

Guide for Outpatients



Special functioning hospital
National university hospital

Hirosaki University Hospital

53 Honcho, Hirosaki, Aomori 036-8563
TEL 0172-33-5111
<http://www.med.hirosaki-u.ac.jp/hospital>



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From Registration to Leaving the Hospital 8:00–17:00 on weekdays (holidays excluded)

- If you visit our hospital for the first time:
- If you consult with another department for the first time:

First visit

Counter for filling out first visit application form

Please fill out a first visit application form and submit it at the (1) Counter. If you have a faxed application form or appointment card issued by your regular medical institute, please come to the (1) Counter.

Reception hours: 8:30–10:30

Required documents: Health insurance card, a referral letter, etc.

*Most departments of this hospital require a referral letter issued by your regular medical institute and an appointment for the first visit. (See the attachment "Outpatient consultation reception schedule [new patients, revisit, and specialist clinic]" for more details.) You can consult a doctor in some departments without a referral letter; however, you are required to pay 5,500 yen for the medical consultation and 3,300 yen for dental consultation as an extra cost not covered by health insurance in addition to the first visit consultation fee.

First visit registration

(1) First visit counter

*You will be given a red folder, reception ticket, and patient ID card after completing the first visit procedures (checking health insurance, scanning a referral letter, etc.). Please submit them at the reception counter of the clinical department you visit.

Clinical department

*If you have a red folder, please submit the set of folders to the reception counter of the clinical department and wait in the waiting room. Your number will be displayed on the screen or your name will be called.

*If you have a yellow folder, please keep your folder with you and wait until your number is displayed on the screen in the waiting room of the clinical department or your name is called. However, you may have to visit the reception counter first in some clinical departments.



*A doctor or nurse will explain the tests or X-ray.



The cashier

(2) Accounting/Revisiting reception

*Please submit your patient ID card, reception ticket, and folder with the fee calculation card.

*If you have a prescription from outside of the hospital, please put it with the fee calculation card into the folder and submit it.

*You will be given an accounting ticket. Please wait until your accounting number is displayed on the accounting number screen.

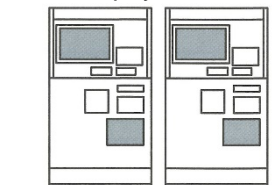
*Your health insurance card will be checked on the day of your first visit of the month.

(3) Cashier

*When your accounting number is displayed on the screen, please pay at the automated payment machine or at the (3) Cashier.

*You can also pay by credit card.

Automated payment machine



*Please have the machine read the barcode on the accounting number ticket or insert your patient ID card and pay the displayed amount.

*You can make a payment for the consultation only on the day of your appointment. If you make a payment for a previous consultation or hospitalization, please come to the (3) Cashier.

*The statement of medical expenses will be issued with a receipt and appointment card. Please be sure to take them home.

(Receiving outside the hospital)



Patients receiving medicines

Prescription outside of the hospital

You can fax the prescription at the fax counter.
9:00–15:00
Free of charge

Health insurance-covered dispensing pharmacy

Drug ticket



Drug counter

When your drug ticket number is displayed on the screen, please submit your ticket to the drug counter, check your name, and receive the drug.

Without medicines (Receiving in the hospital)

Please receive the receipt, appointment card, and statement of medical expenses through an automated payment machine or at the (3) Cashier and leave the hospital.

Leave the hospital

Revisit

Please register with the revisit reception machine.

1*Even if you visit us only for a test (collecting blood, etc.), please register with the revisit reception machine.



Reception hours: 8:00–11:00

If you have made an appointment, please complete registration by the time of the appointment.

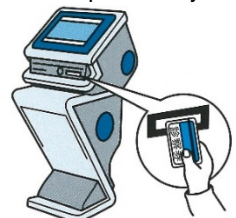
If you have no appointment, please register with the revisit reception machine and go to the reception counter of the clinical department you visit. It will take time before the consultation.

*If we cannot confirm your health insurance card, you may have to pay the full amount of the bill by yourself.

If you cannot register with the revisit reception machine or you have forgotten to bring your patient ID card, please register at the (2) Revisit reception counter.

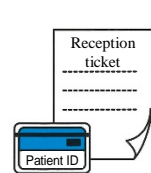
Revisit reception machine

1 Please insert your patient ID card and register at the clinical department you visit.



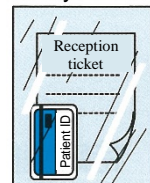
*If you visit two or more clinical departments within a day, please visit them in the order written on the reception ticket.

2 When your registration is completed, a reception ticket will be issued.



The yellow folder is beside the reception machine.

3 Please put your patient ID card and a reception ticket into the yellow folder.



Reception after consultation hours

You need to register at the reception counter after consultation hours (reception counter of Emergency and Critical Care Center) after 17:00 on weekdays and on holidays. You cannot make a payment on that day, so please come to the (3) Cashier later or ask our reception staff after consultation hours to send you a payment slip.

