

令和8年4月時点

Hospital Admission Guide



Toyohashi Municipal Hospital

Phone: (0532) 33 - 6111 (Main Phone Number)

※ Please be sure to bring this hospital admission guide with you when you are admitted.

Mission Statement

We strive to be a hospital that offers reliable medical expertise, compassionate care, and a sense of comfort, open to and trusted by the local community.

Basic Policies

1. We aim to be a trusted hospital that is open to the community and provides compassionate, patient centered care.
2. As a core medical institution in the region, we provide advanced medical care and actively take responsibility for specialized and emergency services.
3. We promote the medical services that our hospital should provide through close and coordinated collaboration with other healthcare institutions.
4. We strive to advance our medical knowledge and technical skills, and to contribute to the progress of medicine and healthcare.
5. We actively provide education and training for medical students, pharmacy students, clinical technology students, nursing students, and paramedics.
6. We strive to promote health education among local residents and participate in community health-promotion activities.
7. We strive to manage the hospital responsibly by balancing public interest and economic efficiency.
8. We strive to promote safe medical practices.

Patients' Rights and Responsibilities

Toyohashi Municipal Hospital is committed to providing medical care based on informed consent, ensuring that patients receive sufficient explanations and fully understand and agree to their treatment. To build a relationship of mutual trust between patients and the hospital, we hereby clarify the rights and responsibilities of patients. The following points are presented so that both the hospital and patients can work together to achieve ideal medical care.

1. The Right to Receive the Best Possible Medical Care

Patients have the right to receive the best possible medical care based on respect for life and compassion for humanity.

2. The Right to Information

Patients have the right to receive explanations—until they can fully understand—about their diagnosis, condition, prognosis, the content and risks of examinations and treatments, as well as the effects and side effects of medications.

When performing clinical trials of medications or any medical procedures still under research, physicians are obligated to provide prior explanation to the patient. Patients have the right to receive explanations about the estimated cost of treatment and detailed statements of the expenses incurred. However, when necessary, such explanations may be provided to the patient's family or representative at the discretion of the attending physician.

3. The Right to Self-Determination

Except in emergency situations, patients have the right—based on sufficient information and the advice of healthcare professionals—to consent to, choose, or refuse examinations, treatments, and other medical procedures according to their own will. They also have the right to be informed of the possible medical consequences of their decisions. Patients may choose their attending physician or other healthcare professionals, request a referral letter to transfer to another hospital, and seek the opinion of another physician if they wish.

4. The Right to Privacy and Confidentiality

Patients have the right to have their personal information kept confidential and not disclosed to any third party other than healthcare professionals directly involved in their care. They also have the right to be free from unwarranted intrusion into their private matters.

5. The Responsibility to Participate and Cooperate

To uphold these rights, patients have the responsibility to participate in and cooperate with their medical care in partnership with healthcare professionals.

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●Steps for Hospital Admission 入院手続きの流れ

Admission Day
Procedures

**Please come to Window No. 8 (Emergency
Outpatient / Admission Desk) at the designated
date and time.**

Required Items for Admission

My Number Card or Health
Insurance Eligibility
Document



Medical Assistance
Certificate

Discharge Certificate
(if hospitalized within the last 3 months)

Maximum Copayment
Certificate, etc.

●Items Required for Hospitalization 入院に必要な持ち物について

- My Number Card (or Health Insurance Eligibility Document)
- Long-Term Care Insurance Card (if applicable)
- Medical Assistance Certificate (if applicable)
- Current Medications and Your Medication Handbook
- Underwear
- Sleepwear and related items (A hospitalization set is provided.)
- Clothes Hangers (if needed)
- Indoor Shoes with Enclosed Heels (e.g., athletic shoes)
- Toiletry Items Towels Bath Towels
- Body Soap Shampoo and Hair-Care Items
- Unbreakable Drinking Cup Chopsticks and a Spoon
- Boxed Tissues Trash Container (a plastic bag is acceptable)
- Clock or Watch Waterproof Bed Sheet (if needed)
- Masks (for the duration of hospitalization)
- Moisturizing Cream or Lotion (if needed)
- Mobile Phone and Charger (for those who need them)
- Earphones, Glasses, Hearing Aids, and Cane (for those who need them)

※You can also purchase daily necessities and hygiene items at the hospital shop.
A seven-item kit including tissues, a cup, a toothbrush, toothpaste,
chopsticks, a spoon, and a fork.

●Hospital Orientation Video (approximately 20 minutes) 入院案内動画(約20分)

URL : <https://www.municipal-hospital.toyohashi.aichi.jp/guide/hospitalization/>

You can view the hospital orientation video. →



●Infection Prevention Guidelines 感染予防のお願い

Please take precautions to avoid infections before your admission. (e.g., influenza or COVID-19) If you become infected, your treatment or surgery may need to be postponed.

Between Reservation and Admission: How to Prevent Infections

- Please pay close attention to your health until your hospital admission.
- Please practice infection-prevention measures when going out, including wearing a mask and regularly disinfecting your hands.
- From seven days before admission, please fill in your daily temperature and other details on the Pre-Admission Health Monitoring Form and bring it with you when you are admitted.
- If you develop symptoms such as fever, cough, sore throat, or fatigue before admission, or if you have been in contact with someone who is infected or suspected of being infected, please be sure to inform us.



★S Before your admission, please call the hospital's main number at 0532-33-6111.

When you call, please inform the operator (1) that you are scheduled for admission and (2) the department you will be admitted to.

●Information on Early Discharge and Transfer 早期退院・転院のご案内について

- For patients whose condition is stable, we may provide guidance on early discharge or transfer during their hospital stay. As a tertiary emergency hospital that accepts patients 24 hours a day, we ask for your cooperation in facilitating timely discharge or transfer. If it is difficult to arrange a transfer to nearby hospitals, we may not be able to accommodate your preferred transfer destination.

●Student Clinical Training 学生の実習について

- Our hospital serves as a training facility for students aspiring to become healthcare professionals. Students may participate in patient care under the supervision of our staff. We appreciate your understanding and cooperation.

Guide to Hospital Clothing and Diaper Rental Services

Our hospital offers a daily flat-rate rental service that provides the clothing, towels (including laundry service), daily necessities, and disposable diapers needed during your stay. The rental service has been introduced to improve services for patients and their families, to support infection-prevention measures both inside and outside the hospital, and to help maintain cleanliness within the facility. If you wish to use this service, please complete the application form and submit it to the ward staff on the day of your admission.



We offer clean clothing throughout your stay.



A simple daily rate system is available.



There is no need to bring heavy personal items.

<Service Details>

Categories		Included Items	
Clothing & Towel	Plan A	Clothing, towels, and daily personal items	A daily rate is applied for each plan, and charges will be calculated based on the number of contracted days.
Disposable Diaper	Plan B	Tape style diaper or pant style diaper + pads	
	Plan C	Pant style diaper + pads	
Options (※)	Plan D	Optional undershirt (front opening undershirt)	
	Plan E	Optional beverage (1 bottle of water per day)	

(※ Options cannot be used alone)

For more details, please refer to the leaflet “Guide to Hospital Clothing and Diaper Rental Services.”

