

KMU Hospital

Information on outpatient consultation



Consultation reception hours

▶ Outpatient consultation reception hours

- First-time consultation 8 : 30 ~ 13 : 30
(Note: On Saturdays 8:30-11:30)
- Return-visit consultation 8 : 30 ~ 11 : 30
- Outpatient 8 : 00 ~ 17 : 00

▶ Closed on

Sundays, holidays, second and fourth Saturdays
Year-end and New Year holidays (December 29th to January 3rd)

▶ Hospital opening hour

7 : 30



KMU Hospital

For first-time visit patients

Please prepare

If you do not have a patient ID card or referral letter such as from your family doctor,

a special fee will be charged.

Please fill out the medical consultation application form, take your number card, and wait.

○ Consultation room reception



Your first-time visit is registered.

- You will receive a patient ID card, a reception slip, and a paging device.
- Please inform the reception desk of your department that you have visited the hospital.
- Please wait inside the hospital.

Patient ID card ... The card can be used commonly in all departments. Please be sure to bring the card with you when you visit the hospital, as you will need it for reception, consultation, and accounting. If your patient ID card is lost, there will be a reissuance fee. (100 yen)

Reception slip ... Please check your reception number, department, appointment time, and consultation room number.

Paging device ... Please see page 3 for handling instructions.

○ Consultation room



- When it is almost your turn to see a doctor, you will be notified via the paging device. Please press the confirmation button and come to the front of the consultation room.
- When it is your turn for consultation, your reception number will be displayed on the display board in front of the consultation room. You will also receive a notification on your paging device, so please press the confirmation button and enter the consultation room.

○ Treatment, injection

○ Examination(including diagnostic imaging), surgery

• Please follow the instructions of medical staff.

When your doctor's consultation is finished, you will receive a basic outpatient schedule, which you should submit at the reception of the department you visited or Service Counter.

○ Reception for each clinical department

○ Service Counter **calculates medical care fees.**

○ Auto Accounting Machine or Accounting and Payment

Please pay the medical care fees. Please keep your receipt in a safe place.



○ Information on Outpatient Pharmacy

We accept consultations regarding family pharmacies.

- All medications are prescribed outside the hospital.
- You will receive a prescription. Please purchase your medication(s) at your local pharmacy.

○ Prescription Refill Fax Request **Send your prescription to your local pharmacy by fax.**



Returning home

For return-visit patients

Individual who has an appointment

Individual **who does not have** an appointment

○ Outpatient Registration



◀ Outpatient

Rental



◀ Paging device

Please see page 3 for handling instructions.

○ Appointment reception
Walk-up appointment is registered.



○ Insurance Card Confirmation



We will verify your insurance card.

○ Please present your insurance card before your consultation at the beginning of the month.
○ If we are unable to verify your insurance card, you may be required to pay the entire medical care fees.

○ Consultation room



○ Treatment, injection

○ Examination (including diagnostic imaging), surgery

○ Please follow the instructions of medical staff.

- When your doctor's consultation is finished, you will receive a basic outpatient schedule, which you should submit at the reception of the department you visited or Service Counter.
- If you only have an examination, you will not receive a basic outpatient schedule, so please present your reception slip at the Service Counter.

○ Reception for each clinical department

○ Service Counter **calculates medical care fees.**

○ Auto Accounting Machine or Accounting and Payment

Please pay the medical care fees. Please keep your receipt in a safe place.



○ Prescription Refill Fax Request

Send your prescription to your local pharmacy by fax.

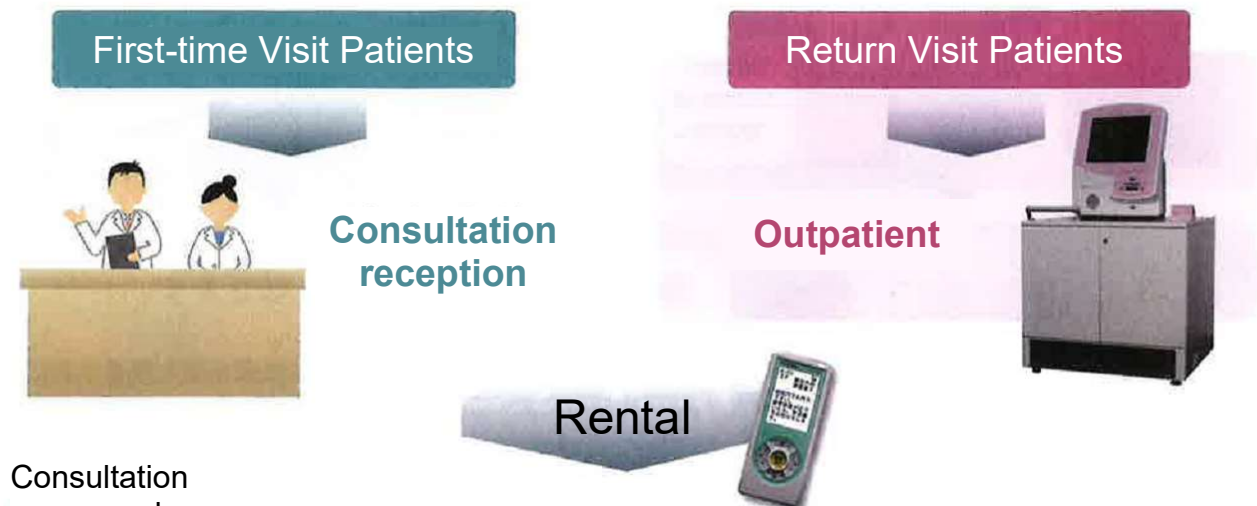


Returning home

Handling the paging device

Rental of the paging device

The device is rented at the consultation reception or at the Outpatient Registration. Please check the "Content" displayed on the screen and press the "Next Page" button.



