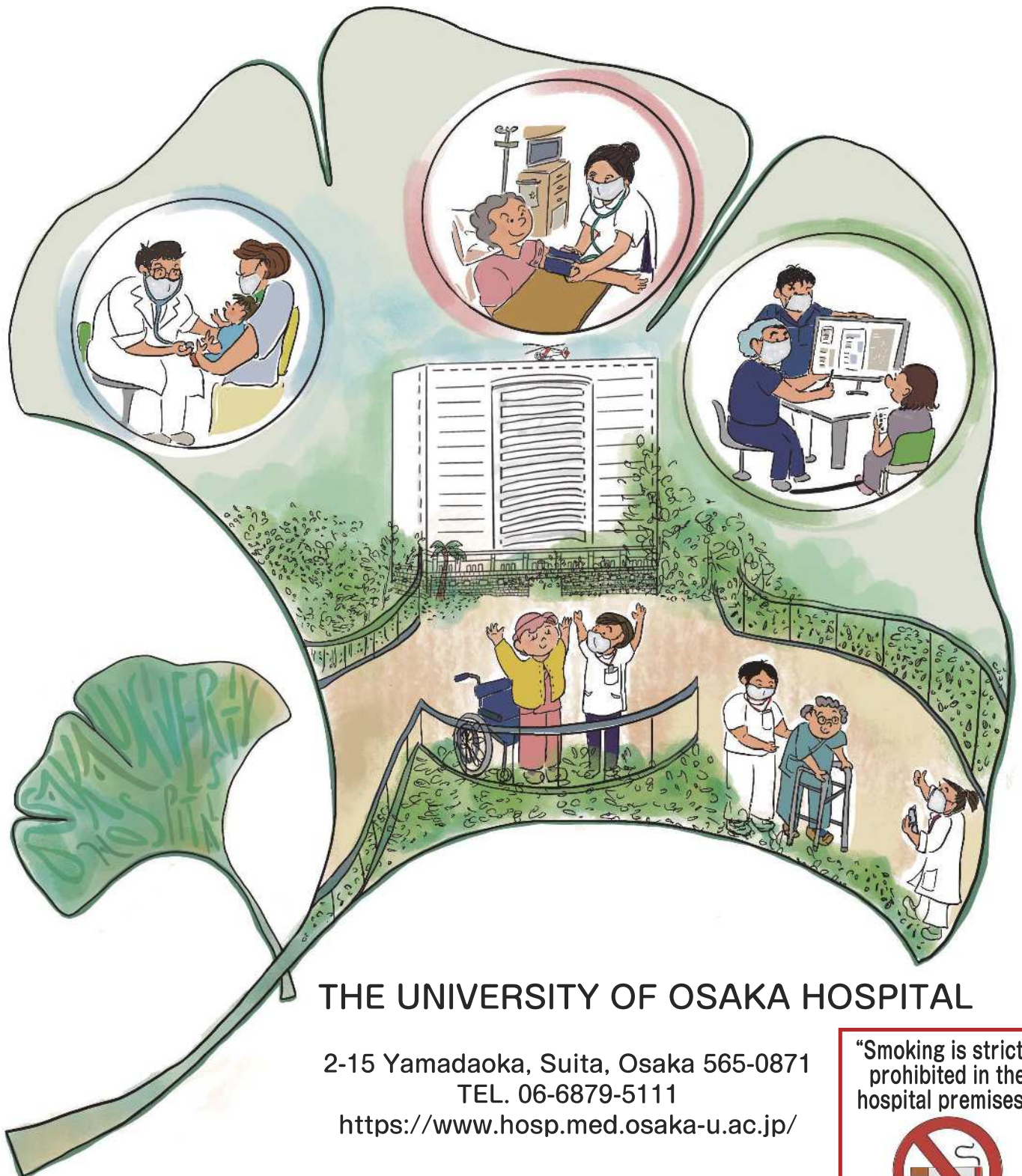


Patient Admission Guide

The "Patient Admission Guide" contains information about the steps required for admission, as well as what to expect during your hospital stay.

Please be sure to read it before your admission, and bring it with you during your admission.



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"Smoking is strictly
prohibited in the
hospital premises."



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This “Patient Admission Guide” outlines the procedures for admission to Osaka University Hospital, the protection of personal information, and various other information for your hospital stay. We ask that not only the patient but also family members and related parties read this guide. **Please be sure to bring this guide with you at the time of admission.**

Mission Statement, Basic Policies, Patients' Rights, Patients' Responsibilities, and Children's Rights

Mission Statement

Osaka University Hospital provides high-quality medical care and contributes to the development of healthcare and the training of healthcare professionals.

Basic Policies

- Provision of patient-oriented, safe and reliable medical care
- Practice of advanced medical care and development of future medicine
- Contribution to society and community healthcare
- Training of excellent healthcare professionals rich in humanity

Patients' Rights

- You have the right to receive medical care with dignity.
- You have the right to receive safe and high-quality medical care.
- You have the right to receive sufficient explanations and information.
- You have the right to seek opinions (second opinions) from physicians at other medical institutions.
- You have the right to freely choose your treatment according to your own will.
- You have the right to the protection of your personal information.

Patients' Responsibilities

- Please comply with hospital rules and refrain from disruptive behavior.
- Please provide as accurate information as possible about your health condition.
- Please express your will and opinions to help determine an appropriate treatment plan.
- Please understand the treatment plan and cooperate with it.
- Please provide us with accurate information about your insurance, and pay the medical fees for services received.

Children's Rights

1. You have the right to always be respected as individuals and to receive care with dignity.
2. You have the right to receive safe, high-quality medical care in a fair and equitable manner.
3. You have the right to receive care necessary to alleviate physical and mental suffering.
4. You have the right to seek time to spend with family even during your hospital stay.
5. You have the right to receive sufficient explanations in understandable words and methods, as well as the right to agree to or refuse treatment according to your own will.
6. You have the right to seek a second opinion.
7. You have the right to the protection of your and your family's personal information, as well as the right to have your privacy respected as much as possible.
8. You have the right to receive appropriate care while also having opportunities for learning.
9. If you are receiving treatments that are currently in development, such as in clinical research or clinical trials, you have the right to receive sufficient information and freely consent or refuse to participate.



Handling of Personal Information

Display of Patient Names for Ensuring Medical Safety

At our hospital, we thoroughly verify patients' names before medical examinations and tests to ensure medical safety. In addition, patients' names are displayed to prevent mix-ups of test samples or medications.

Items Where Patient Names Are Displayed

1. Nameplates at hospital room entrances
2. Identification wristband
3. Beds
4. Cups and containers for urine collection
5. Containers submitted to laboratories for blood and urine tests
6. IV bags, bottles, syringes, etc.
7. Blood type plates
8. Tags for meal trays and medication

If you have any questions or requests regarding the display of names in the hospital ward, please consult the ward nurses.

Inquiries from External Parties

We do not respond to inquiries about patients via phone calls or other means from external parties. If you wish to decline visits from anyone other than family members, please inform the nurses in advance.

Patients' Personal Information

At our hospital, we would like to use records that include patients' valuable personal information not only for medical purposes but also for education and research. We ask for your understanding and cooperation.

1. Patients' personal information will be used for the following purposes, complying with laws and internal regulations.
 - (1) Use within the hospital
 - Medical services provided to patients
 - Medical insurance procedures
 - Administrative and operational tasks related to patients (ward management (e.g., admission and discharge), visitor guidance, accounting, finance, incident reporting, and medical service improvement)
 - Basic data for maintaining and improving medical services and operations
 - (2) Use within the hospital and Osaka University
 - Medical education
 - Research based on clinical cases
 - Provision of information to external audit organizations
 Efforts will be made to anonymize information as much as possible for this purpose.
 - (3) Provision of information to other businesses, etc.
 - Coordination for medical services with other hospitals, clinics, midwifery centers, pharmacies, home nurse stations, and nursing care service providers
 - Responses to inquiries from other medical institutions regarding medical services
 - Seeking opinions and advice from external physicians, etc., regarding diagnosis and treatment
 - Outsourcing of specimen testing and other tasks
 - Explanation of medical conditions to patients' families
 - Medical insurance procedures (outsourcing of insurance procedures and submission of receipts to examination and payment agencies)
 - Inquiries from examination and payment agencies or insurers
 - Responding to inquiries from examination and payment agencies or insurers
 - Submission to administrative and judicial bodies based on relevant laws and regulations
- Notification of health examination results to companies, etc., when health examinations are conducted by the hospital on behalf of businesses according to relevant laws and regulations
- If you have any questions regarding the above purposes of use, such as consultation with or notification to professional medical associations or insurance companies regarding medical care related to physician liability insurance, etc., please let us know.

2. In cases where patients' personal information is used for purposes other than those listed above, written consent will be obtained from the patient.

Patients have the following rights regarding their personal information:

- (1) Patients may request disclosure of their personal information following prescribed procedures.
- (2) Patients may request correction of their personal information after disclosure following prescribed procedures.
- (3) If patients believe that their personal information has been improperly handled, they may request suspension, deletion, or prohibition of its use or provision following prescribed procedures.
- (4) Patients may file an objection to the hospital regarding decisions related to the above rights. For details on how the hospital handles patients' personal information, please refer to the pamphlet available at the General Information Desk and the Admission/Discharge Center.

