

In case of sudden illness and injury

How to call for an ambulance (Tel. 119)

In case of a sudden illness or injury, please call the fire department 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 some landmarks), (3) what happened, (4) your full name, and (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 judged to be 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. The Nishinomiya fire department can respond in 5 languages. (English, Chinese, Korean, Portuguese, and Spanish)

The "119" call to the fire department is a free call. ¥10 coins or telephone cards are not necessary when calling from a public telephone.

When calling for an ambulance, be sure to have cards the sick or injured person has ready if possible, such as a health insurance card or hospital/clinic card, for when the ambulance arrives.

In order to remain calm when making the call, it is a good idea to keep a note near your telephone, in hiragana or Roman 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, be sure to give the location (address) of where the call is being made from and the mobile phone number. If you do not know the address, use some buildings, etc. which can indicate the location, or call from the nearest public telephone.
- (2) 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.
- (3) If you are driving, stop the car in a safe place before making the call.

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 Season (Dec 29 - Jan 3)
9:00am - 1:45pm, and 5:00pm - 11:15pm, Saturday afternoons 5:00pm - 11:15pm and on weekdays (Mon - Fri) 8:30pm - 11:15pm.

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

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

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

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

Reception days and hours: Sundays / National Holidays 9:00am - 4:00pm. Year End / New Year Season (Dec 29 - Jan 3) 9:00am - 6:00am the following morning

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

Dental Medicine

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

Location: Koshien Sudori-cho 3-8

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

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

Information Provided

Nishinomiya Fire Department Telephone Service 0798-22-9999

Information on on-duty doctors, information on hospitals and clinics that provide services on holidays and at night is available during the following hours.

Weekdays: 5:00pm - 8:00 the following morning, Saturdays: 11:00am - 8:00 the following morning, Sundays and National Holidays: 8:00am - 8:00am the following morning.

Hyogo Regional Disaster · Emergency Medical Information System

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

You may obtain information on hospitals you need.

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