal Medicine D
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Ground Floor	Hospital Building A	Main Operating Rooms (7)
Ground Floor	Maternity Wing	Maternity Ward
Ground Floor	Mental Health Care	Mental Health
Ground Floor	Maternity Wing	Neonatal Intensive Care Unit
Ground Floor	Maternity Wing	Neonates
First Floor	Hospital Building A	Neurology (Department)
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3rd Floor	Hospital Building B	Orthopedics A
3rd Floor	Hospital Building B	Orthopedics B
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First Floor	Hospital Building B	Pediatrics
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Ground Floor	Social Services	Social Services
4th Floor	Hospital Building B	Surgery A
4th Floor	Hospital Building B	Surgery B
4th Floor	Hospital Building A	Urology

Other		
Ground Floor	Outpatient Clinics	Appointments Call Center
Entrance Lobby	Hospital Building B	Bank Yahav
First Floor	Hospital Building A	Clalit Healthcare Service Center
5th Floor	Hospital Building B	Education and Conferences Floor (Auditorium)
mezzanine floor	Hospital Building B	Learning and Science Center (Pediatrics)
First Floor	Hospital Building A	Leumit Healthcare Service Center
First Floor	Hospital Building A	Maccabi Healthcare Service Center
Ground Floor	Hospital Building A	Medical Library
First Floor	Hospital Building A	Meuhedet Healthcare Service Center
Ground Floor	Hospital Building A	Muslim Prayer Room
	Nursing School	Nursing School
Ground Floor	Hospital Building A	Orthopedic Equipment Store
First Floor	Hospital Building A	Pharmacy
First Floor	Hospital Building A	Research Fund (Health Corporation)
Ground Floor	Hospital Building A	Synagogue
Ground Floor	Yad Sarah	Yad Sarah
Ground Floor	Hospital Building A (near the OR)	Yakar Unit (formerly RAM 2)

Important phone numbers:

Call Center: 04 - 6304304

Outpatient Clinics Appointment Call Center: 04-6304252

Emergency Medicine Department: 04-6304271/2

Pediatrics Emergency Medicine: 04-6304476/548

Obstetrics and Gynecology Emergency Medicine: 04-61882036 Yakar
(RAM 2): 04-6304609

For more information, go to the hospital website: www.hy.health.gov.il

Wishing you a Swift Recovery!

The Medical Center Management and Staff