If you have any questions or concerns regarding patients' personal information, please inquire at Counter 1 of "Medical Consultation" in the Medical Affairs Division.

For telephone inquiries:

- For personal information: Public Relations and Evaluation Section, General Affairs Division:
TEL 06-6879-5020
- For explanations about requests for personal information disclosure: General Affairs Division, Headquarters Administration Department:
TEL 06-6105-6163
- For procedures for disclosure of medical records: Medical Affairs Section, Medical Affairs Division:
TEL 06-6879-5206

1 Requests for Understanding and Cooperation

- 1) To provide safe and high-quality medical care, it is important to build a mutual relationship of trust between patients and the hospital. Therefore, **if a patient engages in any of the following behaviors, we may refuse medical consultation or request the patient to be discharged.** If discharge is requested, the patient must leave the hospital immediately. In some cases, the police may be notified if any of the following acts are discovered:
 - **Acts of violence, abusive language, intimidation, coercion, other disruptive behavior, or criminal acts toward other patients or hospital staff**
 - **Acts of property damage or bringing dangerous items into the hospital**
 - **Distributing or attempting to distribute printed materials or images within the hospital**
 - **Taking photos, making audio recordings, or filming videos within the hospital without permission**
 - **Smoking, drinking alcohol, or engaging in harassment**
 - **Any other acts that interfere with the provision of smooth medical care or hospital operations or that damage the reputation of the hospital or its staff**
 - **Failure to follow staff instructions**
- 2) During hospital stay, all forms of smoking (including heated tobacco products, electronic cigarettes, and similar devices) and drinking alcohol (including non-alcoholic beverages) are strictly prohibited. **The entire premises** of Osaka University, including this hospital, **are designated smoke-free zones.**
- 3) As a medical education and research institution, this hospital conducts education and training of residents, newly appointed nurses, medical students, and nursing students, as well as research aimed at developing new methods for diagnosis and treatment. We may also request your permission for the attendance of researchers from universities or medical device companies (non-medical personnel) who will be collecting medical information needed for research and development aimed at advancing future medical care.
- 4) **As a designated advanced treatment hospital, organ transplant center, and disaster response hospital, unforeseen emergency surgeries may occur, sometimes resulting in the postponement of previously scheduled surgeries. In such cases, the surgery date may be changed, and depending on the situation, you may be asked to discharge from the hospital temporarily.**
- 5) Please note that hospitalization periods and surgery schedules will not be altered for the purpose of crossing into a new billing month.
- 6) **Since the hospital is responsible for the treatment of patients in a highly acute phase, once a patient's condition improves beyond this phase, the hospital will require them to transfer to a recovery or chronic care facility or to return home for outpatient care. Transfers to different wards or rooms may also be required to accommodate emergency admissions or for medical reasons.**
- 7) The hospital serves as the base hospital for Osaka Prefecture's "Doctor-Helicopter Operations Project." Please note that noise may occur during takeoff and landing at the hospital rooftop heliport, and we apologize for any inconvenience this may cause.

- 8) When frequent monitoring of a patient's condition within their hospital room is necessary for medical or nursing reasons, we may use a monitoring camera after obtaining the patient's consent. Please be assured that the camera does not have a recording function.
- 9) If a patient exhibits severe symptoms of delirium and there is a high risk to their life or body, with no available alternatives, physical restraint may be used as per protocol.
- 10) Please follow hospital staff instructions regarding infection prevention measures. As per the decision of physicians, movement restrictions inside and outside the hospital may be imposed.
- 11) When posting on social media (SNS), please be mindful not to infringe on the privacy of other patients or hospital staff.
- 12) To prevent the spread of various pathogens within the hospital, please do not feed cats or pigeons.
- 13) Certain areas within the hospital grounds are restricted and off-limits to anyone other than hospital staff.
- 14) We **firmly decline any form of gratuity or gifts to hospital staff.**

2 About Your Hospital Stay

1) Until the Day of Admission

① Notification of Admission Date

- When you make an appointment for admission, you will be informed of the admission date. If you have not yet been informed, the department you will be admitted to will contact you later by phone with your admission date and time. If no bed is available, you may have to wait.
- If you need to change or cancel your admission date because of personal circumstances, or if you wish to use a private room with additional fees, please contact the outpatient reception desk of the department where you made your appointment.

② Use of Public Financial Assistance

- Depending on your condition, you may be eligible for public financial support such as Medical Aid for Growth, Medical Aid for Nurture, Medical Aid for Rehabilitation, or support for Pediatric Chronic Specific Diseases. Please consult your doctor in advance and apply at the "Patient Support Center" at Counter No. 10 on the first floor of the Integrated Care Building (see page 21 for details).

③ Things to Confirm Before Admission

- During your hospital stay, a "pulse oximeter" may be attached to your finger to monitor your condition. If you are wearing **nail polish or gel nails**, it may prevent accurate readings, so **please remove them from both hands and feet before admission.**
- Accessories (including wedding rings) and eyelash extensions must be removed before admission, as they pose a risk for burns or accidents during tests, treatments, or surgeries.

2) Hospitalization Procedures (on the Day of Admission)

① Time and Place of Arrival

- Please arrive at the **Admission and Discharge Center*** by the scheduled time that was communicated to you beforehand.

② Procedures

- Before making your way to the hospital ward, you or your representative must complete the admission procedures.
- If you fail to present your health insurance card, your treatment may be considered as self-funded.
- If there are any changes to the information you submitted on your admission form, your insurance status, or any medical assistance certificates after admission, please notify the **Admission and Discharge Center** immediately. If notification is delayed, you may temporarily lose access to various types of medical support or be treated as a self-funded patient.
- We do not require a deposit for admission. However, depending on the hospital's judgment, we may ask you to add or change a guarantor.

* If you are being admitted to the Comprehensive Perinatal Mother and Child Medical Center (Obstetrics) or the Eye Center (Ophthalmology), please go directly to the 5th floor (Comprehensive Perinatal Mother and Child Medical Center) or 6th floor (Eye Center) of the Integrated Care Building, except for patients under 15 years of age.

Patients under 15 years of age should come to the Admission and Discharge Center.

3) What to Bring for Admission

① What to Bring for the Admission Procedures

- ☐ Hospital ID card
- ☐ Health insurance card (or My Number-linked insurance card)
- ☐ Admission application form
- ☐ Hospital gown confirmation form
- ☐ Admission guide (this booklet)
- ☐ (If applicable) Certificates for various types of medical assistance (such as a certificate of eligibility for medical assistance, a certificate for reduced meal charges during hospitalization, a certificate of maximum co-payment limit, a medical care ticket under the Public Assistance Act, a medical necessity opinion statement, a certificate for reduced or exempted co-payments for older adult patients, etc.)
- ☐ Consent forms and medical questionnaires



② What is Needed for Your Hospital Stay (Some items can be purchased at the hospital convenience store)

- ☐ Pajamas* (For newborns, hospital gowns are available for rent at a fee. Please see the "Hospital Gown Confirmation Form" for details) and underwear
- ☐ Towels*
- ☐ Toiletries needed for washing and bathing (body soap, shampoo, toothbrush, etc.)*
- ☐ **Chopsticks, spoon, and cup or water bottle** (please choose durable materials with handles)*
- ☐ Tissue paper*
- ☐ Non-woven fabric masks

- ☐ **Footwear that is slip-resistant and covers the heel** (slippers and sandals are not permitted) (see page 23)

* Please review the information on the “CS Set (Hospital Stay Set)” for optional rental service; a separate application is required. Regardless of whether you apply for the CS Set, please bring your own underwear.

③ Items Required Only for Relevant Patients

- ☐ **Medications and medication handbook** (for those currently taking medication)

Oral medications (please bring all medications, including those taken every other day or once a week, regardless of quantity)

External medications (eye drops, patches, gargles, ointments, inhalants, suppositories, etc.)

Self-injected medications (insulin, growth hormones, etc.)

Medication handbook and medication information sheets (including those managed via medication apps)

* Please bring the medications you usually take. However, depending on your treatment plan, the hospital’s designated medications may be used during your stay, and your own medications will be used only to verify usage details.

- ☐ Maternal and Child Health Handbook (for patients admitted to the Pediatrics or Obstetrics Departments)

- ☐ Pacemaker ID card or similar (for patients with implanted pacemakers, defibrillators, stents, etc.)

- ☐ Glasses, dentures, hearing aids, and their storage cases

- ☐ Shaving razors, laundry detergent, and disposable diapers

- ☐ Earphones and pens/pencils

- Please label all personal belongings with your name.
- For infection prevention purposes, no bath mats are installed in bathrooms; please bring towels if needed.
- Bringing electrical appliances that pose a fire hazard (such as heaters, electric stoves, or hot water kettles) or devices that require continuous power outlet use (such as televisions, refrigerators, freezers, or fans) is prohibited.
- **To prevent theft, please do not bring large amounts of cash or valuables (such as jewelry).**

4) Hospital Rooms and Wards

- The standard hospital room accommodates **four patients**.
- Facilities provided in four-bed rooms include the following:
Bedside cabinet (with drawer and safe), overbed table, locker with a lock, chair, TV (prepaid card required), Blu-ray/DVD player (prepaid card required), refrigerator (prepaid card required), and trash can
- * Prepaid cards can be purchased from vending machines located on each floor or at the convenience store inside the hospital.
- Common ward facilities include the following: electrical kettles, microwave ovens, vending machines, paid washing machines and dryers, and hairdryers.
- Room or bed changes may be made if necessary for treatment or nursing care purposes.

