

Clinic Guidance

The University of Tokyo Hospital



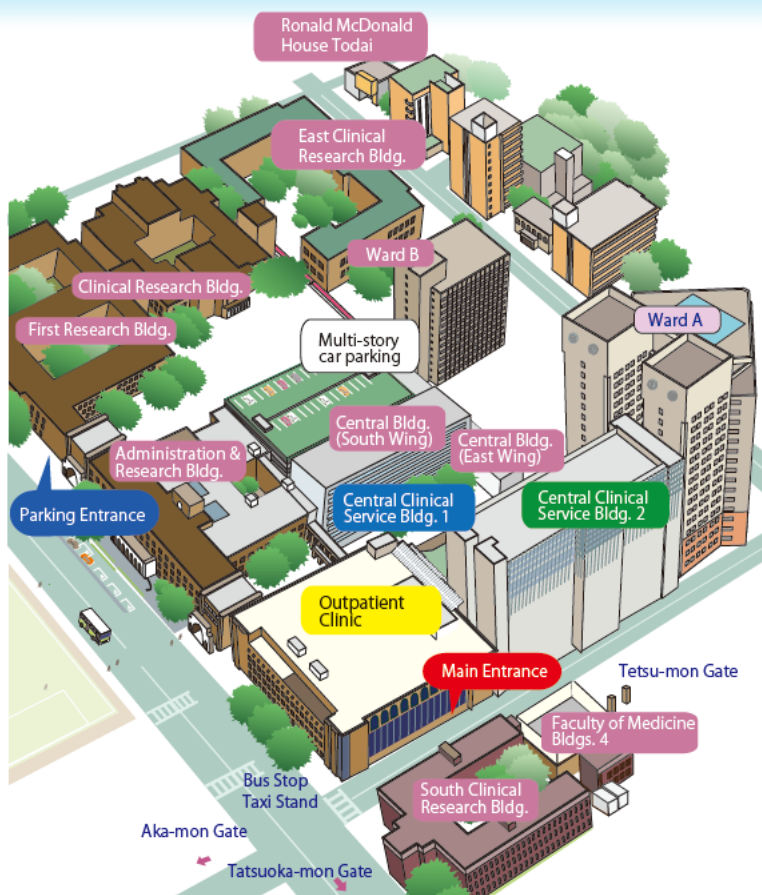
※Hospital services are provided by advance appointment only.
(Call Reservation Center for details: 03-5800-8630 [10:00-17:00]) Patients with urgent needs are requested to consult their family physicians or local hospitals.

Reservation Center ≪Open Hours: 10:00 to 17:00≫

※except for Saturdays, Sundays, National Holidays, and New Year's Holiday

 **03-5800-8630**

7-3-1 Hongo, Bunkyo, Tokyo 113-8655



⑨ Prescription

※ Outpatient Clinic 1F

Automated payment machine
(8:30~18:00)



⑧ Cashier

When your waiting number appears on the screen, please approach the counter and complete your payment.

After the consultation, go to ⑥ Billing.

⑥ Billing

Flowchart of an outpatient visit

※ Hospital services are **provided by advance appointment only**.

(Reservation Center: 03-5800-8630 [10:00-17:00])

Patients with urgent needs are requested to consult their family physicians or local hospitals.

Initial Consultation/ First Visit

- For initial consultation/first visit (first service/department) (Includes patients who consult different department for the first time)

※ Same-day appointment is available until 11:00 am.

Follow-up Visits

- Patients with an appointment and patient ID card

- Follow up Patients without an appointment
- Patients with an appointment, but came without patient ID card.
- Patients who missed the time for their appointment
- After 3:30 pm

※ Same-day appointment is available until 11:00 am.

General Reception Counter
(8:25~17:00)

Automated reception machine for follow-up visits
(8:10~15:30)

Reception ⑤
(8:25~17:00)

Check your appointed Reception located on each floor

Complete your payment at Automated payment machine or Cashier
⑧

Medical Examination/
Laboratory and other tests

After Consultation go to ⑥ Billing

Submit to your appointed Reception

To obtain your medicine, submit the prescription sheet to a pharmacy outside the hospital of your choice, or to the in-house pharmacy counter ⑨(※).

