

## Please bring your referral letter (patient referral document).

According to the FY 2016 revision of medical fee, regional medical care support hospitals (including us) with more than 500 general beds are required to charge patients without a referral letter a certain fee for an initial visit and return visits.

### • Initial visit

For patients who meet the following conditions (1) to (4) and don't have a referral letter (patient referral document) from other medical institutions, an additional fee of 5,000 yen plus consumption tax (3,000 yen plus consumption tax for dentistry) will be charged to the patients for medical expenses.

- (1) When the patients visit our hospital for the first time
- (2) When the patients visit us again after the treatment was completed
- (3) When the patients requested the interruption of treatment but revisit us
- (4) When the doctor regards the visit by the patients as the initial visit

### • Return visit

If we encouraged patients to be referred to other institutions, but the patients revisit us, an additional fee of 2,500 yen plus consumption tax (1,500 yen plus consumption tax for dentistry) will be charged to the patients for medical expenses every time they visit us.

## FAQs

### Q/ How can I change my appointment?

A/ Please call [23] Appointment Scheduling Center at 03-3584-7436.

### Q/ What should I do if my health insurance card/address/name/phone number has changed?

A/ Please visit the [3] Medical Insurance Verification before examination.

### Q/ What should I do if I forgot my health insurance card?

A/ In principle, you are responsible for all of your medical expenses.

### Q/ What should I do if I forgot/ lost my hospital card?

A/ We will reissue the card. Visit the [1] Registrations.  
(Note: A reissue fee of 200 yen will be charged.)

### Q/ By when can I receive the prescribed medications?

A/ Please take a prescription outside of the hospital to a health insurance pharmacy within four days (including the prescribed date).

### Q/ Where can I apply for medical certificates?

A/ Please apply for a certificate at the reception of each medical examination room.  
(Note: The certificate is charged. It may take days to complete it.)

## Access to our hospital

Five minutes' walk from Tokyo Metro Ginza line Toranomon station Exit 3



- Please use public transportation; there are a limited number of parking spaces. Visit our website for more information.

## Appointment Scheduling Center

Phone: 03-3584-7436

Reception hours: 9:00 am to 5:00 pm

- Only for return visits
- Please be ready to tell the information of following (2) and (3), and keep (1) with you when making a call.
  - (1) Hospital Card
  - (2) Desired department and doctor
  - (3) Desired appointment time

## Visitation (seeing a patient)

Visitation permission slip is required.

Reception desk: the Security Guard Office in the first basement

Reception hours: 365 days at 12:00 pm to 8:00 pm

## Information on Outpatient Care



### [Basic Philosophy]

To provide the best medical care possible in each period, based on the principles of commitment and contribution to medical science and selfless dedication to care of the ill.



Federation of National Public Service Personnel Mutual Aid Associations

**TORANOMON HOSPITAL**

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TEL 03-3588-1111

<http://www.toranomon.gr.jp>

## Patients at the initial visit

### • Reception procedures

When you visit our hospital for the first time, please enter the first floor and take the numbered ticket from the [1] Registrations and wait.

When your number is called, please submit your health insurance card (or other public-funded medical services certificates), referral letter, and CD of radiology images, and others.

## Patients who have visited our hospital (Return visits or an initial visit to a different department)

\*If you visit us for the first time in this month or your health insurance card has changed, please visit [3] Medical Insurance Verification before examination.

### • Return visits

If you have an appointment

Please proceed with the procedure using [2] Revisit Registration Machine for return visit.

After the reception ticket comes out, please visit the examination room or the test room.

\*If your number is not printed on the reception ticket, please follow the message and go to the reception.

If you do not have an appointment

Please make an appointment directly at the reception of each department during the reception hours.

### • An initial visit to a different department

If you are going to visit a department you haven't visited before, please go to the reception of each department.

\*If you would like to visit the dentistry department, please go to [1] Registrations.

Please see "Patients for initial visit" mentioned above.

Reception hours			
Department	Initial visit	Return visit	
		With appointment	Without appointment
Internal Medicine	8:30 am - 10:30 am	Each appointment time	8:30 am - 11:00 am 12:30 pm - 2:30 pm
Pediatrics	8:30 am - 11:00 am		8:30 am - 11:00 am
Dermatology	8:30 am - 10:30 am		8:30 am - 10:30 am
Surgery	8:30 am - 11:00 am		8:30 am - 11:00 am
Neurosurgery	8:30 am - 11:00 am		8:30 am - 11:00 am
Orthopedics	8:30 am - 10:30 am		8:30 am - 10:30 am
Plastic Surgery (Mon/Tue/Thu/Fri)	8:30 am - 10:30 am		8:30 am - 10:30 am
Obstetrics and Gynecology	8:30 am - 10:30 am		8:30 am - 10:30 am
Urology	8:30 am - 10:30 am		8:30 am - 10:30 am
Otorhinolaryngology	8:30 am - 10:30 am		8:30 am - 10:30 am
Ophthalmology	8:30 am - 10:30 am		8:30 am - 10:30 am
Dentistry	8:30 am - 10:30 am		

\*For reception hours for patients with a referral letter, please contact the reception of each department.

\*Please call the reception of each department beforehand to check if it is closed or not on the day you would like to visit us.

