



Tokyo Takanawa Hospital

Hospitalization Guide 入院のご案内

Please bring this pamphlet with you when you check-in the hospital.

Please note that we will not give you any reminder on your hospitalization and will only contact you if the date has been changed.

Medical department 担当診療科 : _____

Date of admission 入院日 : _____ yyyy _____ mm _____ dd

Check-in time 来院時間 : _____ am/pm

※Please come to our reception counter #3.

【Our philosophy】

To provide heartfelt medical care to our patients safely

【Our policy】

- 1) We strive to provide the appropriate medical care according to each patient's situation, respecting our patient's dignity and rights.
- 2) We aim to improve the quality and safety level of our medical treatment and service.
- 3) We cooperate with our district and other facilities in order to become one of the core medical institutions for the community
- 4) We pride ourselves in providing one-stop medical care, from acute stage to rehabilitation.

Our patient's rights and responsibilities

Patient's rights

We provide medical care with respect to the following patient's rights:

- 1) To receive safe and high quality medical care fairly.
- 2) To receive medical care with respect to one's personality and values.
- 3) To voice preferences and opinions, and also to refuse any undesirable medical care.
- 4) To receive information and explanation until understanding fully. (informed consent)
- 5) To choose the desirable medical treatment.
- 6) To be protected on one's privacy and personal information.
- 7) To seek second opinion from other medical institutions.
- 8) To demand disclosure of all information about the patient.

Patient's responsibilities

- 1) To provide credible & accurate health information and medical history.
- 2) To ask and request for our explanation until being convinced.
To seek for second opinion from other doctor if not being convinced.
- 3) To follow our rules while receiving medical treatment.
To inform us whenever you recognized or felt any abnormality on the treatment.
- 4) To follow our regulations on patient safety and safeguarding other patients' privacy.
- 5) As a medical institution accredited by the Ministry of Health, we have a duty to educate and train medical interns and students. Under doctor's guidance, interns and students may participate or assist during consultation or examinations. Your understanding and cooperation will be highly appreciated. However, if you have any concerns, please feel free to let us know.

◆ Regarding details on your diagnosis and treatment

1. Please be sure to consult and receive full explanation from the doctor and nurse regarding your illness, examination and treatment.
2. Please choose a family member or a person you can entrust beforehand, to attend any briefing from doctor when necessary.

You are an important partner for achieve safe medical care. We appreciate your cooperation.

Give your name

「I am Taro Takanawa」



We confirm your name and wristband everywhere for personal identifier.

Be extreme caution to avoid falling

80% of patients fall in hospital room.

Prevent Slip, Trip, Fall!



Speak up!

Not understand, worry, anxxious, need help.....

Do not hesitate, be sure to call



Get to know your treatments

- *Medication...
what for?
when take?
how many?
- *Examination...
what for?
where?
- *Surgery...
Where?



Falling Prevention

Get up slowly



Falling Prevention

Do not panic or rush



Falling Prevention

Eliminate slippery objects, place
and things
that can
cause you
to trip.



Falling Prevention

Wear shoes with heels



Falling Prevention

Press nurse call button when



*Go restroom
*Take something
*Worry, anxious
Call nurse

Falling Prevention

- Eyeglasses
- Cane
- Hearing aid

Please use those.

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- Room request and consent form 個室申し込み支払い同意書

I . Preparation for hospitalization

1. Registration

- 1) Please come to counter #3 on the first floor by 10:30 a.m.
(Please call 03-3443-9191 in case of delay)

2) Document necessary for admission

Hospital ID card(ID card will be returned when discharge)

Insurance card

◇Under 70

Maximum Co-payment Certificate for Health insurance (High-cost medical care benefits)

◇Over 70 & Under 75

Identification of old recipient

◇Over 75

Latter-stage elderly medical insurance card

◇Welfare recipient/specific treatment certificates, if any

(All above cards/certificates will be returned immediately. If there are any changes of contents on your insurance cards during hospitalization, please contact counter #3)

「Hospital admission application form and declaration form」 with signature.

All consent forms and document you received.

