

Admission Guide

入院のご案内



Juntendo University Hospital

3-1-3 Hongo, Bunkyo-ku, Tokyo 113-8431

TEL (03)3813-3111(main)

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

Flow of Admission

1 Inpatient Admission ordered by your attending doctor

* In case of emergency hospitalization, please confirm with your doctor or nurse regarding admission procedures.

2 Pre-Admission Support Center and Preoperative Clinic (Building B, 2nd floor)

- Fill out the medical questionnaire form (bring in on the day of admission).
- Medical examination by anesthesiologists, dentists, pharmacists and nurses at the Preoperative Clinic.
- Watch informational video about anesthesia and surgery.

3 Confirmation of Admission

Patients <u>with</u> scheduled date of admission	Patients <u>without</u> scheduled date of admission
<p>We will contact you on the day before your admission (if the previous day is a holiday, we will contact you before the holiday).</p> <p>※ If you do not receive a call by the day before scheduled admission day, please call the admission staff.</p> <p>※ If you wish to reschedule or cancel your scheduled admission, please contact your attending doctor directly.</p> <p>Hospital operator: 03-3811-3111</p>	<p>When a hospital bed becomes available, we will call you the day before your admission.</p> <p><u>Monday – Friday 13:00 - 17:00</u> <u>Saturday 9:00 - 13:00</u> (Excluding Sundays, 2nd Saturdays and holidays.)</p>

4 Day of Admission

- Please come to the **Inpatient Admission Desk** at your scheduled time.
- After your admission is processed, you will receive an envelope with information guiding you to your ward.
- Patient medical history and personal habits will be reviewed with a ward nurse.
- Wristband is required to be worn at all times for patient safety.

Inpatient Admission Desk

Regular Hours: **Inpatient Admission Desk** (Building No. 1, 1st floor)

Hours: Monday-Saturday 9:00 - 17:00(excluding 2nd Saturdays)

Sundays, 2nd Saturdays, holidays and after-hours: **Cashier** (Building B, 1st floor)

(*The Cashier is mainly for outpatient use. It is open to inpatients for admission and discharge during non-regular hours.)

I What to bring for admission

1 Documents to prepare for admission

Please come to the **Inpatient Admission Desk** at your scheduled time.

Things to prepare:

- Patient ID card
- Admission consent form

The following if applicable:

- Japanese public health insurance card
- High-cost medical expense benefit form
- Personal stamp for documents

- Medical care certificate
(under government welfare program)
- Long-term care insurance card
- Discharge certification from other hospital within 3month
- Medical certificate form provided by private insurance company

2 Documents to prepare for ward

Things to prepare (if applicable):

- Guide to your hospital stay (pamphlet)

You will have a ward orientation using the pamphlet after admission.

- Comprehensive consent form
- Medical questionnaire form
- Examination/surgery consent form
- Medication and record book (if you have one)

Daily medications will be managed by the medical staff to make sure that no adverse reactions or contraindications occur.

If you are taking insulin, please bring your blood glucose monitoring device with you.

- Donor card

If you have a donor card, please inform your attending doctor or the ward nurse when arriving to your ward.



3 What you need for your stay

Daily necessities to prepare:


- Toiletries (ex., plastic cup)
- Liquid soap (ex., body soap)
- Hand towel
- Tissues
- Robe or indoor coat to keep warm
- Denture case
- Indoor shoes (non-slip shoes that you are used to wearing)
- Shaving set
- Shampoo & conditioner
- Bath towel
- Sleepwear (ex., Pajamas)
- Underwear (ex., Diapers)
- Earphones to watch TV



- Daily necessities may be purchased at the convenience store (Building No. 1, B1 floor) in the hospital.
- If you are using dentures or hearing aids, please inform the nurse when arriving at the ward.
- We may ask you to let us look after your scissors, razors, or other hazardous objects.

