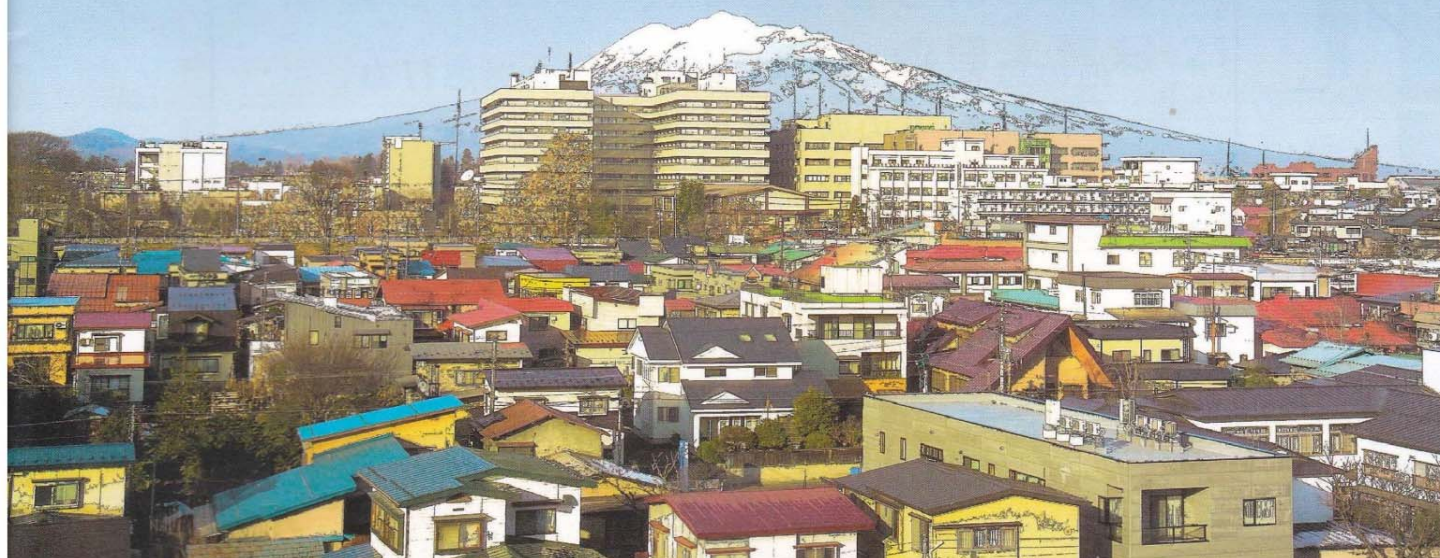


Patient Guide: Information on Hospitalization

Hirosaki University Hospital Information on Hospitalization

Hirosaki University Hospital



“On Being Admitted to the Hospital”

The hospital would like to express our heartfelt hope and wish that the patient dedicate him/herself to his/her treatment and make the fastest recovery possible.

Please do not hesitate to discuss any questions or concerns you may have about your illness, tests, or treatments with your doctors or nurses at any time.

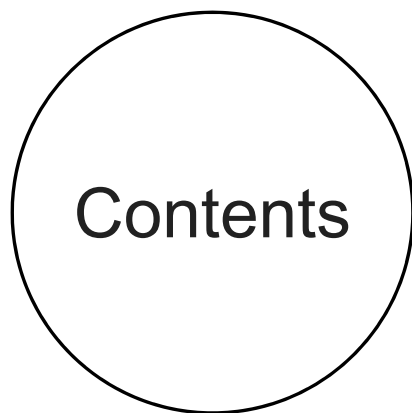
The hospital carries out teaching and training of medical students and new physicians and University Medical School academic research, in addition to general medical consultations.

We would like to ask for your understanding of, and cooperation with, this mission.

“Please...”

Refrain from inconsiderate actions toward the other patients and hospital staff, or violent words and behavior that could impede the provision of medical care in the hospital.

If you do not refrain from such behavior, we may ask you to leave the hospital and call the police.



Hospitalization Procedures:
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Hospitalization Procedures: Being Admitted to the Hospital



Items needed for hospitalization procedures

Hospitalization Application Form

Please fill out and affix with
your personal seal in
advance of the day you are
admitted to the hospital.

Health Insurance Card etc.

e.g. Social Insurance, National Health
Insurance, Latter-Stage Elderly Person
Health Insurance, Public Assistance,
Workers' Compensation Insurance,
publicly subsidized/funded medical
benefit eligibility certificates, High Cost
Medical Expense Benefit: Eligibility
Certificate for Ceiling-Amount
Application etc.

Medical Consultation Card (ID Card)

Personal seal
("Shachihata"
rubber stamps
not permitted.)



Items needed for hospitalization procedures

- ① On the day of admittance to the hospital, you do not need to go to the Outpatient Counter.
- ② Please go directly to the “⑤ Admittance/Discharge Counter” to the right of the Main Entrance Hall.



Please note...

- ① If you do not have your Health Insurance Card etc., you may be asked to pay the full amount of your medical expenses.
- ② If your Health Insurance Card is due to expire, or to be amended, please inform the “⑤ Admittance/Discharge Counter”.
- ③ If you are eligible for Public Assistance Medical Assistance, or medical benefits related to Services and Supports for Persons with Disabilities Act (For those of 18 years of age or over, For those under 18 years of age), Medical Care for Premature Infants (Maternal and Child Health Act), Medical Care for Specific Intractable Diseases, or Medical Care for Specific Pediatric Chronic Diseases, please inform the “⑦ Publicly Subsidized/Funded Medical Care Counter”.
- ④ If you are being admitted to the hospital on Workers' Compensation Insurance or Public Employees' Compensation Insurance, please inform the “⑦ Publicly Subsidized/Funded Medical Care Counter”.
- ⑤ As parking space is limited, patients being admitted to the hospital may not park their own cars in the car park. Please use public transportation.



Preparing for Your Stay



What to bring

★Pajamas	●Items with which to wash
★Towels (face towel, bath towel)	(e.g. ★Toothbrush, ★cup for rinsing, bowl for washing your face, soap, shampoo, electric razor, comb etc.)
★Tissue paper	
●Underwear	●Cutlery (e.g. ★Chopsticks, ★spoon, ★fork etc.)
●Dressing gown, robe or something similar	
●Footwear (something comfortable in which you are unlikely to slip and fall)	●Earphones (for the TV)
●Other items the patient needs (e.g. eyeglasses, dentures etc.)	

