

Host Nation Healthcare Infosheet: JAPANESE HOSPITALS FOR CIVILIANS, cao 20220412

Summary: This guide provides key pointers as you prepare for your Host Nation Visit

PAYMENT

- Cost incurred by the medical care visit must be paid in full at the end of each visit
- Acceptable payments: Yen or major credit cards
 - Installment plans are uncommon; claims will be filed with your insurance plan.
- For Japanese Health Insurance (JHI) holders: Ensure Residence Card (Japan) is handy
 - JHI and Residence cards may be required at payment time
 - Absence of JHI and/or a Residence Card may result in bills exceeding 100%
- Non-Standardized Billing Structure: JHI system sets rate for each medical service by location
 - Hospitals may also charge above the set rate to the non-JHI patients
 - Ex: Hospital A may charge 150%, Hospital B charge 200%, C hospital charge 300% for same care rendered

TRANSLATION

- Most international hospitals offer translator services
- Local Japanese hospitals have limited translation services
 - It is recommended to coordinate translation support beforehand
- Off-base medical document translation remain an individual patient's responsibility
 - A few examples of translators who provide medical translations can be found on the US Embassy website → <https://jp.usembassy.gov/services/interpreters-translators/>
- **International Hospitals:** St. Luke's International Hospital, National Center for Global Health and Medicine, NTT Medical Center
- **Local Japanese Hospital:** Disaster Medical Center, Tama Medical Center, Tokyo Metropolitan Children's Medical Center, Tokyo Nishi Tokushukai Hospital

Note: This list of hospitals is not all inclusive. The 374 MDG does not endorse the use of any of the listed hospitals and there may be others outside this list that would better fit individual needs.

CULTURAL BEHAVIOR

- Wait time: Sometimes appointment times may exceed scheduled times (1-2 hrs)
- While waiting, notify the Check-in counter if a need to leave the waiting area develops
 - Example: restroom, convenience store run
- Courtesy tips:
 - Use indoor voices while in Hospital
 - Avoid eating or drinking (including water) in waiting areas
 - Do not use cell phone call in waiting/common areas
 - Please take personal calls in designated areas (ie, pay phone area)
- Average appointment consultation time is **20-30 minutes max** with English translator
 - If further questions exists, it is recommended writing them down for a future appointment
- In the examination room, please remove shoes where appropriate
 - Examples: Sitting/laying on exam bed, checking height and weight
- If you have feedback regarding the visit, doctor, nurse or department, please visit the check-in and/or international desk counter and request assistance from "Patient Support, Patient Total support or Patient Voice"