Guidance for consultation

1. First visit

(1) Counter From 8:30

(New patients or patients consulting a doctor from another clinical department for the first time)

- ◎ Some clinical departments require a referral letter or appointment for new patients, so please check the attachment “Outpatient consultation reception schedule (new patients, revisit, specialist clinic)”. If you have no referral letter or appointment, you may not be able to receive a consultation.
- ◎ If you are a **new patient without a referral letter** and consult a doctor of a clinical department where a referral letter is not essential, you **are required to pay 5,500 yen (tax inclusive) for the medical consultation and 3,300 yen (tax inclusive) for the dental consultation as an extra cost not covered by health insurance in addition to the first visit consultation fee.**
- ◎ Please enter the required items in the boxes with bold lines on the **first visit application form** and submit it with **your health insurance card, eligibility certificate for ceiling amount application, and a referral letter issued by your regular medical institute (including image data, DVD, films, etc.)** to the (1) First visit counter. If you have a recipient certificate for public funded health care or an insured person certificate for long-term care insurance, please submit it as well.
- ◎ If you have a faxed first visit application form issued by your regular medical institute, you do not have to fill out an application. Please submit the faxed first visit application form with your health insurance card and a referral letter to the (1) First visit counter. When we accept new patients, we **load your referral letter from your regular medical institute and testing records into your electronic health record.** This process takes time and has new patients wait longer than before. **If you have a referral letter with you, we may not be able to call you in numerical order.** Please wait in the waiting room until your number is called. We appreciate your understanding.
- ◎ After we have completed the procedure, we will give you a **red folder containing your reception ticket and patient ID card** at the (1) First visit counter. Please **submit the folder at the outpatient reception counter of each clinical department.** When your turn comes, **your reception ticket number** will be displayed on the screen in the waiting room. (Your name may be called at some clinical departments.)
- ◎ Please consult at the (7) Counter (for medical welfare/patient support) about the industrial accident compensation insurance and compensation for accidents in the line of duty.

2. Revisit

Revisit reception machine from 8:00

- ◎ If you cannot register with a revisit reception machine or you have forgotten to bring your patient ID card, please come to the (2) Revisit counter.
- ◎ When your turn comes, **your reception ticket number** will be displayed on the screen in the waiting room. (Your name may be called at some clinical departments.)
- ◎ If you visit two or more clinical departments within a day, please visit them in the order written on the reception ticket.
- ◎ If you visit the clinical departments with an appointment and without an appointment, you need to register at the (2) Revisit counter. (You cannot register with a revisit reception machine.)
- ◎ If you come before the operation of the revisit reception machine, please take a seat in the order of arrival in the outpatient waiting hall. When the reception starts, our staff will show you to the machine in the order of arrival. You are not allowed to leave your belongings to secure a seat. If we find such belongings, we will remove them immediately.
- ◎ Even if you visit the hospital for testing (collecting blood, etc.), please register with a revisit reception machine.

3. Completion of consultation

(2) Counter 8:00–17:00

- ◎ When you have completed the consultation, please submit the folder containing your patient ID card, outpatient fee calculation card, reception ticket, and prescription outside the hospital to the (2) Accounting counter. After checking the contents, we will issue an accounting ticket.
- ◎ **If you visit two or more clinical departments within a day, please submit the folder to the (2) Accounting counter after the consultations of all clinical departments have been completed.**
- ◎ **Please make sure that you never take home the outpatient fee calculation card.**
- ◎ If your consultation finishes after 17:00, please submit the folder to the reception counter after consultation hours (reception counter of the Emergency and Critical Care Center).

4. Payment and receipt of statement

Automated payment machine or (3) Counter

- ◎ *When your accounting number is displayed on the screen, please make a payment at an automated payment machine or the (3) Cashier. You can pay by credit card. (Installment credit and revolving credit are also available. [You must pay user fees.] We may not be able to accept some credit cards. Please ask at the counter.) We started to issue the statement describing the details of the consultation from January 2014. Please take it home with a receipt.
- ◎ Because of the accounting procedures, the number may not be displayed in numerical order.
- ◎ We do not reissue receipts. So, please keep it in a safe place. (Issuance of a certificate of receipt is charged [2,000 yen + tax]).

5. Medicines

Drug counter or a pharmacy outside the hospital

- ◎ If you receive prescribed drugs in the hospital, a drug ticket with a number will be issued in addition to a receipt. When your drug prescription is prepared, your number will be displayed on the screen beside the drug counter. Please submit your drug ticket, check your name, and receive the drug prescription.
- ◎ If you receive a drug at a pharmacy outside the hospital, please submit the prescription at the nearest pharmacy and receive the drug. Please use the fax to send the drug prescription outside the hospital (free of charge).

6. Next appointment

- ◎ You can make an appointment for a consultation at this hospital. If you have made the next appointment during the consultation, please be sure to check that you have received **an appointment ticket with a receipt** through an automated payment machine or at the (3) Cashier.
- ◎ If you cannot come to the hospital on the day of the appointment, please contact the outpatient reception of the clinical department.

Guidance for consultation

7. Patient ID Card

- ◎ You can use your patient ID card at any clinical department in the hospital. Please be sure to take it with you when you visit the hospital.
- ◎ If you lose or damage your patient ID card, you are required to pay for the reissuance of the card (100 yen + tax).

8. Expensive consultation for outpatients

- ◎ By showing the Eligibility Certificate for Ceiling-Amount Application, you can pay a fixed amount of fees per month at the counter. You can apply for the eligibility certificate at the corporate health insurance society where you belong, Japan Health Insurance Association, the municipality (National Health Insurance, medical care system for elderly in the latter stage of life), National Health Insurance Association, and the benefit association.