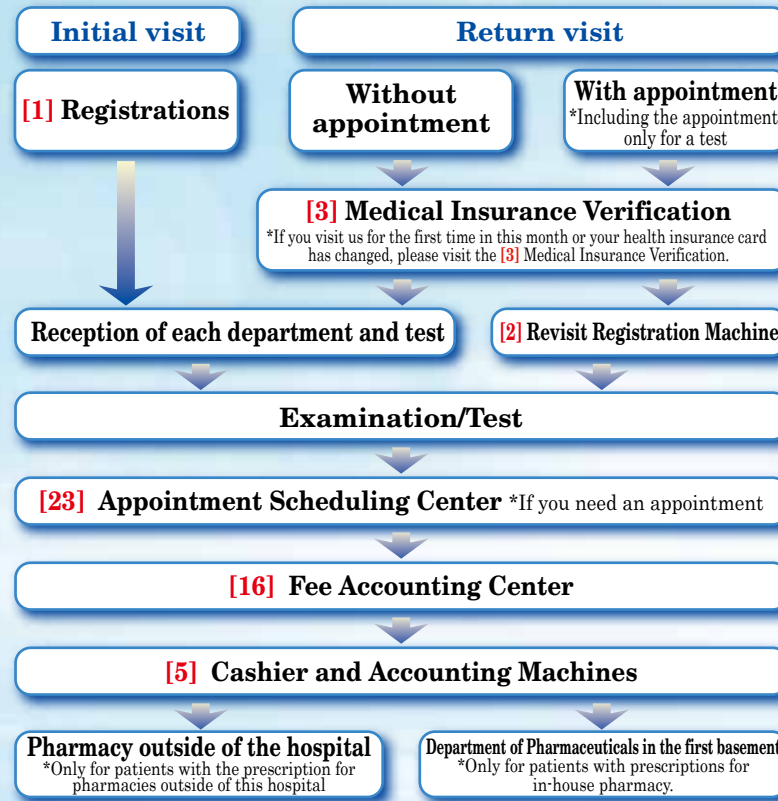
\*Except in case of emergency

**Open from Monday to Friday**

**Closed on Saturday, Sunday, national holidays, New Year holidays**

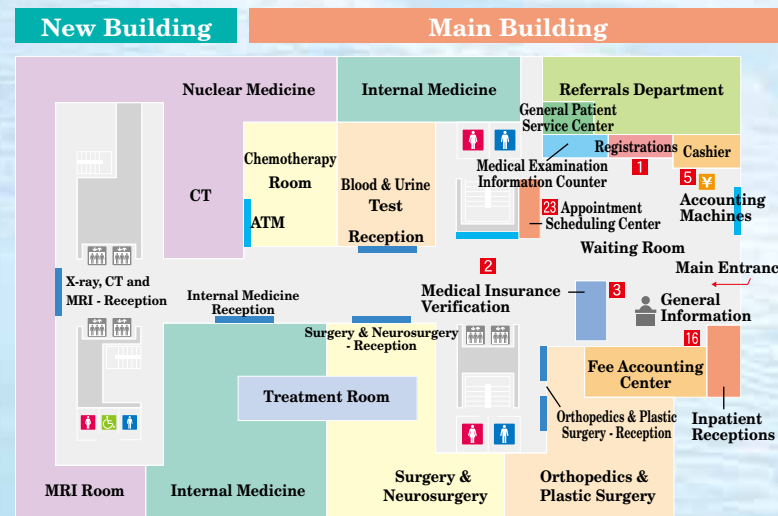
**(December 29 to January 3), and the hospital foundation day (May 20)**

## Flowchart of an outpatient visit



## Floor Maps

### 1st Floor

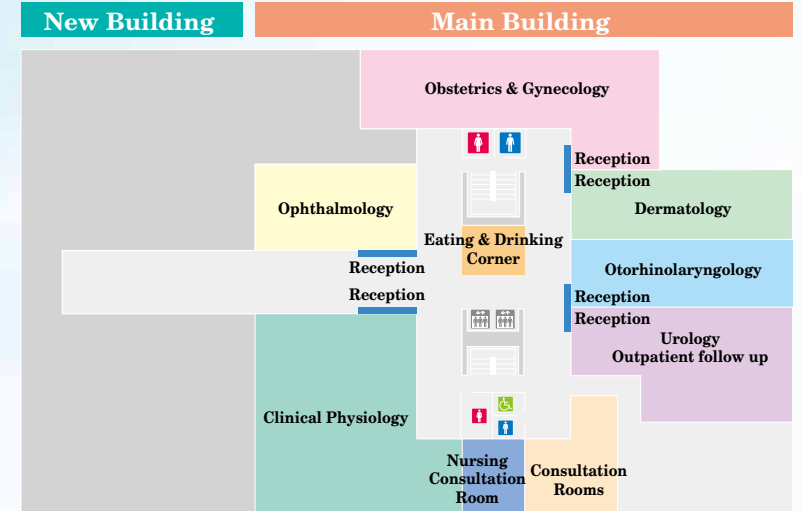


### • ATM Hours

Weekdays: 8:45 am to 6:00 pm/Holidays: 9:00 am to 5:00 pm

\*Money exchange is available at [5] Cashier.  
(Weekdays: 8:30 am to 5:15 pm)

### 2nd Floor



### • Eating and Drinking Space

Weekdays: 8:00 am to 5:00 pm (8 seats)

\*Vending machines for drinks are available at the Smoking and Eating Space.

### 1st Basement



### • 5th Floor

Dentistry/Pediatrics on the 5th floor of the Main Building

\*Nursing room is located in Pediatrics.

Sleep Center on the 5th floor of the New Building