※ In-house pharmacy accepts prescription sheets issued for in-house use only. Consult your physician for details.

Follow-up Visits Appointment

⑤ Reception and Appointment Service

① General Reception

Articles to be received before medical consultation

Receive the following articles from the General Reception ①, Reception ⑤, or Automated reception machine for follow-up visits.

« Initial consultation/ first visit »

- Patient ID card
- Folder
- Pager
- Medical consultation receipt



[Patient ID card]



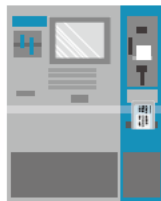
[Pager]



[Medical consultation receipt]

« For follow-up visits »

- Pager
- Folder
- Medical consultation receipt



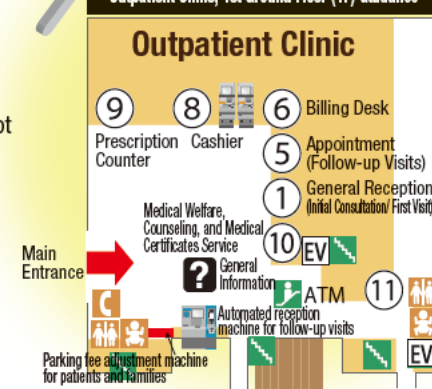
Automated reception machine for follow-up visits or Reception ⑤



General Reception ①



Outpatient Clinic, 1st Ground Floor (1F) Guidance



Initial Consultation/
First Visit

⑩ Medical Welfare, Counseling, and Medical Certificates Service

Fax For external-pharmacy use only.

Parking fee adjustment machine for patients and families

FAX

Convenience Store/
Gift shop ("Asunaro")

Follow-up Visits

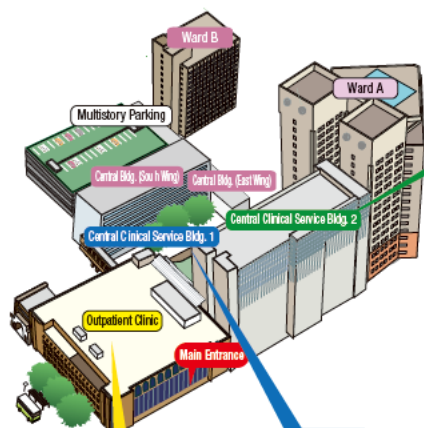
Automated reception machine for follow-up visits
(8:10~15:30)



Central Clinical Service Bldg. 2
Inpatient Ward A

 Elevator
 Coin-operated Lockers
 Nursing Room
 Baby Changing
 Ostomy-friendly toilet
 Restroom
 Telephone
 Drinking Fountain
 Restaurant
 Coffee Shop





Outpatient Clinic		Central Clinical Service Bldg. 1	Inpatient Library (Nikoniko Bunko)	
40	Neuropsychiatry, Oral-Maxillofacial Surgery, Dentistry and Orthodontics			4F
41	Urology and Andrology, Dermatology and Photolaser Medicine		Operation Center	
30	Plastic, Reconstructive and Aesthetic Surgery Otorhinolaryngology and Auditory and Voice Surgery Ophthalmology and Vision Correction	33	Perinatal Center Delivery Room IVF Center Anesthesia Preoperative Consultation Clinic	3F
31	Division of Surgery General Surgery, Stomach and Esophageal Surgery, Colon and Rectal Surgery, Hepatobiliary and Pancreatic Surgery, Vascular Surgery, Breast and Endocrine Surgery, Artificial Organ and Transplantation Surgery Cardiovascular and Thoracic Surgery Neurosurgery		In-house School (Kodama Branch School)	
20	Pediatrics and Pediatric Surgery Anesthesiology and Pain Relief Center	23	Physiological Examination Laboratory Reception	2F
21	Division of Internal Medicine General Internal Medicine, Cardiovascular Medicine, Respiratory Medicine, Gastroenterology, Nephrology and Endocrinology, Diabetes and Metabolic Diseases, Hematology and Oncology, Allergy and Rheumatology, Infectious Diseases, Neurology, Geriatric Medicine, Psychosomatic Medicine Outpatient Chemotherapy Service		Clinical Trial Clinic and Primary Care Physician Liaison Consultation Reception	
11	Orthopaedic Surgery and Spinal Surgery Obstetrics and Gynecology Gynecologic Surgery	13	Endoscopy Reception	1F
	Nursing Counseling Office Patient Relations and Clinical Ethics Center Convenience Store (Asunaro)		After Hours Reception	
	Restaurant (Sanshiro) Coffee shop (Doutor Coffee Shop) Convenience Store (Lawson)	03	MRI Reception Extracorporeal Shock Wave Treatment Room Medical Community Network and Discharge Planning Service CPC・Tissue Bank	B1
				B3