※This rental service will be billed separately from your hospitalization fees by the service provider listed below.
(Payment cannot be made at the hospital desk.)

<p>Service Provider WATAKYU SEIMOA Co., Ltd. Contact Number 0120-102-606</p>	<p>Customer Service Hours 9:00 a.m. to 5:00 p.m. (Closed on Saturdays, Sundays, and public holidays) ※After 5:00 p.m., calls will be directed to voicemail.</p>
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●For a Safe Hospital Stay 入院中安全に過ごすために

All of our staff, including physicians and nurses, are committed to supporting your recovery. To ensure that every patient can spend their time in the hospital comfortably, we kindly ask for your cooperation with the following guidelines.

○ “Patient Wristband”

During your hospital stay, all patients (see note) are required to wear an ID bracelet printed with their name, registration number, date of birth, sex, and a barcode.

By wearing this ID bracelet, we can confirm your identity during procedures such as surgery, blood tests, and injections, allowing us to provide safer medical care.

(Note) There are some exceptions, such as newborns and patients for whom wearing the bracelet is difficult due to their condition.



○ Confirming Your Name

Before any examination, procedure, or test, our staff will ask you to state your full name. To prevent any mix-ups between patients, we may ask you to confirm your name multiple times. We appreciate your understanding.



○ Request for Accurate Information

- If you have any allergies to foods, medications, latex, or metals, please be sure to inform us.
- Please bring all the medications you are currently taking along with your [medication record book].



●For a Safe Hospital Stay 入院中安全に過ごすために

○Explanation of Surgical Procedures, Treatments, Tests, and Injections for Patients

Before performing any surgery, procedure, test, or injection, we will always provide an explanation. Please make sure you fully understand the information and give your consent before receiving the treatment.

If you are unable to understand or agree, please let us know.



○Fall Prevention

When getting out of bed, using the toilet or bathroom, standing up, or changing direction, the risk of falling increases.

Move slowly, hold onto handrails or other supports, and take a moment before you start walking.

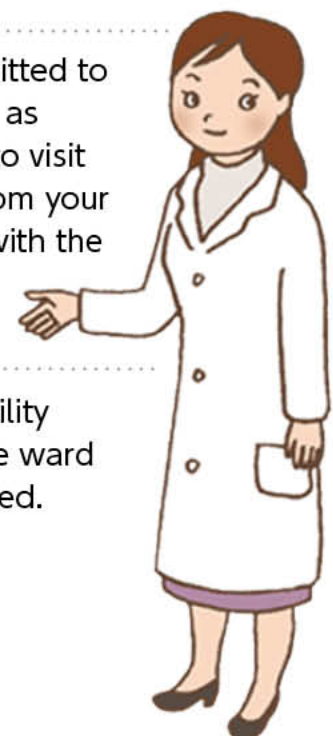
If you have any concerns, please feel free to speak with our staff.

●Requests During Your Hospital Stay 入院中のお願い

- Going out or staying overnight requires permission from your doctor, so please inform the staff. Once permission is granted, please complete the required form and take the third copy, which serves as your permit, when you leave the hospital. When you return, please notify the nurse.

- During your hospitalization, you are generally not permitted to receive medical care at other healthcare facilities, such as clinics or hospitals. If you have an unavoidable reason to visit another medical institution while admitted, approval from your attending physician is required. Because coordination with the other facility may be necessary, please make sure to consult our staff in advance.

- If, for any reason, you need to visit another medical facility during an overnight leave, please be sure to contact the ward by phone in advance and follow the instructions provided.



● Requests During Your Hospital Stay 入院中のお願い

- Due to your medical condition or other circumstances, your ward or room may be changed at any time, regardless of day or night.
- Patients who do not follow the hospital rules may be asked to leave the hospital. Examples include drinking alcohol, smoking, abusive language, violence, harassment, or any behavior that disturbs other patients.
- To ensure the safety of patients and staff and to maintain a smooth clinical environment, the hospital may request police involvement if disruptive or harmful behavior occurs.
- Our entire hospital premises are strictly non-smoking. This includes the parking lot, so please refrain from smoking anywhere on the grounds.
- Please use your own indoor shoes during your stay. However, footwear that makes loud noises is not permitted.
- To help prevent falls, please keep the area around your bedside and the hallway tidy and free of clutter.
- If any hospital property is damaged, you may be required to cover the cost of repair or replacement.
- As a general rule, please take home any newspapers or magazines purchased at the hospital shop, as well as any personal items you brought with you, such as underwear or towels.
- As a general rule, any unnecessary items generated during your hospital stay should be taken home with you. We appreciate your cooperation.
- Please sort your waste and dispose of it in the designated areas.
- For safety reasons, please do not throw anything out of the windows.



◇ Photography and audio or video recording within the hospital

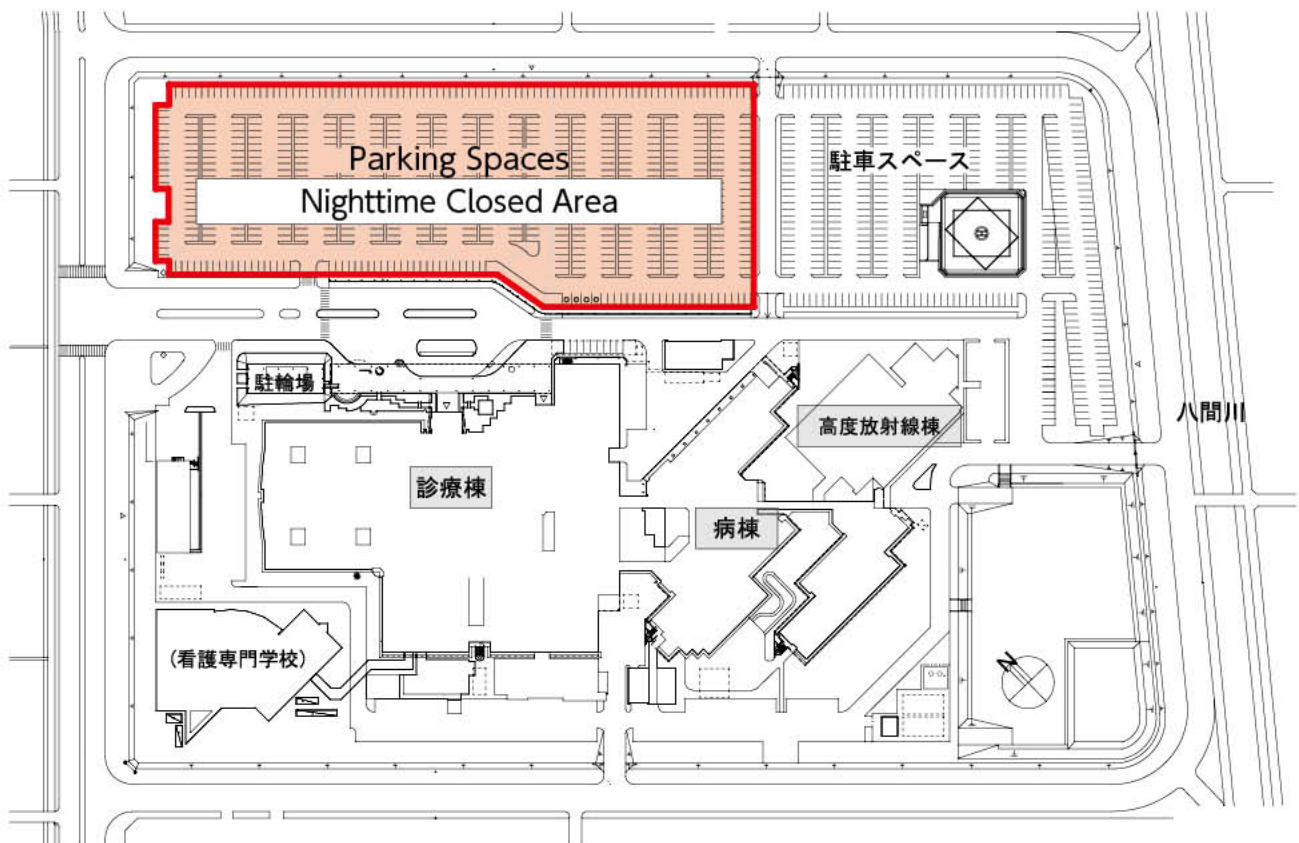
- To protect the privacy of other patients and staff, please refrain from taking photos or making audio or video recordings inside the hospital without permission, as well as from posting such content on social media.



