

# 入院のご案内

Hospital Admission Guide



国立研究開発法人

国立国際医療研究センター病院

Center Hospital of the National Center  
for Global Health and Medicine

# Mission and Basic Policies

## Mission

The Center Hospital of NCGM provides the best general healthcare services to overcome diseases and promote health with the aim of contributing to the society.

## Basic Policies

1. Integrating treatment and research to provide healthcare services in consideration of our patients.
2. Providing healthcare services through collaboration among highly-advanced, pioneering specialists.
3. Promoting team-based treatment approach based on mutual trust.
4. Providing safe and effective healthcare and sharing our achievements with the society.
5. Making efforts to educate and develop high-quality medical professionals with extensive expertise.

## Patient Rights and Responsibilities

As one of the most advanced hospitals in Japan, NCGM provide the best care and service while respecting patient dignity and autonomy.

### Patient Rights

1. You have the right to receive considerate, compassionate, and safe healthcare.
2. You have the right to be well-informed of your illness and possible treatments.
3. You have the right to consent to or refuse possible treatments and examination, as permitted by law.
4. You have the right to seek a second opinion about your care by consulting another doctor or different medical institution.
5. You have the right to have security, personal privacy, and confidentiality of your information.
6. You have the right to request disclosure of your medical records, except when restricted by law.

### Patient Responsibilities

1. You are responsible for providing information about your health, including past illnesses, hospital stays, and use of medicine.
2. You are responsible for participating in your care actively by asking questions to your doctor, providing accurate information, and complying with medical advice given by providers.
3. You are expected to comply with our rules and regulations, including those that prohibit offensive, threatening, and/or abusive language or behavior, and the use of tobacco, alcohol, or illicit drugs or substances.
4. You are responsible for payment of all expenses related to the services you received.

※In case you do not consent to the above responsibilities, no treatment or services may be provided by our hospital.

5. You may be asked to take part in our clinical research.

## Clinical Research and Training of Healthcare Professionals

1. Medical science has advanced by learning from various diseases. This is still important today, even with the current advancement in medical technology. With help from our patients, we will continue our research to contribute to future medicine. We will collect and analyze clinical data of patients while taking utmost care in protecting personal information. We appreciate your understanding and cooperation to our clinical research and biobank.
2. We are a "Designated Clinical Training Hospital" and provide comprehensive training to physicians in our quality clinical training programs. We also function as a training institution for medical schools, pharmacy schools, and the National College of Nursing, accepting student trainees in medical, pharmacy, and nursing courses. We appreciate your understanding and cooperation on training of future healthcare professionals who bear the future of advanced and specialized medical care.
3. Unless you request to discontinue, we will presume that you have provided consent to the use of your personal information in our clinical research. Please contact the Outpatient and Consultation Desk when you want to discontinue the utilization of personal information. \*See "Patient Confidentiality" (p. 22) for details.

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# Admission Process &

## • Admission Procedure •

- Please complete the necessary procedures at the Admission/Discharge Support Center on the ground floor of the Main Building before hospitalization.
- If, for some inevitable reasons you cannot come to our hospital on the scheduled date of admission, please contact the International Health Care Center or the Admission/Discharge Support Center without delay.

## • What to bring •

Please **check** if you have the following items ready:

### Things Necessary

- Your health insurance card



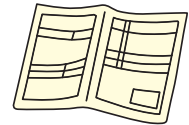
- Your official identification (e.g. passport, residence card, etc.)



- Credit card



- Eligibility certificate for ceiling-amount application



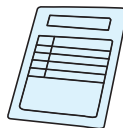
※ You need to complete the application process beforehand.

### Things You Need to Prepare and Submit

- Hospital ID card



- Admission application form and other necessary forms



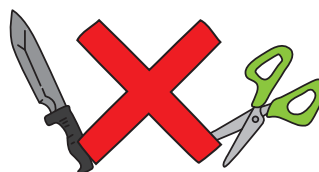
- Consent forms



### Prohibited



No alcohol or cigarettes (including e-cigarettes).



Do not bring sharp cutting instruments including scissors, knives, razors, or other dangerous objects such as lighters.



Please completely remove fingernail/toenail polish (both regular and gel)

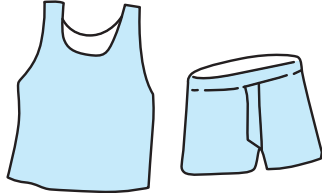
※ Please ask our nurses if you have any questions.

# What to Bring

Please **put your name** to your belongings before you bring them to the hospital.

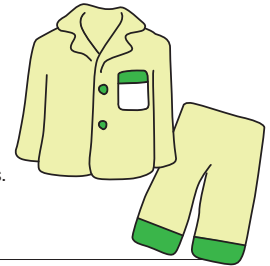
## What to Bring

Underwear



Pajamas (nightclothes)

※Pajamas and towels are available for rent (to be paid).  
 ※Patients on the 16th floor do not need to bring their pajamas.  
 ※Please bring pajamas that fit you.



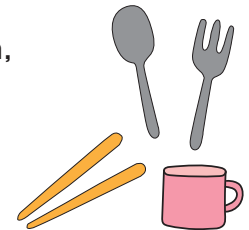
Toiletries

Soap/bodywash, a sponge, shampoo, conditioner, a toothbrush, a hairbrush, etc.  
 ※Patients on the 16th floor do not need to bring their toiletries.



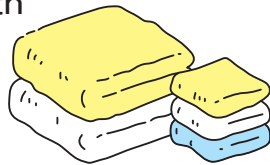
Chopsticks, Spoon, Fork, Plastic cup

※Patients on the 13th to 16th floor do not need to bring their cutleries.



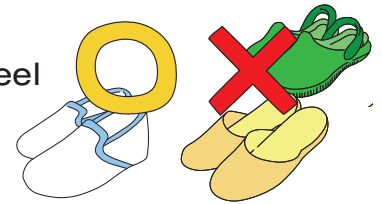
Towels and bath towels

※Patients on the 16th floor do not need to bring their towels or bath towels.



Nonslip and flat to low heel footwear

※Avoid slippers and sandals

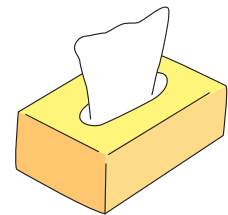


Medications you are taking, prescription records, illustrated medication instructions



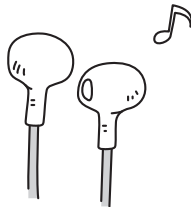
Tissue paper

※Patients on the 13th to 16th floor do not need to bring their tissue paper.



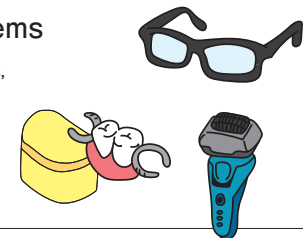
Earphones

※In shared rooms  
 You are asked to use earphones to watch TV in hospital rooms, so please bring your own. They are also available for purchase.

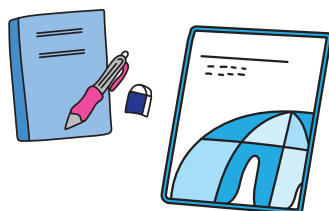


Other daily items

Dentures, hearing aids, eyeglasses, electronic shaver, and their containers



Pen and paper, and the Hospital Admission Guide (this booklet)



Mother and Child Handbook

※For the admission of expectant mothers or children



※Depending on your treatment, you may be asked to bring additional items on admission.

