

When you are sick

Hospitals/clinics are generally open during daytime hours on weekdays, and are closed on Saturday afternoons, Sundays and national holidays. Some dental offices operate during nighttime hours and on weekends. Waiting times may be long in crowded hospitals.

【How to get medical care at a hospital】

- ① Submit your health insurance card at the reception desk and wait until your name is called.
- ② After examination and treatment, you can pay your bill at the cashier and receive a prescription if the medicine is prescribed.
- ③ Take the prescription to a pharmacy to buy medicine.

【Multilingual medical symptom questionnaires】

Kanagawa International Foundation provides multilingual medical symptom questionnaires through Internet. These are available in Japanese, English, Korean, Spanish, Portuguese, Thai, Persian, Indonesian, Vietnamese, Tagalog, Russian, Laotian and Cambodian, French.

○ **Multilingual Medical Questionnaires (Kanagawa International Foundation, International Community Hearty Konandai)**

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

【Hospitals capable of communicating in foreign languages】

These hospitals can be found on the Internet via the website below.

○ **Hokkaido Medical Information System**

<http://www.qq.pref.hokkaido.jp/qq/qq01.asp> (Japanese/English)

■Public Medical Insurance

Public medical insurance is a mutual-aid system to reduce the burden of medical bills on the sick or injured through cost sharing, and everyone living in Japan is obliged to enroll.

There are two public medical insurance programs: Employee Health Insurance, in which company employees are enrolled, and National Health Insurance of the city, which applies to those not eligible for Employee Health Insurance. Under both systems, the insured party pays only 10%—30% (*the rate varies with the individual's age and so) of medical expenses by showing a health insurance card at the hospital where treatment for illness/injury is given.

【Employee Health Insurance】

Those employed by companies are enrolled in this insurance program. The company handles the application procedure and automatically deducts premiums from salaries.

【National Health Insurance】

Those who have lived in Japan for a year or more and are not covered by the Employee Health Insurance Program are obliged to enroll in the National Health Insurance Program of their city of residence (*except travels for medical treatment).

When your insurance card is expired, if you change your address, or if you have a baby, you must complete the paperwork advising the city of these changes within 14 days at the city office. You are required to have a certificate of withdrawal from Employee Insurance and your residence card in the event your Employee Health Insurance has expired. Residence card and passport are required in all aforementioned circumstances.