◎Requests During Your Hospital Stay 入院中のお願い

◇Parking Lot Use

- Hospitalized patients are strictly prohibited from parking their vehicles on the premises.
- Parking for accompanying persons and visitors is limited to the designated parking spaces shown below within the hospital grounds. However, long-term parking may inconvenience outpatient visitors, so please refrain from leaving your vehicle for extended periods.
Please note that the areas marked with a bold outline as “Nighttime Closed Zone” will be closed from 10:00 p.m. to 7:00 a.m.



◇ Use of Mobile Phones, Smartphones, Tablets, and Similar Devices

- When using mobile phones, smartphones, tablets, or similar devices, please be considerate so as not to disturb those around you.
- If you need to make a phone call while sharing a room, please use the day room or another designated area.
- Our hospital provides a public wireless LAN (Wi-Fi) service that can be used by inpatients and visitors.



★ Areas Where Public Wi-Fi Is Available

Area	Hours of Availability	SSID
Patient Rooms, Outpatient Treatment Center, and Hemodialysis Center	7 : 30 a.m. to 9 : 30 p.m.	tmh-freewifi_byoutou
Day Room	7 : 30 a.m. to 9 : 30 p.m.	tmh-freewifi_dayroom
Café and Dining Area	7 : 30 a.m. to 9 : 30 p.m.	tmh-freewifi_cafe
Outpatient Waiting Area, Atrium, and Central Laboratory Waiting Area	7 : 30 a.m. to 9 : 30 p.m.	tmh-freewifi_gairai

★ How to Use the Service

To ensure smooth operation of the public Wi-Fi service and to prevent unauthorized use, we employ an authentication system that requires verification via email or social media (SNS).

Connection instructions are posted in each area, so please check them before use.

(Depending on network conditions, you may experience difficulty connecting.).

★ Important Notes

- The hospital cannot be held responsible for any damage incurred by users or third parties in connection with the use of this service.
- Please comply with the Toyohashi City Public Wi-Fi Terms of Use when using this service.

◇ Emergency Procedures

- Please check the evacuation routes, emergency exits, and emergency stairways when you are admitted.
- The use of open flames is prohibited to prevent fire hazards.
- In the event of a fire or other emergency, please follow the instructions of the staff and cooperate with one another to evacuate promptly and safely.



During Your Hospital Stay 入院中について

○Hospital Life 入院生活について

Medical Rounds

The timing varies by department. Your nurse will inform you.

Examinations, Surgery, Rehabilitation, etc.

The nurse will inform you of the scheduled times for examinations and surgery. During your hospital stay, rehabilitation will be conducted at your bedside or within the ward. Your doctor may provide specific instructions regarding rest when necessary.



Temperature Check

A nurse will visit your room. The timing may vary depending on your condition.

Shower Bathing

A nurse will explain how to use the shower facilities.

06:00

[Wake-up] Time: 6:00 a.m.

If you wake up early, please spend your time quietly so as not to disturb other patients who are still resting.

07:30

[Meals] Breakfast is served at around 7:30 a.m.

Times may vary slightly depending on the ward.



12:00

[Meals] Lunch is served at around 12:00 p.m.

Times may vary slightly depending on the ward.

18:00

[Meals] Dinner is served at around 6:00 p.m.

Times may vary slightly depending on the ward.

22:00

[Lights Out] 10:00 p.m.

Please refrain from talking, watching television, or engaging in similar activities between lights-out and wake-up time so as not to disturb others.

○Regarding Attendants,

Family members or relatives are not required to stay with the patient. However, if the doctor determines that an attendant is necessary due to the patient's condition or treatment, this may not apply. If you wish to have someone stay with you, please consult our staff.

● Amenities 設備について

○ Television / Refrigerator / Washer & Dryer

Please use the television and refrigerator provided in your hospital room. Washing machines and dryers are located in the laundry room on each ward floor. Vending machines for television cards are located in the day rooms on each floor, and you can purchase them using 1,000-yen bills. The card settlement machine is located in front of the Disaster Prevention Center on the first floor.



Prohibited Electrical Appliances.



- Space heaters
- Electric kettles
- Electric blankets
- Humidifiers
- Electric heating pads

○ Use of Hair Dryers

We have hair dryers available for loan. Please ask a staff member if you would like to use one.



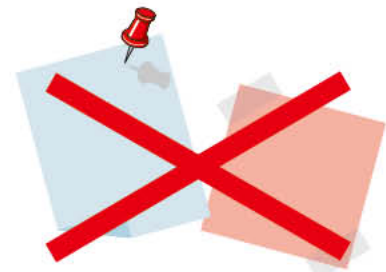
○ Mail / Postal Items

Stamps and postcards are sold at the shop (convenience store). Mailboxes are located in front of the Emergency Outpatient Entrance, the Admission/Discharge Entrance, and at the shop (convenience store).



○ Prohibited Items and Activities

Please do not use nails, posters, hooks, tape, or similar items on the walls, doors, windows, or other surfaces in your room.



The following facilities are available within the hospital. Please feel free to use them.

- Shop (Convenience Store)
- Restaurant
- Café



◎Request for Infection Control Measures 感染対策に関するお願い

During Your Hospital Stay

- Please wear a mask at all times except while eating.
- Please wash your hands frequently, such as before meals and after using the restroom.
- Please follow the hospital's regulations regarding in-person visits. (See "Visitation" on page 22.)
- If you experience any symptoms such as fever, cough, sore throat, or fatigue, please inform the staff immediately.



