

To be prepared
for the unexpected /

Emergency Medical Manual

for foreigners visiting Japan

訪日外国人のための緊急時医療マニュアル



LET'S
CHECK!

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- ☑ Process when visiting a hospital
- ☑ How to see a doctor in hospital
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Useful site and app when in trouble

困ったときに役立つサイト&アプリ

To prepare for the unexpected, bookmark the page and install the app. Both are free of charge.

Useful site when getting medical care in Japan

“When you are feeling ill”

- Search for hospitals by regions, languages, and clinical departments.
- How to get treatment in hospitals
- Major symptoms and clinical departments
- Overseas travel insurance



URL : http://www.jnto.go.jp/emergency/eng/mi_guide.html

Translation app “VoiceTra”

Developed by National Institute of Information and Communications Technology (NICT)

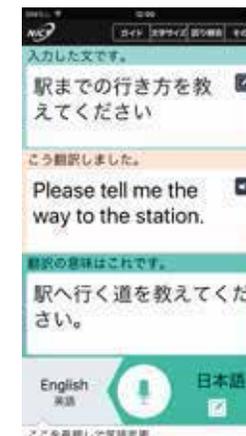
The voice-activated translation app translates your speech into other languages. It is free to download and use. It handles 31 languages, is simple to use with an easy-to-read screen, and lets you check if the translation is correct.



GooglePlay



App Store



Cited from the Japan Tourism Agency “Guide for when you are feeling ill”

Publisher

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Important steps to follow

日本の医療機関

General practice 一般診療



Registration

受付

* Please use the translation app "Voice Tra"

The healthcare system varies by countries. You can avoid problems when you know what to expect in advance. When registering, ask the rough estimate of costs involved in getting a consultation.

* There is a limited number of hospitals that offer language support.



Fill out a questionnaire

問診票の記入

Give information about your current physical condition, medical history, and allergies.



See a doctor to get a diagnosis and treatment and receive a prescription.

医師の診療と処置を受け、処方箋をもらう

Use the interpreter app to understand the diagnosis correctly.



Bill payment

会計

The payments are remuneration for the diagnosis and treatment. Large hospitals may accept credit cards, but clinics, in general, receive cash payments.

* You will not need to pay if you have overseas travel insurance with no excess on claims. Since the requirements for excess vary by insurance, please check with your provider in advance.



Take the prescription to a pharmacy and purchase medication

薬局に処方箋を提出し薬を購入する

You can pay for your medicine at a pharmacy. Some hospitals have an in-house prescription.

in Japanese Medical Institutions

ご利用の主な流れ

Emergency medical care 緊急医療



Call an ambulance 救急車を呼ぶ

When calling for an ambulance, show the text inside the red lines below to a Japanese person nearby to help you.

救急車を呼んでください

Please call an ambulance.



Ambulance (Dial 119)

救急車(電話 119)

You will be transported to an emergency hospital in case of a traffic accident or an emergency.



You cannot choose the hospital.

〈 Process after the ambulance arrives. 〉

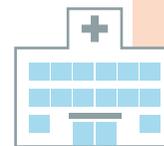
An ambulance arrives.

救急車到着



Transported to a hospital for diagnosis.

病院に搬送・診断



Hospital admission

入院

Treatment

治療



Payment

会計



Let's check beforehand what you should do when you become ill.

病気になったときの対応を 事前に確認しておきましょう



! Not all symptoms can be dealt with by one hospital.

すべての症状を一つの医療機関で診ることができるわけではありません。

Some symptoms may involve different clinical departments. Since that cannot be judged by the size of the hospital, be sure to check beforehand. Since some hospitals do not have the facilities for hospital admission, you will be transferred to another hospital when necessary.



! Let's find out how to return home and where to call when you become ill.

病気になったときの帰国方法や問い合わせ先などを調べましょう。

- **How to return home**
If you are hospitalized or have an operation, you may be asked to present a doctor's certificate by an airline company, so check with the airline company and ask the doctor if necessary.
- **Accommodation for companions**
Since complete nursing care is given in Japan, companions are not allowed to stay overnight in hospitals. People generally stay in nearby lodgings.
- **Travel insurance cover and how to make a claim**
- **Check where to call if you become ill (embassy, etc.)**



! Most medical institutions do not accept credit card payments. Let's have cash (Japanese yen) ready.

ほとんどの医療機関ではクレジット決済に対応できません。現金(日本円)を準備しましょう。

You will need to pay in cash (Japanese yen) at medical institutions that do not accept credit card payments. Be sure to get cash from an ATM at a bank, post office or convenience store, or at a hotel that can exchange foreign currency before seeing a doctor. You will need to settle your bills once you finish seeing a doctor or after you are discharged from a hospital.



! The cost of treatment may be high. Let's take out travel insurance.

治療費が高額となる場合があります。旅行保険に加入しましょう。

The cost of treatment will be high if you have surgery or stay in a hospital for a long-term.
Let's take out travel insurance and check what it covers.
<Examples of insurance cover>
Medical expenses (surgery, hospitalization), interpreter, repatriation, accommodation for companion(s) (relatives, etc.)

Emergency Checklist

もしものためのチェックリスト

Tick any items that apply to you in the checklist below and take the list to a hospital in case of an emergency.

緊急時に困らないよう下記をチェックして、病院に行く際は持っていきましょう。

Tick anything that apply to you.
Fill out the specifics inside [].

I have a passport
パスポートを持っている

I have cash (Japanese yen)
現金(日本円)を用意している

I am pregnant
妊娠している

I have allergy/allergies
アレルギーがある
[]

I am currently on medication.
現在服用中の薬がある
[]

I am a foreign national.
外国籍である
[]

I have travel insurance
旅行保険に入っている

Insurance company's name
保険会社名
[]

Insurance company's contact information
保険会社連絡先
[]

Insurance policy number
保険契約番号
[]

When did you become ill?

具合が悪いのはいつからですか？

- Today 今日
 Yesterday 昨日
 More than three days ago 3日以上前

Basic Japanese phrases

基本会話集

Point to the number or picture to convey your condition to a doctor or the people around you.

医師や周りの人へ、番号や図を指さして自分の状態を伝えましょう。

- | | |
|--|--|
| 1 I have a headache
1 頭が痛い | 2 I have a chest pain
2 胸が痛い |
| 3 I have a stomach ache
3 腹痛 | 4 I have a sore throat
4 喉が痛い |
| 5 I have an earache
5 耳が痛い | 6 My eye hurts
6 目が痛い |
| 7 I have a toothache
7 歯が痛い | 8 I have a fever
8 熱がある |
| 9 I feel dizzy
9 めまいがする | 10 I have difficulty breathing
10 息苦しい |
| 11 I have numbness
11 痺れがある | 12 I have diarrhea
12 下痢 |
| 13 I have trouble urinating
13 排尿困難 | 14 I vomited
14 吐いた |
| 15 I would like a doctor's medical certificate
15 医師の診断書が欲しい | 16 I was in a traffic accident
16 交通事故 |

Pain scale

痛みの段階

- | | |
|----|---|
| 10 | Severe pain |
| 9 |  |
| 8 | |
| 7 | |
| 6 | Discomfort |
| 5 | |
| 4 | |
| 3 | |
| 2 |  |
| 1 | No pain |