# Special Private Rooms

Ward	Room types	Charges per day (Tax included)(JPY)	Charges for 2 days 1 night stay (Tax included)(JPY)	Number of rooms	Area sizes (㎡)
16F	Gran executive I GEXE with 1 room	148,500	297,000	1 room	90
	Gran executive II GEXE with 2 rooms	132,000	264,000	1 room	82
	GPM Gran premium	66,000	132,000	2 rooms	37-41
	Gran deluxe I GDY with 1 room	44,000	88,000	8 rooms	25-34
	Gran deluxe II GDY with 2 room	33,000	66,000	6 rooms	28-31
	GSTD Gran standard	22,000	44,000	6 rooms	21-28
14F 13F	Type A	16,500	33,000	15 rooms	27
				8 rooms	23
				52 rooms	21-25
	Type B	14,300	28,600	8 rooms	18
12F East	Type A	14,300	28,600	2 rooms	17-18
	Type B	13,200	26,400	16 rooms	17-18
11F-10F	Type B	13,200	26,400	25 rooms	16-17
9F East and West	Type B	13,200	26,400	12 rooms	16-17
8F	Type B	13,200	26,400	13 rooms	16-17
6F East (※2)	Type C	11,000	22,000	4 rooms	17
	Type D	8,800	17,600	4 rooms	16-17
6F West	Type A	14,300	28,600	1 room	27
	Type A	14,300	28,600	6 rooms	16-17
	Type C (※3)	11,000	22,000	2 rooms	17
5F West (※4)	Type D	9,900	19,800	2 rooms	17-18

## Calculation of Fees

○ We calculate the number of days in accordance with the Japanese Health Insurance Act. ○ In this calculation, a given day starts at 0:00 and ends at 24:00. Therefore, your room charge is calculated for one day whether you are hospitalized for a few hours or 24 hours within a given day.  
○ Room charges above are charges per one day (including tax). Your room charge is calculated for three days when you stay for two nights and three days.

We have special private rooms available in the upper floors (13th, 14th, and 16th floors) with an excellent view.  
Please talk to your physician or the Admission/Discharge Support Center .

[Amenities]

Meeting room	Sofa	Mini-kitchen	Electric kettle	Bathroom	Shower	Toilet	Toilet & shower unit	Refrigerator	TV	DVD
●	●	●	●	●	●	●		● (with freezer)	● (two)	●
●	●	●	●	●	●	●		● (with freezer)	● (two)	●
	●		●	●	●	●		● (with freezer)	● (two)	●
			●	●(※1)	●	●		● (with freezer)	● (two)	●
			●	●(※1)	●	●		● (with freezer)	● (two)	●
			●	●(※1)	●	●		● (with freezer)	● (two)	●
	●				●	●		● (with freezer)	●	●(※5)
							●	● (with freezer)	●	
					●	●		● (with freezer)	●	
							●	●	●	
						●		●	●	
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All rooms are equipped with  
 ● desk  
 ● chairs  
 ● locker  
 ● bedside table  
 ● LAN cable

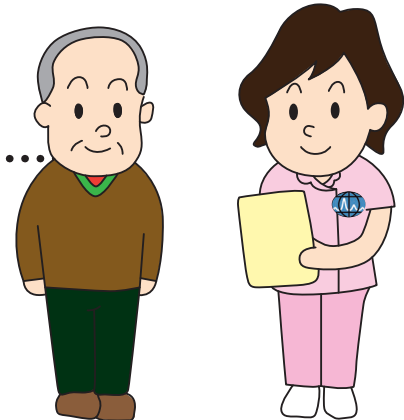
Notes

○ Depending on availability, we may not be able to meet your request. ○ If you wish to change your room during hospitalization, please consult the floor head nurse. If you wish to transfer to another private room, you need to submit a new application form. ○ Please contact the Admission/Discharge Support Center if you have any questions. ※1 Some rooms do not have a bathtub. ※2 Please tell us when you want to watch TV in the special private room in the pediatric ward. Our nurse will let you use a prepaid TV card (no extra charge needed). ※3 This ward is for obstetric patient only. ※4 This ward is for tuberculosis patients only. ※5 Please inquire with hospital staff.

# For Your Safe Hospital Stay

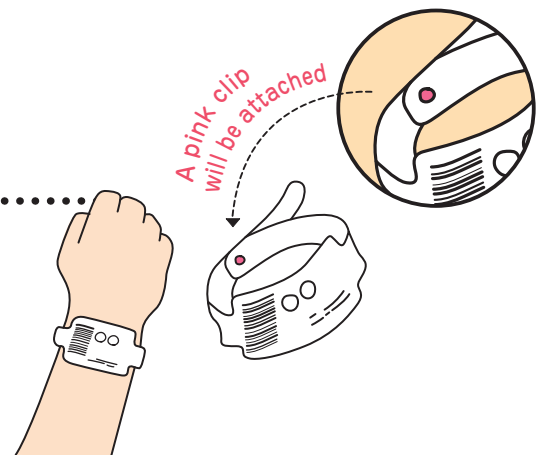
## Confirming Patient Identification

.....  
Hospital staff may ask your name and date of birth several times to prevent misidentification of patients. We appreciate your cooperation.



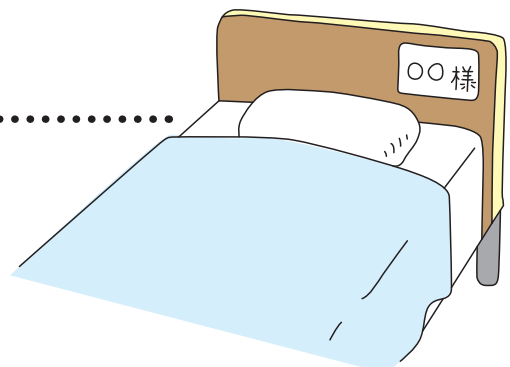
## Patient Identification Wristband

.....  
We ask you to wear a patient identification wristband during your hospital stay. In addition, we might change the color of the wristband clip to identify patients at high risk of falling or other dangers, so all staff can watch over their safety.



## Nameplates

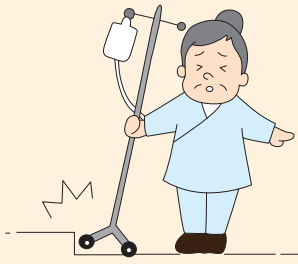
.....  
We do not place nameplates at the entrance of each room. If you do not wish to have your nameplates placed on your bed, please feel free to inform our nurses.



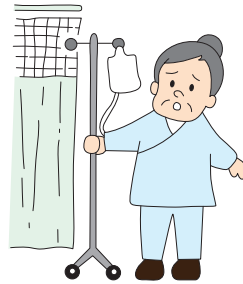


## For Patients and Their Families

※If you are instructed not to walk alone, please press the nurse call button whenever you need to do so.



Watch your step. Please do not use the escalator.



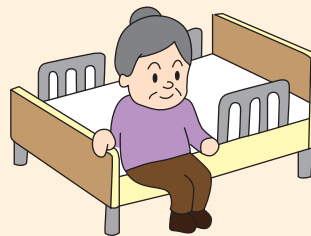
Mind the mesh of the curtain.



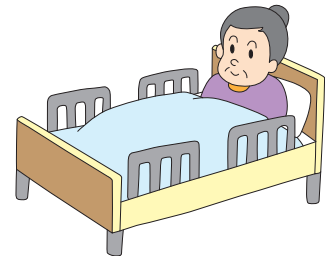
Do not put your hands on or lean on the overbed table or bedside cabinet.



Be careful not to get your body caught in gaps between the bed rails.



Make sure to place your feet flat on the floor before standing up.



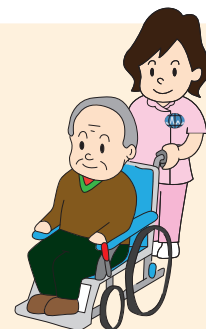
Put rails around your bed.