Unfortunately, even with thorough infection control measures, hospital-acquired infections may still occur.

In some cases, the route of infection cannot be identified even after a thorough investigation.

If you are hospitalized for treatment of another condition but are found to have COVID-19 or are identified as a close contact, you may be required to undergo a period of isolation, move to a different room, or have your scheduled treatment postponed. In some cases, you may be asked to temporarily discharge from the hospital.

We understand that this may cause concern for you and your family, and we sincerely apologize for any inconvenience. Please be assured that we will respond with the best possible medical care, and we appreciate your understanding.

◎Discharge 退院について

- Once your attending physician approves your discharge, we kindly ask for your cooperation in leaving the hospital promptly.
- As a general rule, discharge takes place in the morning.
- At the time of discharge, we will inform you of your next outpatient appointment.
- At the time of discharge, we will provide you with your medications and other necessary items.



◎Payment お支払いについて

The payment counter varies depending on the time of day. Please refer to the table below and proceed with your payment accordingly.

【Weekdays (Monday - Friday)】

Payment Service Hours	Payment Location	Type of Payment Machine
8:30am to 5pm	Main Entrance	Payment Machine (Cash / Credit Card)
8:30am to 6pm	Next to Payment Window No. 6	Credit Card-Only Payment Machine
8:30am to 5pm	Advanced Radiology Building	Credit Card-Only Payment Machine
6pm to 8:30am the following day	In front of Emergency Outpatient and Admission Desk (Window No. 8)	Credit Card-Only Payment Machine ※For cash payments, please go to Window No. 8.

【Saturdays, Sundays, and Holidays】

Payment Service Hours	Payment Location	Type of Payment Machine
Open all day	In front of Emergency Outpatient and Admission Desk (Window No. 8)	Credit Card-Only Payment Machine ※For cash payments, please go to Window No. 8.

※Regarding the Use of Credit Cards

Our hospital accepts credit cards for the payment of medical fees and related charges.

★Accepted Credit Cards

VISA, MasterCard, JCB, AMEX, and Diners Club (lump-sum payment only).

※If you wish to use the post-payment service, please check with the ward clerk beforehand.

For more detailed information on how to use the post-payment service, please visit our hospital's website.

Website URL: <https://s4.medicalpay.jp/toyohashi/new/> →



◎Hospitalization Costs 入院の費用について

- Charges are calculated based on the fee schedule defined by the Health Insurance Act. However, items not covered by insurance are billed separately according to our designated rates. (Private room fees are not included in the hospitalization charges.)
- We will issue the bill at the end of the month and upon discharge. Please make your payment as soon as you receive the “Notice of Hospitalization Fees.”
- Our hospital is a DPC-designated facility.

What Is a DPC-Designated Hospital?

This system calculates medical fees based on a fixed daily reimbursement rate, determined by the Ministry of Health, Labour and Welfare for each diagnosis and medical service. However, procedures such as surgeries, radiation therapy, and rehabilitation are billed separately on a fee for service basis.

- If you are unable to make the payment on the day of discharge
 - If we are unable to provide the “Notice of Hospitalization Fees” at the time of your discharge, we will contact you at a later date.
 - If you are unable to make your payment on the day of discharge due to personal circumstances, please be sure to stop by either Window No. 8 (Emergency/Admission Desk) or the ward staff station.
- For consultations regarding medical expense payments, please feel free to visit either the General Information Desk (Window No. 1) or the Patient Support Center (Window No. 14), located on the first floor of the outpatient building next to the café.



◎Regarding the meal service charges during hospitalization 食事療養費について

Eligible Persons	Amount of Payment
General Public	510 yen per meal
Persons from households exempt from resident tax <ul style="list-style-type: none"> • If the total number of hospitalization days in the past year is 90 days or fewer • If the total number of hospitalization days in the past year exceeds 90 days 	240 yen per meal 190 yen per meal
Persons aged 70 or older from resident-tax-exempt households who meet any of the following conditions <ul style="list-style-type: none"> • Persons whose entire household has pension income of 800,000 yen or less and no other sources of income • Persons receiving the Senior Welfare Pension 	110 yen per meal 190 yen per meal

●Eligibility Certificate for Ceiling-Amount Application 高額療養費制度のご案内

The high medical expense reimbursement system (KOUGAKU RYOUYOHI SEIDO) is a system for reimbursement of hospital expenses exceeding a certain ceiling amount. The ceiling amount (amount to be paid by the patient) is determined according to the patient's income and age.

If you present the Certificate for Ceiling-Amount Application (GENDOU GAKU TEKIYOU NINTEISHOU) with your health insurance card at the hospital, you will only pay the ceiling amount on a monthly basis (closing date at the end of the month)

1. Scan your My Number Card using the card reader located at the reception desk (see floor maps on pages 19 and 20) and consent to the provision of your maximum copayment information.
2. Inform the ward office staff that you agree to provide your maximum copayment information.

○Individual payment limit (Amounts charged by hospitals to patients)

For those under 70 years of age	Income Category		Individual Payment Limit (Out-patient • In-patient)	Multiple Cases ※ 1
	A	More than 11,600,000 yen	252,600 yen + (Total medical fee - 842,000 yen) x 1%	140,100 yen
	I	7,700,000 yen - 11,600,000 yen	167,400 yen + (Total medical fee - 558,000 yen) x 1%	93,000 yen
	U	3,700,000 yen - 7,700,000 yen	80,100 yen + (Total medical fee - 267,000 yen) x 1%	44,400 yen
	E	Less than 3,700,000 yen	57,600 yen	44,400 yen
	O	Tax-exempted households	35,400 yen	24,600 yen

For those aged 70 years of age or older	Copayment Rate		Income Category	Individual Payment Limit		Multiple Cases ※ 1	
				Outpatient	Inpatient		
	Equivalent to Active Income	Category III	30%	More than 11,600,000	252,600 yen + (Total medical fee - 842,000 yen) x 1%		140,100 yen
		Category II		7,700,000 - 11,600,000 yen	167,400 yen + (Total medical fee - 558,000 yen) x 1%		93,000 yen
		Category I		3,700,000 - 7,700,000 yen	80,100 yen + (Total medical fee - 267,000 yen) x 1%		44,400 yen
	Ages 70-74	General	20%	General Income Earner	18,000 yen	57,600 yen	44,400 yen
		General II		2,000,000-3,830,000 yen			
		General I		1,560,000-3,700,000 yen			
	Ages 75 and over	Category II	10%	Tax-Exempt households	8,000 yen	24,600 yen	Not Applicable
		Category I		Tax-Exempt households (e.g., pension income under 800,000 yen)		15,000 yen	

- ※1 "Multiple cases" refers to a situation in which, if your medical expenses exceed the maximum copayment limit three or more times within the past year, your payment amount from the fourth time onward is further reduced.

○About the Application of the Maximum Copayment Limit

- Even within the same month, separate copayments up to the maximum limit will be required for each category: medical care (inpatient/outpatient) and dental care (inpatient/outpatient).
- Expenses such as meal charges, rental items like pajamas, and any medical services not covered by insurance are not included.