「Room request and consent form」 Please refer to XII.

Deposit (only for patients without Japanese insurance)

Estimated expense is required to be paid in advance. A guarantee deposit receipt will be issued and please keep it until you leave the hospital.

- 3) In case of emergency hospitalization during out of hours, please complete the registration within 3 days after hospitalization.

4) Change or cancellation

If you need to change or cancel your hospitalization, please contact the specific department. If you need an interpreter, please request assistance from International Assistance Desk.

2. Items necessary for hospitalization

- 1) All medications which you are taking.

It would be so helpful if you can show us the medication hand note or instructions.

Please be aware that you are not allowed to have any prescription from other medical institution while you are hospitalized if you are a Japanese insurance holder.

2) Daily necessities

Pajamas or room wear Bath and face towels Soap/Shampoo & Conditioner

Cup Shoes (do not wear slippers for your safety) Tooth brush and tooth paste

Tissue box Pen ear phone for TV Wet towels Underwear

※There is rental service for those items.

False tooth / glasses / hearing aid / walking stick etc.

Please refrain from bringing jewelries and large amount of cash to the hospital. We will not be responsible for any damage or loss of your belongings.

II. Hospitalization details

1. After checked-in

- 1) Please store your valuables in the safe deposit box inside your bedside table drawer. Other belongings can be put inside your closet.
- 2) Our nursing staff will give you an orientation on the details of your hospitalization. Please confirm the name of your doctor and the nurse in charge.

2. For your safety

The environment and setting in the hospital is quite different from your home. You may need to pay special attention to avoid from falling, slipping and tripping, especially for elderly patients. Please wear shoes which you got used to during your hospitalization.

3. About the wrist band

We request all hospitalized patients to wear a name band on their wrist for authentication. Besides, we ask all patients to call their names, date of birth and so on to prevent any patient misidentification accident at different situations such as before the examination. We appreciate your understanding and co-operation.

4. During emergency

- 1) Please confirm the emergency exits on the evacuation map.
- 2) In case of disaster, please follow our instructions calmly.

5. Surveillance cameras

Surveillance cameras are installed at some areas for patient safety.

6. Medications

Please bring all the medications and supplements which you are taking, their instructions or/and the medicine hand book with you to the hospital.

7. Meals

We provide selected menu and special meals at optimal temperature using ceramic tableware. Special meals are subject to extra charge. If you would like to request the special menu (additional charge) such as vegetarian foods, halal foods, please let our staff know. You may also request it on the 「Questionnaire for in-patient」 form.

Breakfast 8:00

Lunch 12:00

Dinner after 18:00

8. Bath/Shower

After you get a permission to take shower from your doctor, please use the shower room located on each floor (reservation is necessary).

9. Going out/Staying outside overnight

- 1) You need to apply for permission from your doctor in order to go out or stay overnight at your house during your hospitalization.
- 2) You are not allowed to receive a consultation or medications from any other medical institution while you are staying at our hospital.

10. Manage your valuables

Please refrain from bringing jewelries and large amount of cash to the hospital. We will not be responsible for any damage or loss of your belongings. Please use the safe deposit box to store your valuables and keep the key to yourself whenever you leave your room.

11. Others

- 1) If your family members would like to have an explanation about your condition, please set the date and time with your doctor in advance.
- 2) In order to protect our patient's privacy, please understand that we do not provide any information over the phone.
- 3) Announcement via the building's broadcasting system will be activated in case of emergency.
- 4) Laundromat is located on 3~6 floor, 7:00~21:00, washer fee is ¥200, dryer fee is ¥100 in 30min.
- 5) Charge of ¥500 (excluding tax) for TV and refrigerator
- 6) You can receive interpretation service in English, Chinese and Russian. If you need such service, please feel free to request assistance from our International Assistance Desk. We would be delighted to support.

