



A Guide to Your Hospital Stay

入院生活のご案内
～安全に入院生活を送っていただくために～

Juntendo University Hospital

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TEL (03)3813-3111(main)

<http://www.juntendo.ac.jp/hospital/ihc/>

This pamphlet is designed to encourage patients admitted to our hospital to actively participate in their own medical care for a fast recovery of health.

We would also recommend patients' family members to read this pamphlet as well.

入院したら.....

When you are admitted to our hospital

- ◆ Check the locations of the nearby emergency exits.
- ◆ Confirm your name and date of birth indicated on your wristband.
- ◆ Check the names of your attending doctor and nurse.
- ◆ Please inform us in advance if you have a donor card or living will.

安全にお過ごしいただくために.....

To ensure your safety in the hospital

- ◆ Bed rails are designed to prevent falls. As your hospital stay is different from life at home, for your safety, we ask you to keep the bed rails up. Additionally, there is an electric remote control for the bed to raise, changing your upper body into a reclining position or to sit up. Please be careful not to get body parts or objects caught between the bed rails when adjusting.
- ◆ Removable bedside tables are available for your use. Be careful not to lean on tables, as there is a risk of the table moving and the possibility of injury.
- ◆ Please be aware that opening and closing the refrigerator door while lying in bed may cause you to fall.
- ◆ Lockers are provided in certain rooms. Please refrain from standing on the bed while using the locker, as there is a risk of falling.
- ◆ Patient call button:
A patient call button is located near your bedside. Please place it in a position that is easy for you to reach so that you can call the nurse at any time.
- ◆ Electronic devices (televisions, radios, computer devices, etc.):
If you are in a room with other patients, please use earphones when using electronic devices so as not to disturb others.
* Depending on the type of rooms, some televisions require prepaid TV cards. These can be purchased from the vending machines located on the ward floors.

ご入院される方、手術を受けられる方へのお願い

Patients scheduled for hospitalization or surgery

During or after your surgery, medical devices may be attached to your finger to monitor your condition. Nail polish or other factors may interfere with accurate measurements. For proper function of monitoring equipment, any nail art, manicure (including pedicure), nail extensions, or gel nails are to be removed and nails trimmed short and evenly.

During surgery, medical tape will be placed on your eyelids for eye protection. When the tape is removed after your surgery, false eyelashes or extensions may be torn off. There is also a risk of damage to the cornea due to falling eyelashes, which can be dangerous to your eye health. Please do not wear false eyelashes or extensions upon admission.

To ensure safety during examinations or surgery during hospitalization, please come thoroughly prepared before admission.



入院中の生活について

During your hospital stay

1. Meals

- (1) Your meals will be served at ◆Breakfast 8:00 ◆Lunch 12:00 ◆Dinner 18:00
Times may vary slightly.
- (2) Patients with general standard meals may select between two meal menu options.
- (3) Please inform your doctor or nurse if you have dietary allergies or certain foods you cannot eat for religious reasons.

2. Bath / Shower

- (1) Bathing and showering may be restricted due to your medical conditions.
Please consult with your attending doctor or nurse for permission.
- (2) Instructions on how to use the bath or shower will be provided after admission.

3. Environmental Services

Hospital rooms are cleaned everyday by the housekeeping staff on weekdays. Room cleaning services on holidays and weekdays will be limited to collecting waste.

4. Bed Linen Change

Bed sets will be changed once a week and also when soiled.

5. Lights out time

Lights are turned off at 21:00 (20:00 in the pediatric wards).

Please check that your patient call button is easily accessible before you sleep. Nursing rounds will be continued during nighttime hours.

- ◆ Please do not disturb other patients after the lights are out.
- ◆ Please note that J-STAT announcements in the hospital for emergencies will alert at nighttime even after lights out.
- ◆ When staying in rooms with multiple patients, suctioning and other medical procedures may be performed depending on patients' medical needs. Thank you for your understanding.

6. Laundry

- ◆ Coin laundry machines (fee required) are available in the hospital.
- ◆ A laundry service (fee required) is also available. Your laundry will be delivered back to you in about 5 days. Please have your name written on all your belongings.

7. Temporary leave from hospital (daytime or overnight)

You will need your attending doctor's permission for a temporary leave or overnight leave from the hospital. Before you leave, you will receive a "permission form". Please keep the form with you throughout your absence and return it to the nurse in your ward when you come back to the hospital.

