

YukiGuni Yamato Hospital

A slide show on how to use the hospital
and related services

Prepared for Students of IUJ

The Hospital Main Entrance



- Located 10 minutes from campus, about 4K
- Operating days/hours
 - Varies by service
 - Reception until 11am
- Closed 3rd Monday of each month
- Emergency care available 24-7

Entryway



- First time visit: Enter the hospital from the Main Entrance, and go RIGHT once inside the facility to register
- Return visit with appointment slip: Go directly to your waiting area

Inside area of the Hospital



- This is a view of the hallway leading to the Reception and Accounting lobby
- Information services are available here

Waiting area leading to Reception



- To the right of the waiting area is the Reception for outpatient registration, check in, and assistance

View of the Reception Counter



- First stop for first-time visitors
 - Go here for your initial Registration required
- First stop for new conditions
 - When your visit is not a return visit for continuing treatment, you need to check in here and then go to the waiting area for your need

2nd Visit Process (New Condition)



- On your 2nd visit to the hospital for a new condition, go to the Reception Counter and place your Insurance card in the slot of the service you need.
 - The staff will help you based on your Communication sheet supplied by IUJ
- After submitting, go and wait near the designated doctor's office

After Checking in . . .



- The hospital is divided into various services meeting various health conditions
 - Internal Medicine
 - Ear, Nose Throat
 - Skin and rashes
 - Children's needs
 - Etc.
- Wait in the area related to your needs.
- A nurse will ask you about your condition before you see a doctor (in most 1st visit cases)
- Listen for them to call your name to see the doctor

The doctor visit



- When your name is called go to the designated area.
- Most nurses, and many doctors do not speak English. Use the communication sheets to communicate
- Internal medicine doctor does speak English.
 - Takeuchi-sensei is pictured here with her assistant.

Consultations and Next Steps



- Your doctor will check your condition and advise on medications or next steps.
- The exam is over when they provide you a yellow folder.
 - If a return visit is necessary, they will provide you a Return Appointment slip.
 - Keep this for the next visit

Return Visit check in



- Present your Return Visit Slip directly to the nurses station nearest your doctor's area, at your appointed time
 - NO NEED to go to reception
- Then wait to be called

At the end of the visit



- Return to the Reception Lounge with your yellow folder
- Submit the folder and your insurance card to the staff at the counter

Waiting Lounge



- Sit in this area and wait for your name to be called
- It will take about 10-15 minutes for them to prepare your bill
 - The waiting lounge has a pay phone, drinks

Paying your bill



- When your name is called, approach the right-hand side of the counter
- NHI insurance is automatically deducted from your bill.
 - Pay the full balance as shown on the receipt
- For information on how to read the Bill, see your Hospital Guide Book

Filling your Prescription



- Take your prescription form to one of the 2 pharmacies just across from the hospital
 - Located on the corners of the road leading to the hospital
 - Either is fine!

Inside the Pharmacy



- Present the documents you received from the hospital and your insurance card to the staff at the counter.
- Wait in the lobby for them to call your name.
 - Free tea service is usually available

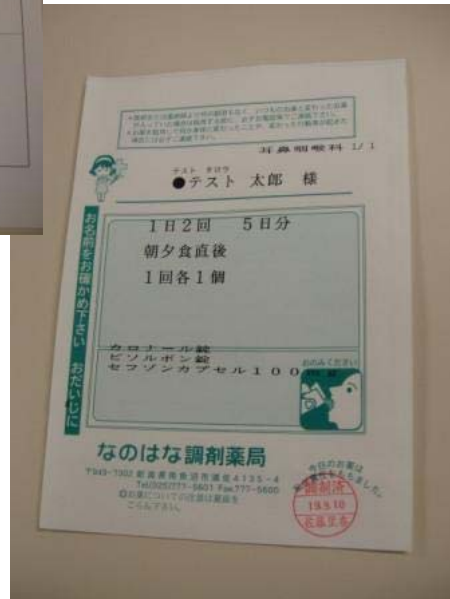
Scenes are for NanoHana Pharmacy

Receiving and Paying for medication



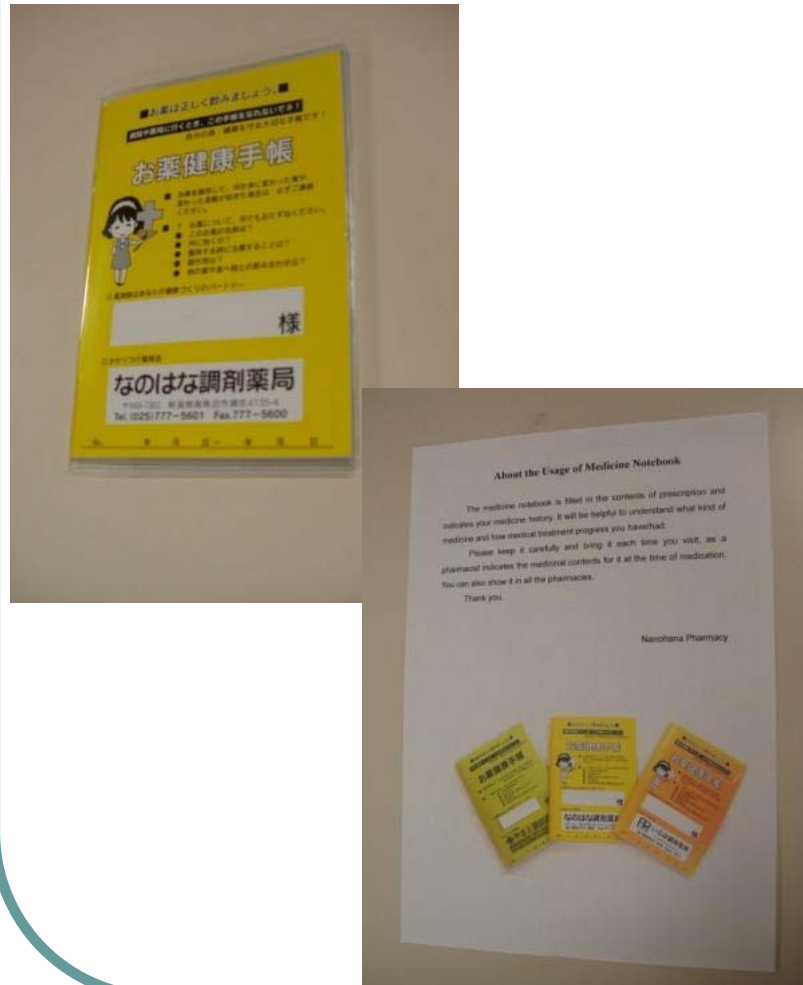
- When they call your name, go to the counter
- Receive your medication and an explanation of how to take it!
 - Be sure you understand when and how to take the medication!
- Then pay your bill. NHI Insurance deductions will be automatically made.

Understanding your Medicine



- An explanation sheet will come with your medication – in Japanese
- Your medicine is in a bag with information on when and how to take it printed on the outside.
 - For help reading this bag, see the Hospital Guide Book

Medication Record book



- The Pharmacy will provide you a medication record book, and an explanation sheet
- Keep all medication notifications (stickers) in this book and show it to doctors and pharmacists when you receive medications
 - They can ensure there is no dangerous medicine combinations

Questions?



- If you need help understanding your medication, bill, etc. see the IUJ SPSC staff
 - Nakajima-san
 - Komiyama-san
 - Others!