III. Manners

1. Visitors

- 1) Our visiting hours is as follows:

Weekdays	15:00-20:00
Saturday, Sunday & Holidays	13:00-20:00
- 2) Visitors must obtain a visitor's pass at counter #1, 1F or out of hour's reception counter and show it during their visit. Visitors are also required to register their names at the nurses' station.
- 3) Please note that we do not connect incoming phone calls to patients. However, we will take messages in case of emergency.
- 4) In order to prevent hospital infections and ensure the safety of all our patients,
 - ① Toddlers are not recommended to come visit.
 - ② Please apply rubbing alcohol onto your hands before and after meeting patients.

- ③ Visitors with symptoms such as sore throat, cough or running nose, may not be allowed to visit patient or wear mask.
- ④ Lounge is available for use to meet up with patient. It is located on each floor.
- ⑤ Please let us know if you do not wish to receive visitors. You also can mention it on the application form

2. Violence, Trouble, Drinking, and Smoking

- 1) Any verbal abuse, violence, and trouble behavior are strictly forbidden and may be reported to the police.
- 2) Alcohol consumption is not allowed at the hospital.
- 3) Smoking is strictly prohibited. There are no smoking area in our hospital.

3. Electric device (TV, PC etc.)

- 1) To use the TV installed in your room.
- 2) Please be sure to use earphones when you use any device which makes noise (TV, PC, mobile music device etc.)
- 3) You cannot bring in large electrical appliances to our hospital.
- 4) You may need permission from your doctor to use PC or portable game. Please confirm in advance.

4. Others

- 1) Cell-phones can only be used at the designated area in order to avoid any malfunction of medical devices.
- 2) Please cooperate and open the curtain (drapes) during day time.
- 3) Please let your nurse know each time you leave your ward.
- 4) Since our parking space is limited, please avoid driving your own car to our hospital. Please understand that patients cannot park their car during hospitalization.
- 5) Free Wi-Fi is available at the lounge on each floor and free internet service (LAN cable connection) is available in your room.
- 6) Please understand that we may ask you to change room or ward so as to better accommodate the demand of all departments.
- 7) We have 24 hour nursing care system for all patients. However, if your family member wish to stay close to you, please let us know.
- 8) We may ask family members to be with the patient for safety and emotional stability reason.
- 9) Please kindly understand that we do not accept any gifts, gift money or any other items.
- 10) Please note that you can be held responsible for any property damage you might have caused.

IV. Second Opinion

We guarantee the patient's right to receive second opinion, which means you can choose to receive opinions from other doctors about your condition and treatment. Upon request, we will provide all the data and information about you. On the other hand, we also offer consultation to give second opinion.

(Please kindly understand that there are some exceptions depending on the patient's condition)

V. Information counter/International Assistance Desk (Mon-Fri 8:30-17:00)

Our information counter is on the 1st floor next to the main entrance. Please feel free to stop by anytime. Also, our staff from International Assistance Desk is available to support all foreign patients. Please feel free to ask for assistance such as private insurance claim or transportation arrangement to your home country. These services are free of charge.

VI. Social workers

Our medical social welfare workers will be delighted to provide support if you have concerns regarding your hospitalization or future treatment plan (payment of medical fee, choosing hospital, and application for home medical treatment, etc.). If you would like to have advice, please contact our Medical Collaboration and Patient Support Center.

Mon-Fri 9:00~17:00 Phone 03-3443-9191 (Appointment required)

VII. Disclosure of personal information

Patients or legal representatives of underage have the right to ask for the disclosure of their personal records in the hospital. Please ask counter#3 or our ward staff for details.

Charge for disclosure		¥300(excluding tax)/item
Viewing only	Document	¥100/100papers
	Printed electronic records	¥200/100papers
	Printed electronic images or pictures	¥100/paper + ¥760(per 12 papers)
Issue of copy	Copy of document or pictures	¥10/paper(up to A3 size)
	Printed electronic records	¥10/paper(up to A3 size)
	CD-ROM, DVD	CD-ROM ¥100 + ¥210/picture & type DVD ¥120 + ¥210/picture & type
Interview with Doctor		¥5,000/30minuts

VIII. Payment

1. Hospitalization fees are calculated based on the rules under the Health Insurance Act. Disregard of what time you checked-in, 0:00 to 24:00 will be counted as one day. Meal fees is not covered by insurance.
2. We will calculate your bill at the end of each month and an invoice will be sent to you around 10th of each month.
3. We take credit cards and debit cards for payment. Please confirm with counter #3 (billing and payment) on the 1st floor if you have specific credit cards you want to use.
4. ATM is located on the 1st floor.

