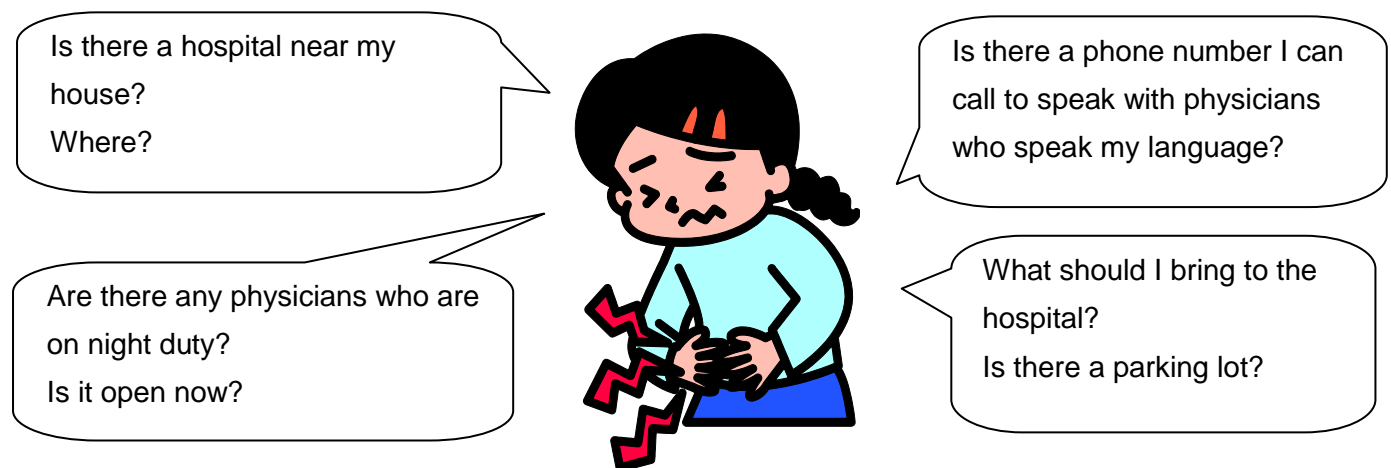


Published by Saitama Tourism and International Relations Bureau (STIB)  
International Exchange Center

## Searching for medical facilities in Saitama City



To prepare yourself for an unexpected illness or injury, find out the medical facilities in your neighborhood and hospitals which have physicians who speak foreign languages. It is also important to know how to receive treatment at medical facilities during holidays and at night. Read on to get answers to these questions:

○Search the *Saitama City Medical Navi* at <http://www.city-saitama-iryonavi.jp> (Japanese only) for the following info:

- (1) Medical facilities that can provide care immediately
- (2) Medical facilities near you
- (3) Medical facilities that suit you
- (4) Medical facilities that are seeing patients on holidays or at night
- (5) Obstetrics and Gynecology Department or Birthing Facilities

You can also search (in Japanese) for physicians who speak the following languages through the website:  
English, Spanish, Russian, Korean, Portuguese, French, Italian, Chinese, German, Tagalong



It is convenient if you print a list of physicians\* who speak your native language and keep it on hand. You can contact them by phone or through the Internet though the list is written in Japanese.

\*Volunteers at Puratto Salon can help you to make a list of physicians, so feel free to consult with them!

○ Call the *AMDA International Medical Information Center*

They help you find medical facilities which have physicians who speak foreign languages and give advice on medical care over the phone.

Tel 03-5285-8088 URL <http://amda-imic.com/>

Language	Day	Hours
English, Thai, Chinese, Korean, Spanish	Every day	9:00~20:00
Portuguese	Mondays, Wednesdays, Fridays	9:00~17:00
Tagalong	Wednesdays	13:00~17:00
Vietnamese	Thursdays	13:00~17:00



### Types of medical facilities

Medical facilities in Japan are divided into: 1) hospitals or large-scale medical facilities capable of hospitalizations and check-ups and 2) clinics where you can consult doctors on minor conditions on a daily basis. You are advised to visit a clinic first and further receive specialized treatment at a large hospital if necessary, after being referred to the hospital.



### Receiving treatment at medical facilities

The first-come system is employed at many clinics and hospitals in Japan. However, the appointment system is common among dentists. You are advised to confirm the system used by a facility by phone before you visit it.

(1) At the Hospital Reception Desk

- Provide your Health Insurance Card<sup>\*1</sup>. In the case of children who are junior high school-aged or younger, hand in both the child's Health Insurance Card and your Childrearing Assistance Medical Fees Subsidy Eligibility Certificate.<sup>\*2</sup>
- Tell the hospital staff that this is your initial visit.
- Fill out the necessary information on the form (medical chart) they give you<sup>\*3</sup>.
- Enter the examination room when your name is called



(2) In the Examination Room

- Tell the physician your symptoms, when your condition started, and (if you know) how the condition started.

