

## Utilizing Medical Institutions

**T**his booklet aims to break the language barrier in medical care for non Japanese-speaking residents by providing information on medical institutions where foreign language consultations are available. Please remember that even with foreign language capabilities, doctors here are not native speakers of that language. But by using a language other than Japanese, they will try to provide good and hospitable care.

**T**o avoid language-related problems, we recommend that you bring someone who understands Japanese with you when you go to the doctor. When there is time, write your situation in simple Japanese on a piece of paper and give it to the doctor.

**H**ere in Japan, thanks to the National Health Insurance and Employee's Health Insurance Plans, the public can go to any medical institution and know that there is little difference in basic costs. Therefore, compared with many countries, medical institutions in Japan are very crowded with outpatients. Doctors only have a few minutes to consult with each patient and wait times may be long. Please be understanding.

**I**n a large hospital having several departments, you may not be sure where to go and what to do, especially if you do not speak Japanese well. For the procedures for outpatients see "The General Procedure for an Outpatient at Medical Facility" in this booklet. For more information see: The AMDA International Medical Information Center's web page at <http://amda-imic.com/oldpage/amdact/PDF/eng/pro-e.pdf>

**I**t is advisable to avoid the starting and closing hours of hospitals on Mondays and Saturdays since they are very crowded.

This data was obtained through the cooperation of medical and dental associations and general hospitals in Shizuoka City. We also appreciate all who helped in making this booklet. This list is current as of October 2009. There may be changes without notification, so please check with the medical institution before visiting.