Outpatients who pay expensive consultation fees	Prior procedures	At hospitals or pharmacies
*Under 70 years *70 years or older/tax exemption household	Please apply for the Eligibility Certificate for Ceiling-Amount Application at the corporate health insurance society where you belong.	Please show the Eligibility Certificate at the counter.
70 years to under 75 years <u>Non-tax exemption</u> household	Unnecessary	Please show the National Health Insurance Recipient Card for Seniors at the counter.
75 years or older <u>Non-tax exemption</u> household	Unnecessary	Please show the Medical Care Card for Elderly in the Latter Stage of Life at the counter.

- ◎ If you do not show the Eligibility Certificate, you are required to apply for the high-cost medical expense benefit to the corporate health insurance society where you belong. The difference between the amount you paid at the counter and the ceiling amount will be reimbursed later.

9. Health Insurance Card

- ◎ If you do not show your health insurance card (including the Children's Medical Support Benefits Card) for the first visit, you may be required to pay the full amount of the bill by yourself. Please make sure to bring it with you.
- ◎ **When you revisit the hospital, we will check your health insurance card on the first consultation day of every month. Please submit your health insurance card with the folder at the (2) Accounting counter.**
- ◎ If there is any change in the health insurance card, please contact our reception staff immediately.

10. Patients receiving public funded health care, such as designated intractable diseases and chronic diseases in childhood

- ◎ The expenses involved in the consultation need to be entered, so please submit the management card for the out-of-pocket ceiling amount at the (2) Accounting counter. After calculating the fee, the card will be returned to you at the (7) Medical welfare/patient support counter.

11. Consulting medical welfare

General Patient Support Center

- ◎ At the General Patient Support Center on the first floor of the outpatient building, you can consult nurses and medical social workers about healthcare, nursing care, and welfare. Also, we cooperate with medical institutes in the community, at-home care institute, and administrative institutes to give advice about the discharge destination or home care. You can consult our staff in the medical affairs section at the (7) Medical Welfare and Patient Support Counter about the various public funded health care options (designated intractable diseases, chronic diseases in childhood, specific diseases, public assistance, compensation for accidents in the line of duty or industrial accident, etc.).

12. Parking

- ◎ Our parking lot is not large enough to accommodate all visitor vehicles. We recommend you come to the hospital by bus or taxi.
- ◎ Our parking lot is free of charge for the first 30 minutes. After 30 minutes, you have to pay 100 yen for each additional 1 hour. Outpatients can receive discounts on the parking fee. When you have finished the payment after the consultation, please bring your parking card and the receipt or reception ticket to the parking card discount reception counter where your parking card will be punched. **You will be charged 100 yen within 1 hour after the punch, and you are required to pay 100 yen for each additional 1 hour.** (The parking fee was changed in December 2015.)

13. Patients who are hospitalized in another medical institute

- ◎ **If you are hospitalized in another hospital and visit us for consultation as an outpatient, please ask the hospital to issue a document that describes your hospitalization and submit it to the medical affairs section (1) Counter or (2) Reception counter. If you visit us without the document, you cannot use your health insurance card. You may be required to pay the full amount of the bill by yourself.**

14. Application for medical certificates

- ◎ Please enter the required items in the form for application and consent as specified by our hospital and submit it with the document that shows the identification of the patient (if the patient is a minor, the family's identification is accepted) to the reception counter of each clinical department. If you have the specified form, please submit it with other documents.
- ◎ **If a person (proxy) other than the patient (or family if the patient is a minor) applies for or receives the certificate, the person needs to bring a letter of authorization.**

Guidance for consultation

A proxy with a letter of authorization needs to show a personal identification document (driver's license, identification card with a photo, etc.) at the counter. The person may have to show a document that indicates the relationship to the patient (family register, etc.).

- ◎ If you want to receive a medical certificate by mail, please send the following to the address below: **a return envelope with your address (postage is at your expense), a form for application and consent, a letter of authorization (if you are a proxy), a copy of a patient ID card, and a copy of a personal identification document of an applicant (or a proxy).**

To the outpatient reception of XX* department, Hirosaki University Hospital
53 Honcho, Hirosaki, Aomori 036-8563 (XX* stands for the name of the department receiving treatment)

- ◎ It will take three to six weeks from the receipt of the application to prepare a medical certificate.
- ◎ You can download various forms (a form for application and consent, a letter of authorization) from the website of the hospital.
- ◎ If you have any questions, please ask at the reception counter of the clinical department that prepares the medical certificate at your request.

15. Notes

- ◎ Please keep your valuables with you.
- ◎ Do not put a magazine or newspaper on the seat and leave your seat for a long time before the reception time. They will be removed.
- ◎ Please turn off your cellular phone in the area where use is prohibited.
- ◎ If you create a nuisance, including speaking aloud or use violent language, exhibit violent behavior, or engage in sexual harassment, we may report it to the police in order to ensure the safety of other patients and staff members.
- ◎ **Smoking is not allowed** on the premises of the hospital in accordance with the Health Promotion Act.

