

## II Health and Medical Care

### II-1 Medical Care (Use of medical institutions)

#### 1. Medical Care in Japan

Japan has a high standard of medical care, but in general doctors will not usually explain treatments or medicines in detail. If you especially need such information, please do not hesitate to request it from doctors. The duration of medical examinations and explanations tends to be relatively brief. Normally, dentists work on an appointment basis, but doctors operate on a first come, first served basis, so expect to wait.

Compared with abroad, in general doctors in Japan are less willing to prescribe painkillers.

#### 2. Medical Institution

##### Types

- Clinic, General Practice
- Hospital (well equipped facilities for examination and admission.)

When you cannot identify the sickness you suffer from or have minor symptoms, it is best to go to a clinic to seek medical advice and instruction.

##### Opening Hours

- Some hospitals are open only in the morning.
- Most clinics and general practices are open in the morning and afternoon, but some do not have hours on certain weekday afternoons.

##### Language

Most doctors understand simple English, but documents such as medical questionnaire are generally available only in Japanese. If you do not understand Japanese, it is recommended to visit with someone who understands Japanese.

Medical Questionnaire (in 15 languages): <http://www.k-i-a.or.jp/medical/> (Kanagawa International Foundation)

##### Procedures to See a Doctor

- Reception : You need to present your medical insurance card to the receptionist of any medical institution. Then, please fill in symptoms and medical history on their medical questionnaire . After that, wait until called.
- Examination : You will be examined in a doctor's office, and receive medical inspection, and treatment if deemed necessary.
- Cashier : You receive medicine, then please wait until called to pay at the cashier. Recently, an increasing number of facilities introduced the system of writing prescriptions and having the patients purchase their medications at an out-of-hospital pharmacy.



#### 3. Hospital Admission

Hospitals in Japan have private, twin and standard rooms (for about 4 to 6 people). Some of the costs for private and twin rooms are not covered by insurance, so self-payment is required.

The duration of hospital stay is in general relatively longer than in many countries, to provide you with the best treatment.

Many large hospitals offer complete nursing care, but if that is not the case, a hospital may require the patient to arrange for an attendant. In such cases, the cost for the attendant is covered by the health insurance.

#### **4. Hospitals with Foreign Language Speaking Staff**

Please refer to the information provided on the Osaka Prefecture “Medical Information Guide for Foreign Nationals” website, for details regarding hospitals with foreign language speaking staff. You can also contact the “Osaka Information Service for Foreign Residents”, run by Osaka Prefecture, or the AMDA (Association of Medical Doctors of Asia) International Medical Information Center (Appendix page 72 IX-2)

Medical Information Guide for Foreign Nationals:

[http://www.mfis.pref.osaka.jp/ap/qq/sho/pwenglishsr01\\_001.aspx](http://www.mfis.pref.osaka.jp/ap/qq/sho/pwenglishsr01_001.aspx)

#### **5. Injury or Sickness at Night or during Holidays**

If you get injured or sick at night or during holidays, report to a major hospital's emergency clinic. However, foreign language speaking staff will not likely be available, so if you are not fluent in Japanese, when you go there definitely take somebody who understands Japanese. Please note that such facilities are open only during certain days and times. (Appendix page 75 IX-3)

Also you can search for nearest pharmacies:

Health Insurance Pharmacy Search System (English, Chinese, Korean and Japanese)

<http://kensaku.okiss.jp/Pc/>