



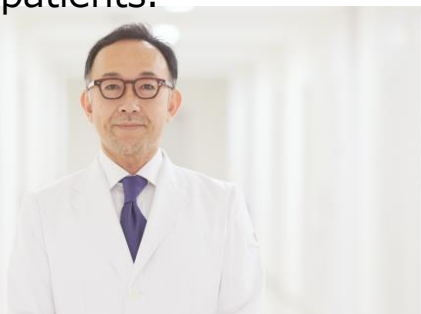
Tokyo Saiseikai Central Hospital

International Patient Guide



In the next 100 years, we will provide a continuous support for your health and your life with the Saisei Spirit

Saiseikai was established in 1911 as Imperial Gift Foundation, based on the Imperial Rescript by Emperor Meiji. Tokyo Saiseikai central hospital has the second longest history among all 80 Saiseikai branches in Japan. Since the hospital was established, we have worked and have provided medical care without any discrimination against their background. We have also developed and improved our systems for providing the advanced acute critical care, community care, preventive medicine, services for non-Japanese speaking patients, and medical IT systems, based on the spirit of "Saisei (overcoming challenges posed by ever-changing social and economic circumstances). We, Advance Acute Care Institution, have taken the responsibility as the ones who provide the best care with the most innovative technology. We have worked to develop our services for our patients to take care of them even after they are discharged – we have developed the close network to our community. Our service is the best and ideal in terms of patient care. We will continue to work on providing the best care for our patients with the Saisei Spirit based on the social trends, norms, and conditions here in Tokyo. Our services will continue to develop for the needs of our community and our society – medical treatments, insurance, and social welfare, so we will be able to provide the best treatment and care for our patients.



TOKYO SAISEIKAI CENTRAL HOSPITAL President
Tamotsu Ebihara, M.D., Ph.D.

Office of International Relations

The staff in the international relations have helped and supported our patients who don't speak Japanese and who don't know the Japanese culture and system.

There are 1 interpreter for English speakers and 1 interpreter for Chinese speakers, and the medical interpreter coordinator in the office.

If you have any questions, feel free to email us.

Mail : int.a@saichu.jp

Departments

Internal Medicine [General Internal Medicine, Gastroenterology & Hepatology, Pulmonary Medicine, Medical Oncology, Neurology, Hematology & Infectious Diseases, Rheumatology, Diabetes & Endocrinology, Nephrology] , Cardiology, Neuroendovascular Therapy, General & Gastrointestinal Surgery, Thoracic Surgery, Breast Care Surgery, Cardiovascular Surgery, Vascular Surgery, Neurosurgery, Orthopedics, Plastic & Reconstructive Surgery, Dental Care & Oral Surgery, Psychiatry, Pediatrics, Traveler's Vaccine, Dermatology, Urology, Gynecology, Ophthalmology, Otorhinolaryngology, Emergency & Critical Care Medicine, Palliative Medicine, Radiology, Radiation Oncology, Anesthesiology, Diagnostic Pathology, Clinical Laboratory Medicine, Rehabilitation

Things you need to prepare

Medical information

Please submit all the necessary information, including a referral letter from your doctor. If you have any documents from a hospital outside Japan, please translate them to Japanese or English before you submit.

■ Submit all the documents including a referral letter from the doctor who had given the diagnosis and had provided medical treatments.

■ CT, MRI, PET-CT, Endoscopy Reports (Upper GI tract and Lower GI tract), Ultrasonography report, etc.
(A CD-ROM is preferable)

■ Submit all the images and report from which our doctor is able to evaluate your current physical condition

Reports for any imaging examinations. Blood test results (especially the latest ones)

Annual Health Check Report (if you are diagnosed from an annual health check-up)

■ Pathological Slides

If you would like to re-examine in our hospital, please submit the slides with your pathological report.

Insurance

If you don't have an insurance provided by the Japanese government or by your company, you will have to pay everything from your own pocket. We will provide an estimate cost in advance if you receive medical treatments in our hospital and you will need to make a full payment before you are admitted to our hospital. If there is a difference between the estimate cost and the bill, we will pay you back. If there is an additional cost, we will ask you to pay when you are discharged from the hospital. We won't accept any request such as exemption or reduction of any of the medical costs.

If your family member has a Japanese national insurance or an insurance provided by a Japanese company but you are not a dependent of your family member, we will NOT apply any reduction – you will have to pay fully based on your status. We will apply the deduction AFTER you get an approval of the Japanese health insurance. Meanwhile, you will still have to pay fully and we will NOT reimburse you.

