



YOKOHAMA
CITY
UNIVERSITY
MEDICAL CENTER

OUTPATIENT VISITOR GUIDE

Public University Corporation Yokohama City University Medical Center
4-57 Urafune-cho, Minami-ku, Yokohama, Kanagawa 232-0024 Japan
Tel: 045 261 5656
Web: <https://www.yokohama-cu.ac.jp/urahp/>

Department Reception Counters (各診療科、受付窓口のご案内)

Floor	Center/Department
B2F	B2 Radiation Oncology <hr/> Radioisotope Room, Radioisotope Examination Room
1F	<ul style="list-style-type: none"> General Information Counter, First Visit Counter, Reception for the Day of Admission, B Medication Interview Consultation Counter (Primary Care Doctor, Patient Consultation, Cancer Consultation) Documentation Counter Accounting Counter, Automatic Payment Machine Medicine Dispensary Blood Laboratory <hr/> 10 A Outpatient Pharmacy, Outpatient Reception Counter (Medical examination/treatment appointments, examination explanation) 11 Oral and Maxillofacial Surgery/Orthodontics 12 Ophthalmology, Otorhinolaryngology 13 Dermatology 14 Psychiatric Center: Psychiatry/ Child and Adolescent Psychiatry 15 Rheumatic Diseases Center, General Internal Medicine - Palliative Care, Inflammatory Bowel Disease Center, Orthopaedics
2F	(From March 2024) Outpatient Chemotherapy Room <hr/> 21 Haematology, Respiratory Disease Center, Breast and Thyroid Surgery 22 Gastroenterological Center 23 Cardiovascular Center, Neurology, Neurosurgery 24 Perinatal Center, Gynaecology 25 Children's Medical Center, Urology and Renal Transplantation 26 Plastic and Reconstructive Surgery, Division of Nephrology and Hypertension, Endocrinology Diabetes and Metabolism
3F	32 Operation Room, Department of Haemodialysis and Apheresis 33 Patient Total Support Center (Hospital Coordination, Medical Social Worker) Hospitalisation and Discharge Support Center, Cancer Consultation Support Center 34 Ultrasonography Center, Perioperative Management Center, Pain Management Clinic (Anaesthesiology) <hr/> Intensive Care Unit (GICU, GHCU) Genetic Diagnosis and Therapy Cancer Genome Medicine Medical Interpreter Reception
4F	41 Endoscopy Department, Physiological Laboratory 42 Radiation Department (General, Contrast, Fluoroscopy, CT, MRI, etc.) 43 Reproductive Medicine Center
6F	<ul style="list-style-type: none"> Physical Therapy and Rehabilitation
7F	<ul style="list-style-type: none"> Physical Therapy and Rehabilitation Outpatient Chemotherapy Room (Until March 2024)

With the exception of some departments*, our hospital has implemented an outpatient referral system. For first-time patients visiting the hospital, be sure to bring the referral letter.

- This does not apply to emergency cases.
- For outpatient consultations that require an appointment, an appointment must be made in advance.
- * Perinatal Center (obstetrics) and Reproductive Medicine Center (infertility) are excluded.

Reception and Consultation Hours (受付・診察時間・休診日)

New patient reception hours	08:00 – 10:30	
Returning patient reception hours	Without appointment	08:00 – 11:30
	With appointment	08:00 – 16:00
Consultation hours	09:00 – 16:00	
Closed days	Saturday, Sunday, public holidays, and New Year holiday period	
<i>Reception hours and closed days vary depending on each department/center. Please contact the department/center reception for further details.</i>		

Referral Letters (紹介状について)

As a regional medical care support hospital, we actively promote medical cooperation to properly allocate roles with other regional medical institutions. First, please visit your local medical institution (e.g., your family doctor). In the case where it is determined that an examination at our hospital is necessary, please request for, and bring a referral letter when you visit us.

Because the consultation date will depend on the symptoms, consultation will not necessarily take place on the same day. In some cases, we will only schedule an appointment.