Room and bed location requests cannot be accommodated.

- If you wish, you may apply to use a special (private) room at an additional cost (see page 16 for details).
- In principle, pediatric patients (under 15 years old) will be admitted to the Pediatric Medical Center.

5) Accompanying a Patient

- In principle, patients are not allowed to have someone accompany them. However, in cases where the patient's condition or other special circumstances require it, a family member may accompany the patient. Please submit the "Family Member Accompaniment Request Form."
- If permission is granted, the accompanying family member must wear the designated "Family Accompaniment Card."
- The accompanying family member must arrange their own meals, bedding, and other necessities during the patient's stay. (Bedding can be rented within the hospital.)
- Please also cooperate with the matters described in "Request for Understanding and Cooperation" (see page 3).

6) Use of Parking Lots

- There is no designated parking for hospitalized patients. Visitors' parking lots cannot be used during your hospital stay.
- On the day of admission and discharge, you may temporarily use the parking lot in front of the Admission and Discharge Center. Please inform the security guard near the entrance. Once you have finished unloading your luggage for admission, please promptly move your car to the visitors' parking lot. Similarly, after loading your belongings upon discharge, please move your car immediately.
- Please note that the university's campus parking lots are not available for use; please do not enter.
- On the day of admission and discharge, each patient is allowed to park one car free of charge in the visitors' parking lot. A parking service ticket will be issued once on the day of admission and once on the day of discharge. Please present your parking ticket at the Admission and Discharge Center counter. Lost parking service tickets will not be reissued.
- Free parking is available for motorcycles and bicycles. For details, please contact the Security Office (next to the Admission and Discharge Center).
- Visitors for hospitalized patients should use the visitors' parking lot (for a fee).

3 From Admission to Discharge

1) About Medical Care and Nursing

Medical Care and Nursing

- Your primary physician will lead your medical care, in cooperation with multiple doctors.
- Nursing care is primarily provided by your assigned nurse. However, because of the shift system, the same nurse may not always be available every day.
- During your hospital stay, please focus on recovery and follow the instructions of your doctors and nurses, including those regarding bathing and meals.
- Please ensure that you receive thorough explanations from your doctors about your condition, tests, and treatments. Nurses will also attend explanations whenever possible,

with your consent. If any explanation is unclear, or if you have questions about your care, please feel free to ask your doctor or nurse.

- Outpatient visits (scheduled follow-ups) that fall during hospitalization will, in principle, be rescheduled after discharge. If a face-to-face outpatient visit is absolutely necessary during your hospital stay for medical reasons, it will be arranged accordingly; otherwise, medical records will be reviewed without a physical visit.
- This hospital is actively implementing the “Work Style Reform for Physicians” based on the national policy. This initiative aims to reduce the workload of physicians, prevent health damage caused by long working hours, and ensure the quality and safety of medical care. Key points include the following:

- ① Emergency care during holidays and nighttime hours will be handled by on-call or duty physicians. Each department will adapt practices according to the characteristics of their specialty to align with the reform.
- ② Explanations regarding medical conditions, surgeries, and procedures will generally be provided during weekday business hours.
 - * If deemed necessary by the physician, explanations may be given outside of business hours as well.
- ③ We actively use support tools such as explanatory materials and videos to provide clear and understandable explanations.
- ④ We promote medical digital transformation (Medical DX), using information and communication technologies to enhance information sharing among healthcare professionals and with patients while ensuring the protection of personal information and information security.

Please rest assured that these initiatives will not compromise the quality of medical care.

Special Nursing Acts

Special nursing acts are medical procedures performed by specially trained nurses who have undergone advanced education after gaining substantial clinical experience. These nurses work in collaboration with physicians to provide timely and precise medical interventions tailored to each patient’s condition, supporting their hospital stay. Nurses authorized to perform special nursing acts are certified by the hospital director as “certified nurses” and wear blue uniforms.

Medical Safety

• Patient Identification

During your hospitalization, you must wear an identification wristband. This wristband is used to “correctly identify patients” and to “promptly confirm identities if an unexpected event occurs outside the ward.”

Before tests or procedures, your full name will be used to prevent patient misidentification.



• Pain or Numbness Associated with Venipuncture

During blood draws, IV placement, injections, or blood transfusions, the needle may occasionally touch small nerves under the skin. When this happens, you may experience stronger pain or continued numbness than usual. These symptoms typically resolve without any lasting effects within a few days to weeks. However, very rarely (in approximately 1 out of 10,000 to 100,000 cases), prolonged numbness or pain, and even impaired hand movement, can occur. Unfortunately, current medical science cannot completely prevent these rare outcomes. Should such symptoms occur, the best possible treatment will be provided, but it will be handled under the regular health insurance system.

2) What to Expect During Your Hospital Stay

Lights On/Lights Off

The lights turn on at 6:00 a.m. and off at 10:00 p.m. (In some wards, lights go off at 9:00 p.m.)

Meals

- Meals are provided according to the doctor's instructions.
- In some cases, meals may not be provided during the treatment.
- If you have allergies or dietary restrictions because of religious reasons, meals can be adjusted accordingly. Please be sure to inform your doctor or nurse. Preferences based on personal taste cannot be accommodated.

- Meal serving times are as follows:

Breakfast: served at 7:30 a.m.

Lunch: served at 12:20 p.m.

Dinner: served at 6:00 p.m. (times may vary slightly depending on the ward)

- To prevent food poisoning, please begin eating immediately after your meal is served.
- **Please prepare your own beverages.** Hot water dispensers and vending machines are available in the day room.
- After meals, please return your meal trays and dishes to the collection cart. Please be careful not to return your personal items such as cups or chopsticks. The hospital is not responsible for lost personal items.
- If you choose not to eat the hospital-provided meals for personal reasons, please inform the doctor or nurse as soon as possible (doctor's approval is required).
- Deadlines for meal cancellation are as follows:
Breakfast: by 3:30 p.m. the previous day.
Lunch: by 9:30 a.m. the same day.
Dinner: by 2:30 p.m. the same day.
If you miss the cancellation deadline, meal charges will apply.
- Optional menu choices are available for lunch and dinner, with an additional charge for each meal. For details, please ask the hospital staff. (Availability of optional menus may vary depending on the type of meal.)



Bathing/Shower

Bathing/shower availability depends on your medical condition and the ward you are in. Please check with your doctor or nurse upon admission.

Bedding/Hospital Gown

- Sheets are changed once a week.
- Please refer to the leaflet “Guide to the CS Set (Inpatient Set)” if you wish to use this service.
- Hospital gowns for newborns are available for rent for a fee.
- For patients who have registered for gown rental: Gowns are changed twice a week from October to May and three times a week from June to September. If the gown becomes soiled with blood, urine, or feces, please inform the nurse. If you wish to cancel or change your gown rental, please fill out the cancellation form.

Laundry

- You may take your laundry home or use the coin-operated washers and dryers provided in the ward (fees apply).

Makeup/Accessories

- Please refrain from wearing makeup during your hospital stay. Makeup can make it difficult to assess you and your general health condition, and some cosmetics may react with surgical equipment, increasing the risk of burns.
- Items that can be easily removed or dislodged, such as dentures, bridges, wigs, or hairpieces, **must be removed before examinations or surgery**, as they may come off during these procedures or pose a risk of airway obstruction or burns. **If you are unable to remove them, please inform the staff as soon as possible.**
- To protect patients with chemical sensitivities, please refrain from using scented products such as perfumes, hair products, or highly fragrant fabric softeners.



Bedside Environment

- Please keep your personal belongings organized in your room.
- For fire safety, do not place any items on top of the locker.
- Do not put non-burnable waste in the bedside trash cans. Please dispose of cans, bottles, and plastic bottles in the trash bins located in the day room.
- Do not affix anything to the walls or lockers.
- If you damage or lose hospital property, such as hospital facilities, items, and locker key, you may be charged for the actual cost of replacement or repair.
- You may close your room door and bed curtains as needed, but you may be asked to open them when necessary.

- Fresh flowers and pets are not allowed inside the hospital.
- Please be considerate and respectful of your roommates to ensure a comfortable hospital stay for everyone.

Use of Electronic Devices

- When using televisions, radios, or similar devices in your hospital room, please use headphones or earphones to avoid disturbing other patients. Additionally, please refrain from using televisions or radios after lights out.
- Please do not use electrical appliances that pose a fire hazard (electric heaters, electric stoves, electric kettles, etc.) or bring any appliances that constantly occupy an outlet (televisions, refrigerators, freezers, fans, etc.).
- Outlets that are not white in color are designated for emergency medical use. Please do not use them.



