

Things to be aware of during your admission

<Patient room facilities>

○ In order for inpatients to have a comfortable stay during their recovery, patient rooms and wards are equipped with televisions, simple safes, bedside cabinets with refrigerators, and washing machines.

○ Televisions (not all patient rooms have one) are operated using a paid-for TV card. Please ensure you use earphones when watching the television. The user guide is located in the bedside cabinet. Please refrain from bringing a television in with you.

○ TV Card vending machines are located near the entrance to each ward. Each card provides about 19 hours of viewing time and costs 1,000 yen. Please purchase them when you need them. Any unused credit remaining on your card can be refunded.

Refund machines (providing refunds in units of 10 yen) are located on the first floor of the central building, and on the first floor of the Emergency / Outpatients building.

○ The simple safe is located within the bedside cabinet. Please ensure you keep all important personal possessions you have with you in the safe. (Keep very good care of the key.) The hospital will not in any circumstances accept liability in cases of theft or loss.

○ The fridge is located within the bedside cabinet. It does not have a freezer. Patients are responsible for their own food items. When you leave the hospital, check inside the fridge and ensure that you do not leave anything behind.

○ Please either take your dirty laundry home with you, or use the machines located on the ward (some wards do not have machines). You need a TV card (paid-for) to use the washing machines.

<Lights-up and lights-out times>

○ The lights in patients' rooms and on wards are turned on at 6:00 a.m. and off at 9:30 p.m. If you need to turn on a light after lights-out, please use the bedside light.

<Using the car park>

○ The hospital car park can be used for free only for picking-up and dropping-off patients on their admission and discharge days.

○ Use of the car park during an inpatient stay is, in principle, not permitted. Please make use of taxis or public transport, or arrange lifts from a family member in order to avoid using the car park during your inpatient stay.

- People who, due to their own personal circumstances, are unable to get to the hospital apart from by car, are requested to use the coin parking facility nearby. (We are unable to provide information about nearby coin parking facilities or offer discounts)
- Please note that other than in exceptional circumstances, visitors need to pay to use the car park.

<Meals>

- Breakfast 8:00 a.m. Lunch 12:00 p.m. Dinner 6:00 p.m. (approximate timings)
- Tea is served at mealtimes, but please feel free to use the tea dispenser located in each ward at any time.
 - When you have finished your meal, please return your crockery to the restaurant trolley.
 - When you have finished your meal, please write in how much you have eaten on the form you are provided with.
 - From the perspective of nutritional management, we ask patients not to share or exchange food such as snacks or fruit with each other.
 - Meals are a part of your therapy. Please consult a member of staff about bringing in food and drinks from home.

<Medication>

- If you are currently taking any medication, please bring it with you when you are admitted and give it to the nurse or ward pharmacist.
- During your inpatient stay, please follow the advice of the ward pharmacist in charge regarding medication, in order to ensure you are able to use your medication safely. You will be asked when you are admitted about any allergies or history of adverse reactions to medicines that you may have. Your cooperation with this is appreciated. If there is anything you would like to know about your medicines, do not hesitate to ask.
- On some occasions patients will be asked to look after their own medication, on others the nurse will look after it and issue it to the patient dose by dose.

<Baths and showers>

- Permission from the doctor in charge of your care is required before taking baths or showers. Patients who have received permission are asked to follow the nurse's instructions when taking baths or showers.
- For those without the doctor's permission, the nurse will prepare hot wet towels for you to wash yourself with by yourself, or with the help of the nurse.
- Brushing teeth is important for dental and bodily health. Please ensure you brush your teeth after meals and before bed during your inpatient stay.

<Going out and staying elsewhere overnight>

- Permission from the doctor in charge of your care is required before going out or staying elsewhere overnight. Before going out, please consult the nurse in charge and complete the necessary procedures.
- Any treatment you receive from another healthcare provider during the course of your inpatient stay without permission from your physician or ward will not be covered under medical insurance. You will not be able to use your health insurance card or medical certificate, and will be required to pay the costs fully yourself.

