

# Hospitalization guidance

Tokyo Women's Medical University  
Yachiyo Medical Center

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## **Patient's rights**

Medical care is based on a sufficient relationship of trust between patients and healthcare professionals (medical institutions). At our hospital, we consider that all patients have the following rights, and provide medical care that respects them.

- 1) You have the right to receive fair, good, and safe medical care.
- 2) After receiving sufficient explanation and information, you have the right to express your wishes and opinions and select a treatment method.
- 3) The personal information collected during medical treatment is kept confidential.
- 4) If you wish a second opinion, you can receive the necessary information.

## **Request to Patients**

Our hospital offers a variety of medical services, so please understand the following and cooperate in the provision of appropriate medical services.

- 1) In order to provide high quality medical care, please tell us your precise medical information.
- 2) Please follow the rules of our hospital to receive good medical care.
- 3) Since this hospital is also an educational institution, we may ask for your cooperation in the training of medical professionals.

### **After admission reservation**

- Please prepare the necessary items in advance. (See page 3)
- If the hospitalization date has not been decided, the Bed control room office will contact you by telephone at a later date.
- We may ask you about your hospital room request, but please note that we may not always be able to meet your request.
- For consultation regarding hospitalization after reservation, please contact the Reservation center (ext. 2106).

### **By the day before hospitalization**

- Nail polish, nail art, gel nails, and whole-body piercings will interfere with hospital treatment, so be sure to remove them by the day before hospitalization.
- Be sure to remove any rings before you undergo surgery. Please remove them in advance to prevent loss.

### **On the day of hospitalization**

Reception place: 1st ward 1F (Inpatient registration) (ext. 3100)

Reception hours: Weekdays: 9:00-16:30, Saturdays: 9:00-12:30 (Closed on the third Saturday). Excluding National Holidays, and Foundation Day (December 5)

- Please come at the time specified to facilitate the hospitalization procedure.
- Please give your name and the department at the Inpatient registration, and submit the necessary documents to the counter.
- Please note that the admission time may be delayed due to the preparation of the hospital room.
- Please contact our Bed control room (ext. 2456) when it is not possible to come to the hospital at the prescribed time.
- If you come by car on the day of hospitalization, please be sure to accompany another driver. We do not have a parking lot for inpatients.

## Documents you need for hospitalization

1. Patient's registration card (Patient ID card)
2. Insurance certificate
3. High-Cost Medical Expense Benefit (Eligibility Certificate for Ceiling-Amount Application)  
[https://www.mhlw.go.jp/seisakunitsuite/bunya/kenkou\\_iryuu/iryuu/kokusai/setsumeisiryu/dl/en09.pdf](https://www.mhlw.go.jp/seisakunitsuite/bunya/kenkou_iryuu/iryuu/kokusai/setsumeisiryu/dl/en09.pdf)
4. Medical care eligibility certificate (if any)
5. Documents to be provided at the time of reservation (please fill in all)
  - I. Hospitalization application form
  - II. Handling of inpatient personal information form
  - III. Hospitalization report (if any)
  - IV. Direct payment agreement form (only for a patient who will give birth)
  - V. Hospitalization deposit (only for those who request a private room, will give birth, or are self-paid care status)
6. Personal seal (*Hanko*)

## What to bring when admitted

- Please bring the medicine you are currently taking and a medicine notebook.
- Underwear, pajamas (open front), bath towel, face towel, tissue papers, wet tissues, writing utensils, cups, indoor shoes, earphones for those who wish to watch TV
- Toothbrush, toothpaste, soap, shampoo, rinse, shaving equipment, comb, contact lens case, preservative solution, glasses case, denture case, etc.
- Dangerous items (knives, flammable explosives, lighters, etc.) are strictly prohibited.

## **During your stay in hospital**

### **Family attendance**

In our hospital, family attendance is not necessary in principle. However, family attendance is allowed when the patient's medical condition worsens or the family so wishes. Family attendance requires the doctor's permission.

### **Meal times**

Breakfast 8AM, Lunch 12PM, Dinner 6PM

Bringing in meals is prohibited, in principle.

### **Hospital visiting hours**

- Visiting hours are from 1PM to 8PM (7 days a week)
- Visitors need a security card, which is provided at Inpatient registration in 1st Ward 1F.
- The security card needs to be returned when visitors leave the hospital.

### **For going out □ Staying out overnight**

- Permission from your doctor is required in order to go out or stay outside the hospital overnight.
- Please inform our staff when you leave hospital

### **Security card (IC card)**

- This hospital has introduced a security system for patient safety. The patient's IC card given at the time of admission is the key to the ward entrance, so be sure to carry it with you.



- The patient's IC card has the function of a cashless payment card in the hospital, and can be used for TVs, laundry rooms (excluding the second ward), shops and restaurants by depositing cash in advance (1,000 yen units).

Charging machines are installed in the day room of each ward.

- When leaving the hospital, be sure to settle the balance and return your IC card to the Inpatient registration (1<sup>st</sup> ward 1F).
- If the card is lost or damaged, the actual cost (3,000 yen, excluding tax) will be charged.

### **Patient identification band**

- Our hospital asks all inpatients to wear identification bands to ensure patient safety and prevent misidentification. We confirm your name and band during treatment, examination, surgery, infusion, medication and serving

### **Equipment**

- TV charge: ¥110 / hour
- Refrigerator charge: ¥200 / 24 hours
- Laundry room: open from 8:30AM to 4:30PM
- Washing machine charge: ¥200 / 1 use, Drying machine charge: ¥100 / 30min.
- Public telephones are installed on the 1<sup>st</sup> ward 1F and on the outpatient ward 1F.

