



## 1 Medical institutions

### 1-5 Points to be aware of

#### (1) Points to be aware of at medical institutions

There are restrictions on the use of mobile and PHS phones inside hospitals/clinics. The appointment time and visitor's hours must be observed. It is also important to ask your doctor about examination results, medication, etc. if you do not understand clearly enough.



#### (2) Concerns about the language

If you feel difficulties in Japanese communication, you are advised to use an interpreter service or have someone who interprets for you. In some areas, international exchange associations and relevant groups offer interpreter services. If your hospital/clinic has medical social workers, you could consult them.



#### (3) Lack of understanding about the Japanese medical system

In many cases in the Japanese medical system, you will not receive benefits unless you apply for them. Having knowledge about the system and its structures is therefore important. You could ask for information at the reception or talk with a medical social worker, if one is available. Consultation with a medical social worker is free of charge and confidentiality is preserved. Feel free to use the system of medical social workers and counselors so that you can benefit from the medical systems without worries.