Use of Mobile Phones and Smartphones

When using mobile phones, smartphones, or similar devices, please observe the following rules and cooperate to avoid disturbing others. If hospital staff ask you to stop using your device, please comply immediately.

〈Free Wi-Fi Service〉

A public wireless LAN service provided by NTTBP (SSID: Handai_HP_Free_Wi-Fi) is available.

Instructions for connecting to Handai_HP_Free_Wi-Fi are available at the entrance hall of the Integrated Care Ward (1st Floor), the Admission and Discharge Center, and at the nursing stations in each ward.

Please note that signal strength may be weak or unstable depending on your location, making it difficult or impossible to connect. In addition, because bandwidth is shared among all users, connection speed may slow down if a large amount of data is being transmitted. Thank you for your understanding.

For questions regarding Wi-Fi, please contact the NTTBP Information Desk (toll-free) at 0120-261065, available from 10:00 a.m. to 5:00 p.m. (excluding weekends, public holidays, and year-end/New Year holidays). **Please refrain from asking hospital staff technical questions about Wi-Fi.**

〈Important Notes for Using Mobile Phones and Smartphones〉

- In principle, voice calls are prohibited except in designated areas. Voice calls are not allowed in shared rooms (four-person rooms); please use the day room for calls. For more details, please refer to the hospital notice “Regarding the Use of Mobile Phones and Smartphones.”
- Mobile phone and smartphone use is prohibited in the following wards and centers:

East Ward		West Ward		Integrated Care Ward	
9th floor	Coronary Care Unit (CCU)	9th floor	Cardiovascular Critical Care Unit (CVCU)	6th floor	Eye Center Operating Room
8th floor	Stroke Care Unit (SCU)			5th floor	Neonatal Intensive Care Unit (NICU)
4th floor	Second Intensive Care Unit (ICU)				Maternal-Fetal Intensive Care Unit (MFICU)
2nd floor	Closed Ward				Growing Care Unit (GCU)
1st floor	Advanced Emergency and Critical Care Center			4th floor	First Intensive Care Unit (ICU)

* Family waiting rooms and day rooms (only on the 9th, 8th, 5th, and 2nd floors) are available for use.

* If you must urgently use your device in the above wards/centers to contact someone, please ask for permission from a doctor, nurse, or staff member before using your device.

- Always set your mobile phone or smartphone to silent mode inside the hospital. Please also disable key tones.
- When using televisions, radios, or similar devices in your hospital room, please use headphones or earphones to avoid disturbing other patients. Please refrain from using your devices after the lights are off.
- The use of mobile routers is not allowed outside of private rooms because their signals may interfere with medical equipment. Even in private rooms, you may be asked to refrain from use during medical examinations.
- For information on device settings or service charges, please check your telecommunications provider's website. Please refrain from asking hospital staff technical questions.



From Admission to
Discharge

3) Going Out/Overnight Stays

You must obtain permission from your doctor for any temporary leave (going out) or overnight leave. Please ask well in advance.

- In principle, overnight leave from this hospital is limited to one night and two days.
- For overnight leave, please fill out the "Overnight Leave Permission Form." For temporary leave, please fill out the "Temporary Leave Notification Form."
- When you go out or take overnight leave, be sure to lock your valuables in the bedside locker or changing room locker and leave the key at the ward's nursing station.
- Always inform the ward staff before leaving the ward.
- If you leave the hospital or stay out overnight without permission, we may contact your family or request a police investigation.
- During your hospitalization, please refrain from visiting other medical institutions unless instructed by the hospital. If you need to visit another institution during your stay, you must first consult with

your doctor or nurse. Family members are also asked not to obtain prescriptions for the patient at other medical institutions on their behalf.

4) Visitors

- Visitor restrictions are subject to change depending on the situation, such as an epidemic. Please check the hospital website or in-hospital notices for the latest information on visiting hours and rules.
- Individuals with fever or other signs of illness are not permitted to enter the hospital.
- When accompanying a patient on the day of admission or discharge, or when attending a consultation with the doctor, please follow the instructions of the hospital staff.
- Online visitation is available only for patients who have been informed about it in the NICU, GCU, West 6th Floor Ward, and Psychiatry Ward.

5) Prevention of Theft and Emergency Precautions

- **Always store valuables and cash in the bedside locker safe or changing room locker and keep them locked.** Be careful not to forget prepaid cards in machines.
- Even if leaving the room for a short time (e.g., to use the restroom), always carry your key with you.
- If you are a victim of theft, immediately inform the ward's nursing station.
- Be extremely careful regarding fire. If you discover a fire or notice any suspicious individuals, notify the nearest hospital staff member.
- In the event of an evacuation due to fire, earthquake, or other emergencies, follow the hospital staff's guidance and remain calm.
- Never use elevators during an emergency.
- An evacuation route map is posted in each ward. Please familiarize yourself with it in advance.



6) About Discharge

Discharge procedures

- Please complete your discharge by 10:00 a.m. at the latest.
- Follow the instructions of the nurses at the time of discharge.
- Check that you have not left anything behind in the changing room locker or bedside locker. Return the keys to the safe and locker to the ward's nursing station. The hospital is not responsible for any personal belongings left behind, and any such items may be disposed of.
- Upon discharge, please present your hospital ID card, health insurance card (My Number-linked insurance card), and any medical benefits certificates at the Admission and Discharge Center. An "invoice" will be issued, so **please settle your payment on the same day.**
 - * If the hospitalization fee cannot be finalized by the time of discharge, you will be asked to complete the necessary procedures at the Admission and Discharge Center and pay later.
 - * Patients discharged from the Comprehensive Perinatal Medical Center (Obstetrics) or the Eye Center (Ophthalmology) will complete discharge procedures in their respective wards. Please use the automatic payment machine on the first floor of the Integrated Care Ward for payment.

- * Patients discharged on weekends or holidays will receive their “bill” in advance by the day before discharge.
- * Please be aware that due to delays in processing, you may be billed for additional charges after discharge.
- If you are hospitalized in another insured medical institution within 3 months after discharge, a hospitalization period certificate (“Discharge Certificate”) will be required. If you need a Discharge Certificate from this hospital, please inform the ward staff and the Admission and Discharge Center. Please note that it may not be available immediately.



At this hospital, many patients are waiting for inpatient care (including surgery) while seeking advanced medical treatment. To ensure smooth admission and surgery scheduling for those patients and to give as many people as possible the opportunity for hospitalization and treatment, patients whose acute phase has passed, symptoms have stabilized, and who can be treated at another hospital (transfer), at home, or in a care facility (with discharge approval) will be discharged once the doctor deems it appropriate.

4 Costs of Hospital Stay

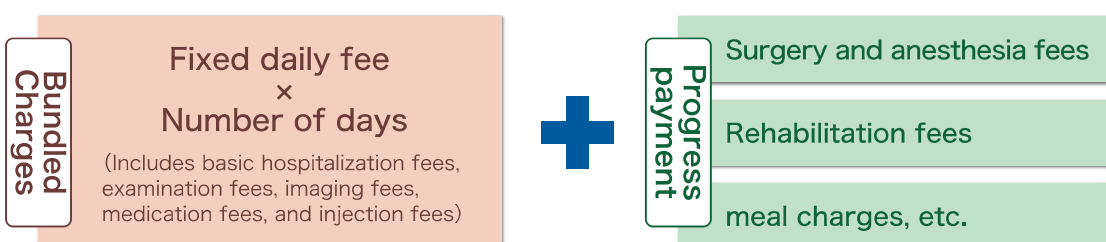
1) Hospitalization Fees

Hospitalization fees consist of **medical expenses and meal charges during your hospital stay**, with each calculated as per the stipulations of the Health Insurance Act.

〈Medical Expenses〉

This hospital is designated by the Ministry of Health, Labour and Welfare as a **Diagnosis Procedure Combination (DPC) hospital**. Under this system, a fixed daily fee is determined according to the patient’s diagnosis (condition) and treatment details (surgery, procedures, etc.). Medical expenses are calculated by adding the fixed daily fees and fees for medical services that are not included in the fixed daily rate (certain surgeries, procedures, and tests, prescriptions at discharge, etc.). In cases such as self-funded treatment, workers’ compensation, or depending on the treatment content, the “fee-for-service” method, where individual services are billed separately, may be applied.

DPC (Fixed Payment) Calculation Method



Under this system, a fixed daily fee is determined according to the patient’s diagnosis and treatment, and the total is calculated by adding the bundled charges to the fee-for-service charges.

*Depending on the diagnosis and treatment, all charges may be calculated using the fee-for-service method.

〈Meal Charges During Hospitalization (Per Meal)〉

- Patient's out-of-pocket cost (if not covered by insurance): 690 yen
- Patient's out-of-pocket cost (if covered by insurance): as outlined below

Category			
General (under 70 years of age)	General (70 years of age or older)	Standard Co-payment (per meal)	
General (other)	General (other)	(Note 1) 510 yen	
Residents exempt from municipal tax	(Note 2) Category II	Hospitalization of 90 days or less within the past year	240 yen
		Hospitalization exceeding 90 days within the past year	190 yen
	(Note 3) Category I	110 yen	

(Note 1) For patients with designated intractable diseases or specified pediatric chronic diseases, the co-payment is 280 yen.

