

## A Patient's Guide to Hospital Stay

If you have difficulty in handling a medical consultation in Japanese, you are required to be accompanied by someone who can serve as your medical interpreter around the clock during your hospital stay to ensure your safety.

### ◆ Before hospitalization

#### ● Notice

Once a hospital bed is assigned to you, you will be contacted by hospital personnel by telephone the day before or two to three days before the day you are scheduled to be admitted. This telephone call can be made only within Japan and in Japanese.

#### ● Cancellation or change of date of admission

If you wish to change the date of your admission or cancel your hospitalization, please contact an outpatient nurse at the department concerned during the weekday consultation hours (note that outpatient nurses speak only Japanese).

#### ● Items to prepare for hospital stay

Please bring the following with you on the day of your admission. The items under 1 – 3 are also available at the Kiosk.

1. Toilet articles: Toothbrush, cup, razor/shaver, brush, shampoo, soap, washbowl (if you wish to use your own), etc.
2. Articles for meals: Chopsticks, cup (spoon, straw, fork, etc., if necessary)
3. Other daily items: Pajamas, underwear, hand towels (2-3), bath towels, tissue paper (1 box), non-slip footwear (no slippers), denture container, writing articles, earphones for TV/radio, etc.
  - \* The Kiosk on the first floor in the Outpatient Pavilion is open from 7:00 a.m. to 9:00 p.m. throughout the year.
  - \* Rental pajamas and towels are available for a fee.
4. Your current medication (including insulin) for the duration of your hospital stay, *Okusuri Techo* (medication records), written information on your medication
5. Documents required for hospitalization formalities, personal seal (*hanko*), if applicable

### ◆ On the day of your admission

1. On the day of your admission, please present yourself at the hospitalization reception counter ("*nyuin uketsuke gakari*") on the first floor of the Inpatient Pavilion during the time period indicated beforehand (usually between 9:30 a.m. and 11:00 a.m.).
2. If you are to be admitted outside the regular hours, please complete the formalities at

the emergency reception at the time designated for you.

3. Documents required for the admission formalities:
  - Hospitalization agreement
  - Agreement on admission to a special care room (hospital bed partially covered by health insurance)
  - Consultation card
  - Health insurance card
  - Residence Card or passport (original)
  - Personal seal (*hanko*), if applicable
4. If you cannot come to the hospital at the designated time, please call the hospitalization reception counter ("*nyuin uketsuke gakari*"; 03-3866-6667, Japanese only) beforehand.

#### ◆ During hospital stay

##### ● Meals

1. The distribution of meals usually begins in the following periods: 8:00 a.m. – 8:30 a.m. for breakfast; 12: 00 p.m. – 12:30 p.m. for lunch; 6:00 p.m. - 6:30 p.m. for evening meal.
2. After each meal, you are requested to take your meal tray to the collection cart. If you are unable to do so, a nurse will do this for you.

\* If you have dietary restrictions because of your religion or creed, please indicate them to a doctor or nurse when your hospitalization is determined. Please note that the hospital may not be able to respond to your requests depending on the request details or same-day requests for special dietary arrangements.

##### ● A hospitalized patient's timetable

6:00 a.m. Rise

8:00 a.m. Breakfast

10:00 a.m. Take temperature

12:00 p.m. Lunch

2:00 p.m. Take temperature (according to condition)

6:00 p.m. Evening meal

7:00 p.m. Take temperature (according to condition)

10:00 p.m. Lights-out

1. After taking your temperature, please leave the thermometer as is on the bedside cabinet, without putting it back in the container, because a nurse will come to read it. At that time, the nurse will also ask you how much you ate and how many times you passed urine and stool the day before. We recommend that you write down such information for yourself.

2. To ensure sufficient rest in a quiet environment, the hospital turns off lights at 10:00 p.m., and patients are expected to rise at 6:00 a.m. After lights-out, nurses regularly make rounds in the care units. Please press the Nurse Call button if you need a nurse's assistance.
3. If you wish to take a walk, work out, or do anything else, please ask a nurse beforehand. You are also required to strictly observe instructions given by your doctor/nurse regarding your treatment.