Patients with urgent medical needs may receive treatment without a referral letter. However, based on the medical care standards of the Ministry of Health, Labour and Welfare, an initial consultation fee of 7,700 yen (tax included) will be charged in addition to the insurance's co-payments for selected medical expenses.

Health Insurance Cards and Any Other Medical Documents (健康保険証・各種医療証について)

Please bring your health insurance card, as well as any other medical documents with you during your visit.

- If we cannot confirm your health insurance, you may be asked to pay out of pocket.
- We check your health insurance card, health insurance cards for the elderly (aged 75 and over), etc. in our health insurance system once a month. On the first day of your monthly visit, please present your health insurance card and medical certificate at the reception counter of the department after your examination.
- If there are any changes or updates to the information on your insurance card (including a change of name and address), please notify the outpatient reception desk of the relevant department as soon as possible.

Financial Aid (公費助成制度について)

For the following public financial assistance programs, please apply at the respective counters;

Main building 1st floor, Documentation Counter

- Financial Aid for Medical Treatment Aimed at Improving Independence - Rehabilitation/Development (自立支援医療)
- Infectious Diseases Law (感染症法), Work Accident Insurance (労災保険), etc.

Emergency Ward 1st, Documentation Counter

- Medical care subsidy system for intractable diseases (指定難病医療)
- Financial Aid for Medical Treatment Aimed at Improving Independence (自立支援医療)

Support for Medical Education and Medical Research (regarding consent forms) (包括同意書について)

As a hospital affiliated with Yokohama City University, this hospital provides training for medical and nursing students and conducts clinical medical research. We ask for your cooperation in medical education and research when you visit our hospital.

A comprehensive consent form is given at the reception desk of each outpatient clinic at the time of the first visit. Please give the completed consent form to your doctor when you visit the hospital.

Flow from Reception to Payment (受付から支払いまでの流れ)

NEW PATIENTS (初診患者)

(Patients visiting for the first time, or for whom six months have passed since the last visit)

1

FIRST VISIT COUNTER (初診受付) ON THE 1ST FLOOR

- Fill in a medical care application form.
- Present any referral letters and your health insurance card.
- Pick up your new patient registration card, a pager and a folder containing forms necessary for your consultation/examination.

2

HEAD TO THE RECEPTION COUNTER OF THE DEPARTMENT YOU WILL BE VISITING

- Take your folder to the reception counter and fill in the medical questionnaire which will be given to you.
- You will be notified by your pager when it is your turn.



CONSULTATION / EXAMINATION



PAYMENT



FOR DEFERRED PAYMENTS, HEAD TO COUNTER ②(②番窓口) ON THE FIRST FLOOR

- Please register at the deferred payment machine, then submit your reception slip and folder at counter ②.



YOU CAN LEAVE WITHOUT PAYING

- Deferred payment is available for both first and follow-up visits. Please see the brochure for further details.

RETURNING PATIENTS (再来患者)

(Patients who have visited the same department within the last six months)

1

HEAD TO THE AUTOMATIC RECEPTION (再来受付機) ON THE 1ST FLOOR

- Insert your patient registration card and follow the directions on the screen. When you are finished, you will receive back your card, as well as a reception slip and a pager.
- Those who visit without an appointment should contact the reception of their department.
- When it is your turn, you will be notified by your pager. Until then, please wait anywhere on B2, or between Floors 1F to 6F.



HEAD TO COUNTER ③(③番窓口) ON THE FIRST FLOOR (OPEN UNTIL 18:00)

- Once your number is called, go directly to the automatic payment machine (you do not have to return to the counter), and have your patient registration card ready.
- You can pay using cash, credit card (with IC chips) or debit card (a PIN code is required).

What is the post-payment system for outpatient medical expenses?

This system is a service that allows outpatients to register their credit card in advance via a dedicated smartphone application, so that they can pay their outpatient bill with credit card and leave the hospital without waiting for the automatic checkout machine to process their payment.

Please note that this service is available only in Japanese at the present time.