○Application and Inquiries Regarding the Maximum Copayment Certificate

Type of Health Insurance	Where to apply		
National Health Insurance KOKUMIN KENKOU HOKEN	Toyohashi-shi	0532-51-2285	(Over 75 years of age) 0532-51-3132
	Toyokawa-shi	0533-89-2135	(Over 75 years of age) 0533-89-2164
	Gamagori-shi	0533-66-1103	(Over 75 years of age) 0533-66-1102
	Shinshiro-shi	0536-23-7625	(Over 75 years of age) Same as the left number
	Tahara-shi	0531-23-2149	(Over 75 years of age) Same as the left number
	※For further areas not mentioned above, please consult your municipal office.		
Employees' Health Insurance (Workplace health insurance)	Please contact your employer or the phone number listed on your health insurance card.		

●Private Room Usage Fees 個室の使用料について

If you would like to request a private room, please inform a staff member. Due to medical needs and room availability, your request may not always be accommodated. Room changes, including transfers to four-bed rooms or other wards, may be required. Patients with outstanding medical bills may not be able to use this service.

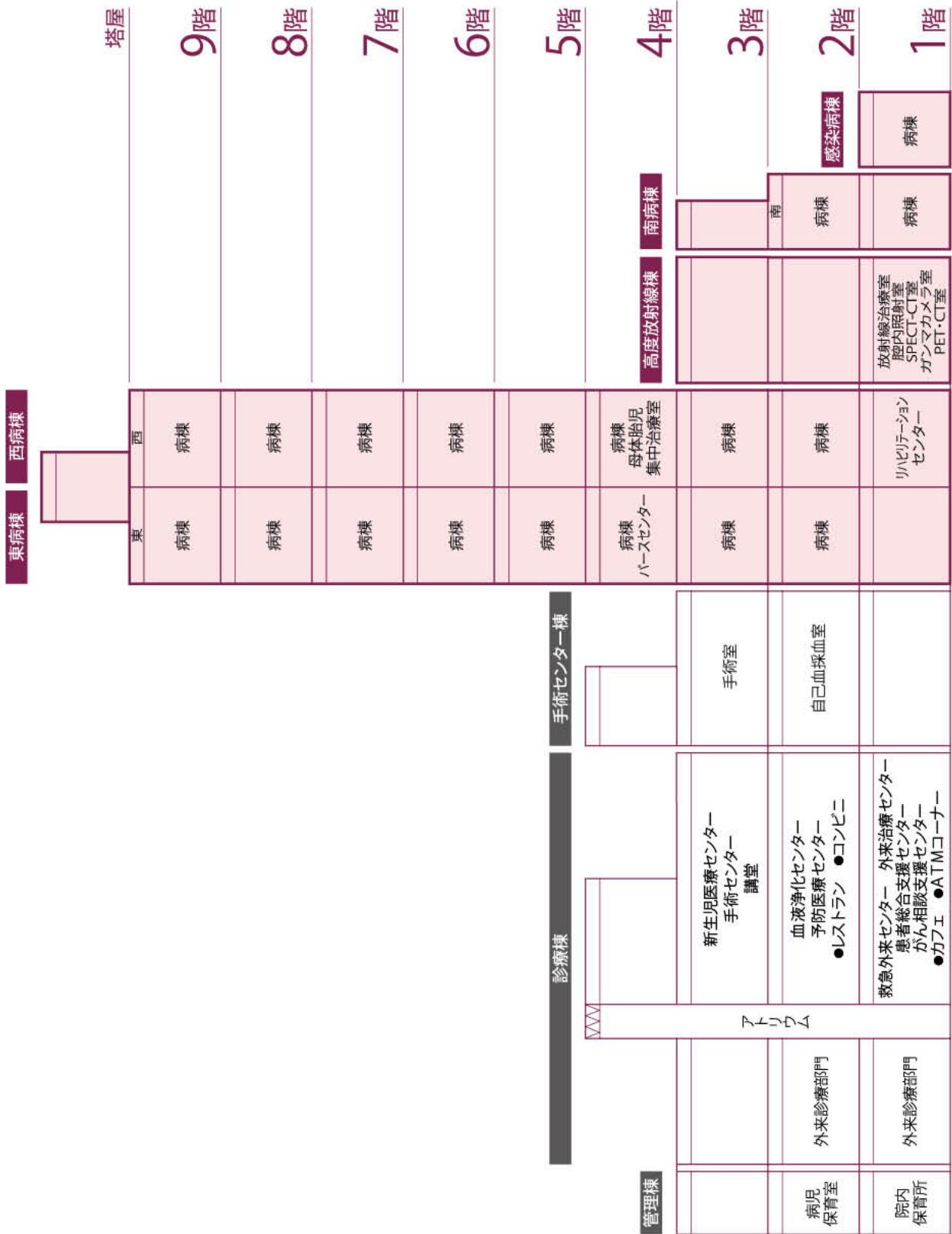
Daily Cost:

Type and Corresponding Wards	Special Room	Private Room A	Private Room B	Private Room C (4-Bed Semi-Private Room)
	East Wings 5F and 7F West Wings 2F, 5F and 6F	East Wing 4F	All floors except West wing 3F	All floors except East Wing 2F, West Wing 3F, Wings 4F and South Wing 2F
Daily Cost	15,000 yen	6,000 yen	5,000 yen	1,000 yen

※Consumption tax and local consumption tax will be separately charged. (Consumption tax does not apply when the services are related to pregnancy or childbirth.) Private room fees are not covered by health insurance and must have to be paid privately. Private room fees are for one day. If you are going to have an overnight stay, please take into consideration that will amount to two days' worth of payments.