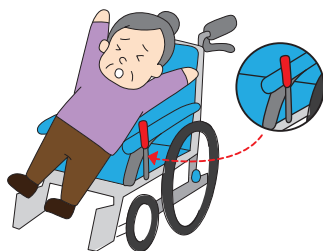
Do not lean too much on the backrest.



Be careful not to get your body caught when raising and lowering the head of the bed.



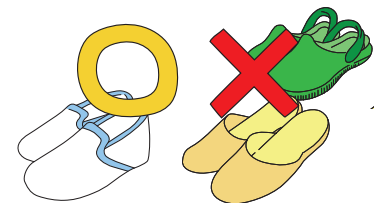
Make sure to place your feet on the footplates while being wheeled around.



Make sure to lock the wheels before you get yourself into and out of your wheelchair.



Make sure the footplates are folded up before you get yourself into and out of the wheelchair.



Use nonslip and flat footwear in the hospital.

Because of changes in surrounding environment and decreased physical strength due to sickness, unexpected falls may occur causing serious injuries such as bruise, bleeding or fracture. Note that the cost of treating injuries caused by falls must be paid by the patient.

## [Preventing hospital-acquired Infection]

**Hand hygiene** is the most effective measure in preventing infection (**handwashing and hand sanitizing**).

Hand hygiene before and after physical contact with patients is obligatory for all staffs at our hospital. If any of our staffs fails to do so, please let us know.



○Hand hygiene is required of patients and their visitors in the following circumstances.

1. When you come in and out of hospital rooms
2. When you sneeze into your hands
3. Before eating
4. After using the restroom

※When you cough or sneeze, cover your mouth with a handkerchief, tissue papers, or wear a mask.

※Please wrap your sputum in tissue paper and dispose in wastebasket.



## [Response to Disaster or Emergency]

○On admission, our staff will explain the evacuation routes.

○In case of fire, our staff will guide patients to the ward opposite the fire. Please do not panic and follow the instructions of our staff.

○When earthquake occurs, please do not rush out of your ward, but cover yourself with bedding or other materials. Please follow the instructions of our staff if you need to evacuate.

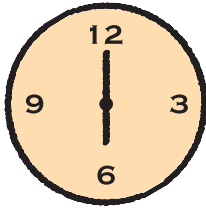
○Our hospital is designated as a core hospital during disasters. In a disaster, we will accept seriously injured patients from disaster areas and provide emergency care. We may not be able to provide regular healthcare. We may be obliged to ask you to transfer to a different ward, hospital, or be discharged.



= Notes =

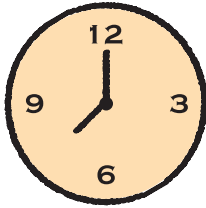
●Emergency stairs are for emergency use only. No nurse calls are installed. ● Patients who can walk, their families, and visitors are asked to check the location of emergency stairs and fire extinguishers beforehand. ● Emergency exits are locked except in times of fire. ● During power outage, our emergency generator will start operating in about a minute. ● The Main Building of our hospital is a seismic isolated building.

# A Day in the Hospital



## 6:00 Wake up

Nurses will visit each room to check on the conditions of patients. Please keep quiet for the sake of other patients if you wake up before 6:00.



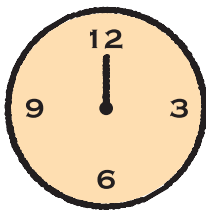
## Around 8:00 Breakfast

Meals suited to meet the medical needs of each patient are served. Mealtimes may be as much as 30 minutes earlier or later than the scheduled time depending on the situation of the ward.

Morning

## Treatment, Taking Vital Signs, Examinations

Your physician will explain your condition and treatment. When necessary, a pharmacist will explain about your medications.



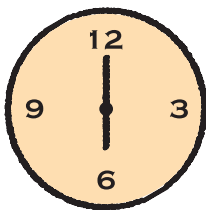
## Around 12:00 Lunch

Meals suited to meet the medical needs are served. Mealtimes may be as much as 30 minutes earlier or later than the scheduled time depending on the situation of the ward.

Afternoon

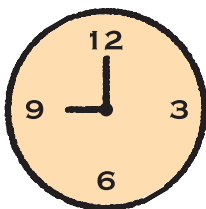
## Treatment, Taking Vital Signs, Examinations

Your physician will explain your condition and treatment. When necessary, a pharmacist will explain about your medications.



## Around 18:00 Dinner

Meals suited to meet the medical needs are served. Mealtimes may be as much as 30 minutes earlier or later than the scheduled time depending on the situation of the ward.



## 21:00 Lights-out

(20:00 in the pediatric ward)

Please go to bed and keep quiet with the lights and TV turned off. Nurses will check each room at regular intervals to check on the condition of patients. Please refrain from watching TV, listening to music, or making phone calls after lights-out.

# During Your

- Please follow the instructions of your physician and nurses regarding treatment, examinations, and nursing. If you commit violence, sexual harassment, or other acts that interfere with treatment or nursing, your treatment will be discontinued, and you will be asked to leave the hospital.
- Treatment is provided by a team of physicians. When you are admitted after-hours when only a few physicians are on duty, an on-duty physician will examine and provide treatment. Your attending team will take over at a later date.
- Physicians of your attending team will explain your condition, examination schedule, results, and determine your discharge date, basically within the consultation hours on weekdays except in emergencies.
- We do not allow our staffs to accept gratuity. However, if you intend to show your appreciation or support to us, donation to the National Center for Global Health and Medicine is welcomed, in accordance with our rules. See page 17 for details.
- You are not allowed to visit other medical institutions without consulting your physician during hospitalization. Please inform us if you intend to visit your primary care physician or need medications.
- To prevent danger, patients using an infusion pump or are on oxygen are not allowed to go out of the hospital buildings (even on hospital premises or in the garden) alone without being attended by their families or medical staff.

## No Smoking/Drinking

.....  
No smoking is allowed on the premises without exception. We will confiscate cigarettes (including e-cigarettes) and lighters if you bring any. Drinking is also banned in the hospital. You will be asked to leave the hospital if you fail to abstain from smoking and drinking.



## Phone Calls

- .....
- Except in emergencies, no phone calls to the hospital are allowed at night.
  - Messages to patients are accepted.



## Policy on Mobile Phone Uses on the Premises

- .....
- Please set your mobile phones to silent mode in the hospital. When making phone calls, please do so in the mobile phone area.  
※ [mobile phone area] (outpatient) areas where mobile phone use is allowed, (inpatient wards) charged private rooms and lounges. Mobile phone use may not be allowed when certain medical devices are used. Be considerate of the people around you while calling.
  - You can use the internet for texting and browsing purposes but refrain from using for other purposes. This is to protect patients' privacy and healthcare environment. Recording and taking pictures are not allowed. You will be asked to stop using your mobile phone if you are using it in an inappropriate manner. Walking while on the phone (so called "Aruki Sumaho") can cause serious accidents in the hospital. Please refrain from such acts.
  - Please turn off your mobile phones in No Mobile Phone Area.  
※ [No Mobile Phone Area] consultation rooms, laboratories, dialysis rooms, operating rooms, ICU, HCU, SCU, emergency department, NICU, and GCU

## Looking After Your Valuables

- .....
- Please refrain from carrying valuables (including jewelry) and large amount of cash that is unnecessary for hospital life. You can use the safety box in your room. We are not responsible for your valuables in case of loss. It is your responsibility to take care of your own valuables.


# Hospital Stay

## Meals

- Selective menu is available for patients who eat a regular diet or a therapeutic diet (a part of energy-control diet). Please ask the floor nurse if you prefer such menus. Each meal from selective menu requires extra 100 yen (plus tax) aside from the regular expenses.
- Our registered dietitians offer diet and nutrition guidance customized to meet the dietary needs and lifestyles of individual patients. Please talk to your physician or nurse if you wish to request diet and nutrition guidance. Note that you are not allowed to cook or bring food into your room from outside.