General information

Open hour (with no appointment): 8:00 ~ 11:30, from Monday to Friday

Closed hour: Saturdays, Sundays, National Holidays

From December 30th to January 4th (for the year-end and the beginning of a new year holiday)

Payment Method

Cash (JPY)

Credit Cards (VISA, MasterCard, UC, JCB, American Express, etc)

Debit Card (For debit card payments, you must have an active bank account in a bank in Japan)

JMIP: Japan Medical Service Accreditation for International Patients

JMIP stands for Japan Medical Service Accreditation for International Patients, and our hospital was officially accredited as an institution that contributes and provide a better medical service, mainly in English. The purpose of this accreditation system is to evaluate a medical institution's capability to provide a medical care with a certain quality despite of the obstacles, including the language barrier, understanding the cultural difference, and respecting religious beliefs. The goal of this accreditation system is to ensure that the patients visiting or living Japan will be able to receive medical treatments and services safely and reliably.

Our hospital has been accredited as an institution that contributes and provides better services in English.

Our mission statement and goal is to continue to promote better medical services to all of our patients, despite of the difference in backgrounds and languages by improving and developing our system and services, with the Spirit of Saisei.



Inbound (acceptance by nationality)

	Nationality	2018	2019	2020	2021	2022度	April to September 2023
Number of new outpatients	China	31	17			1	6
	Vietnam	1				4	1
	Russia		1				
	Myanmar		1				
Total number of outpatients	China	89	79	16	14	24	31
	Vietnam	8	7	12		24	12
	Russia		1				
	Myanmar		1				
Number of new hospitalized patients	China	5	2				
	Vietnam	1				1	
Total number of hospitalized patients	China	8	3				
	Vietnam	1				1	1

Important Notes for Patients and their family members to receive medical treatments

It is required that you have to have a valid visa with a certain, enough length of stay if you would like to receive medical treatments. Please make sure that you do have an enough length of a valid visa before you start to receive medical treatments. Also, please refer to the Ministry of Foreign Affairs's website. Please apply the medical visa while you stay in your country because you cannot apply or renew the medical visa after you enter Japan – You will be required to go back to your country and to apply the medical visa. We also inform you that we will NOT be your sponsor for you, but we will provide a proof that you do have an appointment with us.

Website for the Ministry of Foreign Affairs

http://www.mofa.go.jp/j_info/visit/visa/medical_stay1.htm

You may have to extend your visa if you enter Japan with the tourist visa because the tourist visa is for a short stay in Japan. It will be demanding if you have a plan to receive medical treatments and to renew your visa status simultaneously. If you have any questions, please ask us – we will provide information about medical tourism companies.

Our rules and manners

Please follow our rules and manners – consider and respect our staff and other patients:

Things prohibited

- Talking on the phone except the designated areas
- Drinking alcohol including non-alcohol beverages
- Smoking including electric and smokeless tobacco
- Wearing/putting too much perfumes
- Taking pictures and videos
- Acts of violence
- Disrespect others including any discriminative, insulting, or offensive attitudes and behaviors

Manners

Please set up a manner mode for your cell phone, and talk on the phone in the designated areas. Please consider other patients.

Patients who don't want to receive blood transfusion because of religious beliefs

Based on our policy, “we have provided the best possible medical treatments and the best possible care for anyone in any cases,” we have NOT provided any medical treatments for patients who reject blood transfusion because of his/her religion or beliefs, as a necessary medical treatment since 2008. We have applied our policy to all the medical procedures that blood transfusion is possibly necessary, including any surgical procedures and delivery of a baby. We also don't ask these patients to give his/her signature on any of the documents such as a consent form of absolute blood transfusion refusal or a disclaimer of our doctors who are involved in the treatment. However, if the patient or his/her family member(s) files criminal charges, makes accusations, or files a civil law suit against us when blood transfusion is administrated, or a police agency conducts an investigation and brings charges against us when a blood transfusion is not administrated, we shall take the necessary measures to prevent placing blame on our doctors who care the patient in the treatment, including his/her primary doctor. It's our mission to save our patient's lives, therefore, we shall perform emergency tests, emergency procedures, and emergency treatments including emergency blood transfusions as quickly as possible, regardless of the intensions of the patient or his/her family. If any other hospital accepts you as a patient or if it's impossible to transfer to another hospital, we will explain the necessity of blood transfusion as well as our policy of the blood transfusion treatment, and we will provide the best possible medical treatments including blood transfusion.

This policy applies all of our patients with any age or under any conscious level.

1-4-17 Mita, Minato-ku, Tokyo, 108-0073, Japan
TEL: +81-(0)3-3451-8211

Transportation

■ Subway

3 minute walk from Akabanebashi station (Akabanebashi gate) on the Toei Oedo Line.

8 minute walk from Shibakoen station (Exit A-2) on the Toei Mita Line

8 minute walk from Azabujuban station (Exit 3) on the Tokyo Metro Nanboku Line

■ JR

18 minute walk from Tamachi station (Mita gate) on the JR Yamanote Line, Keihin-Tohoku Line

■ Car

3 minutes from Shibakoen Ramp using the toll highway

Parking information

- Business Hours: 0:00-24:00
- Basic Fee: 100 yen/15 min
- Maximum Fee: 2,800 yen per use (up to 24hours)

In case of trouble, please call Times Service at 0120-77-8924