5. Please pay your bill or/and treatment fee at the counter #3 on the 1st floor between 13:00 and 17:00 on weekdays.
(If you are non-Japanese insurance cardholder, please ask about your fee at counter #3 or International Assistance Desk on the 1st floor.)
6. If you have been hospitalized for more than 180 days with the same disease will be required to pay portion of the basic hospitalization fee at your expense as surcharge.
7. Meal expenses will be charged.

IX. Discharge

1. Permission from your doctor is necessary to discharge. A nurse-in-charge will guide you through the process.
2. Please pay your bill at our admission counter #3, 1st floor (if you have paid the deposit, please bring the deposit receipt to the counter).
3. Discharging time is set at 9:30 a.m.
Please let our nurse in charge know in advance if you prefer a different time.
4. Please confirm the date of your follow-up appointment when discharge.
5. We do not reissue our receipt. 「Proof of receipt」 can be issued at a fee.
6. We will return all your films or document from other medical institution when discharge, please ask us about it.

X. Applying for medical certificate

If you need any documentation from our hospital, please contact counter #3, 1st floor.

1. Some insurance companies have their own documentation form. Please confirm with your insurance company about it before applying.
2. Please attach your receipt when applying for any certificate e.g. medical charge.
3. Please note it generally takes about two weeks to issue a medical certificate and other documents.
4. Please present the customer copy of application form when picking up your document.
5. If you need any document in foreign language, please contact our International Assistance Desk

XI. Facilities and Floor map

8F Health check-up center(reception)	<p>*Laundry machine: 3F~6F (7:00~21:00)</p> <p>*Pay-phone: 3F~6F (7:00~21:00)</p> <p>*Vending machine: 3F~6F</p> <p>*Café and restaurant: 2F (Mon-Fri: 9:00~16:00)</p> <p>*Grocery store: 1F Pre-paid card, earphones, etc. (Mon-Fri: 8:00~18:30 Sat: 9:00~16:00, Sun: 10:00~16:00)</p> <p>*Mailbox: 1F *ATM: 1F</p>	
7F Health check-up center		
6F Regional care ward nurse station & lounge		
5F Regional care ward nurse station & lounge		
4F Dialysis center East ward · West ward nurse station & lounge		
3F East ward · West ward nurse station & lounge Cardiovascular center Gastrointestinal center	Garden	Office
2F Operation room Pathological examination Rehabilitation center Restaurant	<p>Outpatient clinic: Kidney & Diabetic center, Surgery & Chemotherapy center Dermatology, Urology, , ENT Ophthalmology, Oral surgery</p>	
1F Medical Affairs Division, ER, Laboratory, Physiological function exam, Imaging/ Radiation exam, Endoscopic exam, Grocery store	<p>Reception/Information, Admission/Payment counter, reservation hospitalization counter, Medical collaboration and patient support center, International Assistance Desk</p> <p>Outpatient clinic: Internal, Orthopedics, Cardiovascular center, Pain clinic, Plastic surgery, Neurosurgery, Trauma center</p>	
B1F ESWL, Cardiograph room, Radioisotope examination, Parking		

XII. Special rooms

You may choose to stay in our special room at a fee.

If you are interested, please inform our staff and fill out the 「Room request and consent form」 .

(※Your request may not be accepted due to patient's condition and room availability.)

Room type	Special	Private A/ Private D	Private B	Private C/ Private E
Area (m ²)	30	13	13	13
Room charge/day	¥60,500	¥24,000	¥23,100	¥22,000
No. of rooms	2	44	6	8

(All prices are tax inclusive)

☆One night stay is charged for two days.

☆Facility usage charge (Wi-Fi, TV and refrigerator) of ¥550(tax inclusive) per day is included in room charge.