* Please ask the nurse for a hairdryer; the hospital will lend you one.

* ★Starred items are included in the “Hospital Admittance Kit”. Please see page 4 for details. Please see page 4 for details.

* You will find a locker and trash can in your hospital room.

* Please keep personal belongings to a minimum, and avoid bringing them in large clothing storage bins etc.



Bedclothes etc.

You are asked to use hospital duvets, blankets, sheets, and pillows.



If tests or surgery are planned

The outpatient nurse will explain what you need to bring.

* If you undergo surgery or are admitted to the intensive care unit, to prevent infections, you will be asked to wear the hospital gown in the hospital admittance kit.



On valuables

- ① Large numbers of people pass through the hospital. In order to prevent theft or other unfortunate incidents, please do not bring large amounts of cash or other valuables.
- ② You will find a simple lockable storage box in the hospital bedside cabinet in your hospital room.



Your medicines

- ① Your ordinary medications
- ② Medicine notebook etc.

* You will take your ordinary medications after checks for potential side effects in combination with the medicines you need to take during your hospital stay.



On the “Admittance to Hospital Kit”

In April 2018, the hospital introduced a hospital gown and daily necessities **rental service operated by a private firm**.

The hospital made this decision for reasons such as easing patient concerns, offering added convenience, and providing increased hygiene, as many patients recently had concerns about the burden and hardship of themselves or their families preparing the necessary items for admittance to the hospital, due to various circumstances such as aging families, nuclear families, living on their own, and busy jobs/lives. We would like to ask for the understanding of patients being admitted to the hospital.

- ① On the private operator rental service
This is a system allowing you to rent on a daily basis, necessary hospitalization items such as “hospital gown, towels, items with which to wash, paper diapers etc.” as a set, from a specialized private service provider (hereafter “Admittance to Hospital Kit Rental Service”).
- ② On using the Admittance to Hospital Kit Rental Service
Use of the Admittance to Hospital Kit Rental Service is not compulsory. It is up to the patient to decide whether or not he/she wishes to use the service. If you wish to use the Admittance to Hospital Kit Rental Service, you will need to fill out an application.
- ③ On questions regarding applications etc. for the Admittance to Hospital Kit Rental Service
The patient needs to contract directly with the private service provider for the Admittance to Hospital Rental Service. Please ask at the “**Admittance to Hospital Kit Rental Service Counter**” (**dedicated service provider counter**) in the Waiting Area on the 1st Floor of the Outpatient Consultations Building for details on applications etc.
- ④ On billing
You will not be billed directly by the hospital for the Admittance to Hospital Kit Rental Service. Billing for the Service is separate from the hospital's billing for hospitalization expenses. The service provider will send you its bill for use of the Admittance to Hospital Kit Rental Service.
- ⑤ On any questions you may have
Please ask at **the Admittance to Hospital Kit Rental Service Counter** or your hospital ward nurse if you have any questions on the Admittance to Hospital Kit Rental Service.

During your Hospital Stay



Confirmation of your name

You will be asked to confirm your name on many occasions such as before admittance, medical consultations, tests, application of intravenous drips, distribution of medicines, and distribution of meals etc., to prevent the misidentification of patients. We ask for your cooperation.

- ① When asked for your name, please give **your full name**.
- ② We may ask a family member if a patient is unable to give his/her name (e.g. an infant, someone with impaired consciousness, someone with dementia etc.)
- ③ Inpatients are asked to wear a wristband at all times. Please do not remove it.



Meals

- ① Meal times
Breakfast 7:45~/Lunch 11:45~/Dinner 17:45~
- ② Depending on your illness, you will eat in the hospital ward dining room.
- ③ Please refrain from bringing in food or drink into your hospital room.



Clothing

- ① Please wear a dressing gown, robe, or something similar over your hospital gown.
- ② Please do not leave the hospital building in your hospital gown, pajamas, or indoor shoes.



Laundry

If you have difficulties with laundering your own private clothing, it is possible to contract with an external service provider for a fee. Please speak with a nurse.



Smoking

Smoking is **strictly forbidden anywhere** on the hospital grounds including the car park.

* If you do not cooperate, you may be asked to leave the hospital.





Lights out

21:00



Television

- ① Viewing hours 6:00 - 21:00.
- ② The TV in your hospital room operates on a prepaid TV card system.



Electronic devices

- ① Please do not disturb the recovery environment of the other patients.
- ② Please do not use after 21:00.
- ③ Please refrain from using electronic devices other than electric razors, mobile phones, smartphones, and audiovisual devices (portable DVD players, music players (e.g. iPods, Walkman personal stereos), and radios etc.).
- ④ Please refrain from making or receiving calls on your phone in your hospital room (with the exception of private rooms).
- ⑤ Please use earphones etc. and use care to prevent sound leakage.
* Please bring your own earphones. Earphones are also available to purchase at the hospital store.
- ⑥ Please use care to prevent light from your devices disturbing others.
- ⑦ The taking of photographs and filming of videos are strictly forbidden.



Going out/staying the night outside the hospital

If you wish to go out or stay the night outside the hospital, please obtain permission from your primary attending physician.



Education

A hospital school program is available.

* This comprises the hospital school programs of the Hirosaki City Choyo Elementary School and Daiyon Junior High School.

* If you wish to enroll your child in the hospital school program, please speak with your child's primary attending physician or head nurse.

During your Hospital Stay



Preventing slips and falls

You become more vulnerable to slips and falls as your muscles weaken with extended periods in bed during hospital stays. Some patients stumble due to side effects from sleeping aids and other medications, fall from their beds, and suffer fractures and other injuries. We ask that you follow the advice below to prevent such accidents.

Please bring comfortable footwear.

If you feel wobbly or unstable, please do not hesitate to call a nurse.

Please use care with your bed and do not lean on the bed rails.

Please carry out simple preventative exercises on your bed.

The hospital broadcasts, free of charge, videos introducing precautions regarding slips and falls and simple exercises that you can do on your bed. Please take a look.

