

GUIDE FOR STUDENTS TRAVELLING TO ISRAEL



MAKING A
DIFFERENCE
FOR SERIOUSLY
ILL CHILDREN



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It is important to note that all medical rights of students who come to study in Israel are dependent upon their status of residency in Israel, whether they are a citizen, resident, temporary resident, student, or tourist.

FAST FACTS

WHAT YOU NEED KNOW & PLAN AHEAD

- **SPEAK TO YOUR IBD TEAM IN THE UK ABOUT TRAVELLING/STUDYING ABROAD.**

It is important to discuss a plan of care, both in the UK and in Israel.

- **INSURANCE COVERAGE, MEDICAL RIGHTS, MEDICAL CARE ETC. VARY ON A CASE TO CASE BASIS.**

The information we provide serves as a directory, to help guide you as to where you can find further information.

- **MEDICAL INSURANCE IN ISRAEL IS A MUST IN CASE OF EMERGENCIES.**

You may not be insured for routine visits, medication and administration of medication, or blood tests. However, DO NOT travel without travel insurance - hospitalisation for emergencies can be extremely costly.

- **YOU WILL LIKELY NEED TO ARRANGE TO TRAVEL WITH/OR HAVE YOUR MEDICATION SENT TO ISRAEL.**

This includes planning and logistics - ordering your medication, packaging it safely for travel, and documentation for the airport.

- **IF YOU ARE HAVING REGULAR INFUSIONS, YOU WILL NEED TO BE UNDER THE CARE OF A DOCTOR OR OTHER HEALTH CARE PROFESSIONAL IN ISRAEL WHO WILL AUTHORISE YOUR INFUSIONS AND SUPERVISE YOUR CARE.**

Your medication will need to be administered in a hospital, preferably in a GI center.

- **YOU WILL NEED TO ARRANGE DOCTOR APPOINTMENTS, INFUSION AND LABORATORY SERVICES.**

Organisations, charities, and private care management agencies can help you navigate the medical system in Israel, transport your medication, provide referrals, and can help you find the least expensive treatment options.

MEDICAL INSURANCE

A general statement: students must do their own research as insurance coverage often varies on a case-by-case basis. Generally, students must arrange their medication to be brought from the UK, as their medication **will not be covered** by insurance in Israel.

It is important to note that the Kupat Cholim - Israeli health insurance and medical services - **do not cover pre-existing conditions**. However, you may inquire.

Some popular Kupat Cholim companies are:

Meuhedet Health Services 1-700-706-706 or from Israel: *3833 www.meuhedet.co.il,

Maccabi Healthcare Services 1-700-50-53-53 WWW.MACCABI4U.CO.IL,

Leumit Health Fund 1-700-507-507, or from Israel: *507 WWW.LEUMIT.CO.IL

Harel is a private insurance company that offers traveler's insurance for students, however the standard student plan does not cover pre-existing conditions.

Egert-Cohen

- Egert-Cohen is an insurance brokerage company that offers an upgraded Harel plan for a higher premium that covers emergencies for Crohn's and colitis - but not ongoing care such as medication, blood tests, follow-ups etc. The upgraded plan covers up to ₪35,000.
- In order to apply for this plan, the condition has to be stable for 6 months prior to the start date of the policy. This means that for 6 months prior to the start of the plan, the condition has to have been stable, the client did not undergo hospitalisation, and there was no change in the dosage of medication being taken to treat IBD.
- Other exclusions apply.
- For more information, contact tzippy@egertcohen.co.il.
- Egert-Cohen has been extremely helpful to students with Crohn's and colitis.

Egert Cohen Contact Information:

Office hours 9:00-17:00, Sunday - Thursday.

