

For safe travels in Japan

# Guidebook for when you are feeling ill

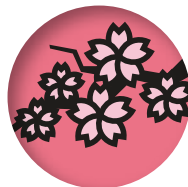
Editorial supervisor:

Taro Kondo (Vice Chairman of the Tokyo Medical Association)

Masami Ishii (Executive Director of the Japan Medical Association)

Satoshi Kamayachi (Executive Director of the Japan Medical Association)

Guide for using medical institutions

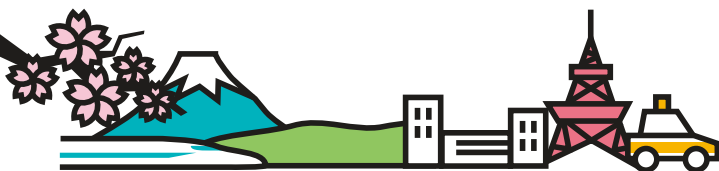


**Japan Tourism Agency**

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).

▶ P.4  
▶ P.5

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

Emergency hospital



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

▶ P.6

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.



**\*1**  
**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.

**\*2**

## 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](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.

[http://www.mhlw.go.jp/english/policy/health-medical/medical-care/info\\_hospitals.html](http://www.mhlw.go.jp/english/policy/health-medical/medical-care/info_hospitals.html)

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

Primary symptoms	Diagnosis and treatment departments
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

### Important



Reception



Fill out medical sheet.



Receive doctor examination and **treatment**, and receive a prescription. <sup><1></sup>



Complete **payment**. <sup><2></sup>



Submit prescription to pharmacy and purchase **medications**. <sup><3></sup>

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.

<sup><1></sup> Be sure to listen carefully to the explanation of the examination results.

<sup><2></sup> 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.

<sup><3></sup> 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



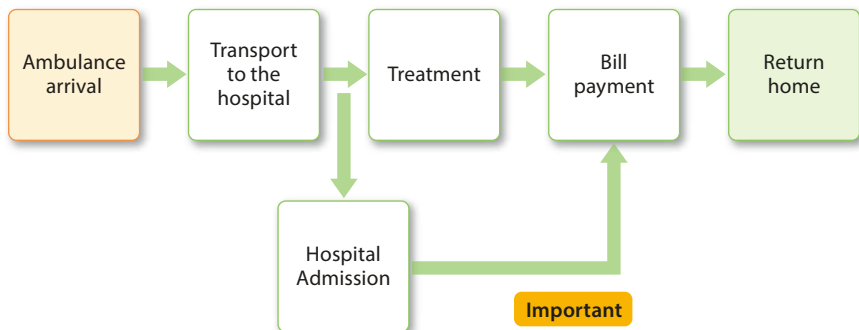
Be transported to an emergency care hospital in the event of a traffic accident or other emergency.

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



**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.

\*3



### 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

氏名 Name

性別 Gender

男性 / 女性

Male/Female

生年月日 Date of birth

年齡 Age

歲 years old

●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?

# 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.



\*4

● 熱がある  
I have a fever.



\*6

● めまいがする  
I feel dizzy.



● 腹が痛い  
I have a pain in my abdomen.  
● 胃が痛い  
I have a stomachache.  
● 下痢  
I have diarrhea.



● 眼が痛い  
My eye hurts.  
● 見えない・見えにくい  
I cannot see well.  
● 眼のかゆみ  
My eyes are itchy.



\*8

● 喉が痛い  
I have a sore throat.  
● 声が出ない  
I have lost my voice.  
● たんが出る  
I cough up phlegm.  
● せきが出る  
I have a cough.



● 耳が痛い  
My ear hurts.  
● 聞こえない  
I cannot hear well.  
● 耳鳴り  
My ears are ringing.



\*5

● 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.



\*7

● 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.



● 腰が痛い  
My lower back hurts.  
● 下肢にしびれがある  
My legs are numb.



● 膝が痛い  
My knee hurts.  
● 曲げられない  
I cannot bend my knees.  
● 歩けない  
I cannot walk.



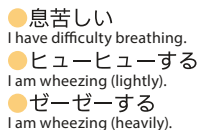
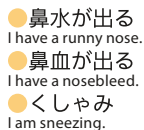
Please indicate the severity of your pain or symptoms.



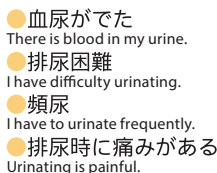
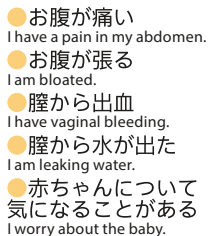
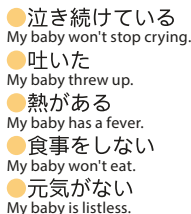
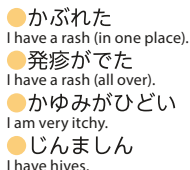
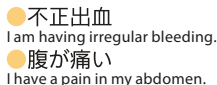
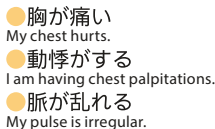
Tolerable



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).



- 交通事故  
I was in a traffic accident.
- ころんだ  
I fell down.
- あたった  
I bumped against something.
- 落ちた  
I fell.

- 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.

## 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.

● Download URL

**Android** <https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android>

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

● Android



● iPhone



### 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.



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.

\* Pictogram of earthquake early warning. 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.

Pictogram: ● p.4 \*1 Japan Tourism Agency ● p.6 \*3 Japan Foundation for Emergency Medicine  
● P4-P9 \*2, \*4, \*5, \*6, \*7, \*8, \*9, \*10, \*11 Original  
● Other from JIS T0103:2005 (the pictures may depict a different meaning than the original meaning.)

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