Information About the Facility 館内のご案内

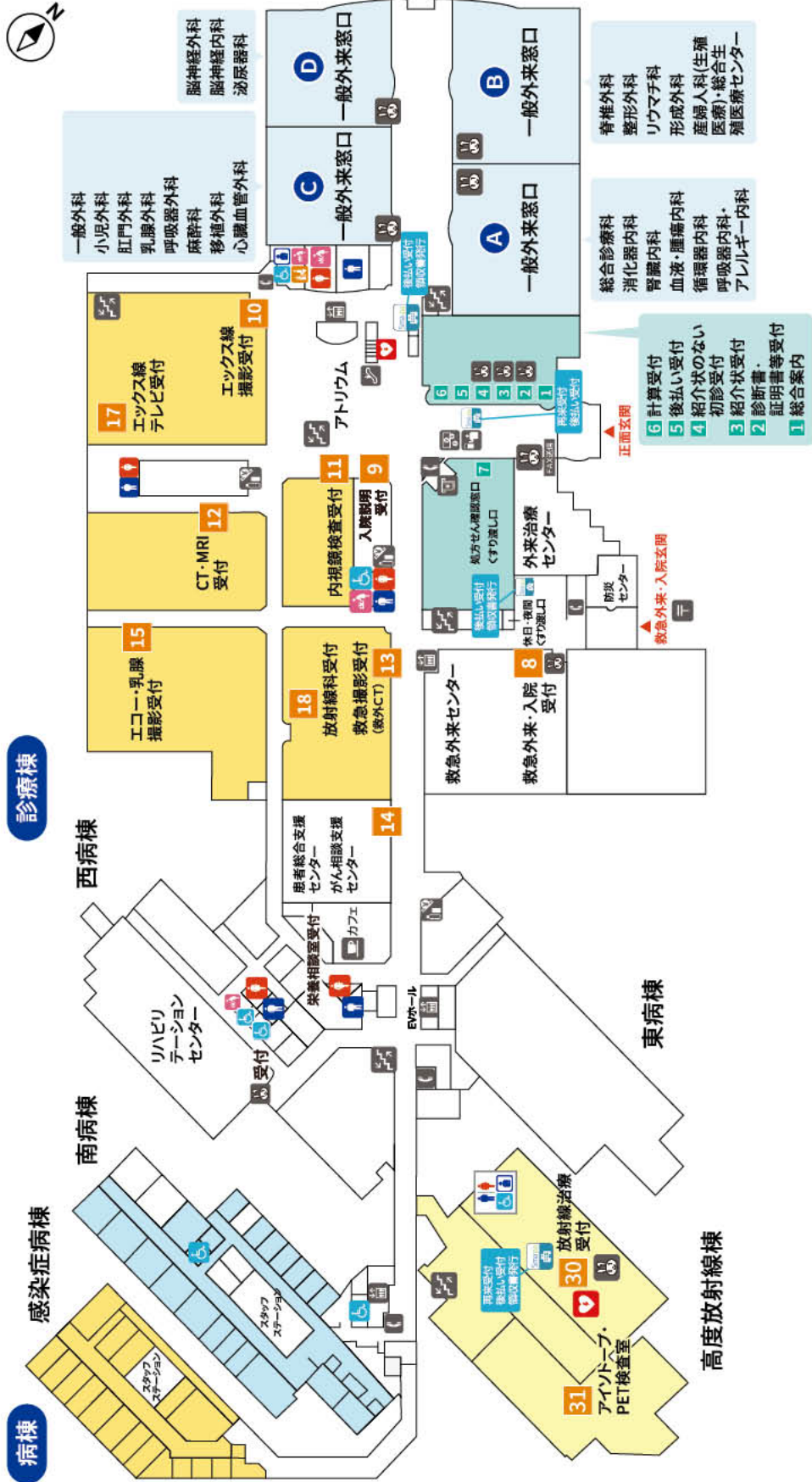
◎Facility Floor Map 館内MAP



Information
About the Facility

1階平面図

- 男子お手洗い
- 女子お手洗い
- 車椅子用お手洗い
- ベビーベッドあり
- AED
- 再診受付機
- 自動精算機
- カード専用精算機
- カフェ
- ATMコーナー
- マイナ端末
- 後払いサービス
- 自販機コーナー
- ポスト
- 階段
- エスカレーター
- エレベーター
- オストメイト対応
- ベビーチェアあり
- 電話



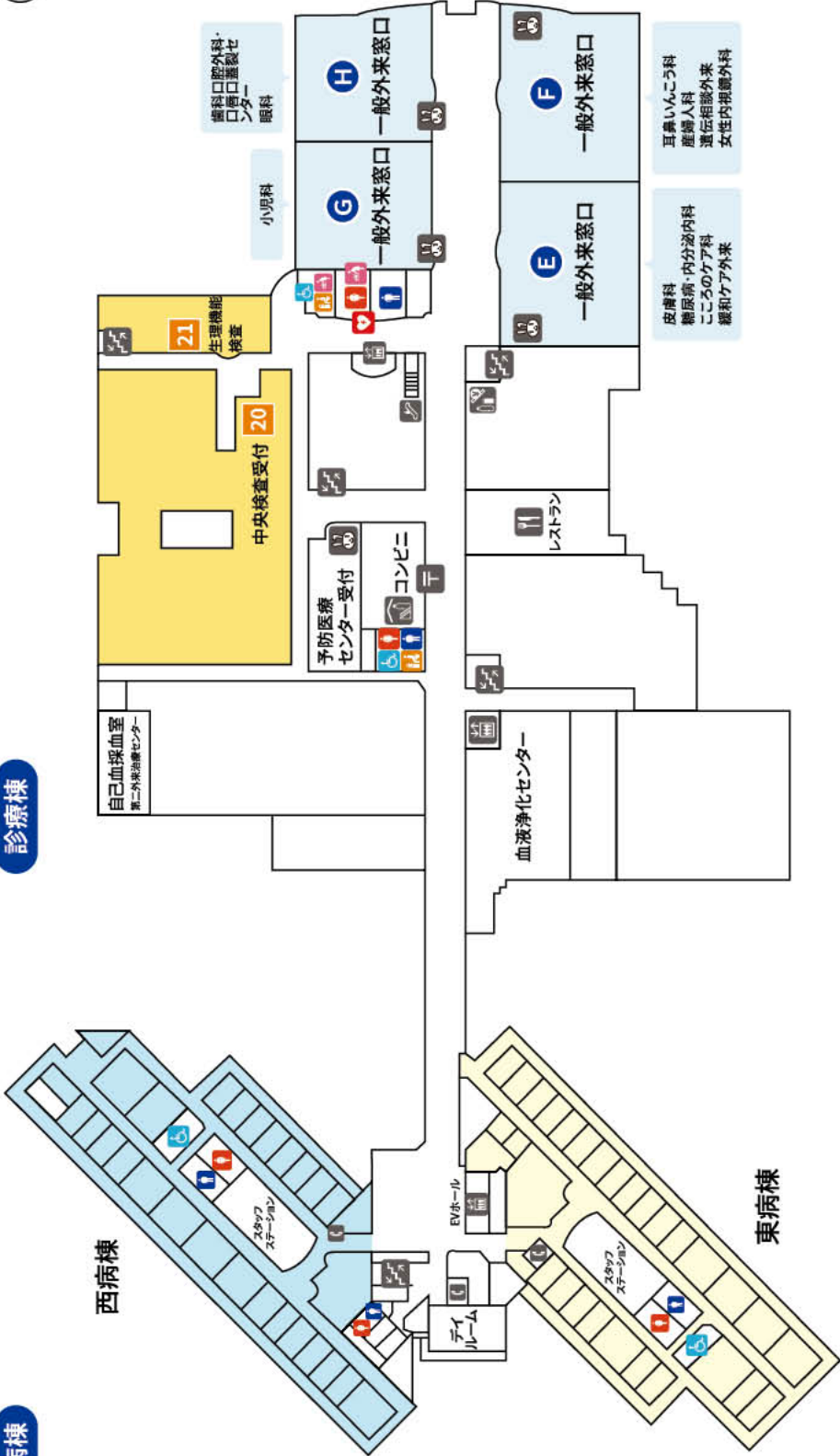
2階平面図

- | | | | | | |
|--|----------|--|---------|--|---------|
| | 男子お手洗い | | エスカレーター | | マイナ端末 |
| | 女子お手洗い | | エレベーター | | ポスト |
| | 車椅子用お手洗い | | AED | | 電話 |
| | ベビーベッドあり | | コンビニ | | 自販機コーナー |
| | ベビーチェアあり | | レストラン | | 階段 |



診療棟

病棟



◎Facility Guide 館内施設案内

1 Café - 1st Floor of the Ward Building (next to the elevator hall), open year round

Outpatient Service Open Days (Weekdays): 7:30 a.m. to 7:00 p.m.