- If you are making your payment after 18:00, please make your payment at the Critical Care and Medical Center office, located on the 1st floor of the Emergency Ward.
- If your doctor has given you a prescription sheet for medication, bring this prescription with you to any pharmacy to receive your medication **within 4 days**. Please ensure that the pharmacy is covered by your insurance.

About the pager (呼出受信機について)

1. Borrowing the pager

The pager will display the name of the patient.

Please press the [次ページ(next page)] button. It will change to the screen for the area for your examination.

2. After pressing [次ページ]

The name of the area for your examination and directions will be displayed. Please wait anywhere on B2, or Floors 1 to 6 until the pager rings. (For new patients or those without an appointment, please go to your department's reception counter first)

3. When the pager rings

The pager will ring and vibrate when it is time for your examination. Please press the [確認(confirm)] button to make the pager stop.

4. After pressing [確認]

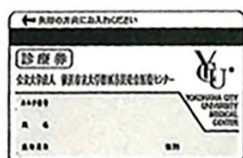
Please press [次ページ(next page)] and wait outside the examination area of the department displayed on the screen (in the intermediate waiting room).



- When you go outside of range, the pager will alert you. Please quickly return to within the pager's range (B2 or Floors 1 through 6).
- The out-of-range alert may appear during busy periods. We apologize for the inconvenience, but please continue waiting.
- Please make sure to press [確認(confirm)] when the pager vibrates and rings.
- The pager will be collected at Accounting Counter on the first floor after the consultation.
- When receiving examinations in multiple Departments on the same day, please press [次ページ(next page)] after each examination ends.

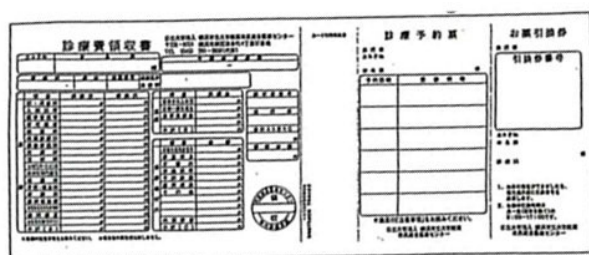
Patient registration card (診療券について)

- Please do not forget your patient registration card as it is used to confirm your identity.
- If you lose your patient registration card, we ask that you visit the Information counter on the 1st Floor so that a new one may be issued. Please be aware that we charge a fee of 200 yen (tax included) to issue a new card.