Email: egert@egertcohen.co.il

Phone: 02-623-2546 / 02-622-7999

Bituach Leumi

Bituach Leumi is Israel's national health coverage that covers the majority of medical costs for students or residents after 6 months of living in Israel and can cover medical costs for pre-existing conditions. Specific conditions apply in order to register for Bituach Leumi which take into account visa status, length of stay in Israel, and other requirements. We do not publish further information here on Bituach Leumi, and suggest you look into Bituach Leumi to obtain individual and accurate information. **Regardless, up until one is eligible for Bituach Leumi, another form of insurance [for emergencies etc.] is necessary. (See above)**

For more information on Bituach Leumi, you can visit Chaim V'Chessed's website <https://chaimvchessed.com/information/bituach-leumi/> or contact Chaim V'Chessed directly.

ORDERING MEDICATION FROM THE UK

It is important to discuss your travel plans with your IBD team before leaving for Israel as they will be able to best advise you on how to remain under your doctor's care and order your medication while away. Be clear about your travel plans - you may have to come back to the UK to see your doctor.

Depending on your treatment and medication plan, you may be able to switch to injections instead of having infusions. Speak to your doctor to see whether this is feasible for you.

Know your medication rights in the UK:

Usually up to 3 months medication in one go.

You may need to be seen (either in person or on zoom) by a doctor every 6 months so you don't lose your right to medication and treatment in the UK - keep on top of appointments and regular checkups, blood tests and stool samples if necessary, check with your IBD Team.

The UK medical team will not prescribe immunomodulators without the appropriate monitoring such as bloods, which may have to be done in Israel.



TRAVELLING WITH IBD AND BRINGING YOUR MEDICATION TO ISRAEL

Travelling with your Medication

- Some medications cannot be stored in luggage or in the hold, they need to be brought aboard the aircraft. **Transport instructions for biologic or other medications vary from one drug to the next. Please consult your IBD nurse, doctor, or pharmacist as to what is the safest way to transport your medication. (i.e. temperature control, expiry dates)**

In order to bring your medication through security and onboard the aircraft you will need:

- Doctor's letter - stating your condition, medical necessity of drug and equipment, explanation if travelling with a needle (for administration) or ice (to keep the drugs cool)
- Full prescription
- Pharmacy paperwork
- Medication must be sealed and closed
- If **someone else** is bringing your medication for you, in order to ensure that your medication will not be discarded, you should obtain additional paperwork from your doctor or other supervising medical professional, stating who the traveler is (name and DOB) and the medication they are travelling with for you (with your name and DOB).
- Ask your healthcare professional what else is necessary



Some airlines allow an extra bag for medication which is not included in your hand luggage allowance. You can buy small coolers from Amazon or a local shop to pack your medication and ice packs.

If your flight is delayed or you are experiencing a long haul, you can ask airport or airline staff for more ice (it is the legal obligation of the airline to assist you). If your medication needs urgent attention, you can ask to be rushed through security - **Don't be embarrassed to ask for help!**

Some Recommended Travel Bags and Companies:

Please do your own research as to which bag is appropriate for your medication!

LifeinaBox Portable Insulin and Medication Fridge:

https://www.amazon.co.uk/dp/B082MNZ47K/ref=cm_sw_r_wa_apglt_fabc_AJY-QVG577TKV506Y32RW;

Frio UK: <https://friouk.com>;

MedAdctiv iCool Medicube Medicine and Insulin Travel Case:

<https://www.medigenix.co.uk/medicube.html>

NAVIGATING THE AIRPORT:

IBD is considered a disability in the UK, which gives you rights in the airport.

IBD is listed by multiple airports as a common medical condition which qualifies for a sunflower lanyard. **Note that each airport has different policies regarding what the Sunflower Lanyard can do for you.** Some airports may allow you to access the fast track for shorter lines and security, while others do not. Be sure to check the airport's website for updated information.



What is a Sunflower Lanyard?

