For safe travels in Japan

Guidebook for when you are feeling ill

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Guide for using medical institutions

Japan Tourism Agency
Ministry of Land, Infrastructure, Transport and Tourism

Japan. Endless Discovery.
We want visitors to Japan to enjoy their stay here. Sometimes, an unexpected illness or injury occurs. To prepare for this, we have created a guidebook to help you receive medical care in Japan. Please keep it handy in your bag when going out.

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Types of medical institutions in Japan

The type of medical institution you need differs between time of use, if it is an emergency, and with the level of severity.

If you need doctors’ assistance.

- Visit a clinic or general hospital during regular hours.
- Otherwise, go to after-hours reception (varies by region).

See the list on p. 4 for medical institutions that are well-prepared to accommodate foreigners.

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Emergency hospital

* Accepts emergency care patients. Available 24 hours a day, 365 days a year.

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If you do not need doctors’ assistance.

- Nearby pharmacy
- Drugstore
  * Consult a pharmacist, if possible.
  * Some types of medicines cannot be purchased at night when the pharmacist is not there.
## If you need doctors’ assistance

### Accessing medical institutions
- **Front desk or concierge at a hotel**
  Describe your symptoms for referral to a medical institution.
- **Tourist Information Center**
  Receive a referral to a nearby medical institution.
- **International Travel Medical Insurance**
  If you have international travel medical insurance, the staff can contact the insurance company and refer you to a medical institution.

### Useful medical information websites

#### List of medical institutions that accept overseas visitors
List of medical institutions around Japan that are well-prepared to accommodate foreign patients.
http://www.jnto.go.jp/eng/arrange/essential/emergency/mi_guide.html#search

#### Medical Information Internet
Ministry of Health, Labour and Welfare system for each prefecture to share medical care information.

* Websites for all prefectures are open to the public, but some are only in Japanese.

### Primary symptoms and Diagnosis and treatment departments

<table>
<thead>
<tr>
<th>Primary symptoms</th>
<th>Diagnosis and treatment departments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fever, sore throat, cough, runny nose</td>
<td>Internal Medicine</td>
</tr>
<tr>
<td>Headache</td>
<td>Internal Medicine, Neurosurgery</td>
</tr>
<tr>
<td>Chest pain</td>
<td>Cardiovascular Internal Medicine, Respiratory Internal Medicine</td>
</tr>
<tr>
<td>Abdominal pain</td>
<td>Internal Medicine, Gastroenterological Medicine, Obstetrics &amp; Gynecology</td>
</tr>
<tr>
<td>Bloody vomit or stool</td>
<td>Internal Medicine, Gastroenterological Medicine</td>
</tr>
<tr>
<td>Diarrhea</td>
<td>Internal Medicine, Gastroenterological Medicine</td>
</tr>
<tr>
<td>Injury, wound</td>
<td>Surgery, Plastic Surgery</td>
</tr>
<tr>
<td>Bone fracture, joint pain</td>
<td>Orthopedic Surgery</td>
</tr>
<tr>
<td>Burns</td>
<td>Dermatology, Plastic Surgery, Surgery</td>
</tr>
<tr>
<td>Eczema/Hives</td>
<td>Dermatology</td>
</tr>
<tr>
<td>Dizziness/Tinnitus</td>
<td>Otorhinolaryngology, Neurology</td>
</tr>
<tr>
<td>Ears, nose, or throat</td>
<td>Otorhinolaryngology</td>
</tr>
<tr>
<td>Children’s illnesses</td>
<td>Pediatrics</td>
</tr>
<tr>
<td>Toothaches</td>
<td>Oral Health</td>
</tr>
<tr>
<td>Difficulty urinating, bloody urine, pain when urinating</td>
<td>Urology</td>
</tr>
<tr>
<td>During pregnancy (abdominal pain or bloating, spotting, water breakage, concerns about the baby)</td>
<td>Obstetrics/Gynecology</td>
</tr>
<tr>
<td>In emergencies</td>
<td>Emergency Medicine</td>
</tr>
<tr>
<td>Unsure what department to visit</td>
<td>General Diagnosis and Treatment</td>
</tr>
</tbody>
</table>
How to use medical institutions and important points

Procedure from hospital reception to payment

1. Reception
2. Fill out medical sheet.
3. Receive doctor examination and treatment, and receive a prescription.
4. Complete payment.
5. Submit prescription to pharmacy and purchase medications.

Important

The medical care system varies by country. Avoid difficulties by learning about them in advance. Ask for a general estimate of the treatment cost at reception.

* There is a limited number of medical institutions that can accommodate other languages.

1. Be sure to listen carefully to the explanation of the examination results.

2. Payment here is the cost for treatment received up to this point. Keep in mind that payment by credit card is only accepted at major hospitals. Clinics generally accept cash only.

With cash-free international travel medical insurance, no payments are necessary. Note: The cash-free conditions vary by insurance company. Please check beforehand.

3. You will be charged separately at the pharmacy for any medicine you need. Some medical institutions provide in-house prescriptions.
How to use an emergency care hospital

Ambulance
Call 119

If you need an ambulance, show the sentence below to a nearby Japanese person so they will call one for you.

救急車を呼んでください。

(Please call an ambulance.)

Procedure from arrival of the ambulance

Ambulance arrival — Transport to the hospital — Treatment — Bill payment — Return home

Hospital Admission

Important
You cannot choose what hospital you will be brought to. Depending on your condition, you may be given treatment without questioning, so it is important to fill out p. 7.