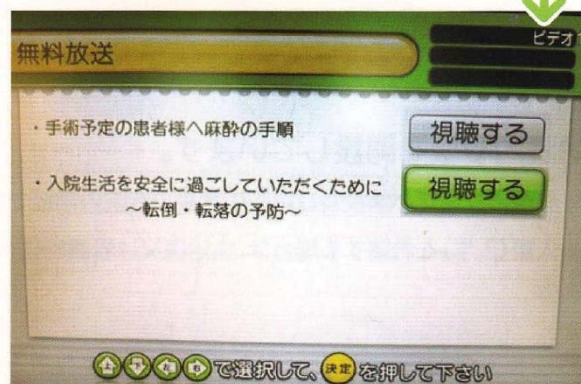
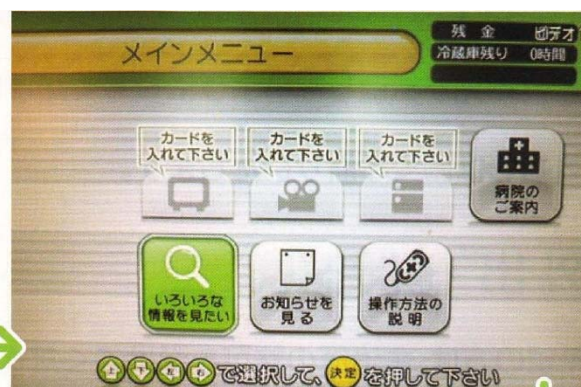
[Instructions]

- ① Turn on the television.
- ② Select "Watch various information" with the arrow button on the remote and press the "select" button.
- ③ With the arrow button on the remote, select "Watch" next to "For your safety in the hospital: prevention of slips and falls" and press the "select" button.
- ④ Watch.

[Content of the video]

- ① Flexing and straightening your ankle.
- ② Lifting your legs.
- ③ Lifting your bottom.
- ④ Treading water while on your back.
- ⑤ Simple preventative exercises you can do on your bed etc.

* Produced by the Hirosaki University Hospital Prevention of Accidents Expert Committee.





Visiting

- ① Visiting hours
Weekdays 13:00 ~ 19:00
Saturdays, Sundays, and holidays 10:00 ~ 19:00
- ② Please ask for permission at the hospital ward nurse station before visiting.
- ③ Visiting may not be possible depending on the illness or the status of the patient.
- ④ Please refrain from eating or drinking when visiting.
- ⑤ Accompaniment by children is not desirable for sanitary reasons. It also inconveniences the other patients. Please avoid bringing children if possible.

Families staying at the hospital

- ① In principle, families do not need to stay at the hospital.
- ② If the family wishes to stay at the hospital after a surgery or in the case of a serious illness, please speak with your primary attending physician or the head nurse.

Emergencies

Although any fire should not spread outside the point of origin, as the hospital building is a fire-resistant structure, injuries from inhaling smoke are likely. It is also impossible to predict how and when natural disasters such as earthquakes may happen. For these reasons, please follow the advice below.

- ① Please check emergency exits and evacuation routes.
- ② Please let everyone know in a loud voice if you discover a fire.
- ③ Please assist one another and evacuate the hospital room swiftly.
- ④ Please do the following when evacuating.
 - ❶ Please put on the closest footwear to hand.
 - ❷ Please hold a towel.
 - ❸ Please follow the instructions of the doctors and nurses.
 - ❹ Please remain calm.
 - ❺ Please do not use the elevator.

During your Hospital Stay



Medical consultations at other departments

Please ask for permission from your primary attending physician if you would like a medical consultation at another department.



Medical consultations at other medical institutions

- ① In principle, the hospital does not allow medical consultations at other medical institutions while you are staying at the hospital (this includes when going out or staying the night outside the hospital).
- ② If the patient has a medical consultation at another medical institution on his/her own judgment, the patient will be liable for **the full amount of his/her medical expenses**.
- ③ If you need to have a medical consultation at another medical institution for an unavoidable reason, please discuss this with your physician or nurse.
- ④ If a family member obtains a prescription from the patient's primary care physician on his/her behalf, or the patient has a medical consultation at another medical institution when going out or staying the night outside the hospital, this will also be regarded as a medical consultation at another medical institution.



On complications

- ① The hospital aims to work together with the patient to treat his/her illness. While most patients are discharged without any issues, a patient may sometimes develop a new illness (a complication) during his/her treatment.
- ② Complications are illnesses other than the treatment effect we and the patient expected. They are not due to medical mistakes.
- ③ If a complication arises, we will work to treat it together with the original illness.
- ④ You will need to pay for treatment expenses using health insurance etc.





We would like to hear your voices

- ① An opinion box “Yamabiko (mountain echo)” has been set up to allow us to hear your opinions. We will use your feedback for future improvement.
- ② The opinion box “Yamabiko” can be found in the following locations: the General Reception Counter in the Central Waiting Area, in front of the hospital store, and on each floor of Hospital Building No. 1.

Consultations on recuperation and treatment

- I would like to be at home as much as possible despite my illness.
- I am worried about whether I can carry out medical procedures at home.
- I am worried about receiving nursing care at home.
- I need nursing care, medical care, or social welfare services.
- I would like to discuss moving to another medical institution or moving into a facility.
- I am worried about medical expenses and living expenses.



A social worker at the “General Patient Support Center (Outpatients Building 1F)” will be happy to help with consultations so that patients need not worry about recovering/recuperating at home or moving to another medical facility. Please do not worry on your own but instead do not hesitate to consult us about any concerns you have. Please note that depending on the content of the consultation, any action required may not be taken immediately but taken at a later date.

- I am worried about my medical care.

We will explain your medical care policy and treatment/tests, using explanatory pamphlets to the extent possible. You will be asked to sign a Consent Form to indicate your understanding and consent, but please do not hesitate to speak with your doctors, nurses, or other medical staff if you still have any concerns or questions after this.

Hospital volunteers

- Many volunteers give their time at the hospital.

They assist with patient hospital admittance, in the hospital wards, and with lending books at the “Genki Library”.

Please do not hesitate to speak with any of the volunteers if you need anything.



When making a certification document application during your hospital stay

- ① Please speak with the ward counter on weekdays between 8:30 and 17:00.
We will explain how to fill out the certification document application/consent form, and how to receive your document. If the document is one that requires time to issue, or if you make your application just before being discharged from the hospital, we may not be able to issue your document at the time of your discharge.
- ② When receiving your certification application document after being discharged
Please telephone the "Telephone Number for Inquiries" on your certification document application form (patient copy) and confirm how to receive your document etc. If someone other than the patient is collecting the document, a "Power of Attorney" is required in principle. If you would like to receive your document by post, please enclose a self-addressed stamped envelope.
- ③ Fees for issuing medical certificates/other certification documents
When the certification document is issued during your hospital stay, the fee is added to your hospitalization expenses.
When the certification document is issued after your discharge from the hospital, the fee is billed on the day of issue as an outpatient fee.