8. Family members accompanying patients (overnight stay)

In general, family members accompanying the patient in ward rooms and other medical care locations is not allowed. However, if you require family members accompaniment due to medical conditions, permission from the attending doctor is required. Please consult with the patient's attending doctor or nurse for permission.

9. Transferring rooms (Changing room types)

Please be advised that patients may be asked to change rooms for medical reasons. Conversely, if you wish to be transferred to a different room, please consult with the ward nurse.

10. Ward / Patient room facilities

◆ Television

- Please use earphones when staying in multi-patient rooms.
- In rooms where a television fee is required; a TV prepaid card will need to be purchased from vending machine located on the wards.

Refunds can be made using the deposit refund vending machine located next to the "sky elevator" (light blue) on the 1st floor of Building No. 1 and at the entrance of the Inpatient Cashier Counter on the 1st floor of Building B.

◆ Electrical appliances

In general, we ask you not to bring in any electrical appliances. For use of electrical appliances, please consult your ward nurse.

◆ Internet access

Wi-fi connection is available. We ask patients to set up/reset your own devices for Wi-fi connection.

◆ Telephone calls made from private rooms

Please refrain from using toll free · fixed rate services by telephone companies. High billing charges can occur due to the malfunction of charging systems for telephone calls.

(ex. IP call (numbers starting with 050), GoGo card (0800 080 0055))

◆ Use of equipped refrigerator

- A compact refrigerator for cold storage is provided in patient rooms.
- Please consume food or beverage as soon as possible once opened. Open beverages should be consumed within a day or two.
- Please refrain from bringing perishable food items such as fruits or raw foods.

- ◆ Temperatures checks inside the refrigerators are performed once a week for hygiene and safety management. Thank you for your understanding.

診療に関して

Regarding medical care

1. Consultation

Your attending doctor will explain your treatment method and protocol for your hospitalization. Please do not hesitate to ask if you have any questions or inform us of any suggestions.

Your attending doctor (or a designated substitute doctor in case of your attending's absence) will meet you daily for doctor's round visits. If you do not feel physically well-or would like to discuss any problems that you are having at times other than during rounds, please feel free to let your nurse know anytime, so that a consultation with your doctor can be arranged.

2. Measurement of vital signs

In general, body temperature is measured once a day. Your heart rate (pulse) and blood pressure will be measured as needed. It is important that you know your health conditions and results will be informed to you. Body weight will be measured on the day of admission and once a week thereafter. If necessary for treatment, body weight will be measured as needed accordingly.

3. Medication

If you were taking your medications by yourself before hospitalization, our nurses and pharmacists will explain the effects and side-effects of your medication, and how to continue taking them during your stay. Please let our staff know if you forgot to take your medication or have misplaced them.

4. Discharge

In order to accommodate emergency patients, non-critical inpatients who are medically stable may be asked to transfer to another medical institutions. We also ask to have discharges completed during morning hours. Thank you for your understanding and cooperation. Our multidisciplinary medical team will support you for early discharge. Please feel free to contact our staff for queries.

5. Other

Our staff do not accept tips or monetary gifts. We appreciate your kind understanding and your thoughtfulness.

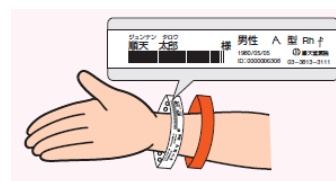
患者さんの安全について

Regarding Patient Safety

1. Patient Identification -wearing wristbands-

To prevent patient misidentification, we require all patients admitted to our hospital to wear their wristband at all times. Please wear your wristband in a way so that our staff can read your name (facing our staff). Your wristband will be used to verify your identity in various settings such as consultations, examinations, when administering medication, and when providing medical documents. When performing IVs and blood transfusions during the night, patient identification will be performed. Thank you for your understanding and cooperation.

Please let us know if your wristband becomes soiled so that we can provide a new one for you.



2. Preventing tumbles and falls

The hospital endeavors to maintain a safe environment that prevents falls and accidents for all our patients. Nurses in the ward will evaluate you regarding your risk of falling on admission to the hospital. In addition, devices such as bed rails and bed alarm sensors (an alarm that alerts staff if the patient leaves the bed) will be used depending on the level of risk. Please be advised that patients with a high risk of falling will be asked to wear a red or yellow wristband in order for us to better identify and support your safety. Thank you for your cooperation.