- Bedside cabinet (with a TV set, refrigerator, safe, etc.)

The bedside cabinet with a TV set, a refrigerator, and a safe, is installed for your convenience. To use the TV and refrigerator, prepaid IC cards must be purchased. TV viewing is free of charge in the patient rooms on the 19th floor and does not require IC cards.

1. Prepaid cards

- Purchase and refund

Prepaid cards can be purchased from the vending machine located next to the hospitalization reception counter on the first floor of the Inpatient Pavilion. Upon your discharge from the hospital, the unspent amount of each card can be refunded from the same machine (cash only).

- Recharging prepaid IC cards

Prepaid IC cards can be recharged using the card vending machine next to the hospitalization reception counter on the first floor of the Inpatient Pavilion and the recharging machine in the Day Room in each care unit (cash only).

2. TV and radio

You are required to use earphones when watching TV or listening to the radio. Earphones can be purchased at the Kiosk. TV and radio cannot be used after lights-out.

3. Refrigerator

After the refrigerator is first turned on, it takes one to two hours to refrigerate the contents.

- Internet

Internet access is available in private patient rooms for a fee.

Dedicated IC cards must be purchased to pay Internet access fees. Patients are required to bring their own LAN cable.

- Telephone

- Public telephones are installed in the care units.
- Incoming telephone calls cannot be passed to hospitalized patients.

- Radio frequency waves emitted by cell phones can interfere with medical equipment, and cell phone use disturbs other patients in the room. Cell phone use must strictly follow the rules below.
  - (1) Do not use cell phones in patient rooms (telephone calls, texting, SNS transmission/reception, and all other operations are forbidden in the patient rooms).
  - (2) Cell phones may be used in the Day Room on each floor only.
  - (3) Cells phone must be set to silent mode.

- Bathing

Please talk to a nurse when you wish to take a shower or bath.

- Laundry service

A commercial operator offers laundry service for patients' underwear, pajamas, and so on. The daily collection time is 1:00 p.m., and clean laundry is returned on the third to fifth day from the collection day.

- Going out/overnight stay

Hospitalized patients must obtain their doctor's permission to go out or be away from the hospital overnight. Please talk to your doctor or nurse first.

- Before your discharge from the hospital

Once your discharge from the hospital is determined, please talk with your doctor and nurse to receive related information (instructions).

- Kiosk (on the first floor in the Outpatient Pavilion)

The Kiosk is open from 7:00 a.m. to 9:00 p.m. and throughout the year.

- Letters

If you wish to receive letters while you are hospitalized, please advise senders to clearly indicate on the envelope your name, the department, and the care unit in which you are hospitalized.

- Home delivery

You can arrange for home delivery of your personal effects from the hospital at the Kiosk on the first floor. However, please note that the Kiosk or the hospital will not accept parcels addressed to patients.

- Other matters

If you wish to change your room, have any problems, or need advice about your daily life after your discharge, please do not hesitate to talk to the head nurse.

#### ◆ On the day of your discharge

##### ● Discharge formalities

On the day of your discharge, you are required to complete discharge formalities and vacate your room by 10:00 a.m.

##### ● Paying your hospital bill

- Please pay your hospital bill by using the automatic hospital bill payment machine on the first floor of the Inpatient Pavilion (or at the No. 15 billing counter on the first floor of the Outpatient Pavilion).