(3) Paying

- Go to the counter when your name is called and pay your fees.
- If you are given a Hospital ID card, remember to bring it the next time you visit

#### (4) At the Pharmacy

- Take the prescription you receive at the time of payment to the prescription pharmacy (chozai yakkyoku) to retain your medication. You must pay for medication separately from the clinical fees.

If hospitals/clinics have a medicine counter within their facilities, hand in the prescription to the staff at the counter and receive your medication.

#### ※1 Your *Health Insurance Card* certifies that you are insured.

Under the health care system, insured persons are only required to pay 30% of their medical fees including fees for prescriptions when sick or injured.

- (1) Social Health Insurance — complete necessary procedures through your company
- (2) National Health Insurance for persons not covered by (1) above. If you have been living in Japan more than 3 months, you are required by law to join the system.

#### ※2 The *Childrearing Assistance Medical Fees Subsidy Eligibility Certificate*

Saitama City bears part of your children's medical expenses. Please register for the subsidy system immediately after submitting the Notification of Childbirth or Notification of Residence Change.

Eligibility

All children who① live in Saitama City ②have Japanese health insurance ③are junior high school aged or younger are eligible

#### ※3 On a medical chart, you describe your condition, your clinical history, whether or not you have any allergic reactions and so on.

You can download a multilingual medical chart from <http://www.k-i-a.or.jp/medical/>

(International Community Hearty Konandai · Kanagawa International Foundation Multilingual medical charts)

(Chart available in Indonesian, Tagalong, Persian, English, Chinese, Portuguese, Cambodian, Laotian, Spanish, Korean Russian, Thai, Vietnamese, French, German, Croatian ,Arabic)



### **Calling an ambulance**

Call an ambulance if you suddenly fall ill or get seriously injured. The cost to transport you to the hospital is free, but you have to pay for treatment. Don't forget to bring your Health Insurance Card and Childrearing Medical Fees Subsidy Eligibility Certificate.

- (1) Dial 119
- (2) Say "Kyukyu desu" ("Ambulance please")
- (3) Give the address of the patient (injured person).
- (4) Give your name and telephone number
- (5) Explain the condition of the patient (injured person)

A simultaneous language interpretation system is available for Chinese, Korean, English, Portuguese, and Spanish in Saitama City. So, you can dial 119, even if you don't understand Japanese.



## Off-Hours Treatment for a Sudden Illness or Injury

○Below are Emergency Medical Care Hospitals for Internal Medicine/ Pediatrics that are open during the night, holidays, and the year-end and new year periods:

- (1) Urawa Kyujitsu Kyukan Shinryojo, Saitama City (Clinic for Holiday Emergency Care)  
Tel: 048-833-0119 Fax: 048-827-1039
- (2) Omiya Kyujitsu Yakan Kyukan Center, Saitama City (Center for Holiday/Nighttime Emergency Care)  
Tel: 048-667-8180 Fax: 048-665-9000 Sundays / Ophthalmology / Otolaryngology
- (3) Yono Kyujitsu Kyukan Shinryojo, Saitama City (Clinic for Holiday/Nighttime Emergency Care)  
Tel: 048-706-1212 Fax: 048-706-1212
- (4) Iwatsuki Kyujitsu Yakan Kyukan Shinryojo (Clinic for Holiday/Nighttime Emergency Care)  
Tel: 048-798-2221 Fax: 048-798-2223

○Holidays and the year-end and new year period Emergency Dental Care Clinics

- (1) Urawa Kyujitsu Kyukan Shinryojo, Saitama City (Clinic for Holiday Emergency Care)  
Tel: 048-833-0119 Fax: 048-827-1039
- (2) Omiya Shika Kyujitsu Kyukan Shinryojo (Clinic for Holiday Emergency Dental Care)  
Tel: 048-652-7225 Fax: 048-652-7582
- (3) Yono Shika Kyujitsu Kyukan Shinryojo (Clinic for Holiday Emergency Dental Care)  
Tel: 048-706-8020 Fax: 048-706-8020

※Emergency medical facilities are not open 24 hours a day. For detailed information, please call the clinic

※Japanese Only

Some other medical facilities take turns offering medical services during the holidays and the year-end and new year period. You can search for these facilities using the Saitama City Medical Navi.

# Information on the International Exchange Center

Volunteers at the International Exchange Center's Puratto Salon can help you find information that will make for a better experience living in Saitama City. Please stop by and talk with us!

○ Consultation on Matters of Daily Living in various languages

Chinese	Tuesdays	1:00 pm – 6:00 pm
English	Wednesdays	1:00 pm – 6:00 pm
Korean	Thursdays	1:00 pm – 6:00 pm

○ Consultation on Matters of Daily Living

Our volunteers work hard to help foreign residents

Monday to Thursday 10:00 am – 6:00 pm



Published by the Saitama Tourism and International and Relations Bureau (STIB) International Exchange Center

Address : COMUNALE Complex, 9F, Higashi Takasago-cho 11-1, Urawa-ku, Saitama City

Telephone : 048-813-8500 FAX : 048-887-1505

E-mail : [iec@stib.jp](mailto:iec@stib.jp)

URL : <http://www.stib.jp/kokusai>