The General Procedure for an Outpatient at a Medical Facility

1. First Visit
Please be sure to bring your public insurance card at your first visit. (You have to pay all the medical cost by yourself without medical insurance. Even if you are a policyholder, in case you don’t show the insurance card, you have to pay all the cost by yourself first.)
You may also be asked to show your ID at the reception desk.
Bring a reference from other doctor if you have one.

- Fill out the registration form for outpatient (SHINSATSU-MOUSHIKOMISHO)
- At the reception desk for first visit outpatient
  Submit the registration form and your insurance card, then your medical chart and patient ID card will be prepared.
- At the reception desk of the relevant department
  Submit your medical chart and patient ID card. Fill in a medical questionnaire and submit it to a nurse or a secretary.
- Consultation
  Submit the medical questionnaire and wait your turn until you are called.
  Several examinations will be done if necessary. (Blood test, urine test, X-ray etc)
- When consultation is over
  Make an appointment for the return visit if necessary.
  Collect your bills and patient ID card.
- Calculation counter
  Submit your bills.
- Cashier
  Pay the fees when you are called.
  Receive the receipt, your patient ID card, and a coupon for medicine.
- Pharmacy
  Submit the coupon for medicine.
  Receive your medicine when it is your turn.
  In case you use a pharmacy outside the hospital, obtain your prescription at the department you had consultation, and take it to a health insurance designated dispensing pharmacy (HOKEN-CHOZAI-YAKKYOKU).

2. Return Visit
Please go to the relevant department direct in time.
Show your patient ID card and wait your turn.
(DO NOT forget your patient ID card, or you may not have consultation without it.)