

## **Receiving treatment**

### <Treatment times>

Weekdays 8:45 a.m to 11:30 a.m.

(Please check in advance because the schedules vary between clinical departments)

### <Non-treatment Days>

Saturdays, Sundays, public holidays, and year-end and New Year's holidays

### <Departments>

Internal medicine, Respiratory Medicine, Gastrointestinal Medicine, Cardiovascular Medicine, Nephrology / Dialysis, Neurology, Hematology / Oncology, Endocrinology / Diabetes, Surgery, Respiratory Surgery, Gastrointestinal Surgery, Breast / Endocrine Surgery, Pediatric Surgery, Neurosurgery, Orthopedic Surgery, Plastic Surgery, Psychiatry, Child Psychiatry, Rheumatology, Pediatrics, Pediatrics (neonate), Pediatric Allergy, Dermatology, Urology, Obstetrics and Gynecology, Ophthalmology, Otolaryngology – Ear, Nose and Throat, Physical Medicine and Rehabilitation, Diagnostic radiography, Radiation Therapy, Pathology, Anesthesiology, Oral and Maxillofacial Surgery

## **When you receive treatment**

### <Consider the doctor in your local doctor's office or clinic as your family doctor>

We encourage people to use their local doctor's offices and clinics as their family doctors.

Family doctors are very important for the maintenance of good health on a daily basis. Should you require more detailed tests, or if you need to be admitted to the hospital, they will make an appointment for tests and an examination with one of our specialist departments for you, and give you a referral letter. When you have this referral letter, your detailed medical history will be clearly understood, and tests and examinations that you receive at the hospital will run even more smoothly, safely, and reliably.

In addition, if you make your reservations for tests and examinations through your family doctor via the regional medical cooperation office, your waiting time can be reduced and you can receive your tests and examinations quicker. Furthermore, doing this also has the advantage that you then do not need to pay the additional charge for an initial examination, which will be charged if you do not have a referral letter when you have your initial examination.

<When your treatment with us is completed, we will refer you on to a community healthcare provider.>

We focus our service on treating acute illnesses (before the patient's condition has stabilized), and on patients for whom hospital admission for treatment is necessary. As a result, we refer people whose conditions have improved and stabilized to family doctors or other community healthcare providers, after discussing the situation with them.

But there are systems in place to ensure that should your conditions change suddenly, or should specialist tests become necessary, you will always be able to receive treatment with us.

We maintain close links with community healthcare providers, and will continue to do so. Your understanding regarding this matter is appreciated.

## **General requests**

<For patients receiving treatment with us for the first time>

When you receive treatment with us for the first time, receive a referral letter addressed to us from your family doctor or local clinic and bring this together with your health insurance card etc. Please be aware that if you do not have a referral letter, you will need to pay the additional charge for initial examinations.

<Patient registration card>

Please ensure you bring this when come to the hospital. If you have lost etc. your card, please request a reissued card from ④ General Reception (the new visitors' reception). A fee will apply.

<The handling of health insurance cards>

People who last submitted their health insurance card 30 days or more previously, and people whose address or health insurance card has changed are required to present their patient registration card along with their health insurance card at the outpatients reception in the relevant block before receiving treatment. Please note that where a health insurance card etc. is not presented, the patient will have to pay for the treatment in full themselves.

<The hospital premises are a no-smoking area>

Out of consideration for the health impacts of smoking, and the implementation of the Health Promotion Act, all areas of the hospital premises are no-smoking.

<Use of mobile phones / PHS>

Due to their effects on medical equipment, and for etiquette reasons, we ask people to refrain from mobile phone use on the premises outside of the designated times and places.

※ Hospital staff will be using PHS devices for medical use.