

Basic knowledge about medical facilities

Have a family doctor

It is important to have a family doctor who has a clinic in your neighborhood with whom you can consult whenever necessary.

You should first visit a clinic in your area for an examination upon showing mild symptoms. If you have a serious illness or symptoms of which the cause is unknown, the doctor will refer you to a specialist hospital that can offer specialist treatment.

General points to consider in hospitals and clinics

- (1) If you are worried about language problems, be accompanied by someone who can act as an interpreter.
- (2) If there is something you do not understand, ask immediately.
- (3) Ask the doctor to explain such things as test results and methods of taking medication as easily as possible until you understand.
- (4) Do not be late for appointments or consultation times.
- (5) Do not use a mobile phone or PHS phone inside a hospital or clinic.
- (6) Consult with the hospital in regards to hospital expenses, items you do not understand, services you may use. If there is a social worker at the hospital, consult with the social worker.
- (7) In Japan, there are many services you must apply for on your own, otherwise you will not be able to make use of them. It is important therefore to know about them. If you want such information, consult a social worker. Since consultation is free and privacy is protected, feel free to consult a social worker or medical facility.

Nishinomiya City has various medical assistance programs. They are mainly those which offer assistance for the individual's burden of medical costs when health insurance is used. Also, there is a system which provides public fund assistance for medical expenses of patients with special illnesses.

Useful multi-lingual questionnaire used at a medical examination interview

A multi-lingual questionnaire used at a medical examination interview is available at the following website.

Kanagawa International Foundation – Multilingual Medical Questionnaire (Kanagawa-ken Kokusai Koryu Zaidan Tagengo Iryo Monshin Hyo)

<http://www.kifjp.org/medical/>

Hospitals in Hyogo Prefecture which facilitate the use of foreign languages

You can search hospitals from the Hyogo Medical Institution Information System

<http://web.qq.pref.hyogo.lg.jp/hyogo/ap/qq/men/pwtpmenult01.aspx>