

Regarding Medical Care for International Patients

For all international patients

When international patients visit our hospital, it is possible that we may not be able to provide them with safe medical care unless they can communicate with our health care professionals in Japanese.

Therefore, please note that if our health care professionals find it difficult to properly communicate with you (an international patient) in Japanese, we will arrange a medical interpreter and ask you to pay all fees for interpretation services as shown below.

Category	Rates (including consumption tax)
Telephone interpretation service	5,500 yen, per case
Accompanying interpreter	Starting from 26,400 yen, up to 4 hours Starting from 6,600 yen, for each additional hour after the first 4 hours

*We use the telephone interpretation service as a general rule; however, we may need to hire an accompanying interpreter when appropriate if you require a prolonged hospital stay, and so on.

For international patients who are not covered by a public health insurance plan in Japan

Starting on May 1, 2018, in our hospital, international patients who are not Japanese nationals and not covered by a valid public health insurance plan in Japan will be required to pay 20 yen for each point of the medical service fees (a separate payment for consumption tax will also be added). In addition, there are extra charges for the use of a special private room during the hospital stay, for the creation of documents, and so on.

[Cases of hospital visits for the purpose of medical tourism]

In order to provide smooth, comfortable, and safe health care services to international patients, our hospital has a partnership agreement for coordination services with Emergency Assistance Japan Co., Ltd. (hereinafter referred to as “EAJ”). When an international patient wishes to visit our hospital, as a general rule, he/she will need to follow the required procedures through EAJ. Thus, if you would like to receive medical care or physician consultation in our hospital, please directly contact EAJ.

* This does not apply to cases where emergency care is required after arrival in Japan.

We will appreciate your understanding and cooperation for smooth and safe medical care.

Emergency Assistance Japan Co., Ltd.

- Phone number: +81-3-3811-8600 *Available languages are Japanese, English, Russian, and Chinese.

- Languages available for interpretation services:

Japanese, English, Russian, Chinese, Korean, Arabic, Thai, Italian, Indonesian, Bengali, and so on.

*Please ask us about other languages.

- E-mail: mj-info@emergency.co.jp

*Please send an email to this address with regard to your application for health care services or questions.

- Coordination services provided by EAJ

- Visa for Medical Stay registered guarantor
- Medical treatment payment representation service
- Medical interpreters and translators
- Arranging accommodation and transportation
- 24-hour/365-day call center service, etc.