Spending prolonged time in bed while hospitalized can substantially decrease muscle strength. Simple exercises are recommended to prevent this (please refer to the fall prevention exercises on page 10).

We would also like family members to let us know if there are any safety issues noticed in the patient's daily life. We will consult with you to decide what preventive measures will be best for you.

もし、転んでしまったら.....

If you fall.....

Precautions to take after falls

Tumbles and falls can happen to anyone at anytime, anywhere, not just in the hospital. In the event of a fall, prompt medical care, and sometimes treatment, is necessary to avoid serious damage. If you've fallen, please be sure to inform your doctor or nurse as soon as possible, even if you have only a minor bump on the head and don't feel like you need care.

Various changes can occur in the brain and body especially when falling from a bed and bumping your head or body; in some cases, falls can result in brain hemorrhages

(bleeding in the head) or fractures (broken bones) in limbs. Even if you seem to be fine immediately after the fall, symptoms can take a few days to appear.

Therefore, please be sure to inform your doctor or nurse if you have any of the following symptoms.

- ◆ Progressive (worsening) headache
- ◆ Nausea or vomiting
- ◆ Abnormal vision
- ◆ Stiffness (difficulty moving arms and legs), swelling, numbness, or weakness (dropping things)

Precautions to prevent falls

- ◆ We recommend you wear comfortable shoes that you are used to wearing at home.
- ◆ It is safer to choose shoes that cover your heels and those that are made of non-slip material. (Please be warned that slippers are dangerous as they can be slippery and can easily come off.)
- ◆ Please bring eyeglasses, hearing aid, walking canes, etc. that you normally use on a daily basis.
- ◆ Hems of your sleepwear (nightgown or pajamas) should be the length that properly suits your height.
- ◆ When getting out of bed, first sit at the bedside and then take your time to put on your shoes.
- ◆ It is dangerous to lean or hold on to objects that move (ex. rolling bedside table, IV stand).
- ◆ Please do not stand on the bed while using your locker.
- ◆ When you are walking and want to change directions, slow down to make your turn.
- ◆ Bathroom floors can be wet and slippery so please hold on to the handrails to prevent slipping.
- ◆ Exercise to prevent muscle weakness.
- ◆ For small children, bed rails on children's bed should be in proper position at all times.
- ◆ For infants and toddlers, always fasten seatbelt of baby strollers.



褥瘡(じょくそう)予防について

Prevention of bedsores (pressure ulcers)

Pressure ulcers are commonly known as bedsores. They can occur when body parts, such as heels, buttocks, back, and protruding bones, directly contact to bed, causing compression that lead to poor blood circulation and breakdown of tissue. They can also occur when a person stays in the same position for an extended period of time, such as on prolonged bedrest or when unable to move a body part. As such, periodical changes in body position and shifting of mattresses are performed.

Depending on the patient's condition, preventing pressure ulcers can be difficult. In such cases, our pressure ulcer prevention team will collaborate with your attending doctor and nurses to prevent and treat the condition.

点滴治療時の注意について

Precautions for patients receiving IV fluid infusion

Despite the utmost precaution to patients receiving IV medications, leaks of infused IV fluid from the vein into surrounding tissue can occur due to many reasons, such as brittle blood vessels, shifting or displacement of the needle during movement in bed or walking , or multiple injections into the same area. In some situations, treatment may be necessary.

The nurses will continuously observe your infusion, but if you notice any of the symptoms below, please inform a nurse immediately.

- ◆ Swelling around the IV needle insertion site
- ◆ Pain around the IV needle insertion site
- ◆ Redness around the IV needle insertion site
- ◆ If the drip rate of IV fluid slows, quickens, or stops

For safe infusion

- ◆ When leaving the ward, please inform your nurse.
- ◆ Avoid vigorous movement or applying force to the arm with the IV.
- ◆ If you notice the drip rate of IV fluid is slower, faster, or stops, please call the nurse. Never try to adjust the infusion on your own.
- ◆ Please be sure to inform the nurse when you want to get out of bed while using a flow control device/ infusion pump .
- ◆ We ask for your cooperation while nurses check the needle insertion site and drip rate.
- ◆ If you wish to change your clothes, please inform the nurse. Nurses will help you get changed without accidentally disconnecting a tangled tube or changing your drip rate .