16. Complaints and opinions

- ◎ We install the opinion boxes called yamabiko to hear patients' opinions for future reference. The boxes are installed at the general reception counter in the central waiting hall on the first floor of the outpatient building, in front of the shop, and in the elevator hall of each floor in the first hospital ward.
- ◎ Your complaints will be handled at the counter of the General Patient Support Center.

This hospital provides medical education and research in addition to general consultations. We would appreciate your cooperation in the clinical education of medical students.

Patient Rights

At Hirosaki University Hospital, we think patient-oriented medicine can be provided through cooperation based on the reliable relationships between patients and the hospital.

(1) The right to receive equal and fair medical care

Patients have the right to receive good quality medical care equally and fairly regardless of the types of disease or social status.

(2) The right to choose and decide by the patient

Patients have the right to make their own decisions after receiving an explanation of the medical procedure by a health care professional. Also, patients have the right to refuse medical care and to choose another medical institute.

(3) The right to receive a sufficient explanation and information

Patients have the right to a sufficient and easy-to-understand explanation and information about their medical conditions, details of tests, treatment policy, risks associated with the treatment, other options for treatment, or prospects, and know about the recorded information on their treatment.

(4) The right to prevent disclosure of information to a third party without patients' permission

Patients have the right to have all personal information, including their physical condition or diseases, and privacy protected.

(5) The right to be respected as an individual

Patients have the right to have their sense of value as an individual respected, be treated with dignity as a human being, and to express their own opinions.

Obligations of Patients

Medical care is a cooperative effort between patients and healthcare workers and can be achieved through patients' voluntary participation and cooperation. Patients have the obligations as follows:

(1) To provide accurate information and make efforts to fully understand the disease and medical care

Please report your physical condition and your life as accurately as possible to the healthcare workers, including doctors. Also, patients shall make efforts to fully understand their diseases and medical care.

(2) To be cooperative in creating a comfortable medical environment

Patients shall observe the rules of the hospital and the instructions of the hospital staff members so that all patients can receive medical care in a comfortable environment. Also, patients shall respect the social rules and be considerate of the rights of other patients including their privacy. (If you are violent, use abusive language, or create a nuisance for other patients in the hospital, you shall be removed from the hospital [discharged in the case of hospitalization].)

(3) To positively make efforts for medical care

Patients shall make efforts to comply with the policy on testing and treatment as they have understood and given consent.

(4) To pay the expenses involved in medical care

Patients shall provide accurate information about their insurance and pay the medical fees for the consultations received.

For Patient Safety

- ◎ When you have a consultation, please provide the information on your health condition as accurately as possible. If the information is not accurately provided, we may not be liable for the condition of the disease in the future.
- ◎ We will explain the medical care policy as needed. Those who receive medical care at this hospital can choose the medical care policy after receiving an explanation and information.
- ◎ **We need a patient's full name** to avoid the mistaken identity of patients.
If a patient cannot state their name (infant, deafness, dementia, impaired consciousness), we will ask the family for the patient's full name. Your understanding will be appreciated.
- ◎ We sincerely make efforts to achieve the goal of medical care to which the patient gives consent. However, the condition of the disease and people's lives and deaths cannot be always controlled with modern medicine. Also, strong drugs, testing, or treatment may cause side effects or complications, and we cannot completely avoid such risks. If a patient unfortunately experiences side effects or complications, we will treat the patient. In this case, the medical care shall be provided using the health insurance, and the medical fee involved in the treatment shall be charged to the insurance. If any negligence is found in the medical care provided by the hospital, the medical fee involved in the treatment shall not be charged to the insurance. If any damage occurs, we will provide compensation. However, if the damage is not caused by negligence of the hospital, we will not provide compensation

Personal information of patients

We would like to use patients' valuable records obtained in the course of medical care, including personal information, for specific purposes not only as a medical institute but also as an educational research institute. Your understanding would be highly appreciated.

1. We will observe the rules of the hospital based on various laws and regulations and use patients' personal information for the following purposes:

(1) Use in the hospital

- Medical services that patients receive
- Medical insurance affairs
- Administration work related to patients (management of hospital ward at the time of admission and discharge, accounting, report of medical accidents, improvement in medical services, other administration work)
- Maintenance and improvement of medical services and work
- Others related to medical care provided with patients

(2) Use in the hospital and Hirosaki University

- Medical education
- Research based on case studies
- Providing information with external audit institutes

When we use the information for this purpose, we will anonymize it.

(3) Providing information with other medical institutes and service providers

- Cooperation regarding medical services with other hospitals, clinic, birthing centers, pharmacies, home-visit nursing stations, and nursing service providers
- Response to inquiries about medical services made by other medical institutes
- When asking opinions or advice about patients' medical care from external doctors
- Consigning the work of testing specimens or other outsourcing work
- Explaining the condition of a disease of a patient to the family

