



1 Medical institutions

1-2 How to obtain an examination

In Japan few medical institutions are capable of communicating in languages other than Japanese. You are advised to visit an institution with someone who understands Japanese, if you have difficulties in the language.

If your religious faith requires certain restrictions in your daily life or treatment you receive, or if you have any allergic symptoms, please tell that to the reception staff or nurses.

(1) What to bring

Patients must carry their health insurance card when they visit hospitals and clinics. In many cases you bear part of the medical costs incurred to your treatment. If you do not carry your health insurance card or if you have not contributed to health insurance, you will have to bear all of the medical costs, which can be very expensive.

In addition, it is favorable to carry some document to prove your identity, such as the Residence Card or special permanent resident certificate and passport. You should also carry any medicines you have been taking, if any.

About health insurance cards, please see [4 Public medical insurance, 4-2 Health insurance \(3\)](#) and [4-3 National health insurance \(3\)](#).

1 Health insurance card

2 Residence Card, etc.
or passport

3 Medication you have
been taking

4 Doctor's letter of
introduction (if you
have one)



(2) Hours

Open hours are different among institutions. But many institutions are open during weekday mornings and afternoons, open only in the morning on Saturdays and closed on Sundays and public holidays. Prior telephone confirmation is advised. For after-hour services, please see [Emergencies 2-2 During holidays/nighttime](#).

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<example>

	月 Mon	火 Tue	水 Wed	木 Thu	金 Fri	土 Sat	日 Sun
午前 morning	○	○	○	○	○	○	×
午後 afternoon	○	○	○	×	○	×	×

Typically, in front of a medical institution, you see the signboard shown on the left. "X" means no service; in this example, on Thursday afternoons and Saturday afternoons and entire Sundays, there is no service.

祝日は休み
No service on public holidays

(3) Finding an institution

To find institutions, you can refer to the newsletters issued by your local municipality, the internet and telephone directories. You could also ask your neighbors for information.

For people having difficulties in Japanese, local international exchange associations, etc. may be available for consultation about interpreters, institutions capable of foreign language communication, and other matters.

Telephone consultation is available in the following languages:

AMDA International Medical Information Center		
AMDA introduces medical facilities with staff who speak the patient's language and explains the healthcare system in multiple languages.		
Center Tokyo TEL 03-5285-8088	Available languages	English; Thai; Chinese; Korean; Spanish.... Everyday from 9:00 to 20:00 Portuguese.... Monday, Wednesday and Friday, from 9:00 to 20:00 Filipino.... Wednesday from 13:00 to 17:00 Vietnamese Thursday from 13:00 to 17:00
Center Kansai TEL 06-4395-0555	Available languages	English and Spanish.... Monday through Friday from 9:00 to 17:00 Chinese.... Tuesday, Wednesday and Thursday from 10:00 to 13:00 Portuguese.... Monday from 10:30 to 14:30

Tokyo		
Provides multi-lingual information on medical institutions with staff who speak foreign languages and about the medical and health insurance systems in Japan.		
Tokyo Metropolitan Health and Medical Information Center TEL 03-5285-8181	Available languages	English; Chinese; Korean; Thai; and Spanish everyday from 9:00 to 20:00



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Emergency Translation Services TEL 03-5285-8185	Available languages	English, Chinese, Korean, Thai and Spanish Monday through Friday from 17:00 to 20:00 Saturday, Sunday and holidays from 9:00 to 20:00 *Telephone interpreting service (limited to when consulting a doctor or receiving medical treatment at a hospital)
You can search for medical institutions with staff who speak foreign languages at the 'Himawari' Tokyo Metropolitan Medical Institution Information's Website: http://www.himawari.metro.tokyo.jp/qq/qq13to16sr.asp		

SHARE (NGO – Services for Health in Asian & African Regions – a nongovernmental international health promotion organization)

Free of charge consultation on medical care for foreigners.

Consultation on medical care for foreigners TEL 050-3424-0195 (direct line) 03-5807-7581	Available languages	Japanese, English ... Monday through Friday from 10:00 to 17:00 * Besides consultation on medical care for foreigners, information is also provided on AIDS in developing countries and on medical systems in Thailand and other foreign countries.
Thai AIDS Telephone Consultation TEL 080-3791-3630	Available languages	Thai ... Thursday from 9:00 to 16:00, Saturday from 17:30 to 22:00 *TAWAN (a group supporting the health of Thai people in Japan) is in charge.

NPO Corporation ASIAN PEOPLE'S FRIENDSHIP SOCIETY (abbr: A.P.F.S.)

Consultation on medical care, education, tax, traffic accidents and other trouble in everyday life

Reservation by telephone are required for consultations. TEL 03-3964-8739 (weekdays 11:00-18:00)	Available languages	English, Chinese, Korean, Tagalog, French, Burmese, Bengalese, Urdu, Persian Consultations: Thursday (If you wish to have consultation on other days, please enquire with the staff.)
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