(Note 2) Category II: Individuals whose entire household is exempt from municipal tax but do not qualify for Category I.

(Note 3) Category I: Individuals whose entire household is exempt from municipal tax and whose household income, after deducting necessary expenses and allowances, is zero, or who are recipients of the Old-Age Welfare Pension.

* Hospitalization fees for the day of admission are charged regardless of the time of admission. For discharge, patients are required to leave the hospital by 10:00 a.m., but a full day's hospitalization fee will be charged, as on the day of admission.

2) Application for the High-Cost Medical Expense Benefit (Maximum Amount Certificate)

- When medical expenses become high, the **“High-Cost Medical Expense Benefit”** system allows the amount exceeding the patient's personal expense limit to be reimbursed. However, having to pay a large sum upfront can be burdensome. Therefore, there are three ways to limit your payment at our hospital to the personal expense limit amount:
 - I. Use of the Maximum Amount Certificate
Please present the “Maximum Amount Application Certificate” issued by your insurer at the Admission and Discharge counter (*1). Prior application to your insurer is required.
 - II. *Use of the My Number Insurance Card (*2)
When using the My Number Insurance Card reader, please agree to “Display Limit Information.”
 - III. Use of Online Eligibility Verification
When using your health insurance card (eligibility certificate), please inform the Admission and Discharge counter that you would like to “use online eligibility verification to check your limit information.”
- *1: Refers to the admission and discharge counters at the Admission and Discharge Center (ward), the Comprehensive Perinatal Maternal and Child Medical Center (Integrated Care Building), and the Eye Center (Integrated Care Building).
- *2: Refers to a My Number card registered for use as a health insurance card.
- The benefit covers only the portion of medical expenses covered by insurance. Charges for special rooms, hospital clothing, meal costs during hospitalization, etc., are excluded.
- If you pay without using the “Maximum Amount Application Certificate” or the “Maximum Amount/Standard Burden Reduction Certificate,” you can later claim reimbursement from your insurer.

For patients under 70 years of age

Category		Monthly Maximum Limit (per household)
A	Annual income of approx. ¥11.6 million or more Standard monthly remuneration ¥830,000 or more	¥252,600 + (Medical Fee: ¥842,000) x 1%
B	Annual income of approx. ¥7.7–11.6 million Standard monthly remuneration ¥530,000–790,000	¥167,400 + (Medical Fee: ¥558,000) x 1%
C	Annual income of approx. ¥3.7–7.7 million Standard monthly remuneration ¥280,000–500,000	¥80,100 + (Medical Fee: ¥267,000) x 1%
D	Annual income of approx. ¥3.7 million or less Standard monthly remuneration ¥260,000 or less	¥57,600
E	Exempt from resident tax	¥35,400

For patients 70 years of age or older

Category		Monthly Maximum Limit (per household)
Equivalent to active workers	Annual income approx. ¥11.6 million or more Standard monthly remuneration ¥830,000 or more/Taxable income ¥6.9 million or more	¥252,600 + (Medical Fee: ¥842,000) x 1%
	Annual income approx. ¥7.7–11.6 million Standard monthly remuneration ¥530,000 or more/Taxable income ¥3.8 million or more	¥167,400 + (Medical Fee: ¥558,000) x 1%
	Annual income approx. ¥3.7–7.7 million Standard monthly remuneration ¥280,000 or more/Taxable income ¥1.45 million or more	¥80,100 + (Medical Fee: ¥267,000) x 1%
General	Annual income approx. ¥1.56–3.7 million Standard monthly remuneration ¥260,000 or less/Taxable income less than ¥1.45 million	¥57,600
Exempt from resident tax	II Resident tax-exempt household	¥24,600
	I Resident tax-exempt household (households with an annual pension income of ¥800,000 or less, etc.)	¥15,000

3) Public Medical Expense Assistance

If you have any certificates for public medical expense assistance, please present them at the **Admission and Discharge Center** on the day of admission.

- In cases of public medical assistance such as rehabilitation or developmental medical care, you will be required to pay the self-pay upper limit specified on the certificate.
- If you are eligible for public assistance handled by our hospital and wish to apply, please first consult with your local government office. (Applications must be made by the patient or their family.)
- **In principle, public medical assistance applies from the date of application.** Delays in applying may shorten the approval period and result in higher out-of-pocket costs. The approval period is determined by the local government office, so please consult them for details.
- If you are in the process of applying, payment will be made after approval or rejection is finalized. If you intend to apply for public assistance, be sure to notify the Admission and Discharge Center. Please note that retroactive application to cover hospitalization periods after discharge is not possible.

* For information on the public medical expense assistance system, please refer to the **“Guide to Public Medical Expense Assistance”** available at Counter No. 10 (Patient Support Center) or at the Admission and Discharge Center on the first floor of the Integrated Care Building.

4) Use of Special (Paid Private) Rooms

- Special room charges apply from **the date of admission to the date of discharge**, regardless of the time of admission or discharge. If you are transferred to another room, the special room charges will apply until the day before the transfer.
- As charges are calculated on a daily basis, a stay of one night and two days will incur **charges for two days**.
- **Charges will also apply** for overnight leave and the day of discharge.
- If you wish to use a special (paid private) room, please submit a **“Special Room Use Application Form.”** (These charges are not covered by insurance and are **fully self-paid**.)
- The availability of special (paid private) rooms varies by ward and cannot be guaranteed. A list of special rooms by ward is available on the hospital’s website.
- Even if you are staying in a private room, you may be asked to move to a four-person shared room in the following cases:
 - I. When a patient requiring isolation to prevent hospital-acquired infections needs a private room.
 - II. When deemed necessary for ward management reasons by the hospital.

Category	Room Charge (including tax, per day)	Main Facilities
Special Suite Room S	¥52,800	Shower room, toilet, wash basin, refrigerator, microwave, designer kitchen, sofa set, side cabinet, wardrobe, reclining chair, large TV, etc.
Special Suite Room	¥30,800	Unit bath, toilet, wash basin, refrigerator, microwave, mini kitchen, sofa set, side cabinet, wardrobe, reclining chair, TV, etc.
Special Suite Room (Ophthalmology)	¥33,000	Shower room, toilet, wash basin, refrigerator, microwave, sink, sofa set, closet, TV, etc.
First-Class Room Ophthalmology A	¥24,200	Unit shower toilet, wash basin, refrigerator, reclining chair, side table, TV, etc.
First-Class Room Ophthalmology B	¥22,000	Unit shower toilet, wash basin, refrigerator, reclining chair, side table, TV, etc.
First-Class Room Obstetrics S	¥27,500	Unit shower toilet, wash basin, refrigerator, reclining chair, TV, etc.
First-Class Room Obstetrics A	¥24,200	Toilet, wash basin, refrigerator, sofa bed, TV, etc.
First-Class Room Obstetrics B	¥22,000	Toilet, wash basin, refrigerator, reclining chair, TV, etc.
First-Class Room S	¥20,900	Toilet, wash basin, refrigerator, sofa set, TV, etc.
First-Class Room A	¥17,600	Toilet, wash basin, refrigerator, sofa set, TV, etc.
Second-Class Room A	¥11,000	Toilet, wash basin, pay TV, pay refrigerator, etc.
Second-Class Room B	¥8,800	Wash basin, pay TV, pay refrigerator, etc.

5) Payment of Hospitalization Charges

- Upon discharge, the **full amount due must be paid on the day of discharge**.
- For hospitalizations spanning multiple months, the total amount billed will include the previous month's charges. Invoices will be issued separately for each month.
- Because of the nature of medical fee calculations, there may be additional charges even after discharge.
- During hospitalization, bills are issued around the **10th of the following month**, closing at the end of each month. **Please settle your bill promptly (within approximately two weeks)**.
- Payment can be made by cash, credit card, or debit card.
 - * When using a card, a PIN is required.
 - * Debit card usage times vary by financial institution; please check in advance.

Accepted credit cards: JCB, VISA, UFJ, American Express, NICOS, MasterCard, and Diners Club



Payment locations and hours:

Weekdays 8:30 a.m. to 7:00 p.m.: Automatic Payment Machine (Integrated Care Building, 1st floor)

24 hours, year-round (only one machine): Automatic Payment Machine (Admission and Discharge Center)

*The machine will be unavailable from 11:30 p.m. to 0:30 a.m. and for approximately 40 minutes between 7:30 a.m. and 8:30 a.m. on weekdays because of maintenance.

- * Please bring your hospital ID card when making payment.
- * Receipts are required for reimbursement claims. Please store them carefully, as **reissues are not available**.

Inquiries about Hospitalization Charges (Weekdays 8:30 a.m.–5:00 p.m.)

Admission and Discharge Center

Phone: 06-6879-5271

*Please ensure that your phone number is not blocked when calling.

5 Issuance of Various Certificates

To request the issuance of certificates, please visit the “Medical Certificate” counter No. 5 on the 1st floor of the Integrated Care Building (see page 21).

Issuance is available only on weekdays (8:30 a.m.–5:30 p.m.), except for certificates of death, birth, etc.