※ Each hospital areas are represented by a color.

Outpatient Clinic

Central Clinical Service Bldg.1

Central Clinical Service Bldg.2

Ward A

Yellow/Outpatient Clinic

Blue/Central Clinical Service Bldg. 1

Green/Central Clinical Service Bldg. 2

Pink/Ward A

※ Each hospital areas are represented by a color.

Outpatient Clinic (Yellow) Outpatient Clinic (Blue) Central Clinical Service Bldg. 1 (Green) Central Clinical Service Bldg. 2 (Pink) Ward A (Pink) Ward B (Pink)

Hospital services are provided by advance appointment only.

Call Reservation Center for details: 03-5800-8630 [10:00-17:00] Patients with urgent needs are requested to consult their family physicians or local hospitals.

◆Contact Reservation Center for appointments.

Reservation Center: 03-5800-8630

[Open Hours: 10:00 to 17:00 (except for Saturdays, Sundays, national holidays, and New Year's holiday)]
Calls are accepted until two business days prior to the intended date of consultation.

※Reservation Center is only responsible for physician consultation schedules.
For test date changes, consult directly with your physician.

Referral documents from your primary care physician are required.

The University of Tokyo Hospital is designated as an Advanced Treatment Hospital by Ministry of Health, Labor and Welfare to provide mainly advanced medical care. Official referral information (such as provided in the format of patient referral document by a primary care physician) from other medical institution is required for consultation. Some services may accept consultation without referral information. In this case, additional fee of ¥5,400 will be charged.
Consult Reservation Center for further information.

Have your Japanese National Health Insurance card, Medical Care/Welfare certificates etc., with you on consultation.

- Presentation of Japanese National Health Insurance card at each reception desk is required on a monthly basis. Failure to comply may result in necessity for full payment by the patient without insurance coverage.
- Notify service reception staff of changes in information (i.e., address, name) recorded in insurance documents before the first consultation after such changes has occurred.

In case of natural disaster, daily clinic activity will be cancelled and mandatory evacuation plan procedure will take place. Follow staff's instruction promptly for your safety.

♪♪♪ What to do when the paging receiver rings ♪♪♪

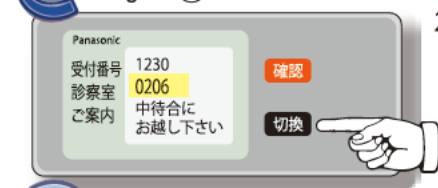
Figure ①



Your paging receiver rings when your turn is approaching.

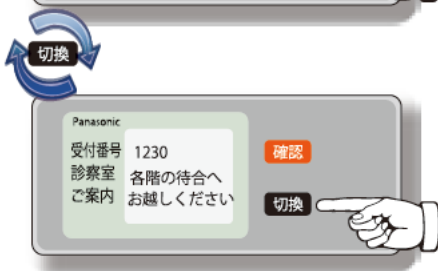
- 1) Press the “**確認**” (OK) button. (Figure ①) to stop the ring.

Figure ②



- 2) Press the “**切換**” (Switch) button. (Figure ②) to indicate your consulting room number. Wait in the inner waiting room until the doctor calls your name.

(As an example, in Figure ②, “206” is the consulting room number.)



Note:
Warning alarm will be on when taken outside the hospital.
Do not leave the Hospital premises with the pager!

