

## 1. Please come to the hospital during regular consultation hours

If you wish to seek medical attention, please come to our hospital during regular consultation hours. You can not make an appointment for your initial consultation. If it is your first visit, please visit the hospital directly, fill out the registration form, and take it to the reception desk.

- A long waiting time can occur because patients with appointments are given priority. Please leave time to spare and come to the hospital early. If you have to leave the hospital before a particular time, please let the nurse know when asking for a consultation or medical tests. Please note that after medical tests are carried out, payment of medical expenses will be required even if you cancel the consultation.
- We accept only emergency patients on weekends, holidays, and after regular consultation hours. If you wish to see a doctor outside regular consultation hours, please call the hospital beforehand and check whether it is possible. In addition, you may be seen by a doctor other than a specialist for your symptoms, and you may be asked to visit again within regular consultation hours at a later date. The order of consultation will be decided based on severity, so you may have to wait for a long time. Also, please understand that only a limited variety of drugs can be provided at the ER.

## 2. Please bring an identification card

Please bring your passport, driver's license, residence card, etc., and show it at reception. We need to obtain accurate personal information, such as your name and your birthday. Patients who have a Japanese national health insurance card must present it at the reception desk. If you do not have the card with you on the consultation day, pay the full amount by yourself and get a refund later.

## 3. About payment

You can pay the medical expenses by cash or credit card. (Debit cards are not accepted.) There is no international ATM in the hospital, so please get the cash at an international ATM elsewhere beforehand or bring a valid credit card. Cashless consultations using travel insurance are not available. If you have travel insurance, please pay the full medical expenses yourself at the hospital and submit a claim for the fees with your insurance company later. We can issue medical certificates in Japanese only. Please tell your doctor that you need a medical certificate. (2,160 yen per certificate) If you do not have Japanese national health insurance or travel insurance, medical expenses may be expensive.

- Extra fees will be charged at the following times.

6 am - 8:30 am and 5 pm - 10 pm weekdays (nighttime charge)

10 pm – 6 am weekdays, Saturdays, Sundays and public holidays (late night charge)

6 am – 10 pm on Saturday, Sunday and public holidays (holiday charge)

#### 4. Notes concerning consultations

- Medicine can not be prescribed without a medical consultation with our doctor, even you have a prescription from another doctor or are taking the medicine regularly. According to Japanese law, we are not able to use some medications, such as pain killers, before a doctor consults with you.
- If morning after pills can be prescribed during regular consultation hours within 72 hours of the birth control failure time, we will not accept morning after pill patients at night or on weekends or holidays. If it will be more than 72 hours between the failure time and the next available consultation, please contact us by telephone. Please be aware that emergency contraceptives are not 100% effective. Please consult a doctor during regular consultation hours if you would like contraceptive pills or an STD test.
- Examinations such as MRI cannot be performed without prior consultation with a doctor. You may need to wait for several hours or come back at a later date.
- We don't arrange for ambulance dispatch at the hospital. Please call 119 yourself if an ambulance is needed. Since the number of ambulances in the area is limited, please **REFRAIN FROM CALLING AN AMBULANCE** if the condition is not severe or you can come by yourself with someone's assistance. Please use a car or a taxi where possible. Even if you come to the hospital by ambulance, you cannot go back to your home or accommodations by ambulance. Please arrange a car or a taxi yourself for the return. (Taxis are not available between 2 AM and 6 AM)
- Psychiatric consultation is by appointment only. Please contact us by telephone in advance.
- We can not respond to telephone or email correspondence from overseas insurance companies. If they need any information from us, they have to contact a Japanese agent and have the Japanese agent contact us for the information.
- In the inpatient wards, visiting hours are between 3 pm and 7 pm. If you would like to visit patients outside visiting hours for urgent reasons, please inform the nurse station. Smoking and the bringing in of raw food, alcohol, and animals are strictly prohibited. Please note that if you bring in banned items or smoke, you will be made to leave immediately.
- English interpreters are available between 8 am and 10 pm during winter. From 10 pm until 8 am, we have a videophone interpreter available. If you need an interpreter other than an English interpreter, we recommend you to arrange for that interpreter yourself.
- Please follow the instructions of our staff while you are in the hospital. Please note that if you do not follow our instructions, you may be asked to leave.
- HP <http://www.dou-kouseiren.com/byouin/kutchan/>

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