If you are unable to visit the hospital because of special circumstances, please consult with us.

- For medical certificates or hospitalization certificates required for submission to life insurance companies, please apply at the “Medical Certificate” counter, Counter No. 5, only after your discharge date has been finalized. Please note that if the discharge date cannot be confirmed, we may not be able to accept your request.
- If you require certificates related to hospitalization after discharge, please also apply at the “Medical Certificate” counter, Counter No. 5.

6 Introduction to Facilities and Support Teams

Patient Consultation Office

The Patient Consultation Office is available to listen to and appropriately address concerns and consultations from patients and their families, including issues related to medical safety.

- **We strictly protect the confidentiality of all consultations.**
- **Requesting a consultation or submitting a complaint will not result in any disadvantage to the patient or family.**

Hours: 8:30 a.m.–5:00 p.m. (excluding weekends, public holidays, and December 29–January 3)

Reception/Consultation Location: Counter No. 11, Patient Consultation Office, 1st floor of the Integrated Care Building (see page 21)

Consultants: Medical Communication Facilitators, Medical Social Workers, and Nurses

Medical Consultation Services

- **Social Welfare Consultation:** Assistance in resolving psychological and social issues during hospitalization, support for returning to society, assistance with economic issues, and consultations on conditions such as stroke, intractable diseases, and hepatitis.
- **Home Care Consultation:** Support for problems related to living at home, caregiving, and home medical care. We also assist with discharge and hospital transfer planning during hospitalization.
- **Publicly Funded Medical Care Consultation:** Support for applications for medical subsidies such as self-support medical care and welfare assistance.
- **Second Opinions:** Assistance for patients who wish to seek a second opinion from another physician regarding treatment options.

Hours: 8:30 a.m.–5:00 p.m. (excluding weekends, public holidays, and December 29–January 3)

Reception/Consultation Location: Counter No. 10, Patient Comprehensive Support Center, 1st floor of the Integrated Care Building (see page 21)

Cancer Counseling and Support Office

The Cancer Counseling and Support Office provides support for patients with cancer and their families in and out of the hospital, addressing their anxieties, concerns, and issues such as balancing treatment with work. We also offer permanent exhibitions of appearance care products (such as wigs), distribute various pamphlets, and lend books. Please feel free to visit us.

Telephone Consultation Hours: Monday, Wednesday, and Friday 9:00 a.m.–1:00 p.m. (Tel: 06-6879-5320)

In-Person Consultation Hours: Weekdays 9:00 a.m.–4:00 p.m. (by appointment)

Patient Lounge Hours: Weekdays 9:00 a.m.–4:00 p.m.

*excluding weekends, public holidays, and December 29–January 3

Reception/Consultation Location: Cancer Counseling and Support Office, 4th floor of the Oncology Center Building

Suggestion Boxes

“Suggestion boxes” are placed throughout the wards and the Integrated Care Building. Please feel free to submit any comments, requests, or suggestions for improvements.

Team-Based Medical Care

- **Nutrition Support Team (NST):** A multidisciplinary team composed of physicians, registered dietitians, pharmacists, clinical laboratory technicians, and nurses conducts rounds as the Nutrition Support Team (NST). They provide nutritional assessments, adjust diet content or intravenous/enteral nutrition amount, and implement preventative measures for complications to support inpatient treatment from a nutritional perspective.
- **Palliative Care Team:** Palliative care aims to ease physical and emotional distress associated with treatment, supporting patients and their families to live as fully and comfortably as possible. Our hospital has a specialized palliative care team that collaborates with attending physicians and ward nurses. For more information, please contact our hospital staff.



- **Mental Health Support:** It is natural to feel depressed or emotionally overwhelmed during the course of treatment. To help patients feel more secure about their treatment, clinical psychologists and certified public psychologists are available to provide counseling. Multidisciplinary support is offered as needed. If you would like to consult a psychologist, please inform the hospital staff.

*Our hospital also offers multidisciplinary support in areas such as skin care, lymphedema care, and respiratory care. For more information, please contact our hospital staff.

Use of the Patient Library and Volunteer Activities

Library Location: 3rd floor of the Outpatient Building (see page 21)

Library Hours: Monday, Tuesday, Wednesday, and Friday 11:00 a.m.–3:00 p.m. (excluding public holidays and December 29–January 3)

Book lending and volunteer activities may change depending on the status of infectious disease outbreaks. Please check hospital notices for the latest information.

Delivery (Sales) Service to Patient Rooms

FamilyMart Osaka University Hospital Store and Keizaidan Foundation offer a delivery service for select daily necessities (disposable diapers, toothbrushes, bottled water, etc.) directly to patient rooms. Payment is only by cash. For more information, please contact our hospital staff.

Kasugaoka House

Kasugaoka House is available for patients who need to stay overnight before a hospital appointment or for family members who require accommodation when accompanying a hospitalized patient. For more information, please refer to the website:

https://www.osaka-u.ac.jp/ja/academics/facilities/BandB/kasugaoka_house

Request for Donations to the Osaka University Hospital Redevelopment Fund

Osaka University Hospital is currently undergoing redevelopment to enhance its medical and research capabilities in support of future medicine and improved diagnosis and treatment. To help realize patient-first facilities, we are accepting donations at all times. We appreciate your generous support.

■ How to Make a Donation

Online donations:

Please search for “Osaka University Hospital Redevelopment Fund.”

Bank transfers: If you wish to donate via bank transfer, we will send you a payment form.

Please contact the Osaka University Future Fund Office.

■ Inquiries About Donations

If you have any questions or concerns about the Osaka University Hospital Redevelopment Fund, please feel free to contact us.

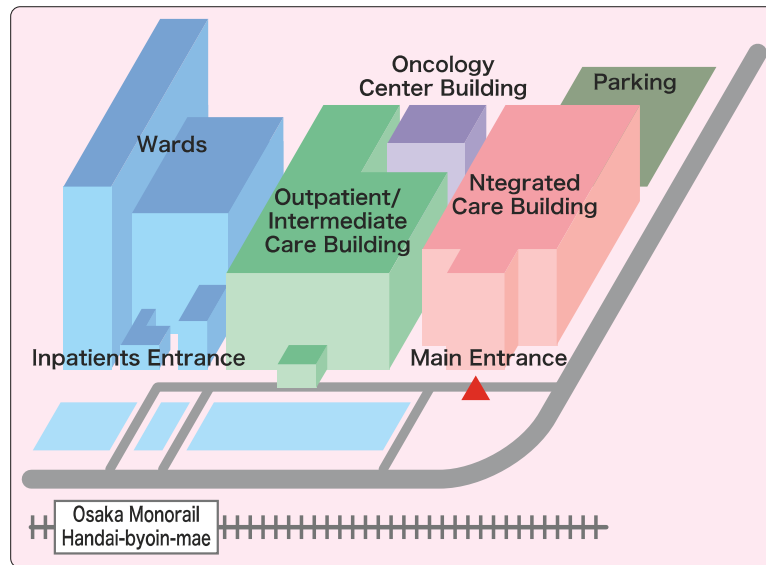
* For inquiries related to hospitalization, please refer to the phone number provided elsewhere.

Osaka University Future Fund Office (regarding donation procedures)

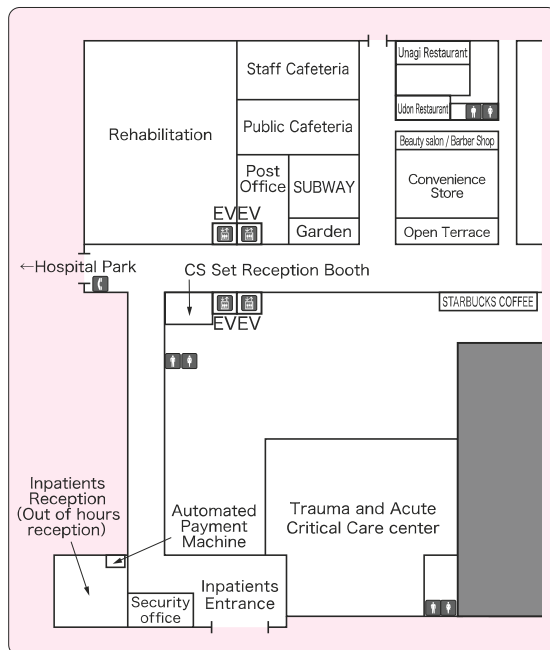
TEL : 06-6879-8327 / Mail: kikin@office.osaka-u.ac.jp

Osaka University Hospital Redevelopment Planning Office (regarding the redevelopment project)

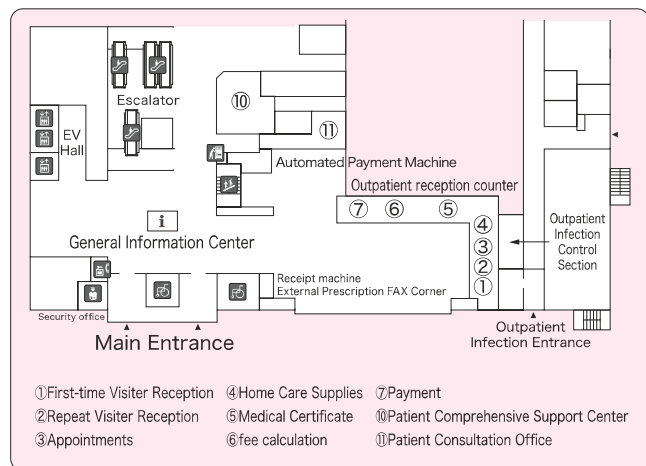
TEL : 06-6879-5195 / Mail: ibyou-kaihatsu-kikaku@office.osaka-u.ac.jp