Room Types and Rates (per patient per day)

Room types	Grades	Person per room	Charge	Ante room	Mini kitchen	Refrigerator	Bath/Toilet				TV		
							Bath	Shower	Toilet	Basin	Paid	Free	
Building No. 1	Superior Private	SA	1	¥99,620	✓	✓	✓	✓	✓	✓	✓	✓	
		SB	1	¥92,130	✓		✓	✓	✓	✓	✓	✓	
		A	1	¥88,920		✓	✓	✓	✓	✓	✓	✓	
		B	1	¥86,790			✓	✓	✓	✓	✓	✓	
		C	1	¥58,980			✓		✓	✓	✓	✓	
	Private	1A	1	¥40,640			✓		✓	✓	✓	✓	
		1B	1	¥36,360			✓			✓	✓	✓	
		1C	1	¥33,150			✓			△ Not for Room 5880	✓	✓	
	Multiple Patient	4A	4	¥6,950			✓					✓	
		4B	4	¥0			✓						✓
	Pediatric	Mother-Child	1~4	¥0			✓				✓ 1 per room		✓
		Toddler/School Child	1~4	¥0			✓				✓ 1 per room		✓
		Infant	5	¥0			✓				✓ 1 per room	△ 1 per room	
Building B	Superior Private	B-SA	1	¥156,290	✓	✓	✓	✓	✓	2 per room	✓	✓	
		B-SB	1	¥107,100		✓	✓	✓	✓	✓	✓	✓	
		B-SC	1	¥54,700			✓		✓	✓	✓	✓	
	Private	B Private	1	¥39,570			✓		✓	✓	✓	✓	
	Multiple Patient	B4A	4	¥6,950			✓					✓	
		B4B	4	¥0			✓						✓

 Electric pots are equipped in all Superior Private rooms.

- 1) 10% tax included
- 2) Charges are per day (1 night/2 days will be counted as 2 days). Physician/examination fees, hospital meal expenses and telephone charges will be billed separately.
- 3) For inquiries concerning room changes and services during your stay, please contact your attending doctor or the chief nurse of the ward.
- 4) For inquiries concerning admission procedures, please consult the Inpatient Admission Desk (Building No. 1, 1st floor).

Discharge Procedures

1 Discharge notice from doctor (in ward)

2 Notice of discharge procedure from ward nurse (in ward)

3 Payment

- Regular check-out:

Please bring your bill and make your payment on the day of discharge (or the preceding day if the discharge is a holiday) at the [Inpatient Cashier Counter](#) (Building B, 1st floor).

Hours:

Monday – Saturday 9:00 – 17:00 (excluding 2nd Saturdays)

- Sundays, 2nd Saturdays, holidays and after-hours:

Please go to the [Cashier](#) (Building B, 1st floor) to make payment.

(*The Cashier is mainly for outpatient use. It is open to inpatients for admission and discharge during non-regular hours.)



Medical Documents/Certificates

- If you need medical documents or certificates issued by the hospital, please make a request at the Medical Document Service Center (next to the Pharmacy) on the 1st floor of Building No. 1.

Hours: Monday - Friday 9:00 - 17:00, Saturday 9:00 - 15:00

(Excluding Sundays, 2nd Saturdays and holidays.)

- You will need your wristband or patient ID card for application. If a family member applies on behalf of a patient, the patient's ID card (and Japanese public health insurance card, if applicable) and identification of the person applying will be required.
- In order to receive benefits from a private insurance company (including overseas private health insurance, life insurance, and travel insurance), it may be necessary for the subscriber to notify the insurance company regarding hospitalization or surgery. Please contact your insurance company to confirm your policy and to verify what medical documents you need for reimbursement.
- Although the procedure for reimbursement varies by insurance policy, most insurance companies provide a claim form. We recommend that you bring this form to your attending doctor before discharge so that the reimbursement procedures go smoothly.

Visiting Patients

Visiting Hours

14:00~20:00 (including Sundays and Holidays)

※ Visiting hours for Intensive Care Units (ICU) and Obstetric/Newborn care ward are set separately. ICU patient visits are restricted to family members due to patient care needs. We may restrict visitations or limit visitation time depending on patient's condition or surgical schedule.

1 Fill out the visitor's form.

Location: Information Desk (Building No. 1, 1st floor)
or Security Office (Building B, 1st floor)

* You will need the patient's full name and date of birth.



2 We ask all visitors to display the visitor's sticker visibly and to keep the visitor's form throughout the visit.

* Hospital staff or security staff may approach you for security reasons if the visitor's sticker or visitor's form is not visible.