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- Consigning the medical insurance office work and submitting medical practitioners' receipts for health insurance claims to an examination and payment agency
 - Responding to inquiries made by the examination and payment agency or insurer
 - Submission to the administrative institutes and legal institutes based on the relevant laws and regulations
 - Reporting the results of health checkup consigned by business operators in accordance with the relevant laws and regulations
 - Consultation or notification to special medical groups related to medical professional liability insurance and insurance companies
- 2. If we use patients' personal information other than for the above purposes, we will obtain written consent. Your cooperation would be appreciated.**
 - 3. Regarding patients' personal information, patients can request the following.**
 - (1) Patients can request the disclosure of their personal information through a designated procedure.
 - (2) Patients can request the revision of their personal information that was disclosed through a designated procedure.
 - (3) If patients consider their own personal information to be inappropriately handled, they can request that the use of personal information be discontinued, deleted, or no longer provided.
 - (4) If patients have complaints about the reply to the above request, they can request an examination by the university.
 - 4. Other than the above use, we save part of the information on patients' medical care in the external domestic data center under strict management. The relevant information was recorded in an electronic medical record system prepared for emergencies, including disasters, which started in 2014 based on the medical care information remote backup project led by the Ministry of Education, Culture, Sports, Science and Technology, and 45 national university hospitals participate in the project.**
 - 5. If you have any questions about the handling of personal information at this hospital, please contact the following.**
 - Desk for requesting the disclosure of medical care records
Medical Affairs Group, Medical Affairs Section, University Hospital
(Medical Welfare and Patient Support) (Tel: 0172-39-5230)
 - Desk for requesting the disclosure of personal information
Planning Evaluation Group, Planning Section, General Affairs Department
(Tel: 0172-39-3011)

Reception guide map

[Patients coming before the start of reception]

Returning patients can register from 8:00 with the revisit reception machine.

We will show you to the reception machine in the order of = seat number, so please take a seat in the waiting hall.

Patients in wheelchairs can use the handicapped parking lot.

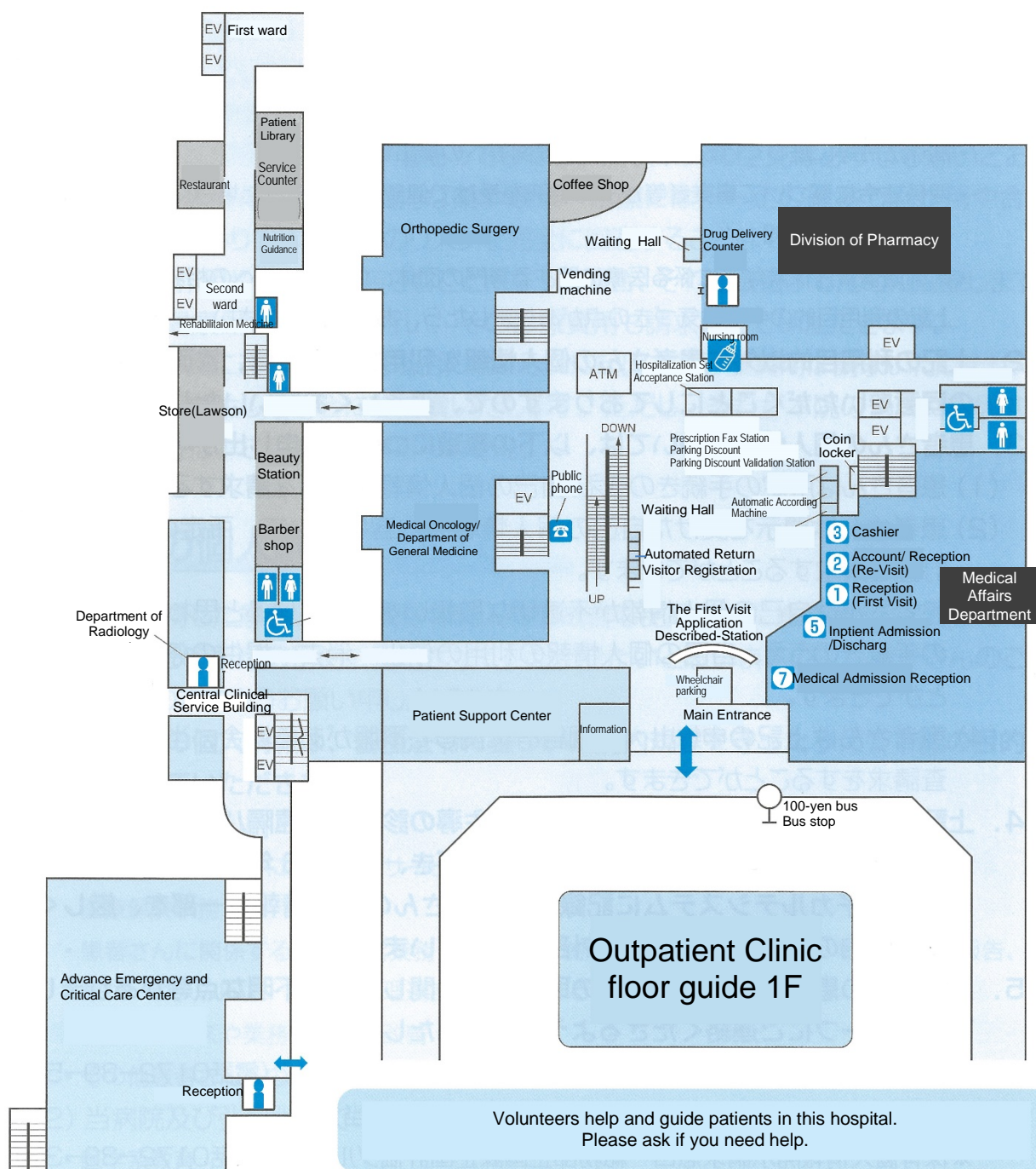
The reception for new patients starts from 8:30 at the (1) Counter.