When making a certification document application after your discharge from the hospital

- ① Please bring identification documentation etc. and make a certification document application at the outpatient counter of the relevant medical consultation department.
When someone other than the patient is making the certification document application, a "Power of Attorney" is required in principle.
- ② On receiving your certification application document
Please telephone the "Telephone Number for Inquiries" on your certification document application form (patient copy) and confirm how to receive your document etc. If someone other than the patient is collecting the document, a "Power of Attorney" is required in principle. If you would like to receive your document by post, please enclose a self-addressed stamped envelope.
- ③ Certification document applications and inquiries can be made on weekdays between 8:30 and 17:00.
We cannot respond to certification document applications and inquiries at other times on weekdays, or on Saturdays, Sundays, and holidays.
- ④ When making a certification document application by post
Please fill out the certification document application/consent form and send it together with a copy of your Medical Consultation Card and identification documentation to the outpatient counter of the relevant medical consultation department.
- ⑤ For details on applications for certification documents please ask at the counter of the relevant medical consultation department; in regard to applications for certification documents required for publicly subsidized/funded medical benefits, please ask at the "⑦ Publicly Subsidized/Funded Medical Care Counter."
- ⑥ Please see our website.
Information on medical certificates and other certification documents may be found on the Hirosaki University Hospital website. The certification document application/consent form may also be downloaded from the website. If you would like the certification document application/consent form sent to you by post, please ask the outpatient counter of the relevant medical consultation department. For inquiries by telephone, please ask the Hospital's Main Switchboard (0172-33-5111) to connect you to the outpatients counter of the relevant medical consultation department, or the person responsible for medical administration in the Administration Office.
Please search for "弘前大学医学部附属病院" → "トップページ" → "外来診療のご案内" → "診断書・証明書等."

Discharge Procedures: Being Discharged from the Hospital



On discharge procedures

- ① Your primary attending physician will approve your discharge from the hospital.
- ② The nurses or hospital staff will explain the discharge procedures to you.
- ③ Please make preparations so that you are able to leave the hospital by around 10:00.
- ④ Please receive your discharge bill at the “⑤Admittance/Discharge Counter.”
- ⑤ Please make your payment at the “③Payment Counter.”

If for some reason you will be making your payment at a later date, please inform the “⑤ Admittance/Discharge Counter.” Please note that it may not be possible to issue your bill on the day of discharge due to the processing of paperwork. In such a case, you will be asked to submit a Promise to Pay Declaration, so please have your personal seal with you.



On a discharge after 17:00 or on a holiday

- ① Please fill out the Promise to Pay Declaration and submit it at the “After Hours Consultations (Advanced Emergency and Critical Care Center1F).”
- ② We will notify you at a later date of your hospitalization expenses at the contact details you give on the Declaration.



On consultations on recovery/recuperation etc. after leaving the hospital

Please speak with the “General Patient Support Center (Outpatients Building 1F)”;





On hospitalization expenses

Your bill will be calculated from the first to the last day of the month and delivered to your room around the 10th of the following month.



Billing (accounting/payment) counter opening times

Weekdays 8:30 -16:30

Mornings may be crowded with outpatients. We recommend that you make your payment in the afternoon, when it may be less busy.



Payment methods

- Cash
- Credit card



Additional billing

You may receive an additional follow-up bill after your discharge due to the processing of paperwork. Your understanding is appreciated.



On High Cost Medical Expense Benefits

Please speak with the “General Patient Support Center.”