Outpatient Service Closed Days (Holidays): 8:00 a.m. to 5:00 p.m.

(Hours may be shortened during the New Year holidays.)



2 Restaurant - 2nd Floor of the Outpatient Building, open year round

Outpatient Service Open Days (Weekdays): 8:00 a.m. to 5:00 p.m. (Last order: 4:00 p.m.)

Outpatient Service Closed Days (Holidays): 11:00 a.m. to 2:00 p.m. (Last order: 1:30 p.m.)

(Hours may be shortened during the New Year holidays.)

3 Shop (Convenience Store) - 2nd Floor of the Outpatient Building, open year round

Hours: 7:00 a.m. to 9:00 p.m. (Hours may be shortened during the New Year holidays.)

ATM and postal drop box available

4 Vending Machines - Open Year-Round, 24 Hours

Beverages - All floors of the Ward Building and Outpatient Building

Food - 1st Floor of the Outpatient Building

Medical and Daily Necessities - 1st Floor of the Outpatient Building

TV Cards - All floors of the Ward Building; 1st Floor of the Outpatient Building

Facial Masks - 1st Floor of the Outpatient Building; 3rd and 9th Floors of the Ward Building

5 ATM Corner

Mitsubishi UFJ Bank - 1st Floor of the Outpatient Building (Main Entrance)

Weekdays: 9:00 a.m. to 8:00 p.m.

Holidays: 9:00 a.m. to 6:00 p.m.

(Service may be suspended during the New Year holidays.)



Toyohashi Shinkin Bank - 1st Floor of the Outpatient Building (Main Entrance)

Weekdays: 9:00 a.m. to 6:00 p.m.

(Service may be suspended during the New Year holidays.)

Gamagori Shinkin Bank - 1st Floor of the Outpatient Building (Main Entrance)

Weekdays: 9:00 a.m. to 6:00 p.m.

(Service may be suspended during the New Year holidays.)

6 Laundry (Washing and Drying Machines) Located on all floors of the Ward Building (next to the Day Room), open year-round

Hours: 6:00 a.m. to 8:00 p.m.

7 Postal Drop Box Located in front of the Emergency Outpatient / Admission Entrance, and inside the convenience store

8 Public Telephones Located on all floors of the Ward Building in front of the Day Room, and on the 1st Floor of the Outpatient Building inside the ATM Corner

Also located in front of the Emergency Outpatient Reception



◎Visit Procedures 面会について

- A Visitor Pass is required for all visits. Please be sure to bring the Visitor Pass that was given to you during the admission explanation. Visitors are limited to up to 3 people per patient, and each visit should be within 30 minutes. Whenever possible, please receive visitors in the Day Room.

【VISITING HOURS ・ 面会時間】

CATEGORY	VISITING HOURS
General Ward	Every day 2 p.m. to 7 p.m.
Intensive Care Unit (ICU), Emergency Admission Center	Visiting hours differ from those of the general wards, so the staff in each ward will provide you with further information.
Neonatal Medical Center (NMC)	

● Visit Procedures

- ① Please complete the visit application process at the Security Office, located near the Emergency Outpatient and Admission Entrance.
 - ② After confirming the information on your Visit Application Form, you will receive a Visitor Pass holder. Once you have it, please proceed to the Ward.
 - ③ Upon arriving at the Ward, please inform the nurse at the Staff Station.
 - ④ After your visit, please return the Visitor Pass holder to the Return Box located in front of the Security Office before leaving the hospital.
- Depending on the patient's medical condition, visits may be restricted or not permitted.
 - If you need to visit outside the designated visiting hours due to special circumstances, or if you wish to use the online visiting service, please consult the nursing staff.
 - To protect patient privacy, we do not provide information about wards or room numbers over the phone.



Information for Visitors

Website URL:

<https://www.municipal-hospital.toyohashi.aichi.jp/guide/hospitalization> →



◎Regarding Medical Consultation 医療相談について

①Medical and Welfare Consultation

Medical social workers, along with other qualified professionals, provide support to patients and their families by addressing concerns and anxieties related to daily living. Their role is to assist in resolving such issues so that patients may undergo treatment with a sense of security and confidence.

②Cancer Consultation

Information is provided regarding cancer treatment, second opinions, daily-life support, and available medical institutions within the community.

③Women' s Consultation

Female staff members are available to assist with concerns and issues specific to women, particularly those that may be difficult to discuss with male staff.

④Consultation on Medical Safety

Support is provided regarding matters related to treatment, as well as complaints or suggestions that may be difficult to express directly to medical staff. Acting as a neutral intermediary, we assist in facilitating communication and resolving issues.

⑤Vocational Consultation for Long-Term Patients

(Employment Consultation Provided by Hello Work Toyohashi)

For individuals who wish to continue working while undergoing long term treatment, an Employment Support Navigator provides support based on each person' s abilities, aptitudes, symptoms, and treatment situation.

⑥Stroke Consultation Desk

For patients receiving outpatient or inpatient care for stroke, as well as their families, we provide information and consultation support regarding discharge planning, welfare services, schooling, employment, and related matters.

To ensure that patients receiving outpatient or inpatient care at our hospital can undergo treatment with a sense of security and confidence, the Patient Support Center provides a range of consultation services, assistance with discharge and transfer procedures, and information related to medical and welfare services.

If you wish to request a consultation, please inform a staff member or visit the Patient Support Center directly.



The Patient Support Center is located next to the café 14 (see the first-floor map on page 19).
Open on weekdays from 8:30 a.m. to 5:00 p.m.

●About the Hospital Classroom 院内学級について

For elementary and junior high school students who are hospitalized for more than two weeks, a hospital classroom is provided on the 4th floor of the ward as described below.

- Aozora Classroom (for elementary school students) — Teachers are dispatched from Muro Elementary School
- Kusunoki Classroom (for junior high school students) — Teachers are dispatched from Muro Junior High School

For those who wish to enroll in the hospital classroom, please consult the nursing staff on the 2nd floor of the East Ward.

●Regarding the Protection of Personal Information 個人情報保護について

Policy on the Protection of Personal Information

At Toyohashi Municipal Hospital, we operate in accordance with our basic policies and strive to offer the best care available. We also take several measures to ensure the protection of personal information, detailed below.

- 1 We manage patients' personal information in compliance with the Act on the Protection of Personal Information.
- 2 To appropriately manage patients' personal information, we assign a responsible administrator and implement staff education programs.
- 3 Personal information obtained by physicians, nurses, and other staff members is used to provide the best possible medical care.
- 4 Personal information will not be used for any purpose other than its original intent, except in the cases described below.