Please fill out a first visit application form at the counter for filling out the first visit application form and take a seat in the order of the seat number in the first visit waiting room.

First visit reception	1
Revisit	Revisit reception machine
Accounting	2
Payment	Automated payment machine or
Admission and discharge	5
Compensation for accidents in the line of duty/industrial accident	7
Public funded health care	7

(Public Assistant Act, Services and Supports for Persons with Disabilities Act, designated intractable diseases, etc.)

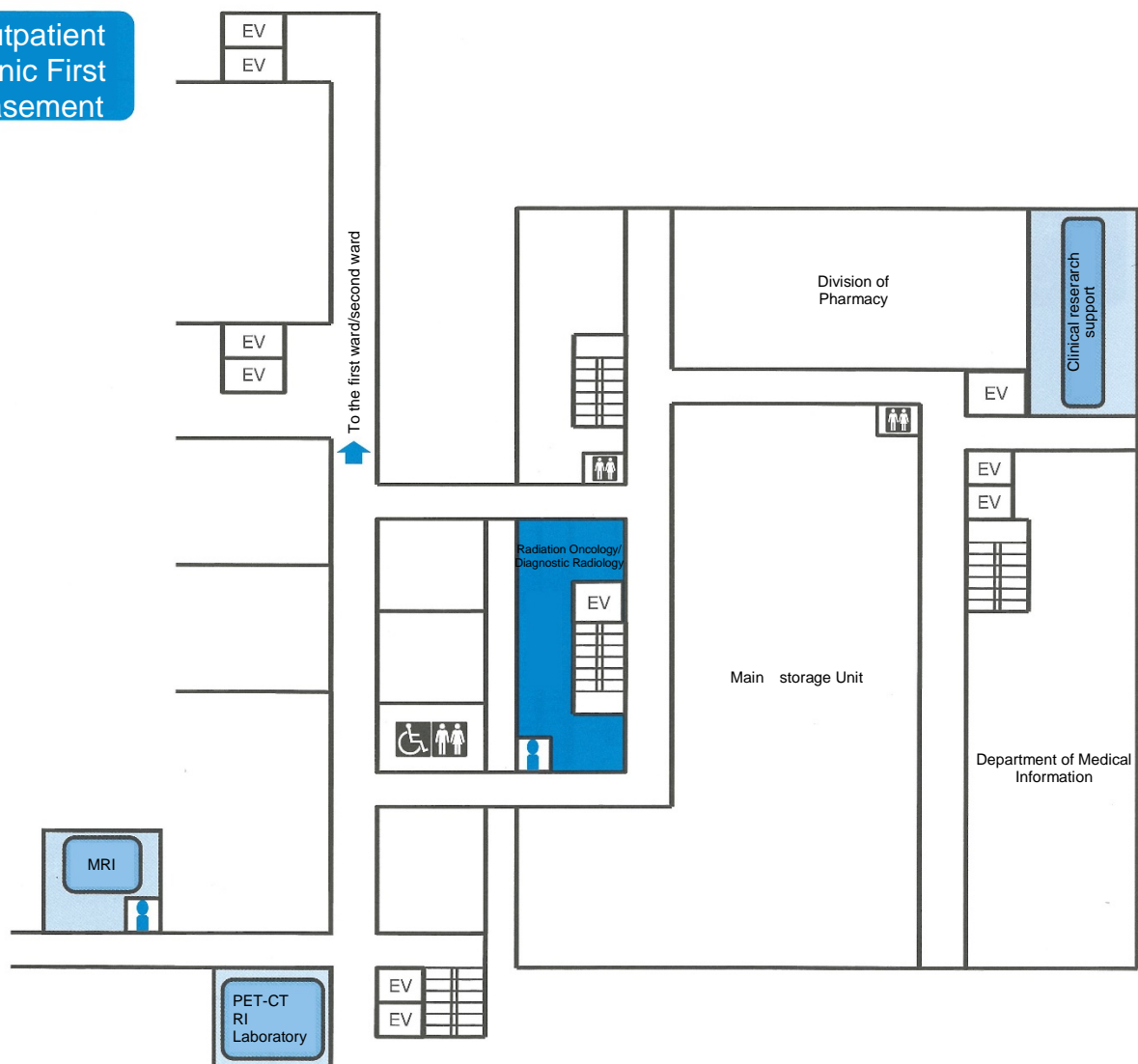
Reception at night and on holidays at Emergency and Critical Care Center



