



In case of sudden illness and injury

How to call for an ambulance (# 119)

In case of a sudden illness or injury which requires an ambulance, please call 119 for an ambulance. In cases of minor injuries or normal illness, use a taxi or car, etc. to get to a hospital or clinic.

When you call the fire department (**119**), remain calm. Tell the officer (1) it is an emergency, (2) your location (address or names of buildings, etc.), (3) what happened, (4) your full name, (5) the phone number from which you are calling.

When you hear the siren, please come out to the street to guide the ambulance. When the caller is a foreigner who doesn't speak Japanese, the fire department will switch to a three-way calling system so that the caller, the interpreter, and the officer at the fire department will be able to communicate at one time. Available languages are English, Chinese, Korean, Portuguese, Spanish, and others.

The "119" call to the fire department is a free call. Money or telephone cards are not necessary when calling from a public telephone.

When calling for an ambulance, if possible, be sure to have the health insurance certificate and the patient's registration card of a hospital (if the person has his/her own physician) of the sick or injured person ready for the time the ambulance arrives.

In order to remain calm when making the call, it is a good idea to keep a note near your telephone, written in large letters, of your name, address and names of recognizable buildings, etc. near your residence.

When calling an ambulance from a mobile phone

- (1) When calling from a mobile phone and if you do not know the address, tell about some buildings, etc. which can indicate the location, or call out for help to the people around you.
- (2) Due to the condition of the radio wave, a call made from a mobile phone may be connected to a fire department of another city so when telling your address, please start from the city's name "Nishinomiya".
- (3) If you are driving, stop the car in a safe place before making the call.
- (4) It may be necessary for the fire department to call you back to check details of the location or circumstances, so after you have contacted the fire department, do not switch off the phone.

Holidays (Night) Emergency Patient Services

There are emergency patient services in each district to treat emergency patients during holidays and at night.

Internal Medicine, Pediatrics

Nishinomiya-shi Okyu-shinryosho (Emergency Clinic) 0798-32-0021

Location: Ikeda-cho 13-3.

Reception days and hours: Sundays, National Holidays, Year-End / New Year Holidays (Dec 29 - Jan 3)

8:45am - 1:45pm, and 4:45pm - 11:15pm, Saturday afternoons 4:45pm - 11:15pm and on weekdays (Mon - Fri) 8:15pm - 11:15pm.

Ear, Nose and Throat (ENT), Ophthalmology (Eye Treatment)

Amagasaki Kenko Iryouzaidan Kyujitu Yakan Oukyu Shinryojo (Emergency medical clinic) 06-6436-8701

Location: 15-20, 3-chome, Mizudo-cho, Amagasaki City

Reception days and hours: Sundays / National Holidays 9:00am - 4:00pm. Year End / New Year Holidays

(Dec 29 - Jan 3) 9:00am - 5:30am the following morning

Dentist

Nishinomiya Shi-ka Sogo Fukushi Center (Dental General Welfare Center) 0798-41-2031

Location: Nishinomiya City Koshien Sudori-cho 3-8

Reception days and hours: Sundays / National Holidays 9:30am-12:00pm, Year End Holidays (Dec 29 – Dec 31) 9:30am – 11:30am and 1:00pm - 2:30pm, New Year Holidays (Jan 1-3) 9:30am – 11:30 am

Guide Map to Facilities <https://www.nishi.or.jp/access/iryokikan/yakan-kinkyuiryo.html>

Additional Information

Hyogo Regional Disaster · Emergency Medical Information System

<http://web.qq.pref.hyogo.lg.jp/ap/qq/men/pwtpmenu01.aspx>

You may obtain information on hospitals you need.

Note For details, ask a person who understands Japanese to enquire for you.