A Sunflower Lanyard is a badge that helps airport staff identify a traveler in need of special assistance. Airport staff are trained to respond quickly to a passenger with a sunflower lanyard. Sunflower Lanyards are offered at the following airports:

Heathrow Airport: For specific information on Sunflower Lanyard at Heathrow Airport: <https://www.heathrow.com/at-the-airport/accessibility-and-mobility-help/hidden-disabilities>

- At Heathrow, the lanyard **does not provide access to fast track** or priority lanes. You can pick up a lanyard from all terminals Assistance desks at Heathrow before Security. The locations are: Terminal 2: Level 5, check in hall, behind check in Zone C, Terminal 3: Level 1, opposite Pret a Manger, Terminal 4: Level 3, check in hall, opposite Zone B, and Terminal 5: Level 3, check in hall, Zone G.
- For assistance through the airport and on the plane, please contact the airline you will be flying with, as they will be able to offer end to end assistance. The best way to do this is through 'manage my booking' if you booked online or through your

travel agent.

To find out what to expect at the security screening and to check what you can take through, please click this link:

<https://www.heathrow.com/departures/security-and-baggage>

Manchester Airport: For specific information on Sunflower Lanyard and where to pick it up: <https://www.manchesterairport.co.uk/help/special-assistance/invisible-disabilities/>

Luton Airport: For specific information on Sunflower Lanyard and where to pick it up: <https://www.london-luton.co.uk/special-assistance-landing/advice-for-customers-with-non-physical-disabilitie>

- Additionally, check out the guides and information for specific needs - IBD is listed as a common medical condition which qualifies for a sunflower lanyard <https://www.london-luton.co.uk/special-assistance-landing/medical-conditions>
- Travelers do not need to have proof of their condition when passing through the airport.
- Travelers with **liquid based medications** should check the following link - Travelling with Medicines or Medical Equipment? - London Luton Airport (london-luton.co.uk)

Gatwick Airport: For specific information on Sunflower Lanyard and where to pick it up: <https://www.gatwickairport.com/at-the-airport/passenger-services/special-assistance/hidden-disabilities/>

- Special Assistance FAQ's: <https://www.gatwickairport.com/faqs/before-you-travel/>
- To request a sunflower lanyard, go to one of the Special Assistance desks. There is no need for proof of your condition. At Gatwick, lanyard will let all staff know that the wearers may need a little extra time and assistance.

Crohn's and Colitis UK provides helpful information on medication, transport, and travelling with IBD: <https://www.crohnsandcolitis.org.uk/about-crohns-and-colitis/publications/travel-ibd>

IBD Passport can be another useful resource on travelling abroad with IBD. Visit <https://www.ibdpassport.com/health-care-abroad> for general information on healthcare, and <https://www.ibdpassport.com/travelling-medication> for guidance on travelling with medication.



Birmingham Airport: For specific information on hidden disability assistance and where to pick up lanyards: https://birminghamairport.custhelp.com/app/answers/detail/a_id/312/~/hidden-disability-lanyard

London City Airport: For specific information on hidden disability assistance and where to pick up lanyards: <https://www.londoncityairport.com/request-special-assistance/other-special-assistance>

- The airport has worked together with Crohn's and Colitis UK to install additional signage on our accessible toilets to help ensure that people with a hidden disability are not disadvantaged from using these facilities.

Bristol Airport: For specific information on hidden disability assistance and where to pick up lanyards : <https://www.bristolairport.co.uk/at-the-airport/special-assistance/hidden-disabilities>

DOCTORS, HOSPITALS & LABORATORIES IN ISRAEL

Hospitals



As Crohn's and colitis are more prevalent in the Jewish community, Israeli hospitals and doctors are both innovative and up-to-date on IBD-related medical developments.