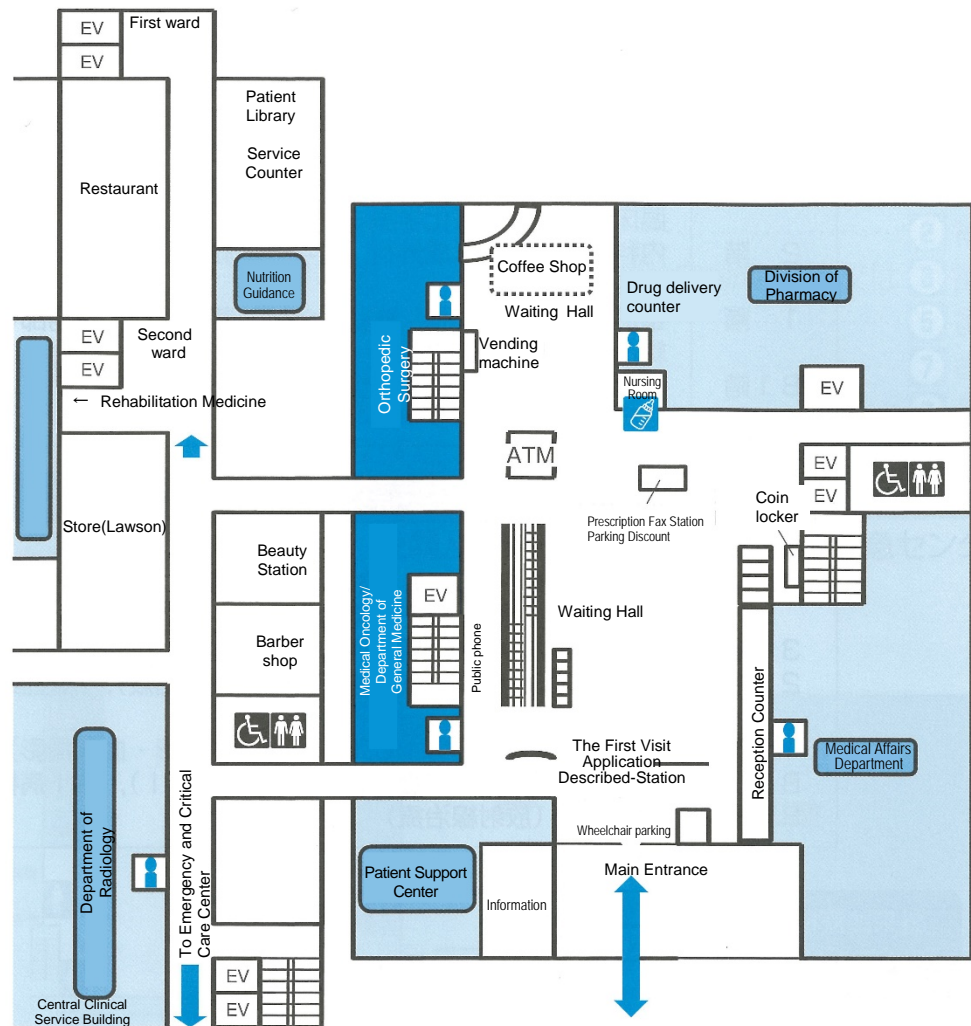
Outpatient Clinic	
5F	Nursing Department, Administration Division, Conference Room, General Clinical Training Center
4F	Neuro-psychiatry, Ophthalmology, Otorhinolaryngology, Anesthesiology Neurosurgery, Dentistry and Oral Surgery, Cancer Community & Support Center
3F	Pediatrics, Pediatric Surgery, Surgery, Urology, Gynecology-Obstetrics Outpatient Chemotherapy Unit, Department of Clinical Engineering
2F	Internal Medicine, Dermatology, Plastic and Reconstructive Surgery, Blood Transfusion Division, Division of Endoscopy, Infection Control Center
1F	Orthopedic Surgery, Medical Oncology, Department of General Medicine Drug Delivery Counter, General Patient Support Center, Medical Affairs Department
B1F	Radiation Oncology, Diagnostic Radiology, Department of Medical Information Clinical Research Support Center, Division of Pharmacy, Main storage Unit

Central Clinical Service Building	
5F	Operation Department
4F	Blood Purification Unit, Hyperbaric Oxygen Therapy Unit Intensive Chemotherapy Unit, Intensive Care Unit
3F	Central Supply Department, Perinatal Medical Centers
2F	Clinical Laboratory Department, Anatomic Pathology Laboratory, Anatomic Pathology Department of Patient Safety
1F	Department of Radiology (X-ray, CT Scan, Fluoroscopy, Angiography)
B1F	Department of Radiology,(MRI, RI,PET-CT), Radio Isotope ward
B2F	Department of Radiology (Radiotherapy)

