

Public Information Regarding Designated Patient Motels and Quarantine Complexes, 17.06

Due to the outbreak of the Coronavirus, people who are sick or who are required to be quarantined and need a place to stay during the time of their sickness or quarantine may stay during this period in either a recovery motel or a quarantine motel under the supervision of the Home Front Command (Pikud HaOref). For your convenience, we have gathered some frequently asked questions and answers that will provide you with some available information on the type of motel that you need.

What is a Home Front Command-run motel? Are there various types? Home Front Command-run motels are divided into two types, entry into which is according to need:

Recovery Motels – Only intended for people who are sick

• You only check into a motel after you've been referred to one, having tested positive for Coronavirus. Arrival to the motel is by transportation on behalf of the Home Front Command.

How would I know that I need to check into a motel?

• Staying at the motel is free of charge, **even if you do not have medical insurance**, and it includes meals, internet and room furnishings (linens, towels, kettle, TV). You need to bring your personal articles (clothes, medications) for two-three weeks.

What does an incoming quarantined/sick guest receive?

• There are two people per room in the recovery motels. Sometimes these are people you don't know. You may stay outside your room in the common areas. Sometimes there are leisurely activities in the motels. You may receive deliveries to the motel. Patients are expected to clean their own rooms and to attend to their own laundry needs.

What are the procedures in the motel? What's the daily routine like?

• Information gathered in the motel is only used for purposes of your stay, your medical treatment etc. This is medical information that is not forwarded to any external authority and is not used for any other purpose.

I'm being asked all kinds of personal questions in the hotel and I'm asked to provide information. What is this information used for exactly?

• If the whole family is sick, they you arrive in the motel together. We have some protocols for "mixed families" where some are sick, and some are not. If both parents and sick and over 50% of the children are sick, they may check into the recovery motel as a family.

What happens if the whole family is sick?

• These are not supplied by the motel. You need to bring them yourself. You may ask the motel's war-room staff for assistance.

What happens should we need diapers or baby formula?

• No. Even people with no medical insurance may stay in the recovery or quarantine motels without any form of payment or deductible. The only difference is in the monitoring authority. For people who have insurance it's the HMO. For people who don't it's the health bureau.

Is there any difference between people who have medical insurance and people who don't?

• The doctor arrives in the motel 3 times a week and sees the patient as needed (whether or not the patient is insured by the HMO). Upon checking into the motel any quarantined person receives a Coronavirus test kit and they must test themselves and call the doctor as needed.

What happens if I'm sick (regardless of Coronavirus)? Is there a doctor in the house?

• Information sheets in the motel are translated. The doctor is accompanied by an interpreter. Additionally you may contact the Health Bureau in Tel Aviv District.

Are there any translation services available?

Quarantine Motels – Intended for people who are required to remain quarantined for 14 days and are incapable of remaining home quarantined

For example, upon returning from abroad or upon contact with a verified patient and with no room in the house to remain home quarantined. **In quarantine motels, you may not leave your room for the entirety of your quarantine duration.** People are to remain quarantined for 14 days since the date of their exposure to a verified patient unless they become sick themselves, thereby they are transferred to the recovery motels. Please bring all your necessary personal articles and things to keep yourself occupied.

• You only check into a motel after you've been referred. The health bureau would conduct an epidemiological investigation about a verified patient. Should it turn out that you've come in contact with a verified patient, you will be notified that you are required to remain quarantined.

How would I know that I need to check into a motel?

• Staying at the motel is **free of charge** and it includes meals delivered to your room, free internet and room furnishings (linens, towels, kettle, free internet, TV). The quarantined are required to clean their own rooms. You need to bring your personal articles (clothes, medications) for two-three weeks.

What does an incoming quarantined/sick guest receive?

• In the quarantine motel you are to remain for 14 days since the date of your exposure to a verified patient. If during this period it becomes apparent that you are sick with Coronavirus, you are transferred to the recovery hotel. Every quarantined person is alone in his or her room, unless two people arrive together, having been exposed to the same patient. Throughout your quarantine period you are not to leave your room under any circumstances.

What are the procedures in the motel? What's the daily routine like?

• Information gathered in the motel is only used for purposes of your stay, your medical treatment etc. This is medical information that is not forwarded to any external authority and is not used for any other purpose.

I'm being asked all kinds of personal questions in the hotel and I'm asked to provide information. What is this information used for exactly?

• Only family members who were exposed to the same patient on the same date may be quarantined together.

What happens if the whole family is sick?

• These are not supplied by the motel. You need to bring them yourself. You may ask the motel's war-room staff for assistance.

What happens should we need diapers or baby formula?

• No. Even people with no medical insurance may stay in the recovery or quarantine motels without any form of payment or deductible. The only difference is in the monitoring authority. For people who have insurance it's the HMO. For people who don't it's the health bureau.

Is there any difference between people who have medical insurance and people who don't?

• You may ask to be seen by a doctor through the motel's war-room.

What happens if I'm sick (regardless of Coronavirus)? Is there a doctor in the house?

• Information sheets in the motel are translated. The doctor is accompanied by an interpreter. Additionally you may contact the Health Bureau in Tel Aviv District.

Are there any translation services available?