

# Guide for Outpatients

## 外来のご案内



Juntendo University Hospital

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TEL (03)3813-3111(main)

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

# Flow of Outpatient Visit

当院に初めて受診される方  
First visit

再診の方または初めての診療科に受診される方  
Revisit or  
First visit to a new department

## 初診受付 Reception Desk

- 診察申込書  
Application for outpatients
- 健康保険証  
Japanese public health insurance card (if applicable)
- パスポートまたは在留カード  
Passport or Residence card
- 診療情報提供書  
Referral letter/Medical documents/CD-ROMs

## 自動再診受付機 Automatic reception machine

- 診察券  
Patient ID card
- 健康保険証  
Japanese public health insurance card (if applicable)

\* If you have any new medical documents and/or CD-ROMs, please present them to the Reception Desk.

## 受診科受付 (診察券 + 受付票) Reception counter of department you are visiting (Patient ID card + Reception Slip)

### A 診察 Consultation

B 検査・注射・処置等がある場合  
Examination, injection, treatment, etc.

C 検査・注射・処置等がない場合  
No examination, injection, treatment

- 処置室 Treatment room
- 画像診断室 Diagnostic imaging room
- 生理機能検査室 Physiological function test laboratory
- その他 Other

## 会計受付 (診療カード提出) Cashier / Check-Out (submit patient accounting sheet)

会計表示パネル(会計番号の表示)  
Waiting for payment amount to be calculated

## お支払い窓口・自動精算機 (診察券提出) Cashier · Automatic Payment Machine (Patient ID Card)

Your payment number shows on screen

Red	⇒ Cashier counter
Black	⇒ Automatic payment machine

After payment you will receive:  
(1) Medical expenses receipt  
(2) Itemized description; and/or  
(3) Medication prescription exchange slip (if applicable)  
\* all in Japanese.

薬あり Medication prescribed

薬なし No prescription

お薬引換え口(薬引換券提出)  
Pharmacy  
(Medication Prescription Exchange Slip)

終了  
END

# Guide for Outpatients

## ◆ Patient Registration / Application Form

- Please fill out the application form and submit it to the Reception Desk along with your referral letter, medical documents or CD-ROMs.
- Please also present your personal ID (passport or residence card), Japanese public health insurance card, or medical certificates if applicable.
- When called, you will receive your patient ID card and your reception slip (see below).

## ◆ Reception Slip

First time		You will receive a reception slip along with your patient ID from the Reception Desk.
Follow ups	With reservation	Please insert your patient ID card into the automatic reception machine. A reception slip will be issued. <b>* If you have a reservation at the Private Section, please go to the 3<sup>rd</sup> floor of Building B directly.</b>
	Without reservation	Please insert your patient ID card into the automatic reception machine. Names of clinical departments will appear on the screen (Japanese only). Please select the department that you will visit and reserved medical care (consultation, medication prescription, injection, examination). A reception slip will be issued.
		<ul style="list-style-type: none"> <li>➤ If you have a new referral letter, medical documents or CD-ROMs, please submit them to the Reception Desk of Building No.1.</li> <li>➤ If you forget to bring your patient ID card with you, you can have it reissued at the Reception Desk of Building No.1. A small fee will be charged.</li> </ul>

Please present this slip along with your patient ID card to the outpatient reception of the clinical department that you are visiting. When your turn comes, your Reception Number will show on the screen.

## ◆ Patient Accounting Sheet

- Your patient accounting sheet will be given to you in the consultation room when you have finished your consultation.
- If you have further examinations, please proceed to the designated location with your patient accounting sheet.
- If you have completed all medical care, please submit your patient accounting sheet to the Cashier/Check-out counter.
- **Please make sure you have your patient accounting sheet before heading to the Cashier/Check-out counter.**

# Guide for Outpatients

## ◆ Payment (Cashier)

- When the Payment Number on the reception slip shows on the screen, please pay at the Cashier counter (red number) or use the automatic payment machine (black number).

Cash or  
Credit Cards.



- If you have medication prescribed, the medication prescription exchange slip (see right) will be issued with your medical expenses receipt (bottom half).

## ◆ Medication Prescription Exchange Slip

- When your medication prescription number on the exchange slip shows on the screen, please receive your medication at the Pharmacy counter.