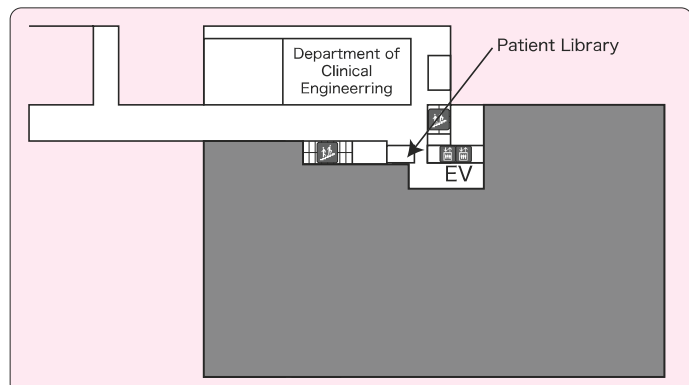
Hospital Wards First Floor



Integrated Care Building First Floor



Outpatient/Intermediate Care Building Third Floor



8 Various Facilities Within the Hospital

Name (Phone Number, etc.)		Building	Floor	Hours of Operation
Store (FamilyMart)	Handai Hospital Branch (06-6879-6589)	Outpatient Clinics and Central Clinical Service	1st floor	24 Hours ATM, Multi-copying machine
	Handai Hospital Satellite Site	Integrated Care	2nd floor	Weekdays: 7 a.m.–6 p.m. Closed: Weekends, Public Holidays, and Year-End/New Year Holidays
Pharmacy (inside FamilyMart) (06-6879-6591)		Outpatient Clinics and Central Clinical Service	1st floor	Weekdays: 8 a.m.–6 p.m. Closed: Weekends, Public Holidays, and Year-End/New Year Holidays
Restaurant (06-6879-6586)		Outpatient Clinics and Central Clinical Service	1st floor	Weekdays: 8 a.m.–8 p.m. Weekends and Holidays: 11 a.m.–8 p.m. *Hours of operation may change. Please check at the store for details.
Unagi (eel) Restaurant (06-6879-6596)		Outpatient Clinics and Central Clinical Service	1st floor	Weekdays: 11 a.m.–7 p.m. Weekends and Holidays: 11 a.m.–3 p.m. *On weekends and holidays, the Unagi restaurant and the Udon restaurant open on a rotating basis.
Udon Restaurant (06-6879-6594)		Outpatient Clinics and Central Clinical Service	1st floor	Weekdays: 8 a.m.–7 p.m. Weekends and Holidays: 11 a.m.–3 p.m. *On weekends and holidays, the Unagi restaurant and the Udon restaurant open on a rotating basis.
Subway (06-6879-6580)		Outpatient Clinics and Central Clinical Service	1st floor	Weekdays: 7 a.m.–6 p.m. Weekends and Holidays: 10 a.m.–6 p.m. *Hours of operation may change. Please check at the store for details.
Starbucks Coffee (06-4864-8071)		Outpatient Clinics and Central Clinical Service	1st floor	Weekdays: 7 a.m.–8 p.m. Weekends and Holidays: 10 a.m.–6 p.m.
Sky Restaurant (06-6879-5058)		Wards	14th floor	Monday: 11 a.m.–5 p.m. (last order at 4:30 p.m.) Tuesday–Friday: 11 a.m.–7 p.m. (last order at 6:30 p.m.) Closed: Weekends, Public Holidays, and Year-End/New Year Holidays *The hours of operation may change according to the month. For more information, please refer to the websites and posters.
CS (hospital stay) set (0120-919-821)		Wards	1st floor	Monday–Saturday: 8:30 a.m.–4 p.m. Closed: Weekends, Public Holidays, and Year-End/New Year Holidays
Barber Shop (06-6879-6593)		Outpatient Clinics and Central Clinical Service	1st floor	Monday–Saturday: 9 a.m.–6 p.m. Closed: Weekends, Public Holidays, and Year-End/New Year Holidays
Hair Salon (06-6879-6592)		Outpatient Clinics and Central Clinical Service	1st floor	Monday–Saturday: 9 a.m.–6 p.m. Closed: Weekends, Public Holidays, and Year-End/New Year Holidays
Medical Book Store (06-6879-6581)		Outpatient Clinics and Central Clinical Service	1st floor	Weekdays: 9 a.m.–6 p.m. Saturdays: 9 a.m.–5 p.m. Closed: Weekends, Public Holidays, and Year-End/New Year Holidays
Consultation Room (Rental Futon)		Outpatient Clinics and Central Clinical Service	Basement floor (B1)	Weekdays: 9 a.m.–5 p.m. Saturdays: 9 a.m.–1 p.m. Closed: Weekends, Public Holidays, and Year-End/New Year Holidays
Patient Library		Outpatient Clinics and Central Clinical Service	3rd floor	Open Hours: Mondays, Tuesdays, Wednesdays, and Fridays 11 a.m.–3 p.m.
Post Office		Outpatient Clinics and Central Clinical Service	1st floor	Post Office Counter: Weekdays 9 a.m.–5 p.m. Banking Counter: Weekdays 9 a.m.–4 p.m. ATM: Weekdays 8 a.m.–9 p.m. Saturdays: 8 a.m.–12 p.m. Sundays and Holidays: 8 a.m.–8 p.m. Insurance Counter: Weekdays 9 a.m.–4 p.m.
Coin Laundry		Wards and Integrated Care		On every floor of the hospital ward On the 5th and 6th floors of the Wards and Clinics Cash (100 yen coins only) and pre-paid cards can be used
Prepaid Card Vending Machine		Wards and Integrated Care		In front of the store (FamilyMart) on the 1st floor of the Outpatient Clinics and Central Clinical Service, as well as in Day Rooms on every floor of the hospital ward At the Vending Machines on the 5th floor of the Integrated Clinical Ward, as well as in the Day Room on the 6th floor Exchange machines for pre-paid cards are available next to the store (FamilyMart) on the 1st floor of the Outpatient Clinics and Central Clinical Service, as well as in the 7th floor Day Room
Coin Locker		Integrated Care	1st floor	Beside the main entrance Available only on the same day, for outpatients only (Hours of Operation: 7 a.m.–5 p.m.) Cannot be used during your hospital stay 100 yen each time, no refunds

9 Accessible Hours for Entrances and Corridors

Building Name	Floor	Entrance/Exit	Accessible Hours, etc.
Integrated Care	1st floor	Admission and Discharge Entrance/Exit	Open 24 hours
		Hospital Park Entrance/Exit	Summer (April–September): 5:30 a.m.–8:30 p.m. Winter (October–March): 6 a.m.–8 p.m.
Outpatient Clinics and Central Clinical Service	2nd floor	Connecting Corridor Between the Outpatient Clinics and Central Clinical Service building and the Wards and Clinics	Weekdays: 7 a.m.–6 p.m. Weekends and Holidays: Closed
	1st floor	Connecting Corridor between the Outpatient Clinics and Central Clinical Service building and the Wards and Clinics	Weekdays: 7 a.m.–8 p.m. Weekends and Holidays: 8 a.m.–8 p.m. *Ring the doorbell after hours
		Beside the Unagi (eel) Restaurant	7 a.m.–8:30 p.m.
	Basement floor (B1)	Beside the Morgue	7 a.m.–8:50 p.m.
Integrated Care	1st floor	Main entrance	Weekdays: 7 a.m.–8 p.m. Weekends and Holidays: 8 a.m.–8 p.m. *You can leave the building anytime *Ring the doorbell after hours
	1st floor	Entrance/Exit by the Parking Lot	

Incidence of Falls in Hospitals



Approximately **1** in 50 hospitalized patients experience a fall during their hospital stay.



With increasing age, the incidence of a fall rises significantly; patients aged 65 years or older are **4.5 times more** likely to experience a fall than those below 50 years (based on our hospital's patient data).



those below 50 years



65 years or older



Slippers and sandals are

prone to coming off and slipping and therefore, in principle, **are prohibited** during hospital stay.



To prevent falls from pediatric beds

Leaving a child unattended when the bed rail is not raised to the highest position is prohibited.

The majority of **falls from pediatric beds** occur when a caregiver is nearby but the **bed rail has not been raised to the highest position.**

Important Information About Falls

During hospitalization, unfamiliar environments, tubes such as IV lines, and decreased physical strength can increase the “chance of a fall,” such as stumbling, slipping, tripping, and swaying. Consequently, even those who do not normally fall at home may experience falls because of the change in environment during hospitalization.