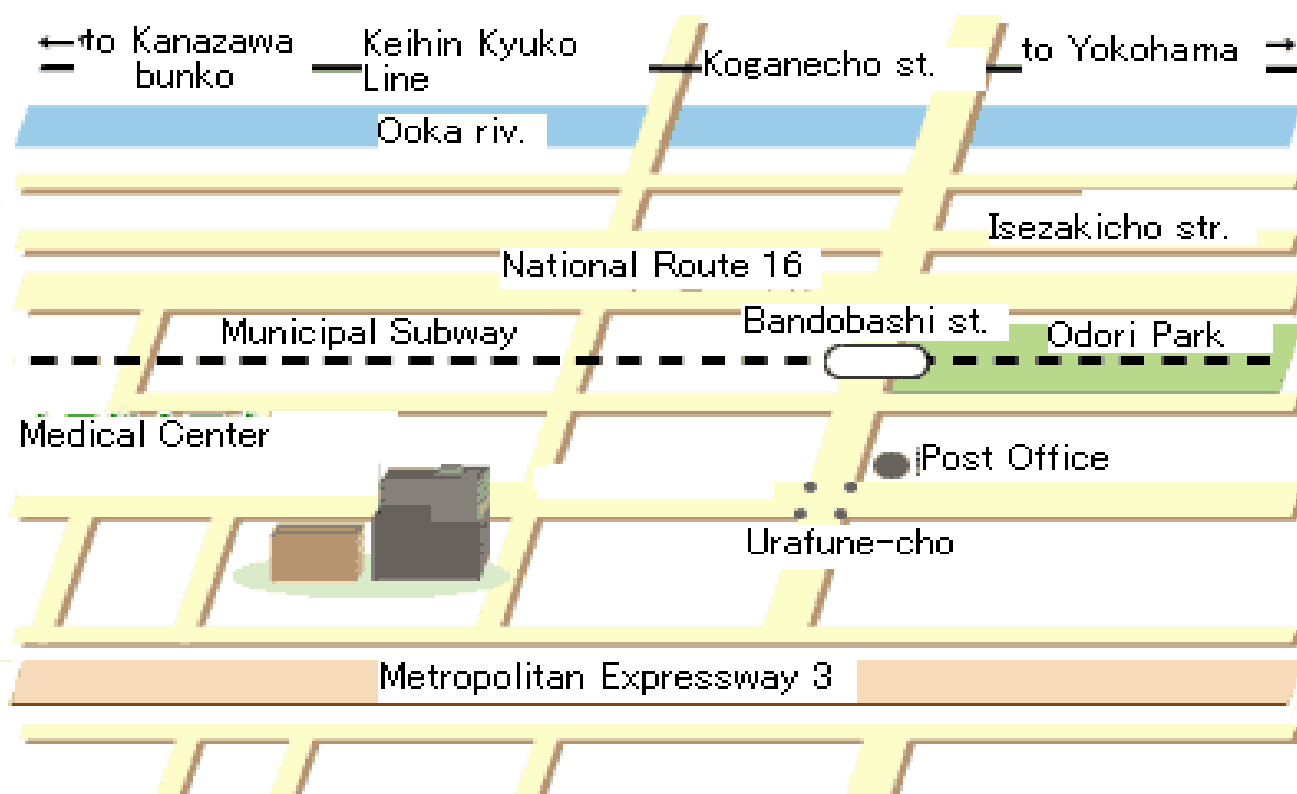


Receipts (領収書について)

As we do not re-issue receipts, please take care to not lose your copy.



Finding the hospital (当院までの案内図)



Transportation methods

By Train

- 10 min. walk from Koganecho Station on the Keikyu Line
- 5 min. walk from Bandobashi Station on the Yokohama Municipal Subway Blue Line

By Bus, get off at the “Urafunechou” stop

- City Bus 68, 102, 158, or 324
- Keikyu Bus 110

By Bus, get off at the “Shidai Center Byoin Mae” stop

- City Buses via Minami Ward General Government Building 199
- Kanachu bus 戸45
- Sotetsu bus via Minami Ward General Government Building 旭4

By Car

- 1.6 km or about 7 min. by Hananoki Ramp
- 1.5 km or about 6 min. by Yokohama Park Ramp
- 0.5 km or about 2 min. by Bandobashi Ramp

Philosophy (病院の理念)

To provide health care that is trustworthy and reliable for the local community.

Basic policies (病院の基本方針)

1. We respect every patient's will and provide safe and reliable medical care.
2. We contribute to the local community through emergency medical service and advanced and specialized medical service.
3. We nurture high quality medical professionals as a university hospital.
4. We ensure that the health of our employees are protected, and continuously work towards creating a comfortable working environment.
5. We pursue comfortable medical environment and sound management.

Patients' rights (患者さんの権利)

1. Human rights are respected, and patients can receive safe and high-quality medical treatment fairly and impartially. We make no discrimination by social status, type of illness, nationality, etc.
2. Your personal information and privacy will be protected. Personal information regarding medical treatment and patients' privacy is strictly kept private.
3. You can receive the explanation about medical treatment and future prospects from your doctor. If there is anything you do not understand, you can ask and receive an explanation in a way that is easy to understand. You can also seek the opinion (second opinion) of a doctor from another medical institution.
4. The choice of treatment of your own will is possible after understanding /giving consent, and joining the medical care you receive. Information provision of the medical care you are receiving and request the disclosure of medical records is also possible. The treatment plan will be made with the participation of the patient.