## ◆ Referral Letter

For patients who do not have a referral letter for the first visit or have not visited our hospital for more than 6 months, an additional initial fee of 8,250 yen will be charged. (tax included, new price valid from April 1, 2020.)

*Juntendo University Hospital is a "Special Functioning Hospital" certified by the Ministry of Health, Labor and Welfare, to provide high-level, advanced medical care. We ask that you please bring a referral letter from the medical institution where you were previously seen. Patients with a letter of referral from a hospital in another country are asked to bring the original English version or a Japanese translation.*

## ◆ Reception (First Visit) and Consultation Hours

		Monday-Friday	Saturday
Reception hours	A M	8:00-11:00	8:00-11:00
	P M	11:30-15:00	*11:30-14:30
	Reception hours may differ depending on the clinical departments.		
Consultation hours	A M	9:00-12:00	9:00-12:00
	P M	13:00-16:00	*13:00-15:00

- \* Outpatient examinations on Saturday afternoons (excluding the second Saturday of each month) are offered by select departments only. Please check the website page of the department you plan to visit before visiting the hospital.
- Days when outpatient clinics are closed: Sundays, second Saturday of each month, national holidays, University Foundation Day (May 15), and New Year holidays (Dec. 29 – Jan. 3).

### Patients with Japanese public health insurance

At the beginning of each month, we ask to confirm your Japanese public health insurance and medical certifications (if applicable). If you have any changes regarding your name, address, insurance policies, etc., please inform the staff at the Cashier.

### Patients without Japanese public health insurance

- Starting on April 1, 2018, patients who do not have Japanese public health insurance are charged at a rate of 30 Yen per medical remuneration point (10 Yen per medical remuneration point for those with Japanese public health insurance).
- For any inquiries, please contact the Department of International Healthcare.



# Outpatient Clinical Departments & Other Facilities

診療科	Outpatient Clinical Departments	诊疗/检查科室	Building 所在大楼	Reception 前台
総合診療科	General Medicine	综合诊疗科	No. 1	1A
循環器内科	Cardiovascular Medicine	心血管内科	No. 1	2A
消化器内科	Gastroenterology	消化内科	No. 1	2B
呼吸器内科	Respiratory Medicine	呼吸内科	No. 1	2A
腎・高血圧内科	Nephrology & Hypertension	肾脏・高血压内科	No. 1	3B
膠原病・リウマチ内科	Rheumatology	风湿免疫科	No. 1	2A
血液内科	Hematology	血液内科	No. 1	3E
糖尿病・内分泌内科	Diabetes, Endocrinology and Metabolism	糖尿病・内分泌科	No. 1	2A
腫瘍内科	Medical Oncology	肿瘤内科	No. 1	3E
メンタルクリニック	Psychiatry	精神科	No. 1	4D
脳神経内科	Neurology	脑神经内科	No. 1	3A
小児科・思春期科	Pediatrics and Adolescent Medicine	儿科・青少年科	No. 1	4F
小児外科・ 小児泌尿生殖器外科	Pediatric General and Urogenital Surgery	小儿外科・ 小儿泌尿外科	No. 1	4F
消化器・低侵襲外科	Gastroenterology and Minimally Invasive Surgery	消化・微创外科	No. 1	2B
食道・胃外科	Esophageal and Gastroenterological Surgery	食道・胃外科	No. 1	2B
大腸・肛門外科	Colorectal and Proctological Surgery	肛肠外科	No. 1	2B
肝・胆・膵外科	Hepatobiliary-Pancreatic Surgery	肝・胆・胰外科	No. 1	2B
乳腺科	Breast Oncology	乳腺科	No. 1	1F
心臓血管外科	Cardiovascular Surgery	心血管外科	No. 1	2A
呼吸器外科	General Thoracic Surgery	呼吸外科	No. 1	2B
脳神経外科	Neurosurgery	脑神经外科	No. 1	3A
整形外科・スポーツ診療科	Orthopedic Surgery and Sports Medicine	骨科・运动医学科	No. 1	3B
脊椎脊髄センター	Spine and Spinal Cord Center	脊椎脊髄中心	No. 1	3B
形成外科	Plastic and Reconstructive Surgery	整形外科	No. 1	3A
皮膚科	Dermatology	皮肤科	No. 1	3A
泌尿器科	Urology	泌尿外科	No. 1	3B
眼科	Ophthalmology	眼科	No. 1	4A
耳鼻咽喉・頭頸科	Otorhinolaryngology (ENT), Head and Neck Surgery	耳鼻喉・头颈外科	No. 1	4B
放射線科 (診察/治療室、PET-CT)	Radiology and Radiation Oncology (Consultation/Therapy, PET-CT)	放射線科 (診察・ 治療室、PET-CT)	No. 1	B2 Floor
産科	Obstetrics	产科	No. 1	4B
婦人科	Gynecology	妇科	No. 1	4E
麻酔科・ペインクリニック	Anesthesiology and Pain Medicine	麻酔・疼痛科	No. 1	3C
リハビリテーション科	Rehabilitation Medicine	康复科	B	8th Floor
救急科	Emergency Medicine	急救科	B	1st Floor
睡眠・呼吸障害センター	Sleep-Disordered Breathing Center	睡眠呼吸障碍中心	No. 1	4C
足の疾患センター	Podiatry Center	足部疾病中心	No.1	4C
歯科口腔外科	Oral & Maxillofacial Surgery	齿科・口腔外科	B	2nd Floor