Departments

●Division of Internal Medicine (General Internal Medicine/ Cardiovascular Medicine/ Respiratory Medicine/ Gastroenterology/ Nephrology and Endocrinology/ Diabetes and Metabolic Diseases/ Hematology and Oncology/ Allergy and Rheumatology/ Infectious Diseases/ Neurology/ Geriatric Medicine/ Psychosomatic Medicine) ●Division of Surgery (General Surgery/ Stomach and Esophageal Surgery/ Colon and Rectal Surgery/ Hepatobiliary and Pancreatic Surgery/ Vascular Surgery/ Breast and Endocrine Surgery/ Artificial Organ and Transplantation Surgery) ●Cardiovascular and Thoracic Surgery ●Neurosurgery ●Anesthesiology and Pain Relief Center ●Urology and Andrology ●Gynecologic Surgery ●Dermatology and Photolaser Medicine ●Ophthalmology and Vision Correction ●Orthopaedic Surgery and Spinal Surgery ●Otorhinolaryngology and Auditory and Voice Surgery ●Rehabilitation Medicine ●Plastic, Reconstructive and Aesthetic Surgery ●Oral-Maxillofacial Surgery, Dentistry and Orthodontics ●Pediatrics ●Pediatric Surgery ●Obstetrics and Gynecology ●Neuropsychiatry ●Radiology

For Reservation · Inquiries



Reservation Center: **03-5800-8630**

≪Open Hours: 10:00 to 17:00≫

※Appointments accepted by 2days prior to your preferred date.
Closed on Saturdays, Sundays and national holidays.

For example, if you would like to consult a doctor on Tuesday,
you have to make an appointment before the previous Friday.

※Reservation Contact at the for Department of Neuropsychiatry
Contact: 03-3815-5411 <8:30-17:00>

■ Contact: 03-3815-5411 (Main line)
<http://www.h.u-tokyo.ac.jp/>
7-3-1 Hongo, Bunkyo, Tokyo 113-8655

Closed

Saturdays, Sundays,
national holidays,
and New Year's holiday.

Access Map



Subway



- 1** Tokyo Metro Marunouchi Line
Hongo-Sanchome Sta.
10 min. walk from Exit No.2
- 2** Toei Subway Oedo Line
Hongo-Sanchome Sta.
10 min. walk from Exit No.5
- 3** Tokyo Metro Chiyoda Line
Yushima Sta.
15 min. walk from Exit No.1
- 4** Tokyo Metro Chiyoda Line
Nezu Sta.
15 min. walk from Exit No.2
- 5** Tokyo Metro Nanboku Line
Todaimae Sta.
15 min. walk from Exit No.1

JR & Bus



- Bus Stop**
(Bound for Todai-Konai) 学01
学07
- 6** JR Yamanote Line / Keihintohoku Line
Ueno Sta.
Gaku-01 from Depot No. 4
at Asakusa Exit
- 7** JR Yamanote Line / Keihintohoku Line
Okachimachi Sta.
Gaku-01 from Depot No. 4
at Kita Exit
- 8** JR Chuo Line / Sobu Line
Ochanomizu Sta.
Gaku-07 from Depot No. 5
at Hijiribashi Exit



- Bus Stop**
(Bound for Ochanomizu Sta., Ueno Sta.) 学01
学07

Taxi



6 7 8 Approx. 10 min.

Facilities

① Multistory Parking

※ Parking fee adjustment machine for patients and families is located behind the information counter (1st floor, outpatient clinic).

Parking Fee

Outpatients	
First 30 min free	100 yen per 20 min onwards
Visitors	
First 30 min free	200 yen per 20 min onwards
Inpatient (including families approved by doctors for their support)	
First 30 min free	100 yen per 30 min onwards

※ Losing your parking ticket
Inpatients: 1500 yen per day
Outpatients: regular fee

Must present your receipt of medical expenses
by presenting a documentary evidence of medical examination



1F

Tatsuoka Gate



② McDonald House

For children in need of prolonged medical care at the University of Tokyo Hospital and their supporting families.