Expectations for patients (患者さんへのお願い)

1. Provide the hospital with detailed information regarding your health.
2. Examine the details of your course of treatment.
3. Please note that the following are restricted or prohibited on the premises of our hospital.
 - Speaking loudly or in a harmful way towards others, violence, sit-ins and sexual harassment.
 - Selling goods, distributing brochures or other materials, advertising, taking photos, asking for information or donations, and solicitation without permission.
 - Carrying dangerous items such as guns, knives, explosives or volatile substances.
 - Bringing animals (with the exception of guide dogs).
 - Alcohol and cigarettes.
 - Anything else that disturbs order in the hospital.
4. As a "regional medical care supporting hospital", our hospital is in close contact with regional medical institutions and actively carries out hospital transfers to regional medical institutions depending on the patient's medical condition. Thank you for your understanding and cooperation. Ambulances cannot be used for transfers to other hospitals as a general rule, so please use a private emergency service.
5. Understand that as a University Hospital, we also help educate tomorrow's medical practitioners, and perform research to further develop medicine.
6. Our hospital is an educational and training institution for paramedics involved in in-field emergency medical care. Paramedics are in direct contact with the patient and participate in medical treatments (such as IV drip, electrocardiogram recording) under the supervision of instructors of this hospital. We kindly ask for your understanding about the paramedic's hospital training aimed to accurately perform emergency life-saving treatment that is a race against time.
7. Please note that in cases of emergency transportation due to disaster, accident, etc., we may respond if necessary when inquired by the police.
8. The patient's name and medical record number (an 8-digit number on the medical ID, appointment slip, etc.) are required when making inquiries by phone. We ask for your cooperation in terms of accurate verification and protection of personal information.
9. Medical condition explanations and other interviews with inpatients and their families will be conducted during the day on weekdays (9 am to 5 pm) as a general rule. We appreciate your understanding and cooperation.

Partnership between patients and medical care professionals

(患者さん、医療者のパートナーシップ)

Mutual cooperation between patients and the medical care staff leads to high quality medical care. We publicly display patients' rights as well as our expectations for patients in order to make them clear. At this hospital, we aim to construct a partnership between patients and medical staff in order to provide higher quality medical care.

Details and consent for care (医療内容の説明と同意)

On the occasion of medical treatment or examination, the doctor will explain the patient's condition as well as the necessity, effectiveness, and potential dangers of inspection and treatment. After making sure that the patient understands them, we ask him or her to fill in the necessary documents (plan, statement of consent, etc.). If there are any questions, please ask the medical doctor or nurse.

Guide for medical interpreter (医療通訳のご案内)

Please make an appointment and pay extra for interpretation service.

Charge for face-to-face interpretation	Up to 2 hours	1,100 yen (tax included)
	Extension Fee (added every hour)	360 yen (tax included)
	Cancellation Fee※	1,100yen (tax included)
	※If you cancel your appointment after 2 p.m. of the day before your appointment day, you will be charged of cancellation fee during your next visit.	

Reschedule or cancel your appointment	Please contact the telephone number of our hospital (045-261-5656) and then call Ext. 2647.
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Reception hours	Weekdays 08:45 – 17:00
Where to apply	Main building 3 rd floor, medical interpreter reception
How to apply	<ul style="list-style-type: none">• Please make an appointment beforehand. The staff will ask the date of the next interpretation, department and your language at the reception.• Please show the staff your Patient registration card.

Second opinions (セカンドオピニオンのご案内)

- “Second opinion” refers to getting the opinion of another medical care facility about your diagnosis and medical care plan.
- Costs are not covered by health insurance.
- Please do not hesitate to contact your doctor if you are a patient undergoing treatment at our hospital and wish to have a second opinion at another medical institution.
- Also, if you are a patient being treated at another hospital and would like to have a second opinion at this hospital, please receive a letter of referral from your doctor and contact the following (by appointment only).

※It may be subject to refusal depending on the content of the consultation. Regarding costs, please visit our website or check with the person in charge at the moment of the application.

Reception hours	Weekdays 9:00 – 16:00
How to make an appointment	Please contact us by phone for "Application for Second Opinions"
Phone number	045 261 5656

Patient consultation counter (no appointment necessary) (患者相談窓口(予約不要))

Our hospital has set up a patient consultation counter to provide a wide range of consultations for patients and their families.