## When You Go Out or Stay Overnight

- Going out means going out of the hospital buildings.
- [You need your physician's permission before you go out or stay overnight outside of the hospital.](#)
- Please fill out the application form to receive permission beforehand. Inform our nurse and take your permission slip with you when you go out. Please return the slip to our nurse when you come back.
- Overnight stay outside is only allowed up to one night and two days. If you wish to stay outside longer, you will have to be temporarily discharged.



### [Visiting Hours]

Visiting hours are as follows:	Weekdays	15:00 to 20:00
	Saturdays, Sundays, and public holidays	13:00 to 20:00

We do not accept visitors after-hours on weekdays and weekends unless under certain circumstances.  
※The elevator lobbies on each floor are locked from 20:00 until 6:00 in the next morning.

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Please come to the General Information counter on the ground floor of the Main Building, fill in necessary information, receive a visitor pass, and wear the pass before going to the ward. Please go to the staff station of the ward and inform our nurses of your visit (Enter through the Security Control Center between 20:00 and 8:00 [the following day] on weekdays, and 20:00 and 13:00 [the following day] on weekends).

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- To enter ICU, HCU, SCU, 5th floor west, 6th floor east west, 16th floor, please press the intercom.
- To prevent infection, please refrain from bringing children (6 years or younger). Please also note that children 15 years or younger are not allowed to come to the 6th floor east unit, and children 12 years or younger, to the 6th floor west unit.
- To prevent infection, please refrain from bringing cut flowers, potted plants, or dried flowers.
- Please refrain from visiting as a large group and eating/drinking in the patient's room or lobbies, for such behaviors disturb other patients.

## Spending the Night in the Hospital

Visitors are not allowed to stay with patients overnight except in special circumstances. If you wish to spend the night in the hospital for a particular reason, you need to receive permission from the patient's physician. Please talk to the physician or a head nurse.

## [Medical Interpreters]

We use medical interpreters when physicians explain treatment to international patients and their families. Medical interpreters interpret either over the phone or in person. If you use a personal medical interpreter, we are not responsible for the consequence, and we ask you or your proxy to sign a waiver.

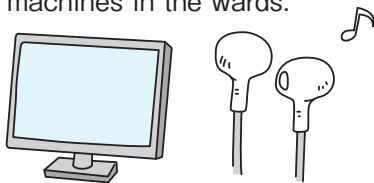
# Facilities

Please purchase a prepaid card when you watch TV, or use the refrigerator.

## TV

- Charged private rooms ..... free
- Other rooms ..... Charged 1000 yen for 800 min.

Please make sure to use earphones when you watch TV in places other than private rooms. Earphones are available for purchase at the GREEN LEAVES MALL on the basement floor or from vending machines in the wards.



## Wi-Fi access

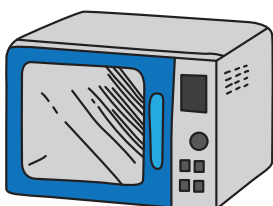
- For paid private rooms (floors 13 to 16) ..... available 24 hours
- Otherwise ..... available between 6 am to 9 pm

For scheduled admissions, Wi-Fi is available starting the first day. For emergency admissions, Wi-Fi is available starting the second day.



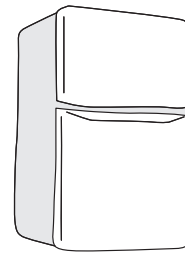
## Microwaves

Please ask our floor staff.



## Refrigerator

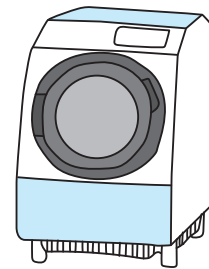
- Charged private rooms ..... free
- Other rooms ..... Charged 100 yen per 24 hours



## Laundry

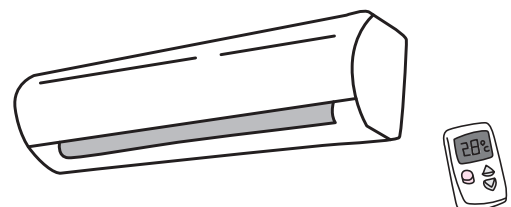
- Hours ..... 24 hours

Please use the laundromat on the basement floor of the Main Building. Charged laundry service is also available.



## Air-conditioners

Air-conditioners operate according to our guidelines. Please talk to the floor staff if you need the temperature adjusted. Please save on electricity for the environment.