Consultation room number



Page number

Department code/department name

Reception number



Confirm button

Press to stop vibration, melody, etc. when you are paged.



Scroll button

(Normally, the information will be displayed on one screen.)
If the information is displayed on the second screen, press the scroll button to scroll the displayed information up or down.



Next page button

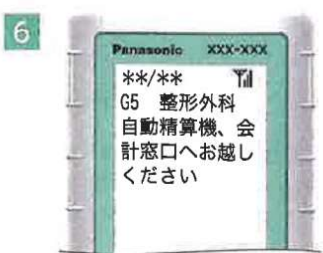
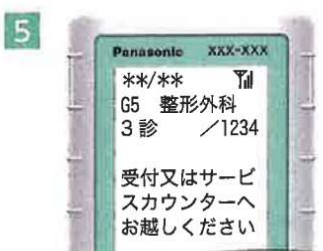
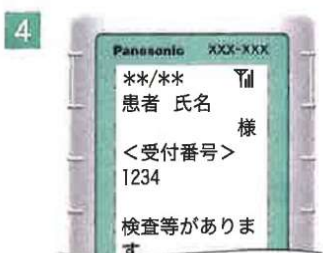
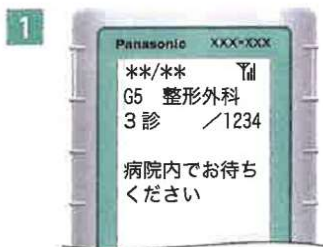
If the content is displayed on multiple pages, such as when you have received some information, the content on the next page will be displayed.



Previous page button

Return to previous page.

Information on the paging device screen (flow of consultation)



The screen will display information such as before the consultation, start of consultation, and completion of accounting. When new information is received, the device notify you with a vibration and a melody. (Here, we will explain using an example of paging to visit "Orthopedic Surgery".)

1 Information immediately after reception

After reception, the department code, department name, consultation room number, reception number, and information will be displayed. Please wait inside the hospital until you are paged to come in front of the consultation room.

2 Paging to come in front of the consultation room

It's almost your turn for consultation. Please press the "Confirm button" and come in front of the room of your consultation room number.



3 Information on starting consultation

When it is your turn for consultation, we will call you to the consultation room. Please check the consultation room number before entering.

4 Information on examinations and X-rays

If blood sampling, physiology functions examination, radiography, endoscopy, etc., are scheduled, you will receive and notification and information. However, please note the device cannot page you.

5 Consultation completed

If you are visiting another department, please press the "Next Page" button.



6 Paging for accounting

You will be paged when the accounting is done. Please pay at the Auto Accounting Machine or at the Accounting.

Caution!!

Paging device does not function at the Blood Sampling Room, Physiology Functions Section (electrocardiogram, electroencephalogram, etc), or radiography, so please come to the reception of each department.

Information on various procedures, etc.

Patient ID

- Please be sure to bring your patient ID card as you will need it at the time of consultation and payment.
- Please keep your patient ID card in a safe place. If your patient ID card is lost, we will reissue it at the G1 First-Time Visit Reception, but you will be required to pay a reissuance fee of 100 yen.

Procedures for changing address, name, etc.

- If your address, name, etc. have changed, please notify the G1 First-Time Visit Reception or F1 Service Counter. At that time, please submit your health insurance card, other medical certificates, if any, and your patient ID card. If your name has been changed, we will replace your patient ID card free of charge.

Confirmation of health insurance card, etc.

- Health insurance cards and other medical cards will be checked once a month on the day of your first visit, so please present them at the Insurance Card Confirmation. If we are unable to verify your insurance card, you may be required to pay the entire medical care fees.

Issuance of certificates

- If you require certificates such as a medical certificate, please apply at the Document Issuance. (We do not accept requests by phone or mail.)

Application reception hours		Issuance hours	
Monday to Friday	9:00~16:30	Monday to Friday	9:00~17:00
Saturday	9:00~12:30	Saturday	9:00~13:00

Information on Outpatient

- Our hospital issues prescriptions for outpatient pharmacies. If you have receive a prescription for the first time, please use the "F4 Outpatient Pharmacy." We will introduce you to an insurance pharmacy suited to your needs.
- Prescriptions are valid for four days, including the date of issue, so please bring them to your insurance pharmacy as soon as possible.

Please observe...

- Smoking is entirely prohibited in our hospital, including on the premises.
- Please set your cell phone to silent mode. If you make a call, please go near the Center Atrium so as not to disturb other patients.