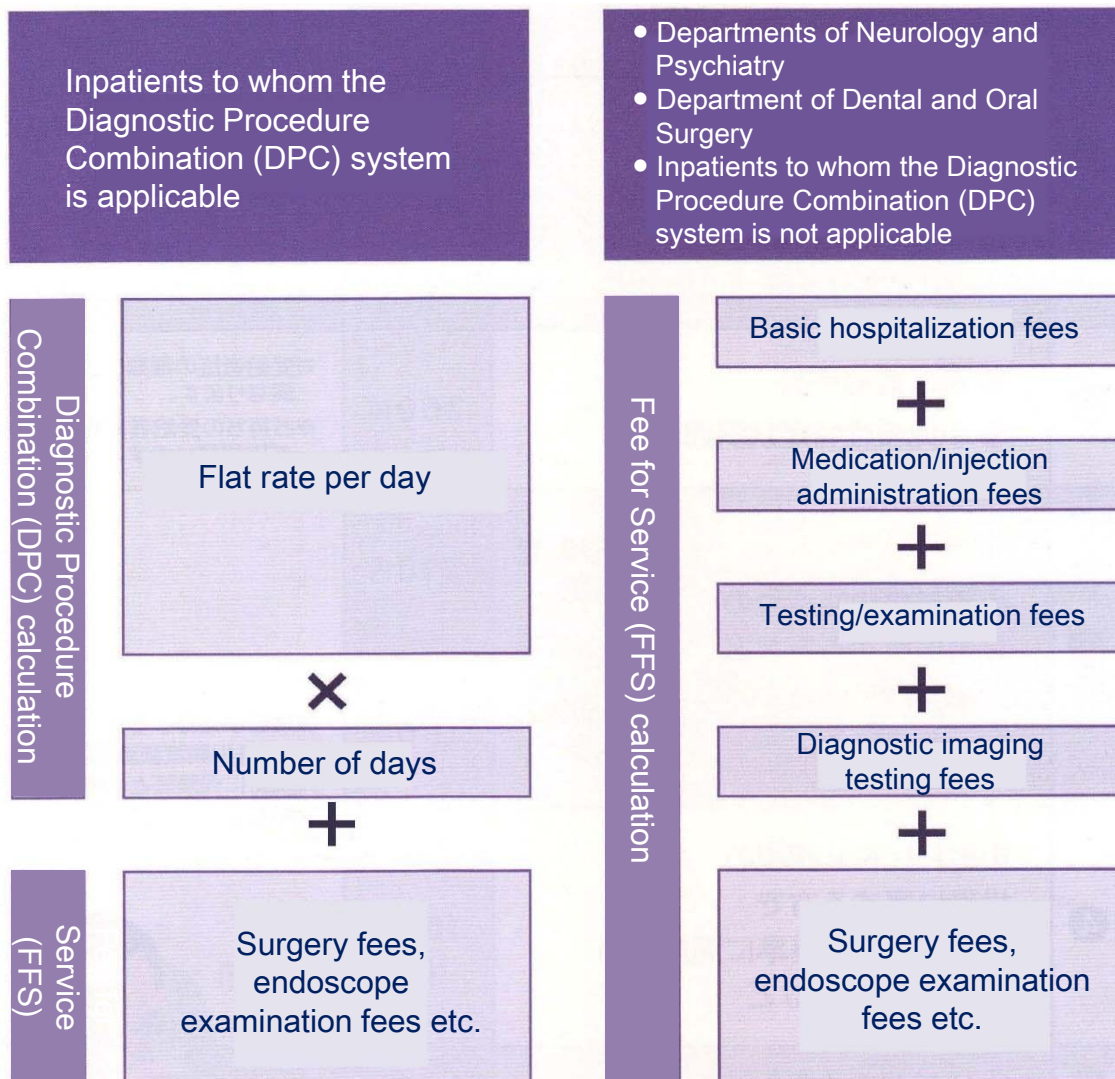
If you are unclear about anything

Please ask a nurse or the “⑤Admittance/Discharge Counter” before making your payment.

Hospitalization Expenses



How your hospitalization expenses are calculated



* The flat rate per day is decided based on the patient's applicable Diagnostic Related Group (DRG) categorized in line with the patient's illness, surgery, and procedures etc.

* Your Diagnostic Related Group (DRG) will be assessed by your primary attending physician.



Additional fees

If you stay in any of the wards or units below, additional fees will apply.


【Wards/units】

- Hospital Building No.1, 3F, Department of Pediatrics (Only applicable to those under 15 years of age)
- Critically Ill Patient Ward Intensive Care Unit · Intensive Chemotherapy Unit (ICTU)
- Advanced Emergency and Critical Care Center Neonatal Intensive Care Unit (NICU) Stroke Special Care Unit (SCU)

Expenses for Meals

(Per meal)








	Section		Fees	Notes
①	General		460yen	
	<ul style="list-style-type: none">●Patients with severe mental and physical disabilities●Latter-Stage Elderly Medical Care persons●Services and Supports for Persons with Disabilities Act patients			
②	<ul style="list-style-type: none">●Specific Intractable Disease patients●Specific Pediatric Chronic Disease patients		260yen	* Dependent on your benefit certificate type. * Please check your benefit certificate.
③	Patients in households exempt from municipal resident taxes etc. (Number of days in the hospital over the past year)	Up to 90days in the hospital	210yen	Please show your “Eligibility Certificate for the Reduction of the Standard Amount of Patient Liability” issued by your insurer, together with your Health Insurance Card during hospital admittance procedures.
		91days or longer in the hospital	160yen	
④	Patients in households exempt from municipal resident taxes, whose income is below a certain level, and who are of 70 years of age or older		100yen	
⑤	Patients paying privately (full amount) for childbirth etc.		640yen	
⑥	<ul style="list-style-type: none">●Public Assistance recipient patients●Publicly subsidized/funded medical benefit patients (Medical Care for Premature Infants, Involuntary Commitment)		0yen	
	<ul style="list-style-type: none">●Workers’ Compensation Insurance patients●Workers’ Compensation for Accidents in Official Duties patients			

* Copayment for Specific Pediatric Chronic Disease patients shall be one half of ② or ③.

Special Rooms

Additional Special Room Charge (Not Covered by Public Health Insurance) *Including Consumption Tax



	Fees	Hospital Rooms	Facilities													
			TV	DVD	Telephone	Refrigerator	Living room set	Sofa	Chair	Table	Locker	Kitchen	Wash Basin	Bath	Toilet	
A	 12,100yen	601 701 801	●		●	●	●				●	●	●	●	●	
B	 6,600yen	362 • 363	●	●		●		●	●	●	●		●		●	
C	 5,500yen	257 • 258 • 401 402 • 501 • 503 505 • 562 • 563 602 • 603 • 662 663 • 702 • 703 758 • 760 • 802	●			●		●			●		●		●	
	 5,500yen	355 • 356 457 • 470	●	●		●		●	●	●	●		●			
D	 4,400yen	205 • 206 • 251 407 • 408 • 410 456 • 502 • 507 553 • 666 • 750 751 • 765 • 766	●			●		●			●		●			

Special Rooms

* Special rooms are not covered by insurance; the full amount is payable by the patient.

* Consumption tax is exempted where the stay is for childbirth.

* Use of the TV and the telephone will incur separate charges. (Use of the TV in Room A is included in the price of the room.)

* DVD player is read-only.

* Fees are per day. For an overnight (1 night, 2 days) stay, fees will be payable for 2 days.

Reducing Medical Expenses



On various eligibility certificates

- ① We recommend that patients under 70 years of age apply. Your medical expenses may be reduced upon showing your “High Cost Medical Expense Benefit: Eligibility Certificate for Ceiling Amount Application” during hospital admittance procedures.
- ② Application for an “Eligibility Certificate for Ceiling Amount Application and Reduction of the Standard Amount of Patient Liability” may reduce medical expenses further for patients of 70 years of age or older, who are in households that are exempt from municipal resident taxes.



Where to apply

- National Health Insurance: National Health Insurance Counter at your local municipal office
- Japan Health Insurance Association: Japan Health Insurance Association Chapter
- Mutual Aid Association Insurance: Mutual Aid Association Insurance officer at your workplace
- Employment Based, Health Insurance Society Insurance: Health Insurance Society officer at your workplace



Items needed to make an application

Health Insurance Card etc.

Personal seal (“Shachihata”
rubber stamp not permitted)

* Social Insurance, National Health Insurance, Latter-Stage Elderly Person Medical Care, Public Assistance, Workers’ Compensation, and eligibility documentation related to publicly subsidized/funded medical benefits.



Please note...

- ① Depending on your insurer, it may take a number of days for your eligibility certificate to be issued.
- ② Some insurers do not issue eligibility certificates.
- ③ Please ask your insurer for details.