【In-Hospital Use】

- Medical services provided to patients
- Medical insurance procedures
- Ward administration, including admissions and discharges
- Accounting and financial management
- Reporting of medical incidents
- Improvement of medical services for the patient
- Other administrative and operational tasks related to patient care

【Use for External Information Sharing】

- Coordination with other hospitals, clinics, birthing centers, pharmacies, home-visit nursing stations, and long-term care service providers
- Responding to inquiries from other medical institutions
- Seeking opinions or advice from external physicians or specialists for the patient's care
- Outsourcing of laboratory testing and other contracted services
- Outsourced support and surveys related to clinical trials and post-marketing clinical studies
- Explaining the patient's medical condition to family members or other designated individuals
- Submitting medical fee claims (receipts) to review and payment agencies
- Responding to inquiries from review and payment agencies or insurers.
- Providing information in response to inquiries from review and payment agencies or insurers
- Providing information to emergency medical teams after emergency transport
- Notifying employers or organizations of results when health checkups are conducted on their behalf
- Providing information for cancer-related programs conducted by the national or local government under the Basic Act on Cancer Control
- Consulting with or reporting to professional organizations or insurance companies regarding medical liability insurance and related matters

【Education and Research】

- Medical education and professional training
 - Clinical training and observational programs conducted at our hospital
 - Research based on clinical cases at our hospital
 - Research conducted in collaboration with other institutions
 - Presentations at academic conferences and research meetings aimed at advancing medical science
- ※ Regarding the above 【Education and Research】 activities, we comply with the Ethical Guidelines for Life Sciences and Medical Research Involving Human Subjects (as issued by the Ministry of Education, Culture, Sports, Science and Technology; the Ministry of Health, Labour and Welfare; and the Ministry of Economy, Trade and Industry), as well as the Clinical Research Act.
- Depending on the nature of the research, patients may be asked to provide written informed consent.

【Other Uses】

- Basic reference materials for maintaining and improving medical and long-term care services and operations
 - Providing information to external audit organizations
 - Applications for professional certifications for medical staff
 - Providing information to external organizations based on analyses related to hospital management
- ※ Regarding the above 【Other Uses】, the information will be utilized after being processed into anonymized data.

- 5 To ensure safe medical care, the patient's name is displayed at the entrance of the hospital room. If this is inconvenient for any reason, please inform the ward nursing staff. Please note that the patient's name will also be displayed at each bedside.
- 6 We do not provide information by phone regarding hospital admissions or ward inquiries. However, if a visitor comes to confirm the patient's admission directly with the patient or family, we will guide them to the appropriate ward. If you do not wish to receive visitors, please inform the ward nursing staff.
- 7 Medical information is disclosed to patients as needed. If you wish to request disclosure, please contact the Medical Affairs Department. However, disclosure may be withheld if it is determined that it could interfere with the continuation of optimal treatment.
- 8 All personal information entrusted to us by patients is managed with rigorous security and confidentiality. To safeguard medical data in the event of disasters or other emergencies, backup copies of electronic medical records are stored with an external institution. We implement all necessary measures to ensure that the entrusted organization adheres to mandated safety management standards.
- 9 For inquiries regarding the protection of personal information, please contact the General Information Desk or the Medical Information Department.

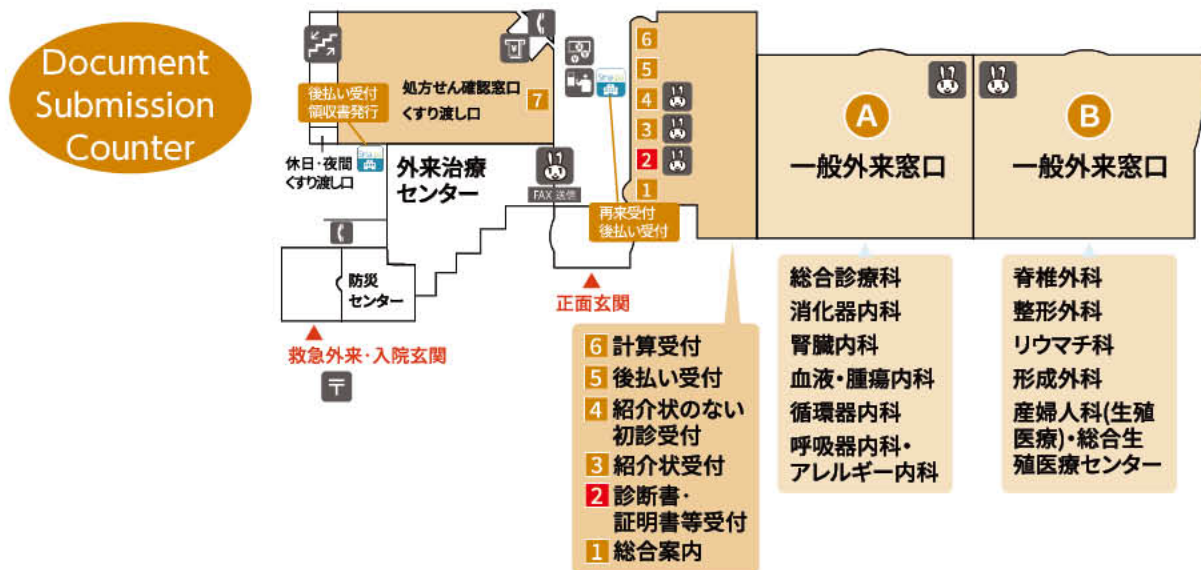
Additional Notes

- ★ If there are any items you cannot agree to, please let us know. Items for which we receive no objection will be treated as agreed.”
- ★ These consents may be withdrawn or modified at any time.

Requesting Medical Certificates and Other Documents 診断書などの書類依頼について

If you require medical certificates or other official documents, please submit your request as early as possible.

Please note that it takes approximately three weeks for documents to be issued.



Other Information その他

- Bringing pets into the hospital is not permitted.
- Gifts or gratuities to staff members are strictly prohibited.
- Paid in-ward hairdressing and grooming services are available for hospitalized patients. If you wish to use these services, please inform the staff.
※Please note that reservations with the service provider must be made individually.
- Each hospitalized patient receives one copy of this hospitalization guide. If you are being readmitted and already have this pamphlet, please inform the staff at Window No. 8 (Emergency Outpatient / Admission Desk).
- Lost and found items are kept for three months. Items not claimed within this period will be disposed of. If you notice a lost or forgotten item, please contact the hospital's Disaster Prevention Center. Depending on the item, such as cash or valuables, it may be reported to the nearest police station. Some items cannot be stored for hygiene reasons.
- The rooftop garden can be accessed from the 2nd floor of the Advanced Radiology Building. It is open during the daytime (7:00 to 19:00). Please ask the staff for directions.
- If you have any other questions, please feel free to ask the staff.

Toyohashi Municipal Hospital – Surrounding Area Map



Public Transportation Information

From Toyohashi Station (East Exit):
Take the Toyotetsu Bus from Bus Stop No. 7, on the “Toyohashi Municipal Hospital Line.”
The ride takes approximately 15 minutes.