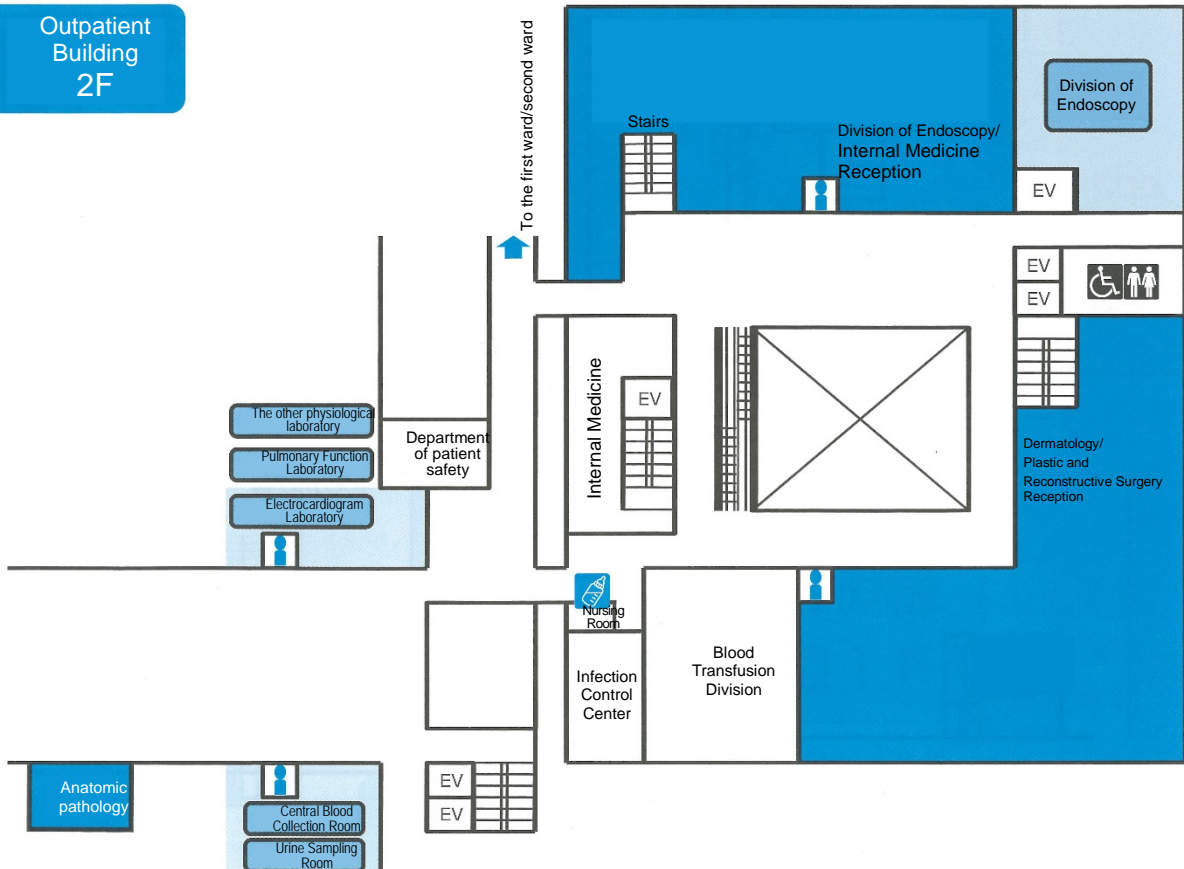
Outpatient
Clinic First
Basement



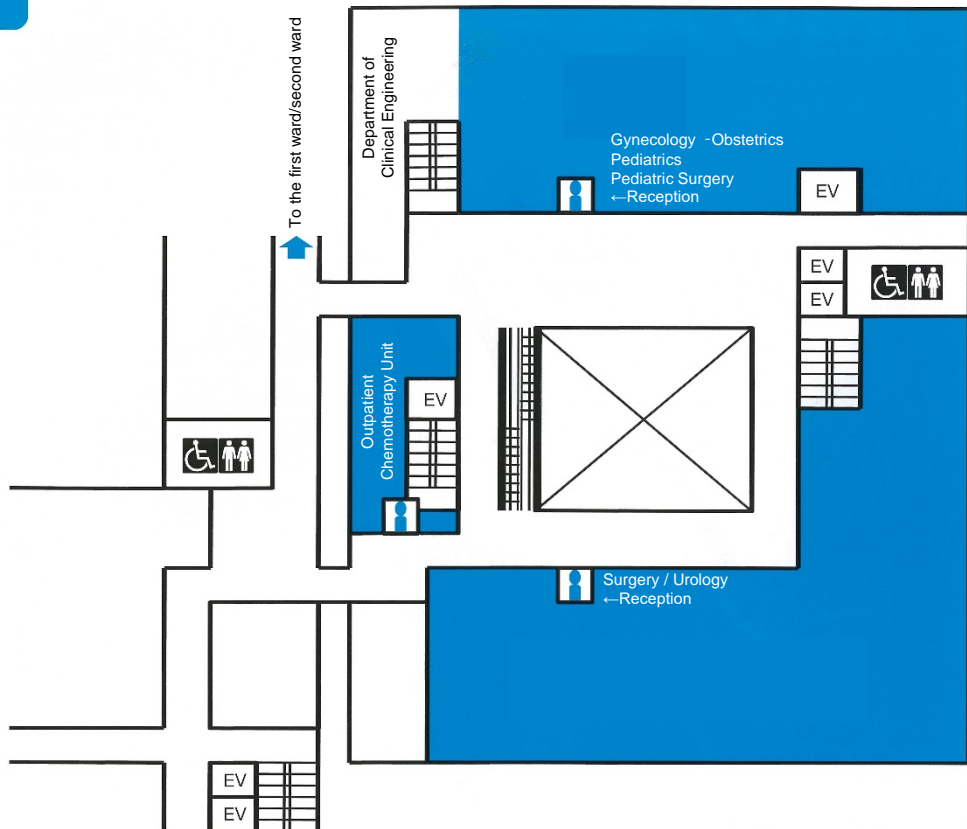
Outpatient
Clinic floor
guide 1F



Outpatient
Building
2F



Outpatient
Clinic 3rd Floor



Outpatient
Clinic 4th Floor