# Outpatient Clinical Departments & Other Facilities

検査室・相談室等	Other facilities for examination and consultation	其他检查室/咨询室等	Building 所在大楼	Reception 前台
文書受付	Medical Documents Service Center	医学证明服务中心	No. 1	1B
中央採血室	Central Blood Sampling Room	中央採血室	No. 1	1E
採尿室	Urine Collection Room	採尿室	No. 1	1E
心電図検査室	ECG Laboratory	心电图检查室	No. 1	2E
心・血管超音波検査室	Cardiovascular Ultrasound Laboratory	心血管超声检查室	No. 1	2E
呼吸機能検査室	Respiratory Function Laboratory	呼吸功能检查室	No. 1	2E
吸入療法室	Inhalation Therapy Unit	吸入療法室	No. 1	2E
人工膵臓室	Artificial Pancreas Unit	胰腺功能检查室	No. 1	2nd Floor
化学療法室	Chemotherapy Unit	化学療法室	No. 1	3E
脳波・筋電図検査室	EEG/EMG Laboratory Unit	脑电波・肌电图检查室	No. 1	3D
レーザー治療室	Laser Therapy Unit	激光治疗室	No. 1	4th Floor
放射線部*	Radiology (X-Ray, CT Scan, MRI, SPECT) *	放射线检查室 (X线、CT、MRI、SPECT) *	No. 1	B1 Floor
超音波室	Ultrasound Room	超声波检查室	No. 1	B1 Floor
栄養相談室	Nutrition Counseling Room	营养咨询室	No. 1	B1 Floor
放射線部*	Radiology (X-Ray, CT Scan, MRI, SPECT) *	放射线检查室 (X线、CT、MRI、SPECT) *	B	2nd Floor
内視鏡室	Endoscopy Unit	内窥镜室	B	3rd Floor
予約診察室・人間ドック	Private Section (Reservation Clinic) / Health Screening	预约诊察室・体检中心	B	3rd Floor
リハビリテーション室	Rehabilitation Unit	康复中心	B	8th Floor
透析療法室	Dialysis Unit	透析室	B	9th Floor
血漿交換療法室	Apheresis Unit	血浆交换治疗室	B	9th Floor
がん治療センター 緩和ケアセンター	Oncology Center Palliative Care Unit	癌症治疗中心 缓和医疗中心	No.1	3F
東京都難病相談支援センター	Tokyo Metropolitan Intractable Disease Consultation/Support Center	東京都疑难疾病咨询中心	No.1	2D
難病医療支援外来 セカンドオピニオン外来	Intractable Disease Support Clinic Second Opinion Clinic	疑难疾病支援门诊 第二诊疗意见门诊	No.1	2C

\*Note: We have two facilities for radiological examinations, located in Building No. 1 and Building B respectively. Please refer to the location described on your reception slip or follow the instructions of your care provider.

• 1号馆和B栋分别设有放射线检查部门，请确认挂号单或其他说明单上的指定位置之后前往。

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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.