AED

There is a device that can be used if someone has heart problems and collapses while out of the home. This device is called an Automated External Defibrillator (AED). When actually using the device, you find illustrated instructions inside the AED package after you open it, so follow those instructions. Many airports and other public facilities have AEDs.
書いておけば安心 医療に関する自分情報
Personal information concerning medical care to write down

<table>
<thead>
<tr>
<th>氏名 Name</th>
<th>性別 Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>男性／女性 Male/Female</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>生年月日 Date of birth</th>
<th>年齢 Age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>歳 years old</td>
</tr>
</tbody>
</table>

現在治療中の疾患(ある／なし)
Are you currently in treatment for any illnesses? (Yes / No)

現在服用中の薬(ある／なし)
Are you currently taking any medications? (Yes / No)

妊娠している・していない
Are you pregnant? [Yes / No]

既往症 Past Illnesses

アレルギー 薬／食物／虫(ハチなど)／動物／そのほか
Allergies to medications, foods, insects (e.g. bees), animals, other
※具体的に書いてください
※Please use specifics.

通常の会話は何語を使いますか？( )
What is your language of preference?

信仰する宗教は？( )
Do you practice a particular religion?
このシートの利用方法
How to use this page.

病状と、その程度を示して伝えます。
Describe your condition and its severity.

＜例＞

● 頭が痛い
I have a headache.

● 耳が痛い
My ear hurts.

● 腹が痛い
I have a pain in my abdomen.

● 眼が痛い
My eye hurts.

● 喉が痛い
I have a sore throat.

● 頭が辛い
Very severe

● 足が痛い
My feet hurt.

● 脳が痛い
My head hurts.

● 腹が痛い
I have a stomachache.

● 腸が痛い
My mouth hurts.

● 腸が痛い
I have a toothache.

● 咽が痛い
My gums hurt.

● 腹が痛い
I have diarrhea.

● 腩が痛い
My tongue hurts.

● 腹が痛い
My ears are ringing.

● 嘔を出す
I vomit.

● 咳が出る
I have a cough.

● 声が出ない
I cannot hear.

● 歩けない
I cannot walk.

● 足にしびれる
My legs are numb.

● 腹が痛い
My stomach is swollen.

● 背が痛い
My neck is stiff.

● 腹が痛い
My neck hurts.

● 腹が痛い
My neck is swollen.

● 腹が痛い
I cannot bend my knees.

● 眼が痛い
My eyes are itchy.

● 眼が痛い
I cannot see well.

● 眼が痛い
My eyes are itchy.

● 眼が痛い
I cannot see well.

● 眼が痛い
My eyes are itchy.
痛みや症状の程度を示します
Please indicate the severity of your pain or symptoms.

我慢できる
Tolerable

かなり辛い
Very severe

鼻水が出る
I have a runny nose.

息苦しい
I have difficulty breathing.

息切れがする
I am out of breath.

鼻血が出る
I have a nosebleed.

ヒューヒューする
I am wheezing (lightly).

不正出血
I am having irregular bleeding.

くしゃみ
I am sneezing.

腹が痛い
I have a pain in my abdomen.

胸が痛い
My chest hurts.

動悸がする
I am having chest palpitations.

脈が乱れる
My pulse is irregular.

脈が乱れる
My baby has a fever.

喘息をしない
My baby won't eat.

食事をしない
My baby won't eat.

泣き続けている
My baby won't stop crying.

吐いた
My baby threw up.

熱がある
My baby has a fever.

元気がない
My baby is listless.

かぶれた
I have a rash (in one place).

不正出血
There is blood in my urine.

発疹がでた
I have a rash (all over).

排尿困難
I have difficulty urinating.

かゆみがひどい
I am very itchy.

頻尿
I have to urinate frequently.

じんましん
I have hives.

元気がない
My baby is listless.

にまさんの
I was stung/bitten by an insect.

お腹が痛い
I have a pain in my abdomen.

排尿時に痛みがある
Urinating is painful.

お腹が張る
I am bloated.

腹痛
I have abdominal pain.

胸から出血
I have vaginal bleeding.

赤ちゃんについて
I worry about the baby.

腹から水が出た
I am leaking water.

血尿がでた
There is blood in my urine.

赤ちゃん
I worried about the baby.

赤ちゃん
I worried about the baby.

ケガをした
I injured myself.

交通事故
I was in a traffic accident.

ちけた
I cut myself.

こらなんだ
I fell down.

刺さった
I pricked myself.

あたった
I bumped against something.

やけどをした
I burned myself.

落ちた
I fell.

虫に刺された
I was stung/bitten by an insect.
Safety Advice

Useful websites for natural disasters

Safety tips

This is a push notifications app that gives you notices in English when there is an Earthquake Early Warning (EEW) or tsunami warning in Japan. It has various functions to assist foreign tourists and people from other countries living in Japan in the event of a disaster.

- iPhone: https://itunes.apple.com/jp/app/safety-tips/id858357174?mt=8

Earthquake early warnings

Earthquakes are common in Japan, and the Japan Meteorological Agency gives an earthquake early warning before strong shaking from an earthquake is expected. This is a unique system in Japan. Immediately after an earthquake occurs, the seismic intensity of strong shaking in each area is predicted and warnings are broadcast as soon as possible on TV, radio, mobile phones, and other media to inform people. If you see or hear an earthquake early warning, stay calm and ensure your safety. Also, if you are in trouble, go to a police box.

Pictogram: Made by the Earthquake Early Warning Users’ Association.

Major earthquakes are sometimes followed by a tsunami (seismic wave). About 3 minutes after an earthquake has occurred, the Japan Meteorological Agency may issue a major tsunami warning, tsunami warning, or tsunami advisory. If a tsunami warning or advisory is issued, immediately retreat to safe, elevated evacuation places away from the coast.


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