肺血栓塞症予防のために

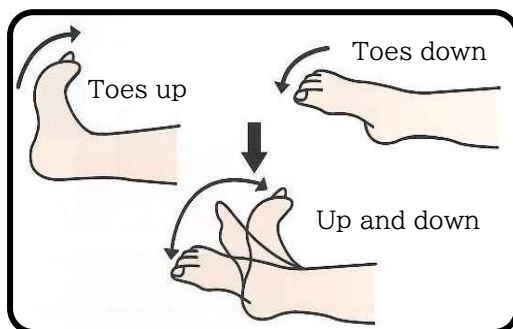
Prevention of Pulmonary Embolism

Pulmonary embolism (PE) is commonly known as “Economy Class Syndrome,” as it tends to occur when sitting immobile, such as in a plane, for long periods of time. PEs can also occur when you stand and walk, or while in the bathroom, for the first time after surgery.

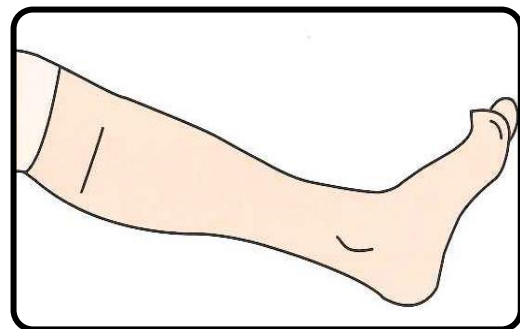
Blood-thinning medications, Flowtron intermittent pneumatic compression devices (a machine that hugs the lower limbs while expanding and contracting by pressure), or compression stockings may be used for prevention. If the compression stocking is too tight or painful, please inform the nurse immediately. We also recommend you to actively do dorsal feet flexion exercises by bending and stretching your ankle/feet.

Prevention is important for Pulmonary Embolism!

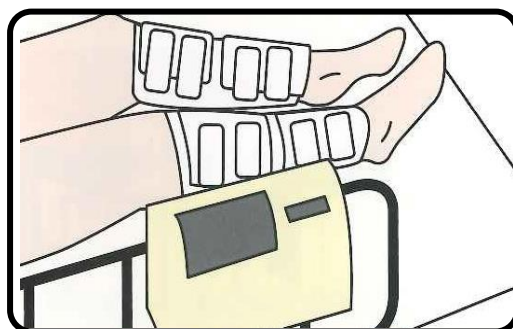
The key to prevention is to move your leg muscles.



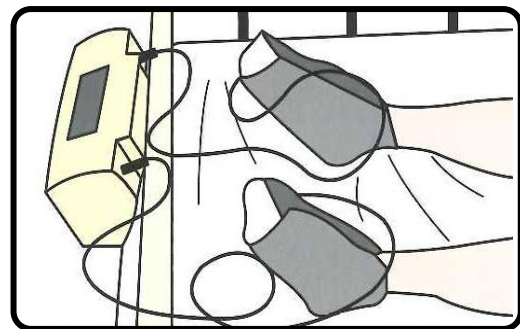
Ankle Plantar Flexion Exercise



Compression stockings



Flowtron (for thighs and calves)

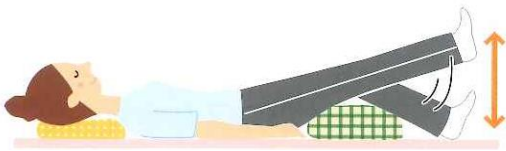


Flowtron (for feet)

転倒予防体操

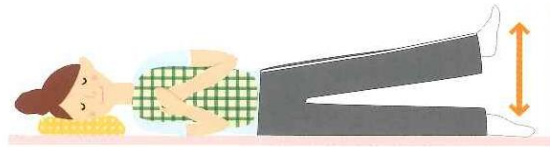
Exercises to prevent falls

Lying Knee Bend and Stretch
(10 times each)



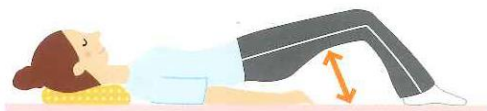
Raise your leg pointing feet and toes up and straightening the knee. Lower down slowly.