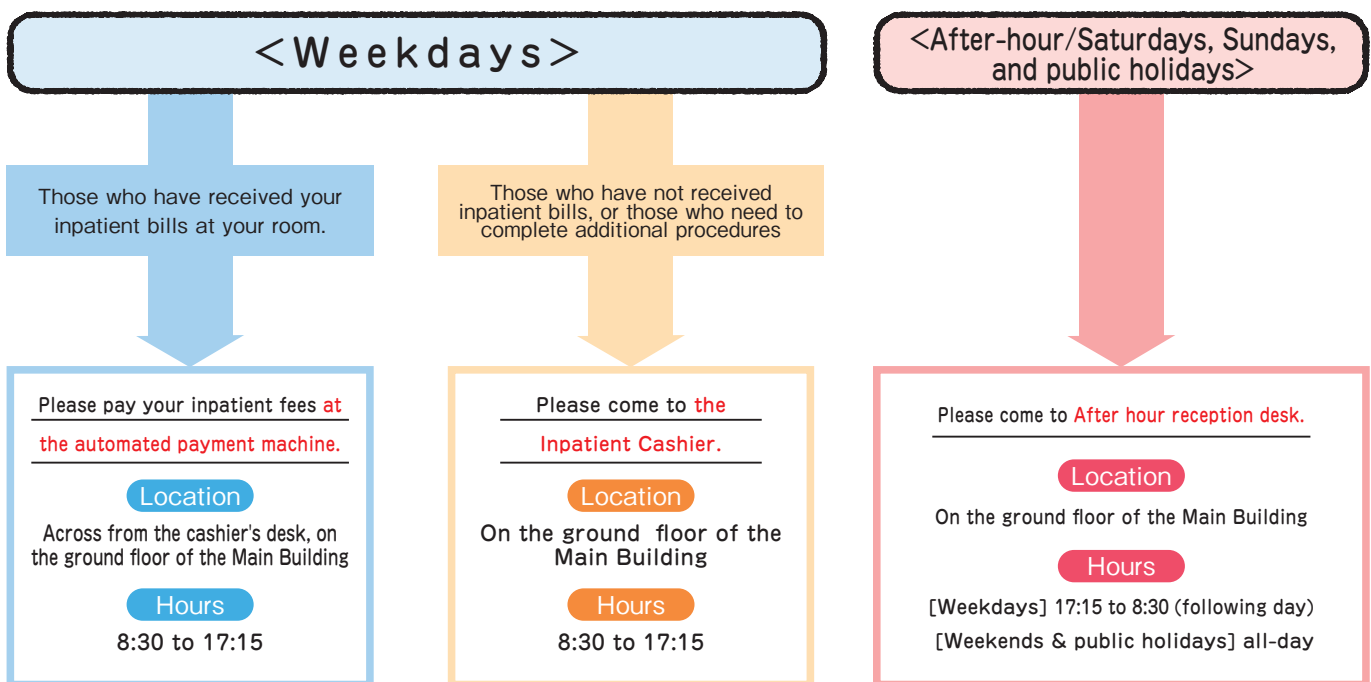


# Day of discharge, Payment of Inpatient Fees

## Inpatient Fees

- Please pay your inpatient fees as follows.
  - (1) Payment at discharge: Please pay all your fees for services you have received during your stay. However, please note that sometimes your bills are sent on a later date when your fees are calculated after the day of discharge such as in cases of sudden discharge.
  - (2) Bills are issued monthly at our hospital. Please pay your bills at the automated payment machine in the hospital, the cashier's desk, or a nearby bank by the appointed date.
- The eligibility certificate for ceiling-amount application & the eligibility certificate for reduction of the standard amount of patient liability (for patients who have a Japanese health insurance card)  
 You will have to pay less at the cashier's desk if you, aside from a health insurance card, bring an eligibility certificate for ceiling-amount application and/or an eligibility certificate for reduction of the standard amount of patient liability. To obtain these certificates, you need to apply to your health insurance association/society beforehand. If you wish to take advantage of this system, please complete the application process without delay and present your certificate at the Inpatient Cashier (or at the Admission / Discharge Support Center).  
 [Where to Apply for the Eligibility Certificate]  
 National Health Insurance: your municipality/National Health Insurance Association; your branch of your National Health Insurance Association/other insurance; your workplace's health insurance society
- Fees for special private room, inpatient fees for mothers who have undergone normal labor, fees for documents including medical certificates, and fees for comprehensive medical checkups are not covered by the health insurance.
- Estimated medical expenses are basic healthcare fees for your examinations and treatments calculated according to the scoring system designated by the Japanese medical system. The actual healthcare charges may vary among patients and there may be additional charges. Therefore, your actual charges may differ from the estimate.

Please complete discharge procedures including payment of inpatient fees at the location below.



Credit cards are accepted.



### [Maternity Deposit Refund]

If you have paid a maternity deposit on admission, you will be refunded in the following way.

- 1) If payment of inpatient fee is made between 8:30 to 17:15 on weekdays, you will receive your refund then.
- 2) If payment of inpatient fee is made after-hours (17:15 to 8:30), you will need to come to the hospital on a later date to receive your refund.

# Frequently Asked Questions

**Q** My address, phone number, health insurance card, etc. have changed during hospitalization. What should I do?

**A** Please inform the First Visit Desk on the ground floor of the Main Building, the Admission / Discharge Support Center, or the Inpatient Cashier without delay. Please also inform us of the followings.

- When there have been changes in your medical care eligibility certificates
- You have received an eligibility certificate for ceiling-amount application

**Q** How can I get a medical certificate?

**A** We issue medical certificates for submission to life insurance or travel insurance companies in the following ways.

#### Application

Once your discharge is scheduled, obtain the medical certificate form from your insurance company, and apply at the Documentation Desk on the ground floor of the Main Building. We will inform you of the required number of days, how to receive your document, and give you a receipt, which you will need when you receive your document.

Reception hours: Weekdays 8:30 – 17:15 \*We appreciate your patience in waiting especially in the busy morning hours.

#### Receiving the medical certificate

Please come to the Documentation Desk on the ground floor of the Main Building with the following documents:

[your receipt] [personal identification (e.g. health insurance card, driver's license, etc.)] [a power of attorney (only when your proxy receives your document)] \*Please ask the Documentation Desk on the ground floor of the Main Building if you have any questions.

Please send an e-mail to the International Health Care Center ([support@hosp.ncgm.go.jp](mailto:support@hosp.ncgm.go.jp)) if you have already left Japan and need a medical certificate or other documents. Note that you need to pay the fees in advance, for documentation.

**Q** Can I visit other medical institutions and receive medications during hospitalization?

**A** Under the Japanese insurance system, you are not allowed to visit other hospitals, clinics, or pharmacies to receive treatment or prescription while you are hospitalized, including the day of admission/discharge. If you do so without consulting your physician, you will need to cover the treatment and medication expenses at the respective places out of pocket. Please make sure to consult your physician beforehand.

**Q** What is an inpatient fee calculation system called DPC?

**A** It is a per diem payment system that uses classification codes based on disease categories and treatments. Fees are calculated daily by combining a flat-rate and fee-for-services. Some services are not covered by the DPC system and their fees are calculated on a fee-for-service basis.

**Q** Can I visit another department at your hospital as an outpatient on the discharge day?

**A** Outpatient visit is not allowed because the day of discharge is included in the hospitalization period. Please visit after the following day.



# Consultation Services

## [Consultation on Nursing and Welfare]

Our Outpatient Consultation Desk is available to provide economic, social, and psychological support to patients and their families. We also listen to opinions/requests and concerns about safety in medical treatment. Note that we will be careful in handling your information and opinions shared during these consultations so that they will not be used against patient's interest.

Location	Outpatient Consultation Desk (1st floor of Main Building)
Open Hours	Weekdays: 8:30 to 16:30 (closed on Saturdays, Sundays, and public holidays)
How to consult	Come directly to the counter, give us a call, or ask your physician/nurse. * Appointment in advance recommended.
Inquiries	03-3202-7181 (pilot)

## [Other Inquiries]

### For estimated inpatient fees and details:

[Inpatient Cashier, Hospital Administration Office]	03-3202-7181 [pilot]	Weekdays: 8:30 to 17:00
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### For documents including medical certificates

[Documentation Desk (on the 1st floor of the Main Building)]	03-3202-7181 [pilot]	Weekdays: 8:30 to 17:00
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### For second opinions (appointment required)

If you wish to seek a second opinion from other medical institutions, please consult your physician.

# Donations to the National Center for Global Health and Medicine

## For Advancement of Medical Research and Development of Excellent Human Resources

The National Center for Global Health and Medicine became a national research and development agency in April 2015. We are expected to achieve tangible results in our research and development more than ever. We have the Research Institute, the Center for Clinical Sciences, Bureau of International Health Cooperation, and the National College of Nursing in addition to two bases for clinical practices, the Center Hospital and Kohnodai Hospital, engaging in comprehensive activities.

We promote research and treatment, particularly in fields of infectious, immunological, and diabetes/metabolic

diseases. In addition, we conduct research and develop human resources for international cooperation in these respective fields.

We, the staff of the Center Hospital, will continue to endeavour in achieving our missions. For this purpose, it is essential for us to secure stable financial resources from multiple sources. We appreciate donation from corporations and individuals in order to achieve our missions and to give the results back to society. Thank you for your continued support.

We strive for the world's best healthcare and research/education.



We educate and train excellent future healthcare professionals.



We share with wider society the results of our efforts in healthcare, research, education, and international cooperation.



We offer a bridge to the international community through international cooperation.



Your donation will be used to fulfill our mission (to contribute to the promotion of health and well-being of people in Japan and around the world, in fields of healthcare, research, education, and international cooperation based on human dignity).

### Ways to Give

#### Ways to Give

##### Donations through Banks and ATMs

Please complete the donation application form and send it to our contact address by mail or fax. Bank transfer documents will be sent to you once the application is processed. A receipt will be issued once the donation is received. Applications can be handled in person at the hospital by inquiring with the staff member in charge of donations.

##### In-person Donation

Donations can be made by cash, credit card and debit card. Inquiries made to your doctors and nurses and will be forwarded to the donation department.

##### Website Donation

Donations can be made by credit card by filling in the web application form.



#### Tax Deduction

Donations to the National Center for Global Health and Medicine qualify as donations to a specified public interest corporation, and are tax deductible.

To obtain the tax deduction, the donation receipt issued by the hospital must be submitted to the tax office with your tax return.