<Phones>

- We are not able, in principle, to pass on phone calls. We can only take messages in emergency situations.
- With regard to mobile phones, there are no specific rules about turning your phone off when outside of designated areas, but please conduct phone conversations only in places where the phone sign is displayed. There are payphones in the East ward and the South ward.

<Valuables>

- Please avoid bringing large quantities of cash into the hospital wherever possible.
- Ensure that you make use of the safe inside the bedside cabinet. Maintain very careful possession of the key.
- Large numbers of members of the public come and go through the hospital and as such thefts do occur. The hospital can not accept responsibility for patients' valuables, so patients are asked to look after them themselves.
- Hospital staff can not look after patients' money and belongings.

<Hospital facilities>

○ Barbershop

The barbershop is located on the west side of the East ward on the first floor. The barber visits every Monday and Tuesday. If you wish to use the service, please write your name in the book beside the nurses' station. There is also a visiting barber service for people with mobility difficulties or those in wheelchairs.

Fees apply for the service. Pay the barber directly.

○ Shop

The shop is located near the west side of the East ward on the first floor. (It also sells items such as individual diapers)

Weekdays 8:00 a.m. to 8:00 p.m.; Saturdays, Sundays and national holidays 8:00 a.m. to 6:00 p.m.

○ Cafe

The cafe is located on the first floor of the Emergency / Outpatients building.

Weekdays 7:30 a.m. to 7:00 p.m.; Saturdays, Sundays and national holidays
8:30 a.m. to 6:00 p.m.

<Paying your admission charges>

○ You will be provided with an invoice for the preceding month's care on or around the 10th of the month. Please make your payment at the payments counter on the first floor.

○ Patients admitted for only a short time will receive a copy of their account statement when they are discharged. Please bring this copy with you when you come to make your payment.

<Garbage>

○ Please make use of the garbage bin provide beside the bed. There are also garbage sorting bins in the garbage room on each ward. Please support as far as you are able with the sorting of garbage.

<Smoking>

○ The entire hospital premises including indoors and in the car park (and within cars in the car park) are non-smoking. Please understand this in advance.

<Nuisance behavior>

○ In order for us to provide the best possible care, smooth medical treatment, and safety for patients and visitors to the hospital, nuisance behavior such as aggressive language and behavior, sexual harassment, and the consumption of alcohol are strictly prohibited.

○ Please understand in advance that patients engaging in nuisance behavior may be compulsorily discharged.

○ Crime prevention cameras are installed at various places around the hospital, and we cooperate with police instructions to provide footage.

<Discharge and ward / patient room transfers>

○ The doctor's permission is required for discharge. Discharge times are generally set to before 11 a.m. Patient rooms need to be prepared in order to enable speedy admission of patients awaiting admission. Your cooperation in this regard is appreciated.

○ This hospital focuses on treating acutely ill patients, and so patients who have recovered and those with stable conditions are asked to move ward or patient room, or are discharged or transferred to another hospital.

<Our privacy policy>

- The hospital will provide information to visitors when asked about e.g. whether a patient is in the hospital, and which room they are in etc. If you do not wish to receive visitors, please make this known to staff in advance. Once you have informed the staff, no information will be provided to people who call by phone or arrive at the information desk etc.
- Information relating to personal information such as present conditions etc. will, in principle, not be provided over the phone, even to family members.

<Emergency earthquake bulletins>

- The hospital introduced emergency earthquake bulletins in December 2014. Should such a bulletin be broadcast, please in the first instance prioritize your own safety.

<If you experience payment difficulties>

Case workers are present in the hospital. If you wish to see one, please ask your doctor or nurse. In addition, case workers and home healthcare support staff are available if you wish to discuss home healthcare or changing hospital. Once you have been admitted to the hospital, you will find information desks on every ward. Whatever it is, if you are unsure about anything, please ask a member of staff. We aim to be a source of support, and we work to ensure people make a swift recovery.