Side-lying leg raise
(10 times each)



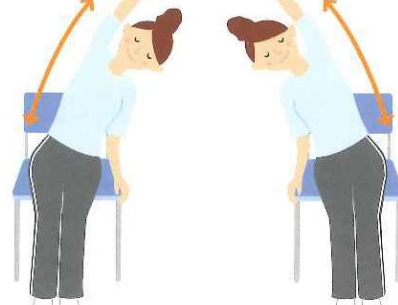
Keep your knees straight and lift the heel. Lower down slowly.

Lying Bottom lifts (20 times)



Keep your back on the floor and lift your bottom. Count to 5 and slowly lower down.

Overhead reach for side stretch
(10 times each)



Raise one arm as far out as possible and lean to the other side while keeping your chest facing forward.

Torso twist (10 times each)



Twist your torso at the waist while rotating your chest.

Toe/Foot lift (10 times each)



Slowly with wide movement.

Let's try, without overdoing it!

感染対策へのご協力のご案内

Infection control measures

Many patients in hospital have a decreased resistance to infections. Our hospital staff are taking countermeasures in all areas to prevent healthcare-associated infections. Many of the hospital staff will be seen wearing personal protective equipment (glove, mask, apron, gown, etc.) when in contact with patients. This is one of the control measures to protect patients from infection. Our wearing gloves after hand hygiene prevents the transmission of microorganisms to patients.

However, infections cannot be prevented by hospital staff's countermeasures alone. It is of utmost importance to receive the cooperation of all patients and visitors. Pathogenic microorganisms are invisible to the naked eye and hard to detect. Therefore, we thank you for your understanding and cooperation in preventing microorganism invasion into our hospital.

Please refrain from visiting if you have the following symptoms

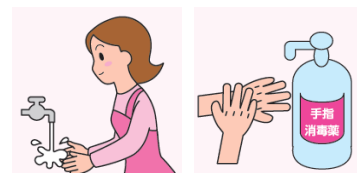
To protect inpatients, visitors with any of the following symptoms will not be permitted.

- Fever (above 38°C)
- Runny nose
- Cough
- Nausea/vomiting
- Diarrhea
- Red eyes
- Fatigue
- Children under 15

Hand Hygiene

There are two methods of hand hygiene.

- ◆ Handwashing with soap and running water
- ◆ Rubbing hands with disinfectant formulas (liquid, gel)



While you are at the hospital, please select one of the above methods and perform good hand hygiene frequently.

Hand hygiene should be performed **before entering rooms, before leaving rooms, before eating, and after using the restroom.**

Restrictions of patients and visitors with symptoms

Viral diseases that cause cold symptoms such as cough, runny nose and fever, as well as tuberculosis, measles, and varicella (chickenpox), can easily be transmitted to patients.

- Cough Etiquette -

- ◆ Wear a mask if you have a cough.
- ◆ When coughing, cover your nose and mouth with a tissue and cough in a direction away from other people.
- ◆ Please perform hand hygiene after coughing up sputum (phlegm) or blowing your nose.
- ◆ For visitors, please refrain visitations if you have any symptoms.

■ Regarding hospital environment

Maintaining a clean environment is essential in a hospital where microorganisms, including resistant bacteria, are more likely to exist.

- Please minimize the number of belongings you bring with you.
- Keep your belongings on tables or chairs, or inside the locker; do not place them on the floor.

■ Regarding bringing in plants

- Please **refrain from bringing potted plants** into the hospital. The soil of potted plants can contain fungi (molds) that can be harmful to patients having low immune resistance.



- **Fresh flowers can be brought into general wards**, but please be informed that the following areas are restricted:

Intensive care units (ICU), hematology wards,
and rooms of isolation patients who have low resistance

- For infection prevention purposes, hospital staff will not take care of fresh flowers, so if you choose to bring them, please arrange for a family member or visitor to take care of them.
- Water in flower vases should be changed daily.
- Dispose of flowers as soon as they are wilted.



■ Regarding transferring rooms

- We may ask you to transfer rooms to prevent the spread of infection.
- You may be asked to wear personal protection equipment (glove, mask, apron, gown, etc.) when entering rooms. Please follow the hospital staff's instructions.
- Always perform hand hygiene whenever entering or leaving the rooms.

■ Regarding needlestick injury, cuts wounds, and mucosal exposure

- As a precautionary measure, we may need to collect blood samples from a patient to test for infectious disease if a medical staff member accidentally punctures their skin with a needle that contains a patient's blood. Testing will be performed after providing the necessary explanations and obtaining informed consent. Incurred medical expenses for this testing will be covered entirely by the hospital.

