

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.

(X-ray)

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

The cashier

(2) Accounting/Revisiting reception

(3) Cashier

Automated payment machine

*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.

*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.

*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)

Pharmacy

Health insurance-covered dispensing pharmacy

Prescription outside of the hospital

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

Drug ticket

Drug counter

Medicine Hirosaki University Hospital

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.

*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.
- 2 When your registration is completed, a reception ticket will be issued.
- 3 Please put your patient ID card and a reception ticket into the yellow folder.

The yellow folder is beside the reception machine.

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

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.