Modes of payment: Cash (Japanese yen), credit cards issued in Japan and whose PIN is known, debit cards

Automatic hospital bill payment machine

Operating hours: 8:00 a.m. – 6:00 p.m. from Monday to Friday; 8:00 a.m. – 1:30 p.m. on Saturday

Modes of payment: Credit cards issued outside Japan, credit cards issued in Japan and whose PIN is not known, UnionPay cards, debit cards, cash (Japanese yen)

No. 15 billing counter on the first floor of the Outpatient Pavilion

Open 8:30 a.m. – 4:30 p.m. from Monday to Friday, 8:30 a.m. – 12:30 p.m. on Saturday

- Some credit cards and debit cards are not accepted.
- A Sumitomo Mitsui Banking Corporation ATM is located on the first floor of the Inpatient Pavilion (8:00 a.m. – 9:00 p.m.). There are also two convenience stores about five minutes' walk from the hospital whose ATMs are in operation around the clock.

##### ● Medical certificates (Japanese and English only)

If you need a medical certificate or other such document, please fill out a prescribed application form and submit it at the document reception counter on the first floor of the Outpatient Pavilion. Please note that all document issuance fees must be paid in advance and, once paid, cannot be returned under any circumstances. The issuance of a medical certificate usually takes about one month.

If you need your document in English, please specify your request when submitting the application form.

For documents in languages other than Japanese and English, please arrange for translation by yourself.

\* We issue English-language receipts free of charge. To have them sent by post, however, patients are required to bear the postage.

#### ◆ Information regarding your family and other visitors

##### ● Inquiries about hospitalized patients

In compliance with the Personal Information Protection Law, the hospital does not provide any information on its hospitalized patients (condition, room number, and so on) to inquirers. Patients (and/or their families and relatives) are requested to provide necessary information directly to those wishing to visit.

##### ● Patient's family

During your hospitalization, your family members are not allowed to stay and sleep in your room. However, in some rare cases, a hospitalized patient's family member may stay in the room if the patient's doctor permits. If you wish, please talk to a doctor or nurse.

##### ● Visits

- For security reasons, all visitors to hospitalized patients are required to undergo the prescribed formalities on the first floor beforehand. Visitors are also required to wear a visitor's badge (provided during the formalities) at all times while in the hospital.
- To prevent possible infection, visitors are required to wear a hygienic mask and disinfect their hands when visiting patients. Hygienic masks can be purchased from the automatic vending machine in front of the visitor registration counter on the first floor. Alcohol disinfectant is available near the entrance of each care unit, for use before entering.
- The visiting hours may be shortened, and visits may be completely banned for individual patients, depending on their condition. Patients may also request to turn away visitors if they do not wish to receive them. Please pass your request to a nurse.

#### 1. Visiting hours

- In the general care units

Monday – Saturday: 3:00 p.m. – 8:00 p.m.

Sunday and public holidays:

10:00 a.m. – 12:00 a.m. and 3:00 p.m. – 8:00 p.m.

- In the intensive care units (ICU, CICU, HCU)

Every day: 7:30 a.m. – 8:30 a.m. and 3:00 p.m. – 8:00 p.m.

#### 2. Persons not allowed to visit

To prevent hospital-acquired infection, we request the following persons to not visit

hospitalized patients:

- Persons who currently have, had within the last seven days, or live with a person (adult or child) who has the following symptoms: a fever at or above 37°C, sore throat, vomiting, diarrhea, rash, reddened eyes.
- Children 15 years of age or younger

### 3. Visiting area

Patients are required to receive visitors in the Day Room.

### 4. Other rules for visitors

- Visitors are requested to not come in a large group, to maintain a quiet environment for other patients and not obstruct medical care.
- Visitors are requested to not come wearing perfume or any strong fragrances (in personal care products, for example).
- A nurse must be notified beforehand if you receive visitors in your room for unavoidable reasons. Visitors are not allowed to eat or drink in patient rooms.

#### ● Restaurant

The restaurant “Croissant” is located on the first floor of the Inpatient Pavilion.

Its hours are 8:00 a.m. – 7:00p.m. on weekdays, 9:30 a.m. – 5:00 p.m. on Saturdays, and 11:00 a.m. – 5:00 p.m. on Sundays and public holidays. However, please be advised to confirm the opening hours beforehand since they occasionally change, and the restaurant may be temporarily closed, due to events and other reasons.