On the amount payable at the payment counter for one month's stay

① If you are less than 70 years of age

	Income Bracket	Maximum copayment	Several High Cost Medical Expenses*
A	Income of approx. 11.6 million yen or higher	252,600 yen + (Total Medical Expenses – 842,000 yen) x 1%	140,100yen
B	Income of approx. 7.7 - 11.6 million yen	167,400 yen + (Total Medical Expenses – 558,000 yen) x 1%	93,000yen
C	Income of approx. 3.7 - 7.7 million yen	80,100 yen + (Total Medical Expenses – 267,000 yen) x 1%	44,400yen
D	Income of approx. 3.7 million yen or lower	57,600 yen	44,400yen
E	Exempt from Local Resident Tax	35,400 yen	24,600yen

* If you have received high cost medical care for three or more months (including if you made the maximum copayment with use of the Eligibility Certificate for Ceiling Amount Application) during the one-year period before the month you receive medical care, you will be classified as "Several High Cost Medical Expenses" from the fourth month and your maximum copayment will be further reduced.

② If you are 70 years of age or older

	Income Bracket	Maximum copayment		Several High Cost Medical Expenses
		Outpatient (per individual)	Outpatient/Inpatient (per household)	
① Income Level of Person Still Actively Working	Income of approx. 11.6 million yen or higher	252,600 yen + (Total Medical Expenses – 842,000 yen) x 1%		140,100yen
	Income of approx. 7.7 - 11.6 million yen	167,400 yen + (Total Medical Expenses – 558,000 yen) x 1%		93,000yen
	Income of approx. 3.7 - 7.7 million yen	80,100 yen + (Total Medical Expenses – 267,000 yen) x 1%		44,400yen
② General	General (other than ① and ③)	18,000 yen (144,000 yen per year)	57,600 yen	44,400yen
③ Low Income Persons	II (Exempt from Local Resident Tax)	8,000 yen	24,600 yen	
	I (Exempt from Local Resident Tax and Income of Less than a Certain Level)		15,000 yen	

Rights of Patients



To provide medical care in the best interest of the patient, the Hirosaki University Hospital believes in working together with the patient based on a foundation of trust between the hospital and the patient.

①Right to receive medical care on an equal and fair basis

You have the right to receive quality medical care on an equal and fair basis, regardless of your illness or social standing.

②Right to make choices and decisions based on your own free will

You have the right to make decisions based on your own free will regarding your medical care, following an explanation from a medical professional.

You also have the right to refuse medical care you do not want and you have the right to choose another medical institution.

③Right to receive sufficient explanation and information

You have the right to receive sufficient explanation and information regarding your illness, tests, treatment policy, risks surrounding treatment, other treatment options, and your prognosis, in easy to understand language and delivery; you also have the right to know the information in your treatment records.

④Right for your information not to be disclosed to a third party without your permission

You have the right for any and all personal information and privacy in regard to your body and illness to be protected.

⑤Right to be respected as an individual

You have the right to have your values as an individual respected, and to be treated with respect as an individual human being.

You also have the right to express your opinion.

Responsibilities of Patients



Medical care is founded on patients and medical professionals working together and requires your proactive participation and cooperation. As such, patients have the following responsibilities.

① Responsibility to provide accurate information and to work to understand your illness and treatment

Please provide your physicians and other medical professionals, to the extent possible, accurate information regarding your mental and physical status, and your daily life. You also have a responsibility to work to sufficiently understand your illness and medical care, for example by asking questions until you are satisfied with the answers.

② Responsibility to cooperate with the creation of a pleasant recovery environment

You have a responsibility to comply with hospital rules and regulations and follow the instructions of hospital staff, so that all patients may receive medical care in a pleasant environment. You also have a responsibility to respect social rules and be considerate of the privacy and other rights of the other patients.

[If you act inconsiderately in the hospital toward the other patients, with violent words or actions, you will be asked to leave the hospital (if you are staying at the hospital, you will be discharged).]

③ Responsibility to work enthusiastically on your treatment

You have a responsibility to work wholeheartedly on the testing/examination and treatment plan which you endorsed and to which you agreed.

④ Responsibility to pay for your treatment expenses

You have a responsibility to provide accurate information regarding your insurance coverage and pay the expenses for the medical care you receive.



Personal Information of Patients

The hospital would like to ask for the understanding and cooperation of patients in regard to the use of your records, including your precious personal information that we have obtained from you, for predefined objectives not only as a medical institution but also as a teaching institution.

① We will use the personal information of patients for the following objectives, in accordance with hospital rules based on laws and regulations.

① Use at the hospital

- Medical services the patient receives
- Medical insurance administration work
- Administration work related to patients
(Use in regard to ward management related to admittances/discharges, accounting/bookkeeping, reporting of medical accidents/errors, improvement of medical services, and other administration/operations work.)
- Maintenance and improvement of medical services and administration
- Other uses related to the provision of medical care to patients

② Use at the Hirosaki University Hospital and at Hirosaki University

- Medical teaching
- Research based on clinical cases
- Provision of information to external auditors

We will do our best to anonymize any information we use.

③ Provision of information to other third parties

- Coordinating with other hospitals, clinics, midwife clinics, pharmacies, visiting nursing stations, and nursing care services operators etc., on medical services etc.
- Responding to inquiries from other medical institutions etc. on medical services etc.
- Requesting opinions/advice from external physicians etc. in regard to patient medical consultations etc.
- Outsourcing of medical specimen tests and other work
- Explanation of illness to patients' families
- Outsourcing of medical insurance administration, submission of medical receipts to claims review/reimbursement agencies etc.
- Responding to inquiries from claims review/ reimbursement agencies and insurers
- Submitting information etc. to public administration agencies and judicial agencies etc. based on relevant laws and regulations etc.
- On delegation by service providers etc. based on relevant laws and regulations etc.
- Sending results of medical examinations to service providers etc.
- Communicating with, and submitting information etc. to, professional medical groups/associations in relation to medical malpractice insurance etc. and to insurers etc.

Please let us know if you have any concerns related to any of the above use objectives.



②When using patients' personal information for any use objective other than those above (previous page), we will ask for your written permission.

③Patients may make the following requests in regard to their personal information.