Primary Care Doctor consultation

- You are looking for a primary doctor※in your area.
- You do not know the location or contact information for a medical facility referred to you by your doctor etc.

※ A “primary doctor” refers to a local doctor whom the patient and his or her family can easily consult regarding illness and health management. If patients regularly consult their primary doctor, then in case of emergency the doctor will be familiar with the patient’s medical history, physical health, and lifestyle, and can thus provide an accurate diagnosis.

As a Regional Medical Support Facility, we provide advanced treatment in emergency care and specialized surgery. When we have stabilized a patient’s condition, we inform his or her primary doctor at the hospital who referred the patient to us.

Reception hours / Location **Weekdays 09:00 – 16:00** **Main building, 1ST Floor, Consultation Counter**

Patient consultation

- You have concerns or anxieties regarding your diagnosis or treatment.
- Inquiries about medical safety
- You have opinions and questions about hospitals and staff etc.

Reception hours / Location **Weekdays 08:45 – 17:00** **Main building, 1ST Floor, Consultation Counter**

Cancer Consultation

We accept various consultations regarding cancer for our patients and their families. Please call us or visit the counter.

Reception hours / Location **Weekdays 09:30 – 16:30** **Main building, 1ST Floor, Consultation Counter**
Telephone consultation **Weekdays 09:30 – 16:30**
Phone number **045 261 5656** **Contact us by phone about “cancer consultation support center.”**

Specialized consultation (by appointment) (専門的なご相談(予約制))

The followings require reservation. Please apply directly at the time of your visit, or make a reservation by calling the **Patient Total Support Center**.

Medical Social Workers

- Matters related to medical fees or living expenses etc.
- Matters related to restricted usage of disability certificate and nursing care
- Concerns about medical treatment after discharge, etc.

Nurse in-charge of hospitalization and discharge

- Regarding home care
- About purchase or rental of home medical equipment and welfare equipment
- About visiting nursing station, like to use visiting nursing
- About at home care during final moments, etc.

Reception hours **Weekdays 09:00 – 17:00**
Location **Main building, 3rd Floor, Counter 33** **Patient Total Support Center**
Phone number **Regional Cooperation Promotion Department: 045 261 5656**
 Medical Social Worker: Ext. 2642
 Nurse in-charge of hospitalization and discharge: Ext. 2640

Parking (駐車場)

Fees	30 min. or less	Free
	Up to 3 hrs.	310 yen
	Each subsequent hour	100 yen
Hours	Monday to Saturday	08:00 – 20:30
	Sunday/Holidays	13:00 – 20:30

Outpatients have a 310 yen maximum per day.

Please show your parking slip at Accounting Counter for verification.

- Patients at this hospital with a certified physical disability may park within the designated hours free of charge.
- In all other cases, the standard fees must be paid.

Hospital facilities (院内の設備)

Café and Restaurant	1 st and 2 nd Floors
Store and Vending Machines	1 st and 6 th Floors
Convenience Store (ATM)	1 st Floor
ATM (Bank of Yokohama, Japan Post Bank)	1 st Floor
Baby Cribs and Breast-Feeding Room	1 st and 2 nd Floors
Children's Toilet	2 nd Floor
Ostomy Toilet	1 st Floor

No smoking policy (敷地内全面禁煙)

All parts of the hospital are completely smoke-free as of April 1st, 2008. We ask that you refrain from smoking.



Usage of cellphones (携帯電話)

Use is limited to “Cellphone-friendly Areas.” In other areas, please set your cellphone to silent or vibrate mode and refrain from using it. Please turn off your cellphone when you see the sign for a “No Cellphone Area.”



Cellphone-friendly Area



No Cellphone Area

No photography No video/audio recording (院内の撮影禁止)

No unauthorized photography, recording or videotaping is allowed in the hospital.

We ask for your cooperation in protecting the personal information and privacy of patients and staff.