- **Shaare Zedek Medical Center** in Israel is a world-leading center for IBD research and medication. Gastro Institute Tel no: 00972-2-6555116
- **The Ichlov Center** Tel No: 00972-3-6974281/4282
- **Rabin Center**, also highly recommended. Tel no: 00972-3-9377241
- **There may be other excellent GI centres, but we cannot include all of them here.**

Note: Private doctor visits are not covered by insurance and can cost a couple hundred NIS or more. If you have private medical insurance or another form of coverage from the UK, contact your insurance company to see if they will reimburse you. You can save receipts from doctor and hospital visits including taxi fees, and can submit a claim, though reimbursement is not guaranteed.

Infusions

The administration of infusions (with the medications you have brought with you from the UK) can be arranged privately in a hospital, under a doctor's supervision. It is always preferable to go to a GI center (ie. Shaare Zedek, Hadassah, Ichlov). You can contact charities and organisations listed below to find out cheapest options and more information.

Note that the medication must be sealed with its proper information and prescription.

Blood Tests

You will need to pay privately for your routine blood tests , which will likely not be covered by your insurance.

Blood tests can be done in any hospital or by your GP. You will need to call the lab and ask for a private blood test. Some of the blood tests for levels of medication are carried out in specific labs. **Know which tests you're asking for and make sure the lab carries out the specific tests** you need.

Hadassah Medical Organisation, Division of Laboratories:

Phone: 02-677-6548

Rambam Labs Rechov Hillel

Private Laboratory Services

Address: Hillel St 16, Jerusalem, Israel

Phone: +972 2-623-1214

Shaare Zedek

Phone: +972 2-655-5078

Or +972 2-666-6666 and ask for Laboratory division



ORGANISATIONS AND CHARITIES IN ISRAEL

This section lists organisations and charities in Israel that may be of help and resource.

Chaim V'Chessed

For general inquiries, medical inquiries, and information regarding Bituach Leumi, contact Chaim V'Chessed, who may be able to provide information.

Chaim V'Chessed Contact Information:

IL: 072-CHESSSED (243-7733)
support@chaimvchessed.com
<https://chaimvchessed.com>

Ezer Mizion

Ezer Mizion's Linked to Life Division can help transport medications from England to Israel, transport medications within Israel, assist with rides to medical treatments, and offer referrals and assistance.

Overall, services provided at Linked to Life:

- **Transporting medications from England to Israel.**
- **Transporting medications within Israel.** Ezer Mizion can assist students in transporting their medications from the airport to various parts of Israel within the framework of Ezer Mizion's Linked to Life service, and based on availability. Contact Ezer Mizion directly to see if your location is eligible for this service.
- **Rides to and from medical treatments.**
- **Locating missing medications, as needed (a doctor's prescription may be necessary).** Students who are in need of urgent medication in Israel can try calling Ezer Mizion, and they will try to locate the medication via a number of different channels that they have with various other organisations, as well as at Ezer Mizion's medical headquarters.

In addition, Ezer Mizion offers:

- Medical referrals via our Medical Referrals Department at 03-614-4488, or website: <https://www.ami.org.il/services/medicaladvice>
- Sealed / Unused Medications: → Any medications that are sealed and unused can be donated to the collection stations of **Chaveirim L'refuah**, an organisation that works collaboratively with Ezer Mizion.
https://www.haverim.org.il/medication/medication_collecting_centers

Ezer Mizion Contact Information:

Hebrew-speakers can call the Linked to Life hotline at 073-24-77777. The hotline is

active from 7:40 in the morning until 2:00 at night. Or they can send email to mechubarim1@ami.org.il

English-speakers can call Elchanan Levin at 052-678-5917. It is preferable to send a What'sApp or SMS message or an email to elchananl@ami.org.il

Chaveirim L'refuah - Friends for Health

Chaveirim L'refuah does not help pay toward the cost of medication, but if you cannot afford or you are missing the medication on emergency notice, you can call Chaveirim L'refuah and they will try to help locate spare and unused medication.

www.haverim.org.il/e includes a useful form for requesting (or donating) medicines. Note that the process is in Hebrew. For English questions, contact dalit@haverim.org.il. It is recommended to contact the email contact listed before filling in the form, to find out if the organisation carries the medication.