##### ○ Individual Donations

<Income Tax Deduction>

The sum total of donations for the year (up to 40% of gross income for the year) – ¥2,000 = the donation deduction

<Resident Tax Deduction (for residents in Tokyo)>

Basic donation deduction calculation ([the smaller amount of either the sum total of donations or 30% of the gross income] – ¥2,000) × tax rate (6% for ward inhabitant's tax and 4% for Tokyo inhabitant's tax)

##### ○ Corporate Donations

Since donations to our hospital qualify for a specified public interest corporation deduction, ensure you claim these donations separately from regular donations on your tax return.

#### Nameplates

We will display the names of individuals, groups, and corporate donors on nameplates in our hospital. Please inform us if you wish to have a nameplate.

Please scan the QR code with your smartphone or mobile phone to access the website.



<http://www.ncgm.go.jp/>

The National Center for Global Health and Medicine

Search

## Role of Acute-care Hospitals and Request for Early Discharge and Transfer

Our hospital has an advanced emergency department and has the responsibility to accept and treat as many patients as possible on a 24-hour, 365-day basis. We are categorized as an acute-care hospital\*, which provides intensive care to patients in critical condition for a limited period of time. Once the patient's conditions have improved to a certain degree, we discharge the patients and arrange their treatment on an outpatient basis or at other medical institutions, so that maximum number of patients can be treated at our hospital. If it is difficult to recover at home for particular reasons, we will refer you to a suitable care facility or a medical institution. We have a consultation desk to help you with your concerns regarding transfer and recuperation. Please talk to your physician or floor nurse first to receive this service. Thank you for your understanding and cooperation.

National Research and Development Agency  
Director, Center Hospital of the National Center for Global Health and Medicine

Note\*:Acute-care means care given to patients from an unstable stage to a stage where some stability is achieved.

# Floor map (1st floor)

## 1 1st floor of Main building



### Café "Tully's Coffee"

(Monday-Friday)  
7:30 a.m.-8:00p.m.  
(Saturday, Sunday,  
Public holidays)  
9:00 a.m.-8:00p.m.  
Wi-Fi available

## 1st floor of Training Center building

## 1st floor of Second Outpatient Ward



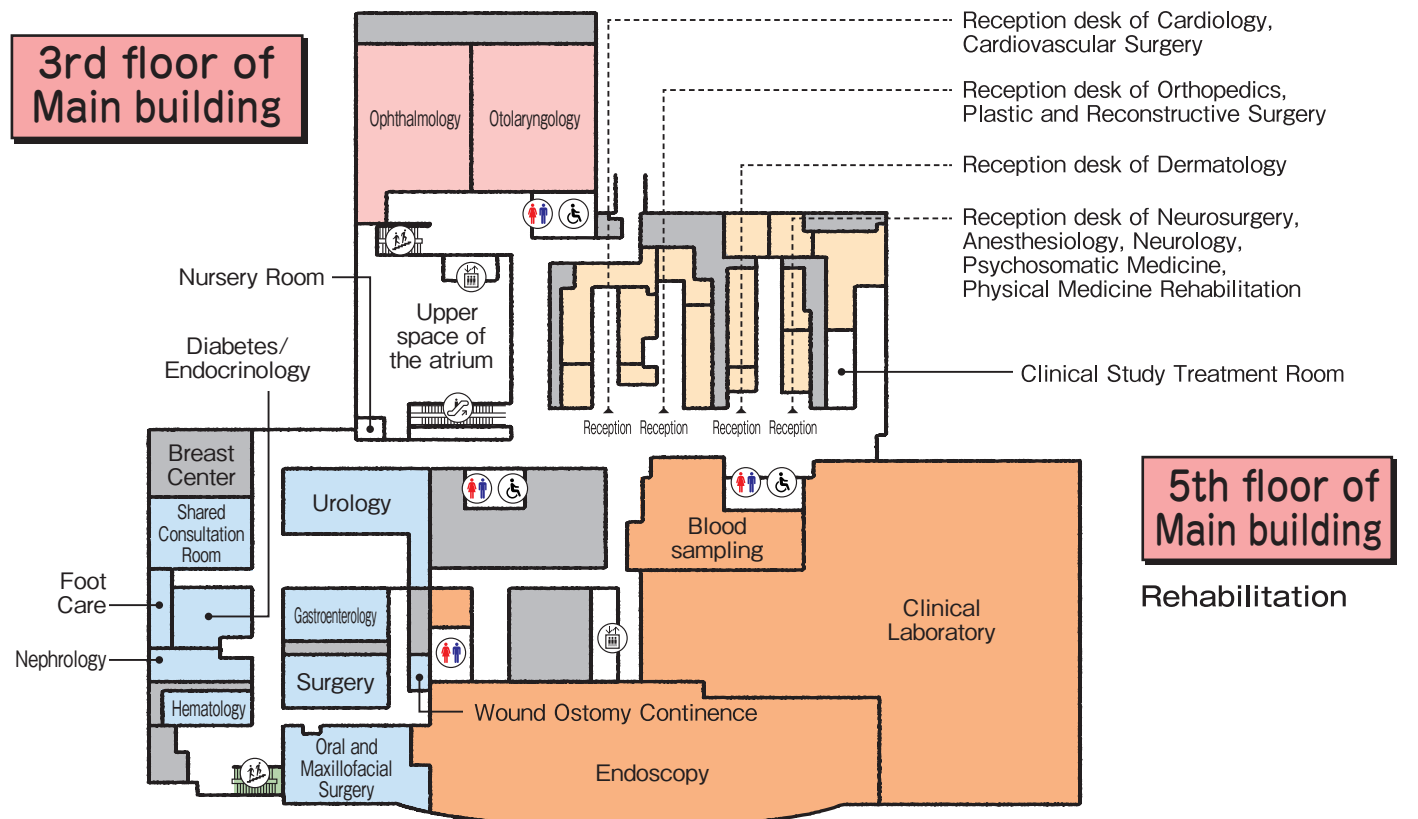
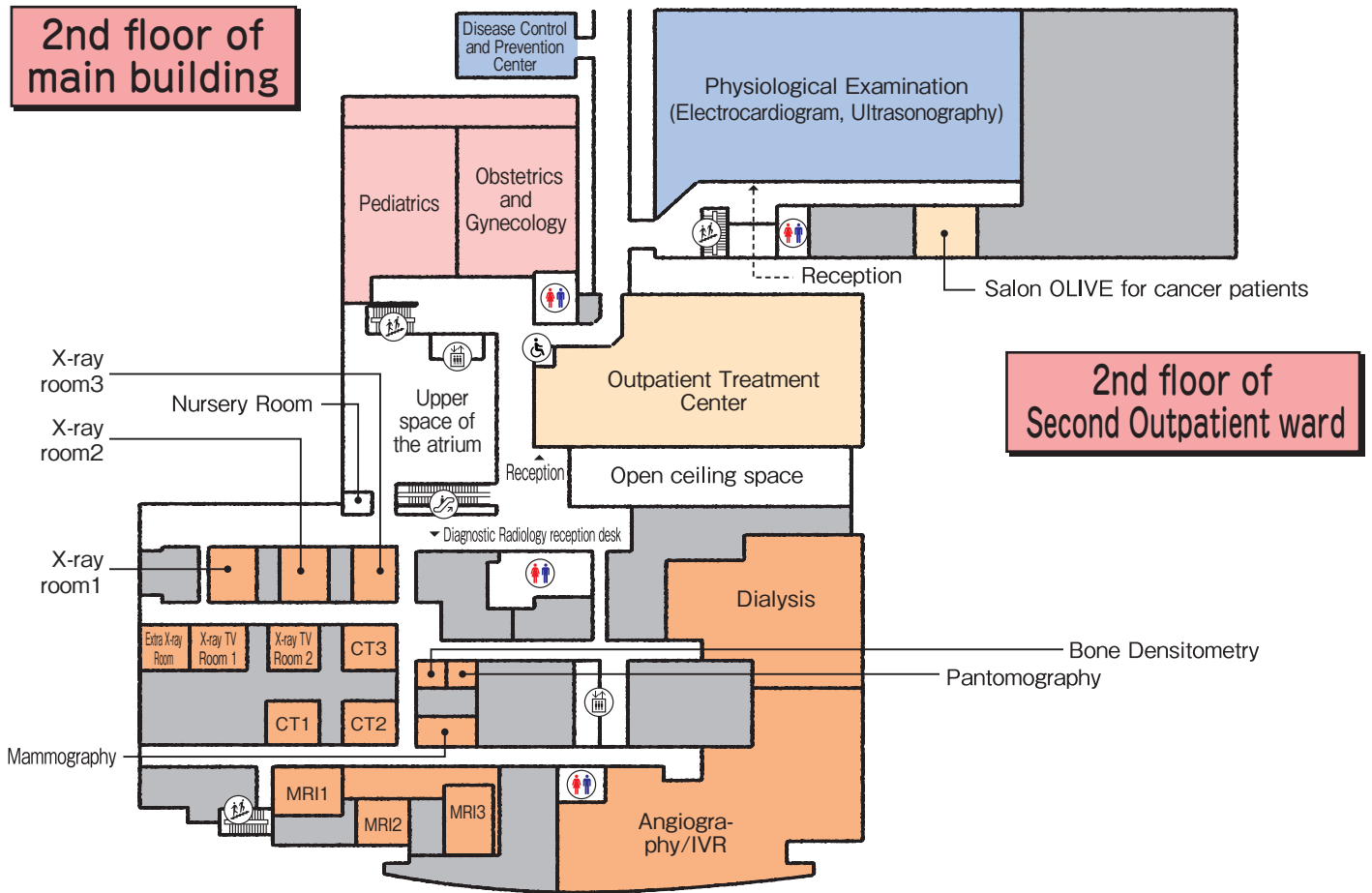
## 2 1st floor of Main building