- ① Patients may request the disclosure of their own personal information in accordance with prescribed procedures.
- ② Patients may request amendment of the content of their disclosed personal information in accordance with prescribed procedures.
- ③ Patients may request cease of usage, deletion of, or cease of provision of, their personal information in accordance with prescribed procedures, if they believe their personal information is being handled in an inappropriate manner.
- ④ Patients may lodge an official complaint with Hirosaki University if they are not satisfied with the responses etc. to their requests above.

④In addition to the uses above, in case of a disaster, since 2014 the hospital stores externally at domestic data centers part of the medical consultation information of patients in the electronic medical records system; this is based on the medical records remote backup project, the Gemini Project, led by the Ministry of Education, Sports, Science and Technology (45 participating national university hospitals).

⑤Please contact the responsible persons below if you have any questions about the handling of patients' personal information at the hospital.

[Medical Records etc. Disclosure Request Desk]

Hirosaki Hospital Administration Office, Medical Administration Group (Tel. 0172-39-5230)


[Personal Information Disclosure Request Desk]

General Affairs Division, Planning Office, Assessment Group (Tel. 0172-39-3011)

Hospital Facilities

8F	<ul style="list-style-type: none"> Gastroenterology Hematology Rheumatology Medical Oncology 	<ul style="list-style-type: none"> Neuro-psychiatry 	
7F	<ul style="list-style-type: none"> Cardiology Cardiovascular Surgery 	<ul style="list-style-type: none"> Ophthalmology Orthopedic Surgery Rehabilitation Medicine 	
6F	<ul style="list-style-type: none"> Endocrinology Respiratory Medicine Diabetes and Metabolism Neurology Infectious Diseases 	<ul style="list-style-type: none"> Neurosurgery Plastic and Reconstructive Surgery Stroke Care Unit 	
5F	<ul style="list-style-type: none"> Nephrology Respiratory Medicine Infectious Diseases Thoracic Surgery Cardiovascular Surgery 	<ul style="list-style-type: none"> Urology Dentistry and Oral Surgery 	<ul style="list-style-type: none"> Operation Department
4F	<ul style="list-style-type: none"> Gastroenterological Surgery Breast Surgery Thyroid Surgery Pediatrics Surgery 	<ul style="list-style-type: none"> Otorhinolaryngology Anesthesiology Emergency Department Dentistry and Oral Surgery 	<ul style="list-style-type: none"> Intensive Care Unit Intensive Chemotherapy Unit Blood Purification Unit Hyperbaric Oxygen Therapy Unit
3F	<ul style="list-style-type: none"> Pediatrics 	<ul style="list-style-type: none"> Gynecology-Obstetrics Gastroenterological Surgery Breast Surgery Thyroid Surgery 	<ul style="list-style-type: none"> Perinatal Medical Center Central Supply Department
2F	<ul style="list-style-type: none"> Radiation Oncology Dermatology 	<ul style="list-style-type: none"> Orthopedic Surgery 	<ul style="list-style-type: none"> Clinical Laboratory Department Blood Taking Unit Anatomic Pathology Laboratory Anatomic Pathology Department of Patient safety
1F	<ul style="list-style-type: none"> Department of Nutrition 	<ul style="list-style-type: none"> Rehabilitation Medicine Outpatient Nutritional Guidance Patients Library Services Corner Restaurant Store Beauty Salon Barber 	<ul style="list-style-type: none"> Department of Radiology (X-ray / CT scan / Fluoroscopy / Angiography) Radiological Imaging Unit (CT/General)
B1F		<ul style="list-style-type: none"> Pathology Services Nursing Department Training Room 	<ul style="list-style-type: none"> Department of Radiology (MRI / RI / PET-CT) Radio Isotope Ward
B2F			<ul style="list-style-type: none"> Department of Radiology (Radiotherapy)
	First Ward	Second Ward	Central Clinical Service Building



	<ul style="list-style-type: none">• Heliport		R F
	<ul style="list-style-type: none">• Nursing Department• Conference Room• General Clinical Training Center	<ul style="list-style-type: none">• Administration Division• Hospital School	5F
	<ul style="list-style-type: none">• Neuro-psychiatry• Otorhinolaryngology• Dentistry and Oral Surgery	<ul style="list-style-type: none">• Ophthalmology• Anesthesiology• Neurosurgery• Cancer Community & Support Center	4F
	<ul style="list-style-type: none">• Pediatrics• Urology• Outpatient Chemotherapy Unit	<ul style="list-style-type: none">• Pediatric Surgery• Surgery• Gynecology -Obstetrics• Department of Clinical Engineering	3F
<ul style="list-style-type: none">• Emergency Care Building	<ul style="list-style-type: none">• Internal Medicine• Blood Transfusion Division• Infection Control Center	<ul style="list-style-type: none">• Dermatology• Plastic and Reconstructive Surgery• Division of Endoscopy	2F
<ul style="list-style-type: none">• Emergency and Critical Care; After Hours Consultations	<ul style="list-style-type: none">• Orthopedic Surgery• Medical Oncology• Drug Delivery Counter• Medical Affairs Department	<ul style="list-style-type: none">• Department of General Medicine• General Patient Support Center• Patient Support Center• Coffee Shop	1F
	<ul style="list-style-type: none">• Radiation Oncology• Department of Medical Information• Division of Pharmacy	<ul style="list-style-type: none">• Diagnostic Radiology• Clinical Research Support Center• Main Storage Unit	B1F
			B2F
Advanced Emergency and Critical Care Center		Outpatient Clinic	



Hospital Facilities





Restaurant (Kojinkai)

- Opening hours
 - Weekdays 9:30 -19:00
 - Saturdays and Sundays 11:00 - 14:00
 - Holidays closed

Genki Library

- Opening hours
 - Weekdays 8:30 -16:30
- Opening hours
 - Weekdays 10:00 - 14:00

Cafe Corner (Doutor)

- Opening hours
 - Weekdays 7:30 - 20:00
 - Saturdays 7:30 - 18:00
 - Sundays and holidays 7:30 - 18:00

Services Corner

- Copy machine
- FAX
- Packages
- Cleaning
- Rental bedclothes
- Opening hours
 - Weekdays 8:30 -16:30

Store (Lawson)

- Opening hours
 - 7:00 - 21:00

ATM

- The Aomori Bank
- The Michinoku Bank
- The Too Shinkin Bank
- JA Bank
- Aomoriken Shinyokumiai
- Aomori Shinkin Bank





Opening hours

24 hours



Instructions

- ① Please take a “parking ticket” at the entrance gate to the car park.
- ② Please feed the “parking ticket” into the automatic machine at the exit gate to the car park and pay.