■ Regarding use of the bidet toilet (warm water washing toilet seat)

- Please turn off the water spray when defecating. Using the water spray while defecating can cause feces to scatter, contaminating the toilet seat and nozzle of the spray. Please comply to prevent the next user from using the contaminated water spray.
- Please wash your hands well after using the toilet. Although unseen by naked eyes, research (in a condition of using 6 layers of bathroom tissues) has found that there are 10,000 to 100,000 bacteria on the hand after wiping.

当院における院内感染予防策のご案内

Infection control measures at our hospital

We are committed to protecting all patients and visitors from hospital-acquired infections. In particular, we take the utmost protective precautions against antibiotic-resistant bacteria* such as methicillin-resistant staphylococcus aureus (MRSA), vancomycin-resistant enterococci (VRE), and carbapenem-resistant enterobacteriaceae (CRE).

To provide appropriate treatment and protective measures, patients who have a medical history of antibiotic-resistant bacteria may be examined for their bacterial carrier state during outpatient consultation or at re-admission. Although procedures may vary depending on the bacterial strain, specimens may be collected from a specific area or wound (with a cotton swab), or sputum collected for a bacterial culture test. It will take about 3 operational days to determine the test results. Until the test result is confirmed, the medical staff will assume that the patient is a carrier and medical care will be conducted with the necessary precautions. Specifically, medical staff will perform handwashing before and after contact with patients, and appropriate examination sequence depending on patients' medical needs will be given consideration.

Moreover, in accordance with hospital regulations, patients positive or suspected to be positive for carrying specific bacteria may be asked to stay in private rooms until test results confirm that you are no longer a carrier. We thank you for your understanding.

If you have any inquiries, please contact the Infection Control Unit through your attending doctor or nurse.

*Antibiotic-resistant bacteria: bacteria that resist the effects of certain antibiotics which were once able to be used.



個人情報保護について

Protection of personal information

◆ Use of Personal Information

Juntendo University Hospital may use patient's personal information for the purposes stated below.

Please be assured that when your personal information is required for any other purposes, we will obtain your consent.

◆ Disclosure, correction, and discontinuance of personal information

Juntendo University Hospital discloses, corrects, and/or discontinues the use of patient's personal information in accordance with the provisions of the "Act on the Protection of Personal Information".

■ Purpose of using personal information at Juntendo University Hospital

◇ Medical provision

1. Providing medical care services
2. Cooperation with other medical institutions (hospitals and clinics)
3. Responding to referrals from other medical institutions
4. Requesting opinions or advice for medical care from doctors of other institutions
5. Consignment of medical laboratory testing services and other outsourced services
6. Informing medical conditions to designated persons such as family members
7. Other purposes pertaining to the provision of medical care for patients

◇ Medical insurance related administrative work

1. Administrative procedures or consignment of insurance related work for medical care, long-term care, industrial accident compensation, and publicly funded health care of our hospital
2. Submission of copies of receipts to patients along with medical remuneration points to the insurance payment organizations
3. Responding to inquiries from insurance payment organization or insurer
4. Submission of copies of receipts to patients along with medical remuneration points to insurance payment organization or responding to inquiries of government agencies pertaining to publicly funded medical health care

5. Other purposes of medical insurance administration or consignment of medical care, long-term care, industrial accident compensation, and publicly funded health care

- ✧ Administrative management
 1. Patient payments, accounting
 2. Reporting medical accidents
 3. Improving patient medical care services
 4. Ward management for hospitalization
 5. Others pertaining to hospital administrative management tasks

- ✧ Notification of company-commissioned health examination results to companies
- ✧ Consultations and notifications to medical professional organizations or insurance companies in relation to medical professional liability insurance
- ✧ Basic documents for maintaining and improving medical care and long-term care services
- ✧ Cooperation with in-hospital medical training practices
- ✧ Clinical research aimed to improve the quality of medical service
- ✧ Provision of information to external audit agencies
- ✧ Provision of information under the Pharmaceutical Affairs Law and Cancer Control Act

If you do not wish to consent to the above provisions of personal information to other medical institutions, please notify the Medical Service Support Center.

If we do not receive any notification for disapproval, your personal information will be managed per intended uses as listed above. You may change or withdraw your consent at any time.

Juntendo University Hospital

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International patients without Japanese public health insurance,
please contact International Healthcare Department through your medical coordinator.