### ATM

Operating for ATMs and service charge vary depending on each banking facility. Please check your banking facility for details.

# Floor map (2nd and 3rd Floor)



# Floor map (basement floor)

1 1st basement floor of Training Center Building



**Restaurant & Café  
"Bien Mall"**

(Monday-Friday)  
11:00 a.m.-7:00p.m.  
(Saturday, Sunday, Public holidays)  
11:00 a.m.-3:00p.m.  
Last order is taken 15  
minutes before closing time.

2 1st basement floor of Training Center Building



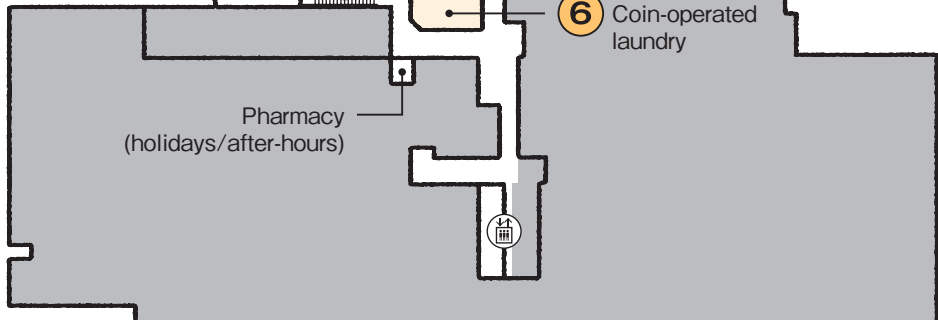
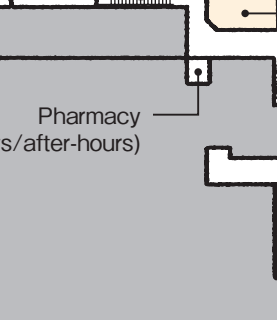
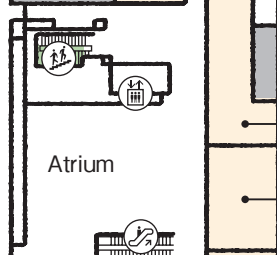
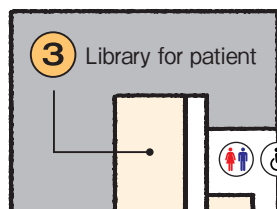
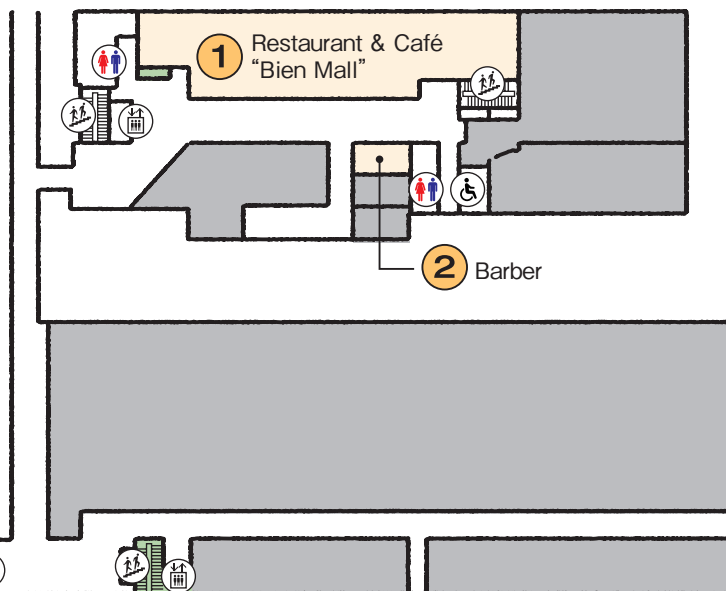
**Barber**

(Monday-Friday)  
9:00 a.m.-6:00p.m.  
(Saturday)  
9:00 a.m.-3:00p.m.  
Customer with prior reservation will  
be prioritized. Closed on Sunday and  
Public holidays.

On-site service is negotiable  
(hair cut only).

Hair cut (including shampoo  
and face shaving)  
¥3,500~

## 1st basement floor of Training Center Building



## 1st basement floor of Main building

3 1st basement floor of Main building



**Library for patient  
"Hakone-yama"**

(Monday-Friday)  
9:30a.m.-4:00p.m.

4 1st basement floor of Main building



**Hospital shop  
"Green Leaves Mall"**

8:00a.m.- 7:00p.m.  
Hygiene materials,  
Disposable diapers, Nursing  
care products, Miscella-  
neous goods, Freshly baked  
breads etc. are available.

5 1st basement floor of Main building



**Convenience store  
7-Eleven**

24/7/365  
ATM

6 1st basement floor of Main building



**Coin-operated laundry**

24/7/365

# Patient Confidentiality

At the National Center for Global Health and Medicine, we make every effort to ensure the proper handling of patient personal information aside from providing safe healthcare, so that patients can receive healthcare services without concerns. We may use patient information for the purposes stated below. If the need arises for purposes other than the followings, we will obtain a consent from the patient. As for disclosure, correction, and discontinuation of the utilization of patient information, we will do so in accordance with regulations of the Act on the Protection of Personal Information. If you have any questions regarding procedural details and other matters, please feel free to contact the Outpatient Consultation Desk.