3 When you reach the ward, please inform our staff at the nurse station.

* If the patient you are visiting is staying in Building B, press the intercom and state that you are here for visitation.

4 Please return the visitor's sticker and form.

* You must return the visitor's sticker and visitor's form to the Information Desk or to the Security Office when you leave.

Visitor's Policy



- Please comply with visiting hours.
- Please refrain from visiting patients during mealtimes.
- We ask visitors to please refrain from eating or drinking in the ward.
- Children under 15 are not allowed.
- Visitors with the following conditions will not be allowed: fever, runny nose, cough, nausea/vomiting, diarrhea, red eyes, and fatigue.
- To prevent infections, we ask all visitors to perform hand hygiene and to wear masks. Please feel free to use the hygienic hand disinfection units located throughout our facilities. If you have a cough, please wear a mask.
- Please do not bring pets or hazardous objects (e.g. knife, scissors, lighters, etc.).
- Visitors with a guide dog may visit with the service animal.
- For privacy protection, we may not be able to respond to inquiries concerning private medical information. We ask visitors to contact patients directly regarding details.
- We may restrict visitation of any patients due to medical reasons.

| Important Notice



No-Smoking Policies (in all hospital facilities)

In order to prevent diseases caused by both active and passive smoking, smoking is prohibited in hospital facilities. New types of tobacco, such as electrically heated tobacco and electronic tobacco are also prohibited. Streets around our hospital are designated as non-smoking areas. There are no smoking spots available nearby.



Safety of Your Valuables

There is a safety box beside your bed. Please use the safety box to secure your valuables when needed. Please refrain from bringing jewelry or a large amount of cash into wards. Medical Affairs Department provides service for cash deposit. If you need help, please ask your ward nurse for assistance.



In Case of Emergencies and Disasters

In case of emergencies/disasters, please stay calm and follow the evacuation instructions given by our staff.



Use of Mobile Phones

Because using mobile phone affects precision medical equipment, please turn off your mobile phone in consultation rooms, examination rooms, treatment rooms, surgery rooms, ICU, CCU and NICU.

In other areas, please set your mobile phone to silent mode, and refrain from talking on the phone except in the designated areas. If you have any questions, please consult at nurse station.



Policies on Violence and Harassment

Violence, verbal abuse, damage to equipment, sexual harassment, and/or unreasonable demands interfering with medical services are strictly forbidden. Patients committing these acts may be removed from the hospital.



Contacts and Inquiries

To protect patient privacy, please be advised that we cannot respond to inquiries concerning patients' medical condition or treatment over the phone.