Contact: 03-3812-9877 1,000 yen night/person



③ Cancer Resource Center

We promote advanced clinical practice of cancer treatment with the full use of our strength as comprehensive medical care center. Information for patients' best consultation is provided.

Contact: 03-5800-9061

1st Floor, Central Building (South Wing) (For detail, please consult General Reception)

④ Comprehensive Medical Check-up program (Epidemiology and Preventive Medicine)

The center provides complete diagnostic programs by taking advantage of advanced technologies and expertise of medical care within the University hospital.

Private line for the Center for Preventive Medicine: 03-5800-9033

(reception weekdays 10:00 ~ 16:00)

Frequently Asked Questions (FAQs)



Q: How can I make/change my appointment?

A: Please come to the Reception Counter ⑤ “Appointment Service Desk” or call 03-5800-8630.

Q: Can I consult a doctor without a referral letter?

A: A referral letter is essential.
For further details see page 7.

Q: Can I consult a doctor without an appointment?

A: No, an appointment is necessary.
See page 7.



Q: What if I am late for my appointment?

A: You may not be able to see your doctor on the same day.
For assistance, please call 03-3615-5411.

Q: My health insurance has renewed.



A: Please present your card at the department reception desk on the day.

Q: I forgot my insurance card.

A: Report to General Reception Counter ① “First Visit”,
⑤ “Appointment Service Desk” or ⑥ “Billing” on the 1st floor.

Q: My name, address or contact number has been changed.

A: please report to Reception Counter ⑤ “Appointment Service Desk”.

Q: I forgot/lost my consultation ticket.



A: Please report to Reception Counter ⑤
“Appointment Service Desk”.

Q: How can my medical or other certificate be issued?

A: Please report to Reception Counter ⑩ “Medical Welfare,
Counseling, and Medical Certificates Service”.

Q: Visiting an inpatient or Inquiries regarding hospital stay



A: Please come to the General Information Counter in Ward A for assistance. Visiting hours are from 7 am to 8 pm.

Q: I am planning a delivery at your hospital. May I see the ward/rooms in advance?

A: It is possible, although you may not be permitted during a crowded period. Please inquire at the General Information Counter in the Outpatient Clinic.

Q: Where can I leave my luggage?



A: You may bring your luggage with you or coin operated locker is available.

Q: Consultations on second opinions



A: Advanced reservation is necessary.
Please call 03-5800-8630 or come to the General Reception Counter ① “First Visit” or Reception Counter ⑤ “Appointment Service Desk” for reservation.

Q: Consultations on Cancer issues.

A: Cancer Resource Center is open from 10 am to 4 pm (located at the Central Bldg. (South Wing), 1st floor) or call 03-5800-9061.
For details, please inquire at the General Information Counter in the Outpatient Clinic.

Q: Consultation on body donation

A: Please contact Shiragiku-kai at 03-5909-5821, open hours 10 am to 4 pm

Q: Where do I receive my MRI and X-ray films?



A: Release order from your doctor is necessary.
Please contact counter ⑥ “Billing” for further details.

Q: Can the receipt be reissued?

A: No, we do not reissue the receipt.
However, a “receipt certificate” can be issued for 2160 yen at Payment Counter ⑧ “Cashier”.

Q: What if I lose my parking ticket?



A: Inpatients: 1500 yen per day
must present your receipt of medical expenses
Outpatients: regular fee
by presenting a documentary evidence of medical examination

At the University of Tokyo Hospital, we may use records and samples that include valuable personal information on patients, as well as blood, urine, tissues, and other samples collected from patients for designated purposes as both a medical institution and a teaching and research organization. We kindly ask for your understanding and cooperation.