### **Notes**

- This hospital is completely non-smoking on the hospital premises. There is no smoking area.
- The lights-out time is 22:00, to ensure patients get enough sleep.
- If you wish to visit another medical institution (including your primary physician) while you are hospitalized in our hospital, the permission of our hospital doctor is required. Be sure to consult your doctor.

## Parking lot

Continuous parking during hospitalization is prohibited. Our hospital does not have a parking lot for inpatients. On the day of hospitalization, if you come by private car, please be sure to be accompanied by another driver.

- Please note that we are not responsible for any accidents or theft in the parking lot.
- The parking fee is based on time. (Please refer to the price list below.)
- The amount will be reduced only in case of emergency hospitalization or sudden change of medical condition.

Hospitalization day Discharge day (Up to 1 car on the day)	Up to 4 hours	¥100	Please show the parking ticket to the Inpatient registration and have it stamped, please pay at the parking payment machine
	Every hour	¥100	
Surgery day Emergency hospitalization day (Up to 1 car on the day)	All day	¥100	
General visitors	Up to 1 hour	¥100	
	Every 30 min.	¥100	Please pay at the parking payment machine
Those who attend a birth	On the day of birth	¥100	Call the midwife when you wish to return home

## Hospitalization Fee

- The hospitalization fee is charged once a month on the 10th of the following month.
- The invoice will be delivered to the hospital room, so please pay at the

Inpatient registration or at the ATM (located in 1<sup>st</sup> ward 1F and Outpatient ward 1F).

- When using an ATM, your patient ID card is required.
- Inpatient registration and ATM are open from 9AM to 4:30PM on weekdays, 9AM to 12:30PM on Saturdays (excluding 3<sup>rd</sup> Saturday).
- Cash, credit and debit cards can be used as payment methods.
- The deposit is cash only. Please note that credit cards, debit cards, and transfers are not accepted for deposit.
- Receipts are required for various certifications such as medical expenses deduction. Please keep them in a safe place.
- For a private room, we will charge the prescribed fee of our hospital with the consent of the patient or family.
- If you have any questions about hospital charges, please contact the ward clerk.

### **Medical welfare consultation**

- Problems caused by illness or injury, such as "I'm worried about medical expenses", "I'm worried about living after discharge", "I want to know about available social security systems", "I want to know about rehabilitation facilities and child nursing facilities", patients and families can consult our social worker. Please feel free to consult with the Hospitalization and discharge support room. Consultation is free.
- The Hospitalization and discharge support room is located on the Outpatient ward 4F. Reception hours: 10AM to noon, 1:30PM to 4PM on weekdays, 10AM to noon on Saturdays (closed on the third Saturday).

## Discharge

- Please leave the hospital in the morning (before noon).
- The invoice will be delivered to the ward on the day of discharge. Payment on the day of discharge is required, so please bring your invoice, health insurance card, hospitalization receipt, and seal.
- We will settle the hospital deposit at the time of payment.
- If the date of discharge falls on the following days, please complete the procedure on the day before (we will send you an invoice by the day before): Sundays, national holidays, third Saturdays, foundation anniversary (12/5 (closed the next day if a Sunday or holiday)), New Year holidays (12/30-1/4)
- The ward clerk will give you a Discharge accounting confirmation slip at the time of discharge, so please take it with the patient's IC card to the Inpatient registration located in 1<sup>st</sup> ward 1F. After the hospitalization fee has been settled, please hand the slip to the ward clerk before leaving the hospital.
- If you are requesting documents before or after discharge from the hospital, please submit a request for them to the Reception/ Documents section on the 1st floor of the Outpatient ward (Hours: 9:00-16:30 on weekdays, 9:00-12:00 on Saturdays). If you need your documents during hospitalization, please submit a request to each ward clerk as soon as the discharge date is determined.
- A document fee is charged for requests for medical certificates.

## Hospital Services Table

Building	Service	Contents	opening hours
1 <sup>st</sup> Ward 1F	Convenience store	Groceries, stationery, miscellaneous goods, magazines, home delivery (Yu-Pack only), ATM, photocopier, utility bill payment, etc.	Weekdays: 24 hours 3 <sup>rd</sup> Saturday, Sundays and holidays: 8AM to 8PM
	Restaurant		Weekdays: 9AM to 5:30PM Saturdays (excluding 3 <sup>rd</sup> ): 9AM to 3PM 3 <sup>rd</sup> Saturday, Sundays and holidays: 11AM to 4:30PM
	Bank ATM (Chiba Bank)		Monday to Saturday: 9AM to 6PM Sundays and holidays: closed
	IC Card adjustment machine	Refund and charging of patient IC card	All day
	Rental service reception	Sleepwear and towels rental service	Weekdays: 9AM to 5PM Saturdays: 9AM to 0:30PM 3 <sup>rd</sup> Saturday, Sundays and holidays: closed
1 <sup>st</sup> Ward 3F-6F	Coin laundry	Washing machine use ¥200/ 1 use Drying machine use ¥100/30min	Every day: 8:30AM to 4:30PM
	IC Card charging machine	Charging of patient IC card (located in each day room)	All day

Building	Service	Contents	Opening hours
2 <sup>nd</sup> Ward 1F	Convenience store	Groceries, stationery, sundries, magazines, home delivery (Yu-Pack Only), Payment of public utilities, Medical supplies	Weekdays: 9AM to 8PM 3 <sup>rd</sup> Saturday, Sundays and holidays: 8AM to 5PM
	IC Card adjustment machine	Refund and charging of patient IC card	All day
2 <sup>nd</sup> Ward 3F – 5F	Coin laundry	Washing machine use ¥200/ 1 use Drying machine use ¥100/30min	Every day: 8:30AM to 4:30PM
	IC Card charging machine	Charging of patient IC card (located on each day room)	All day