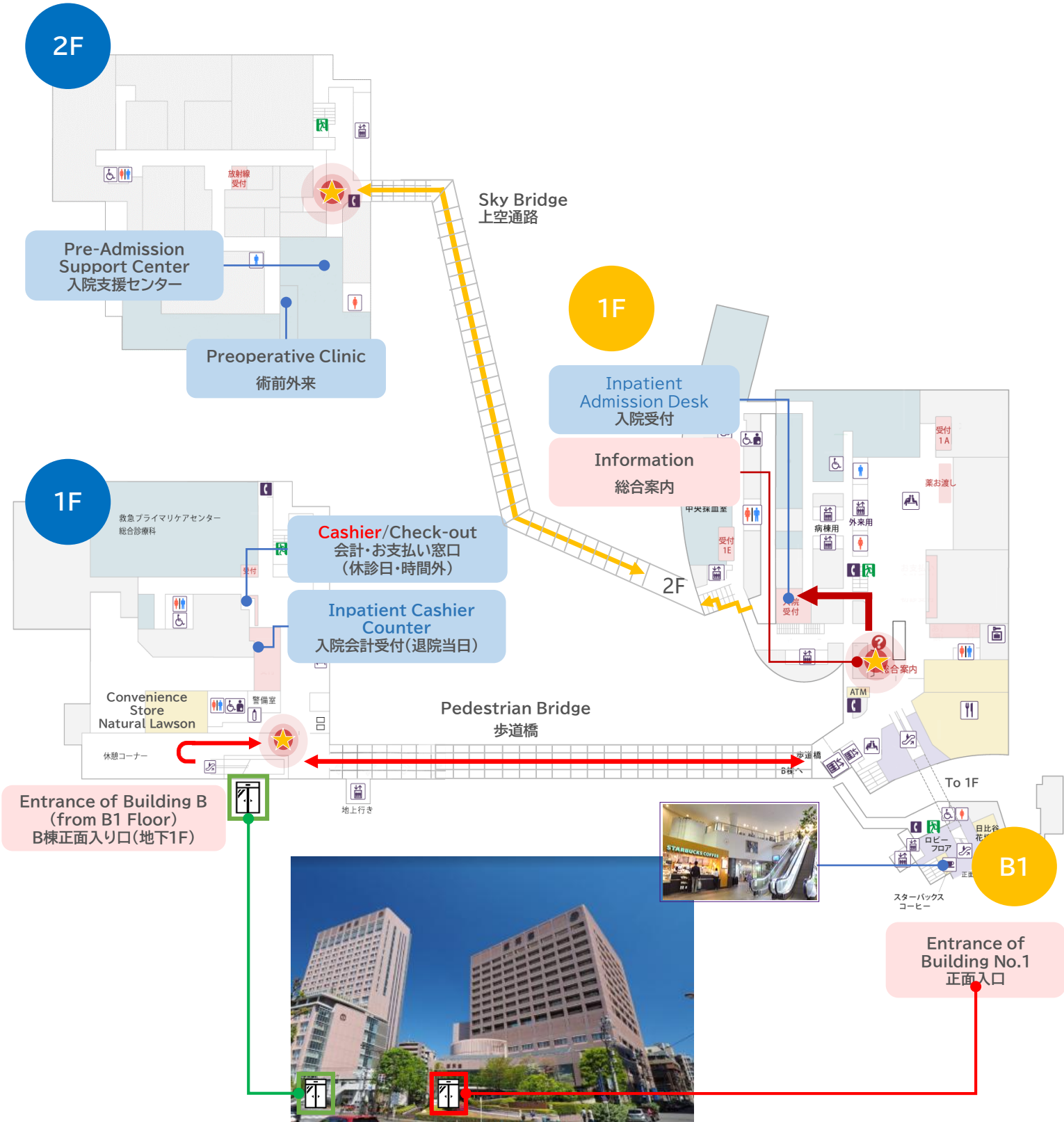
Photos and Videos

Photos and videos of individuals other than family members, including hospital staff, are strictly prohibited.

Map

Building B

Building No. 1



Hospital Facilities

Starbucks Coffee

Entrance of Building No. 1



Mon ~ Sat: 7:00 ~ 21:00

Sun · 2nd Sat · Holiday: 10:00 ~ 19:00

Restaurant Hilltop

1st floor of Building No. 1




Mon ~ Sat (closed on 2nd Sat): 8:00 ~ 19:30

Sun · Holiday: 11:00 ~ 18:30

Natural Lawson (Convenience Store)

B1 floor of Building No. 1



 24Hours

Natural Lawson (Convenience Store)

1st floor of Building B



Mon ~ Fri(Sat): 8:00 ~ 19:00 (~ 17:00)

Sun · 2nd Sat · Holiday: 8:00 ~ 16:00

Hibiya-Kadan

Entrance of Building No. 1



Mon ~ Fri(Sat): 9:00 ~ 19:00 (~ 17:00)

Sun · 2nd Sat · Holiday: 10:00 ~ 17:00

Prayer Room

B1 floor of Building No. 1



Everyday: 8:00 ~ 20:00

※ Please contact the Security Office (Building No. 1, B1 floor).

Taxi Stop

Back Entrance of Building No. 1



Parking

Building No. 1 and Building B



※ Laundry rooms are located on every ward floor of Building 1 and Building B.

Area Map







Building B

Building No. 1



Access

-  JR (Chuo Line), Ochanomizu Station (JC03) Ochanomizu-bashi exit ...5 minutes by walk
-  JR (Sobu Line), Ochanomizu Station (JB18) Ochanomizu-bashi exit ...5 minutes by walk
-  Tokyo Metro (Marunouchi Line), Ochanomizu Station (M20) No.1 or 2 exit ...5 minutes by walk
-  Tokyo Metro (Chiyoda Line), Shin-Ochanomizu Station (C12) No. B1 exit ...7 minutes by walk

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

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