- 1. Patients' personal information may be used for the purposes listed below, in compliance with hospital regulations based on applicable legislations.
 - (1) Use within the hospital
 - Medical services received by patients
 - Health insurance administration
 - Administrative management procedures related to patients (Admission, discharge, and other ward management, bills and accounting, medical safety measures, and improving medical services)
 - Basic data for maintaining and improving medical services and administrative procedures
 - (2) Use within the hospital and at the University of Tokyo
 - Medical education
 - Case-based research
 - Provision of information to other external audit organizations

- Every possible effort will be made to anonymize information for use listed below.
- (3) Provision of information to other institutions and organizations
 - Collaboration on medical and other services with other hospitals, clinics, midwife clinics, pharmacies, home nursing stations, and long-term care service providers.
 - Response to inquiries concerning medical services and other issues from other medical institutions.
 - When requesting opinions or advice from doctors or other professions from outside the hospital on medical care and other issues for patients
 - Outsourcing of sample testing and other services
 - Explaining patients' conditions to their families.
 - Health insurance administration (outsourcing of insurance administration and provision of receipts to claim processing and payment organizations)
 - Response to inquiries from claim processing and payment organizations and insurers
 - Provision of information to an administrative, judicial organ, or other organs under related legislations.
 - Notification to enterprises of health checkup results administered under contract from the enterprises on the basis of related legislations
 - Consultation with or submission of notification to specialist organizations, insurance companies, or other organizations regarding the medical care related to medical professional liability insurance
 - Every possible effort will be made at provision of anonymized medical information toward Medical information data base infrastructure project implemented at Ministry of Health Labor and Welfare or Pharmaceuticals and Medical devices Agency to contribute for safety measures on medical supplies.
 - Nosocomial cancer registry administrated at Cancer Treatment Affiliate Activity Base Hospital or registry, notification, update concerning Tokyo Metropolitan Regional Cancer Database Project

If you disagree with consenting to providing your information to other medical or other institutions, please make your request to the Committee for Promotion of Personal Information Protection. Without such a request, your personal information will be handled on the basis of your presumed consent. You can withdraw or change your request any time. Please contact the hospital if you have any questions regarding how your personal information will be used for the purposes listed above.

- 2. If we must use patients' information other than purpose listed above, we will request for the patients' consent in writing.
- 3. Patients' right of personal information
 - (1) Patients may request to obtain own personal information by designated procedures.
 - (2) Patients may request for correction of own personal information disclosed by the University of Tokyo Hospital by designated procedures.
 - (3) Patients may request for suspension of use, elimination, provision of own personal information by designated procedures, in case you consider that your own personal information has been handled unsuitably.
 - (4) Patients may file an objection toward the University of Tokyo Hospital in case that patients have disagreement concerning the right stated above.
- 4. For details concerning the handling of patients' personal information at the University of Tokyo Hospital, please refer to handout. If you have any other concerns, please contact the Secretariat for the Committee for Promotion of Personal Information Protection shown below.

Secretariat for the Committee for Promotion of Personal Information Protection
Contact: 03-5800-9769
e-mail: HoukiAll@adm.h.u-tokyo.ac.jp

The University of Tokyo Hospital contributes to the advancement of clinical medicine and the cultivation of healthcare professionals in order to provide each patient with the best medical care.

◆ Patients' rights

- The patient has the right to receive the best medical care.
- The patient has the right to obtain information regarding his/ her condition and treatment.
- The patient has the right to ask questions and express opinions.
- The patient has the right to make free decisions regarding his/ her medical care.
- The patient has the right to expect that all identifiable information about him/ her be kept confidential.

◆ Patients' duties

- The patient must provide accurate information of his/ her health.
- The patient must follow the regulations of this hospital.
- The patient must avoid being a public nuisance.
- The patient must pay for the medical services that he/ she received.



Reception Hours	
Reception	Open Hours
Reception Counters ⚠ Same-day appointment until 11:00	Monday-Friday 8:25-17:00
Patient visiting hours	7:00-20:00
Patient Relations and Clinical Ethics Center (Main line) 03-3815-5411	Monday-Friday 9:00-17:00
Cancer Resource Center (DI) 03-5800-9061	Monday-Friday 9:00-16:00
Reservation Center (DI) 03-5800-8630	Monday-Friday 10:00-17:00
Admission/ Discharge Center (DI) 03-5800-9659	Monday-Friday 8:30-17:00
Reservation Contact at the Department of Neuropsychiatry (Main line) 03-3815-5411	Monday-Friday 8:30-17:00