

## For Non-native Speakers of Japanese and Foreign Nationals

### Precautions for Visiting Our Clinic

#### I. Interpretation and Translation

- (1) We do not offer translation of the medical records (data) from your previous doctor/institute. Please have your medical records in Japanese ready.
- (2) Without the properly translated medical records (data) necessary for our medical examination, our diagnosis may be less accurate. Please be advised that in that case additional examinations may be required, which will take more time and cost more money.
- (3) For patients who have difficulty communicating in Japanese, we usually ask that an interpreter be brought. Please be aware that risks may exist if the interpreter does not have specialized knowledge (e.g., they are family members or friends), such as interpretation errors, information leaks, or lack of ethical considerations.
- (4) For patients unable to appoint an interpreter, please use our medical interpretation service (in-person or remote). If you use our medical interpretation service, you will be asked to cover part of the cost.
- (5) If you have difficulty communicating in Japanese in non-medical situations, please have a translation application or translation device in hand.
- (6) We cannot be held responsible for medical accidents or malpractice caused by interpretation or translation including miscommunication from interpretation or translation, or for any damage or loss related to interpretation or translation.

#### 2. Medical Fee (non-residents of Japan who does not have Japanese health insurance)

- (1) Medical treatment is charged 10 yen per medical service point.
- (2) Medical costs are taxed.
- (3) For outpatients, we will confirm whether the payment of the medical fee on the day of visitation is possible before seeing the patient.
- (4) Once your examination is over, pay the medical fee without delay.

- (5) You are required to pay the fee incurred for the medical services you received at our hospital even if you discontinue the treatment or diagnosis/treatment you expected is not achieved.
- (6) Treatment may be prolonged due to complications or unexpected deterioration of the patient's condition. In that case, the expenses including medical fee, accommodation, and expense to extend visa status must be borne by the patient.

### 3. Personal Information

- (1) Personal information of the patient obtained in the course of medical treatment will be strictly treated based on "patient's rights." However, please be aware that we may provide or request to provide information necessary to share with other medical institutes or nursing homes etc.
- (2) Patients who are not resident of Japan, do not have Japanese health insurance, and have failed to pay the medical fees incurred at our hospital, we will provide their information to the Ministry of Health, Labour and Welfare, the Immigration Services Agency, and other government agencies involved in the patient's entry into Japan.

### 4. Others

- (1) Please consult your doctor if you have any religious concerns that require special consideration.
- (2) All explanations and consent forms used in this center, including this document, are written in Japanese. Even if they are translated into other languages, it will not affect the interpretation of the original text.
- (3) All explanations and consent forms used in this center are governed by and shall be construed according to Japanese law. Any disputes arising from treatment at this center shall be resolved by the Yokohama District Court exclusively as the agreed court of first instance.