To donate unused and unopened medication:

To donate unused medications, either contact one of the organisation's volunteers, or bring them to a collection center.

Website: https://www.haverim.org.il/e/free_pharmacy

Chaveirim L'refuah Contact Information:

Tel: +972-3-5792220

mitnadvim@haverim.org.il

4 Shmuel Hanavi St., Bnei Brak, 5126811

Opening Hours: Sun - Thurs: 09:00-17:00

Mazor

Mazor is an organisation that provides medical referrals and consultation to English-speakers.

Mazor Contact Information:

+972-3-6351111

yr@mazormed.org.il

The Israel Crohn's Disease and Ulcerative Colitis Foundation (CCFI)

The Israel Crohn's Disease and Ulcerative Colitis Foundation (CCFI)

Any student from abroad suffering from IBD can contact the CCFI's hotline for support, information and guidance.

CCFI Contact Information:

+972-3-7441391

www.ccfi.co.il

The hotline is active Sunday - Thursday: 19:00 - 22:00 IL time.
On Monday and Thursday evenings, CCFI has IBD nurses responding.

For more personalized services, you can register to be a member. Registration can be done via phone on Sun. - Thurs. 16:00 - 20:00 at 03-6421999.

Registered members can receive guidance for legal, accounting and educational matters.

The hotline is active Sun-Thurs 19:00–22:00 (IL time). Every day it is possible to receive answers in English at 03-7441391.

Other Resources:



Ema Care

Ema care offers **private care management** services.

Ema Care has a 24/7 English Medical Hotline (the only one in Israel). This service is called EMA ON CALL. You can review the options here:

<https://emacare.com/emaoncall>

Note: The basic plan will cover medical inquiries and general informational assistance. However, for any student with Crohn's, colitis or other pre-existing conditions who may need prescriptions, assistance with arranging doctor appointments, referrals for lab tests, infusions etc, the **Ema Plus plan** may be necessary.

Ema care helps research treatment options for clients so they will be prepared prior to the start of their gap year and so their treating physician at home can write up a plan of care that will work in Israel.

The following is a description of services offered by Ema Care from their website:

- Case management services for pre-existing conditions: making appointments with specialists, organizing logistics, communicating with providers at home, and managing care.
- Available staff to attend routine or urgent appointments-even emergency rooms if necessary to advocate and assure the student in a scary foreign environment.
- Acts as a professional health liaison between the student, parents, health

providers, and school administrators to assist with optimal communication.

- Offers the student food allergy safety from customized food allergy laminated cards, allergy free baked goods, and food allergy advocacy to the program's directors and kitchen staff.

Ema Care Contact Information:

<https://emacare.com/>

<https://emacare.com/emaoncall>

office@emacare.com

972-8-664-1666 (Leave a message with a phone # and email and Ema Care will get back to you.)

DIET AND LIFESTYLE

Health Food Stores

Nizat Haduvdevan:

Kanfei Nesharim St 22, (Givat Shaul) Jerusalem
(Other branches and locations as well)

<https://www.nizat.com/>

Anise:

Jaffa St 105, (Machane Yehuda) Jerusalem
(Many other branches and locations)

<https://www.anise-teva.co.il>

Zmora Organic:

Rabbi Israel Najara St 37, (Givat Shaul) Jerusalem

All big supermarkets carry a variety of health-products:

Shaarei Revacha New Branch:

Luis Brandeis St 3, (Romema) Jerusalem



Jewish Digest is a UK based charity which serves members of the Jewish community with Crohn's and colitis. Jewish Digest's mission is to increase awareness and support those living with IBD to make a real difference to their daily lives. Services of Jewish Digest include connecting IBD Buddies, running IBD related events and providing online support and advice from IBD medical professionals.

Follow us on   @the_social_digest

Visit our website <https://www.jewishdigest.org>