Inpatients

- ① You may not park during your stay.
- ② You are entitled to one “free 24-hour parking voucher” during hospital admittance procedures.



Parking

	Category	Rates	
		Up to 30 Minutes After Entering the Car Park	30 Minutes or More After Entering the Car Park
①	Inpatients	Parking is not permitted during your stay	
②	Visitors (including families)	Free of charge	100 yen per hour
③	Outpatients		

* If you receive a “parking discount validation stamp” at ③ the parking fee is 100 yen per hour after receiving the stamp.

* You may receive a parking discount validation stamp at the “[Parking Discount Validation Stamp Corner](#)” on the 1st Floor of the Outpatient Consultations Building.”

* The maximum parking fee is 2,000 yen per day.

* After 24 hours, fees will be charged again upon hours in excess of 24 hours.



Inquiries

[Hirosaki University Hospital Honcho Area Facilities Desk]

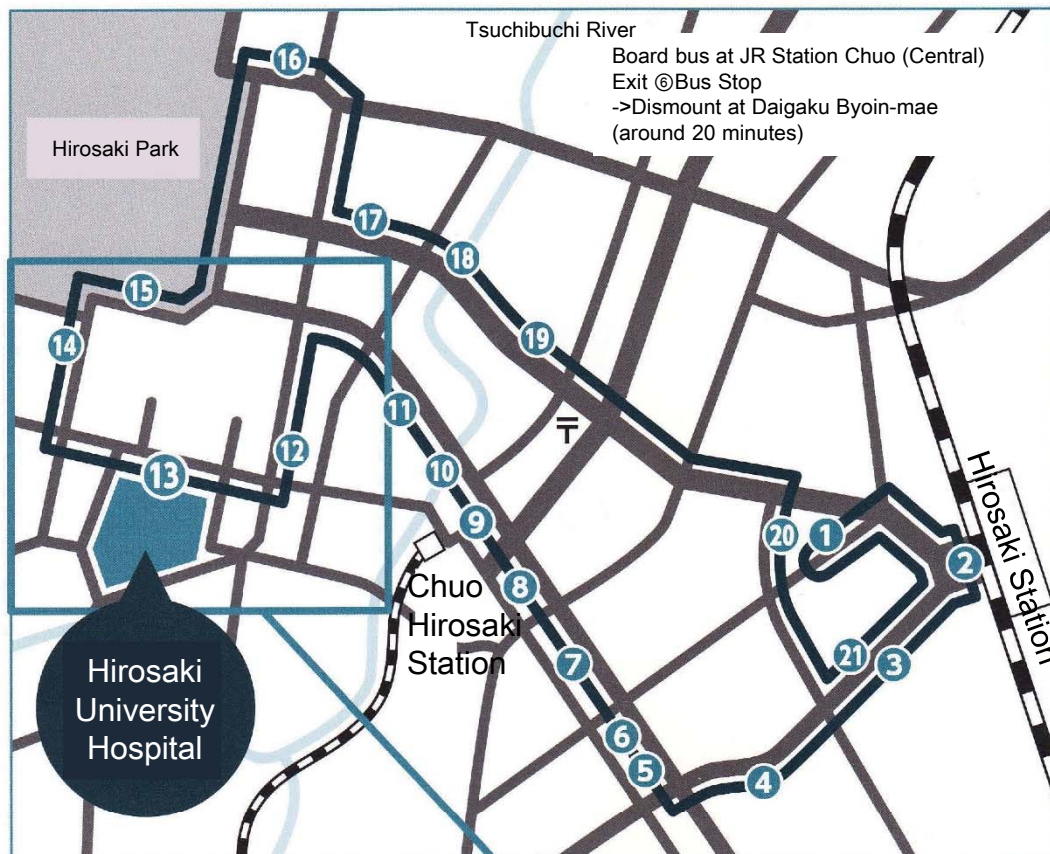
Direct: +0172-39-5400

Main: +0172-33-5111 (ext. 6488-6490)



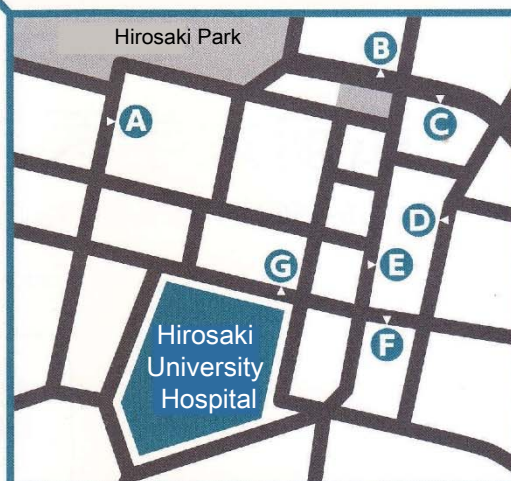
Dotemachi 100-yen Loop Bus

- | | | |
|-------------------------|----------------------------|---------------------------------|
| 1 Hirosaki Bus Terminal | 8 Ao-gin Dote-machi Shiten | 15 Mutsu shinpou sha-mae |
| 2 Hirosaki Eki-mae | 9 Naka Dote-machi | 16 Bunka Center-mae |
| 3 Oomachi 1-chome | 10 Horai-Bashi | 17 Hotel New Castle-mae |
| 4 Oomachi 2-chome | 11 Shimo Dote-machi | 18 Okachi-machi |
| 5 Kami Dote-machi | 12 Honcho | 19 Chuo-dori 2-chome |
| 6 Shiritsu Byoin-mae | 13 Daigaku Byoin | 20 Namiki-dori Bus Terminal-mae |
| 7 Dote-machi Jumonji | 14 Shiyakusho-mae | 21 Hiroro-mae |



Nearby Parking

- A 100 parking spaces
- B 16 parking spaces
- C 80 parking spaces
- D 160 parking spaces
- E 67 parking spaces
- F 80 parking spaces
- G 41 parking spaces



* Parking spaces at the hospital car parks are limited, so please also use other car parks (fee payable) nearby.



Approved Advanced Treatment Hospital
National University Corporation

Hirosaki University Hospital

53, Honcho, Hirosaki-shi, Aomori-ken 036-8563 Tel: 0172-33-5111 (Main)

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