For safe travels in Japan

Guidebook for when you are feeling ill

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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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### 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.

### 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.

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

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

How to use medical institutions and important points

Procedure from hospital reception to payment

Reception

Fill out medical sheet.

Receive doctor examination and treatment, and receive a prescription.*1

Complete payment.*2

Submit prescription to pharmacy and purchase medications.*3

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

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.

書いてお話は安心 医療に関する自分情報

Personal information concerning medical care to write down

氏名 Name

生年月日 Date of birth

性別 Gender

年齢 Age

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

*Please use specifics.

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

信仰する宗教は？(Do you practice a particular religion?)
症状・病状説明のための指さしシート
Page for pointing to symptoms and their descriptions.

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.


かなり辛い
Very severe

頭が痛い
I have a headache.

耳が痛い
My ear hurts.

開かれない
I cannot hear well.

耳鳴り
My ears are ringing.

口の中が痛い
My mouth hurts.

舌が痛い
My tongue hurts.

味がわからない
My taste is dull.

歯が痛い
I have a toothache.

歯茎が痛い
My gums hurt.

首が回らない
My neck is stiff.

首が痛い
My neck hurts.

首が腫れている
My neck is swollen.

腹が痛い
I have a pain in my abdomen.

胃が痛い
I have a stomach ache.

下痢
I have diarrhea.

眼が痛い
My eye hurts.

見ええない・見えにくい
I cannot see well.

目のかゆみ
My eyes are itchy.

喉が痛い
I have a sore throat.

声が出ない
I have lost my voice.

たんがが出る
I cough up phlegm.

せきが出る
I have a cough.

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

息苦しい
I have difficulty breathing.

ヒューヒューする
I am wheezing (lightly).

ゼーゼーする
I am wheezing (heavily).

不正出血
I have irregular bleeding.

流産
I have a miscarriage.

食欲をしない
My baby won't eat.

元気がない
My baby is listless.

血尿がでた
There is blood in my urine.

排尿障害
I have difficulty urinating.

頻尿
I have to urinate frequently.

排尿時の痛みがある
Urinating is painful.

切った
I cut myself.

刺さった
I pricked myself.

やけどをした
I burned myself.

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

Download URL
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 of earthquake early warning.
Made by the Earthquake Early Warning Users’ Association.

Protect your head.
Step away from furniture.
Step away from walls.
Beware falling objects.
Do not rush outside.
Get off at the nearest floor.
Do not brake suddenly.
Put on your hazard lights and slow down.

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.

Pictogram: p.4 *1 Japan Tourism Agency  p.6 *3 Japan Foundation for Emergency Medicine
Other from JIS T0103:2005 (the pictures may depict a different meaning than the original meaning.)

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