When a fall occurs, or when a patient slips down from a bed or wheelchair, “unforeseen and undesirable situations” may arise. In particular, if fractures or bleeding inside the head occur, planned treatments may be delayed or may have to be cancelled, hospital stay may be prolonged, additional surgeries may be needed, or sequelae such as consciousness disturbances may occur.

To prevent such situations as much as possible, at our hospital, we assess each patient’s tendency of falling (risk of falls) at the time of admission and whenever their condition changes. Based on the three perspectives of “observation,” “environmental adjustments,” and “explanation and support for patients,” the medical team discusses and implements countermeasures according to the level of risk at that time.

However, even with these countermeasures and patients’ own caution, complete prevention of falls is not possible. Although we continuously review and improve our countermeasures, at our hospital overall, approximately 1 in 50 patients has experienced a fall during hospitalization. Falls during hospitalization become more common with aging. Notably, according to our hospital’s data, the frequency of falls during hospitalization increases significantly with age. Specifically, compared with patients under 50 years of age, those aged 65 years or older experience falls 4.5 times more frequently during hospitalization.

1 in 50 patients experiences a fall during hospitalization.

Patients aged 65 years or older experience falls 4.5 times more frequently than those under 50 years (according to data from our inpatients).

Falls occur especially frequently around the bed (approximately 30%) and in hallways (approximately 15%), so particular caution is required.

When standing up or walking, if you feel even a slight sense of unsteadiness or danger, please do not hesitate to use the nurse call button. In addition, if you have a fall during hospitalization, please inform the medical staff immediately. Multiple departments within Osaka University Hospital will work together to respond promptly.

We appreciate the understanding and cooperation of all patients and their families.

Footwear to Prevent Falls

Footwear that is prone to slipping off or slipping can increase the risk of falling. Please use footwear that you are accustomed to wearing daily, ensuring that it is non-slip and covers the heel. Slippers and sandals are prone to coming off and slipping and therefore, in principle, are prohibited during hospitalization.

Infection Prevention Within the Hospital

—To all patients and family members (visitors)—

Why do infections occur in hospitals?

Patients, because of their illness or treatments, experience weakened resistance, making them more susceptible to infections.



What is actually done?

The most important thing is “handwashing.” Handwashing must be performed not only by hospital staff but also by patients and their family members (visitors). In addition, the correct use of gloves and masks by hospital staff helps in prevention.



How can infections be prevented in hospitals?

It is necessary for patients, their family members, and hospital staff to cooperate to prevent infections.

In practice, prevention is carried out under the principle that “all blood, sputum, stool, urine, and other bodily fluids are treated as potentially infectious.”

Infection Prevention Measures for Patients and Family Members (Visitors)



Handwashing

① When and with what should you wash your hands?

After using the toilet, before meals, and in cases where you are sensitive to alcohol, please wash your hands with soap and water at the sink. When your hands are not visibly dirty, please use an alcohol-based hand sanitizer.

Handwashing for Everyone—Five Scenarios



After using the toilet



When hands are dirty



Before eating



Upon entering or leaving a patient room



Before and after visits



②Where should you wash your hands?

Alcohol-based hand sanitizers are installed at various locations throughout the hospital, such as at the main entrance and entrances to patient rooms. Please use them.



③How should you wash your hands?

Please focus on washing the following six parts shown in the diagram:



Palms



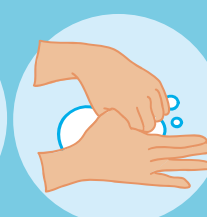
Backs of hands
and fingers



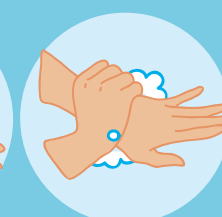
Fingertips
and nails



Between
the fingers



Thumbs



Wrists

Infection Prevention Measures by Healthcare Workers

Since healthcare workers provide care to various patients, they implement the following prevention measures to avoid spreading infections from one patient to another:



Frequent Handwashing



Five key moments for handwashing in medical settings:

1. Before touching a patient
2. Before handling clean equipment, such as IV lines, or before procedures
3. After possible contact with bodily fluids
4. After touching a patient
5. After touching the patient's surroundings

The World Health Organization (WHO) recommends these five occasions as appropriate times for handwashing in medical settings.

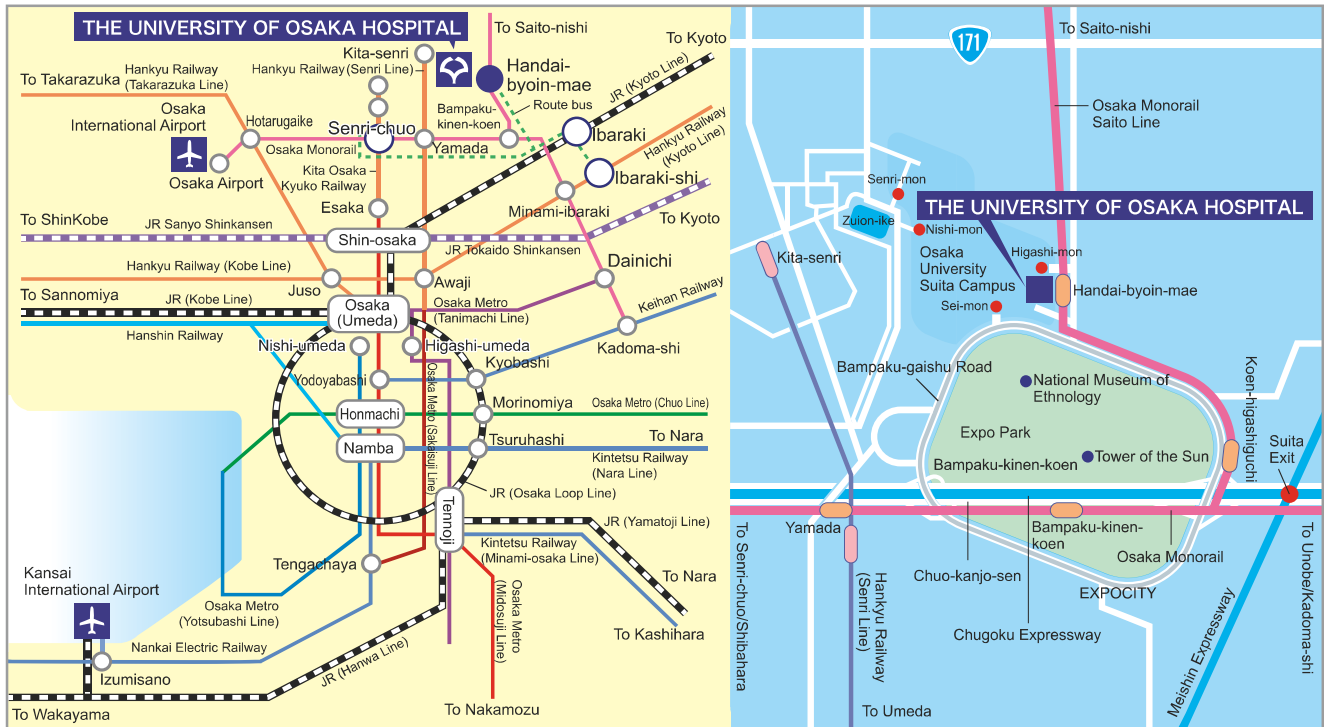
Healthcare workers at our hospital are trained to perform handwashing at these moments according to the situation.



Wearing gloves, aprons, masks, and goggles

These protective items are used **when handling potentially infectious materials such as blood, sputum, stool, and urine**. These measures are taken to protect patients, family members, and healthcare workers from invisible pathogens. We appreciate your understanding and cooperation.

Access Guide



- ※When using our hospital, please enter through the East Gate.
(Please refrain from entering through the university campus from the West Gate.)
- ※Please note that the motorcycle parking area in front of the main entrance does not have a roof.

If coming by bus

- From JR Ibaraki Station (about 20 minutes) or Hankyu Ibaraki City Station (about 30 minutes)
*Get on the Kintetsu bus for Handai honbu-mae or Ibaraki Miho-gaoka (via Handai honbu-mae) and get off at Handai-igakubu- byoin-mae.
- From Senri Chuo Station (about 20 minutes)
*Get on the Hankyu bus for Handai honbu-mae and get off at Handai-igakubu- byoin-mae.

If coming by monorail

- Hankyu Kyoto Line - Minami-ibaraki Station
- Hankyu Senri Line - Yamada Station
- Hankyu Takarazuka Line - Hotarugaike Station
- Osaka Metro (Midosuji Line) Kita-Osaka Kyuko Line - Senri-Chuo Station
- Osaka Metro (Tanimachi Line) - Dainichi Station
- Keihan Main Line - Kadoma-shi Station

Switch to the Osaka Monorail from the stations at left, transfer to the Saito line at Bampaku-Kinen-Koen Station and get off at Handai-Byoin-Mae.

If coming by car

- * Turn left on the Bampaku bypass (Osaka prefectural road 1 - Ibaraki Settsu Line) at the Minoribashi-minami intersection and proceed 400m.

Using the parking lot

- * The lot is only free for patients on the day they are admitted.
- * Spaces are limited, so please use public transport whenever possible when visiting the hospital.



THE UNIVERSITY OF OSAKA HOSPITAL