## Purpose of using Patient Information:

### 1. Uses for the purpose of operating and managing Our Center

- (1) Improving the quality of medical services to patients
- (2) Clerical work related to health insurance
- (3) Ward administration including admission and discharge
- (4) Accounting/bookkeeping
- (5) Reporting on medical accidents, etc.
- (6) Cooperating on healthcare training in the hospital
- (7) Clinical research and physician board certification aimed at improving healthcare quality
- (8) Other administrative work related to patients

### 2. Sharing Information with external organizations

- (1) Collaboration with other hospitals, clinics, birth centers, pharmacies, visiting nurse stations, care service providers, etc.
- (2) Responding to referrals from other medical institutions
- (3) Seeking opinions and advice from other providers for the purpose of treating patients
- (4) Outsourcing sample and other tests
- (5) Explaining medical condition to the family of patient
- (6) Outsourcing clerical work related to health insurance
- (7) Submitting health insurance claims to agencies for claim processing and payment
- (8) Responding to inquiries by those agencies and insurers
- (9) Informing specific organizations of the results of contracted physical examinations
- (10) Consulting and submitting reports to healthcare-related organizations, insurance companies, and other agencies in relation to medical professional liability insurance
- (11) Other uses associated with clerical work related to health insurance

### 3. Other uses

- (1) Providing basic data for maintaining and improving healthcare/care services
- (2) Providing information to external auditors

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= Notes =

● If you do not consent to sharing information with external organizations, please inform the Outpatient Consultation Desk. Unless we are informed of your disagreement, we will presume that you have provided consent, whereas you can withdraw or change your consent afterward. Note that patient information is protected by the Ethical Guidelines for Clinical Research and other ethical guidelines.

# Comprehensive Consent for Medical Care

There are two types of medical care provided at this hospital: those that require written or oral consent, and those that are performed under comprehensive consent. The following medical care are provided under comprehensive consent according to the hospital policy outlined on our website and this hospital admission guide. We will presume that you have given comprehensive consent unless you explicitly refuse. If you have any questions, please ask your doctor, nurse, or staff.

## 1. General medical care

We basically ask for consent before all medical practices. However, the following will be performed as a part of routine care.

- (1) Examination and procedures  
Medical interviews, inspections taking body temperature, measuring height and weight, taking blood pressure, rehabilitation, etc.
- (2) Administering medication and injection  
General administration of medications, injections, inserting an IV, inserting continuous subcutaneous lines, administering oxygen, etc.
- (3) Testing and monitoring  
Blood tests, urinalysis, microbiological tests(such as sputum tests), electrocardiogram, pulse wave velocity, pulmonary function tests, ultrasounds, breath gas analysis, pulse oximetry, etc.

## 2. Security and security cameras

Security cameras are placed throughout the hospital including operation rooms and wards to ensure security and safety for our patients (to monitor falls). Video images may be used for clinical research and other purposes. Data will be handled in accordance with our patient confidentiality policy.

## 3. Medical residents and students

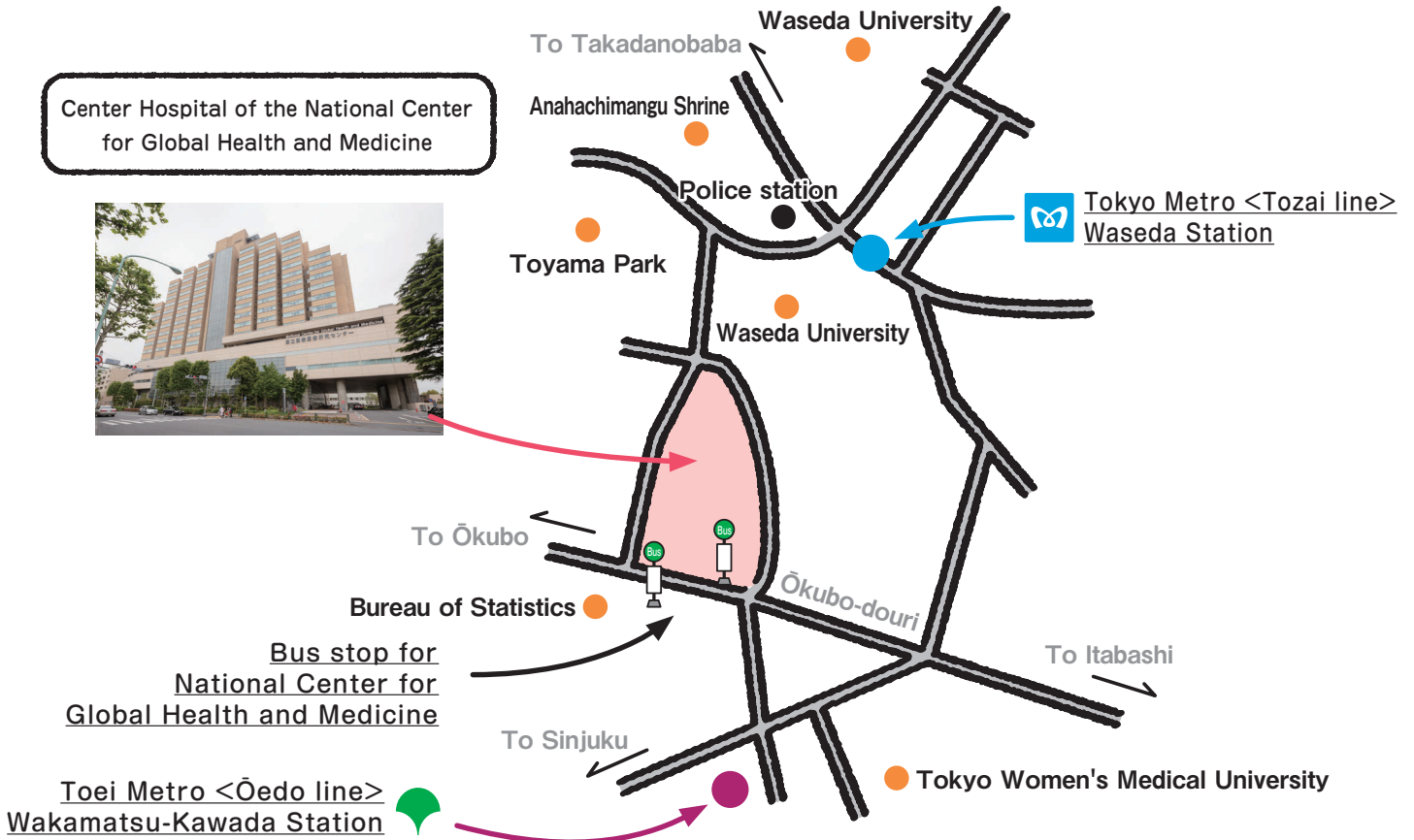
During your stay you may encounter medical residents and students.







# Hospital Access



## 【Access by Metro】

Toei Metro <Ōedo line>  
**Wakamatsu-Kawada Station** (E 03)  
 5 min walk from Kawada exit

Tokyo Metro <Tozai line>  
**Waseda Station** (T 04)  
 15 min walk from exit 2 or 3B

## 【Access by Bus】

10 min bus ride from either Shin-Ōkubo station  
 <JR Yamanote line> or from Ōkubo station <JR Sōbu line>  
 Get off at National Center for Global Health and Medicine bus stop



Toei bus bound for Sinbashi station



Toei bus bound for Itabashi station

20 min bus ride from Ichigaya station  
 <JR Sōbu line・Tokyo Metro Yūrakuchō line・Namboku line>  
 Get off at National Center for Global Health and Medicine bus stop



Toei bus bound for Kotakibashi-Shako

20 min bus ride from JR Sinjuku station (west exit)  
 by Toei bus via medical centre  
 Get off at National Center for Global Health and Medicine stop



Toei bus bound for Tokyo Women's Medical University



Pay parking available

**【Hospital patients and visitors】** ¥100 for first 2 hours, ¥100 every 30 mins thereafter

**【General public】** ¥400 for first 30 min, ¥400 every 30 min thereafter

Please obtain a stamp at the general information desk or Disaster Management Centre

Center Hospital of the National Center for Global Health and Medicine

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