



# GUIDE TO CONSULTATION

大阪大学医学部附属病院



## Consultation Times

### First visit

(including patients revisiting our hospital after more than 6 months without appointments)

8:30 am  
to  
11:00 am

### Revisit

(without appointment)

8:30 am  
to  
11:30 am

### Revisit

(with appointment)

8:30 am  
to  
3:00 pm

(If your appointment is after 3:00 pm, it's acceptable.)

### Non-consultation days

Saturdays, Sundays,  
Holidays

New Year's Holidays :  
Dec. 29 to Jan. 3



If you do not have a specific referral letter, you must pay a stipulated medical care fee.

\*Patients cannot consult some clinics without a specific referral letter.



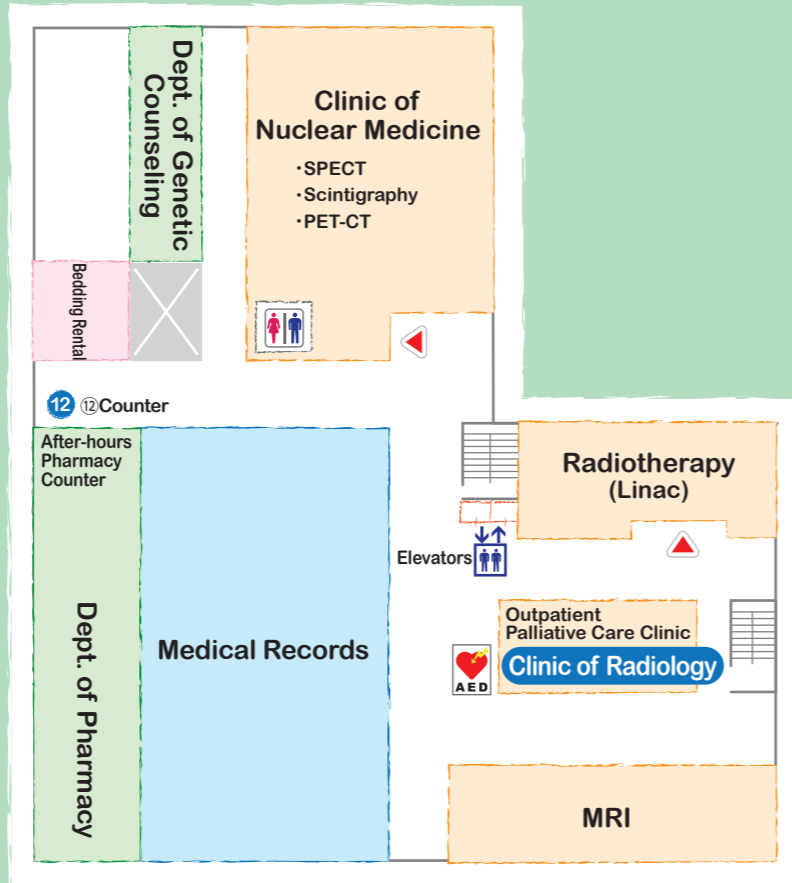
**Smoking is prohibited throughout the hospital.**



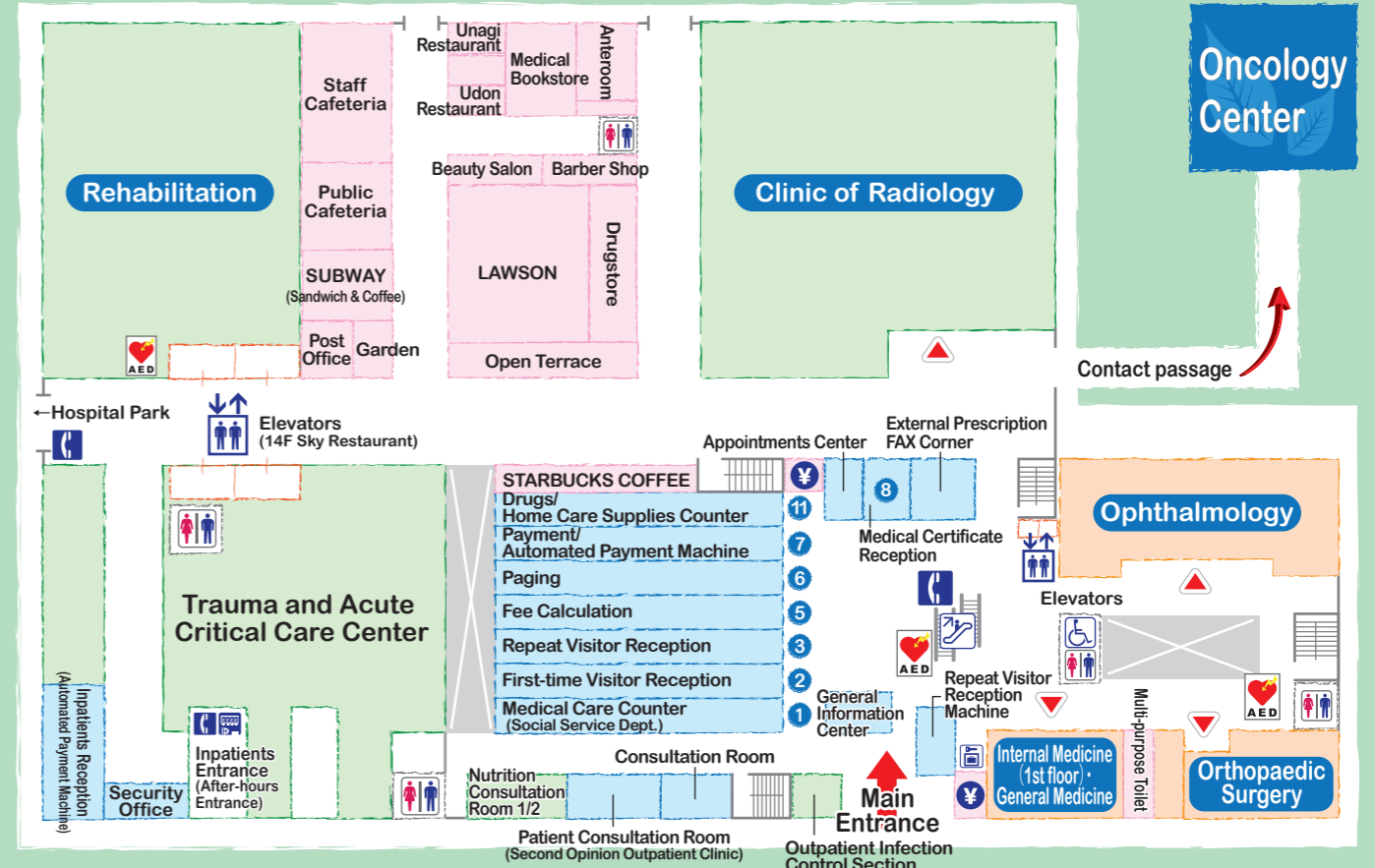
Osaka University Hospital

# Floor Maps

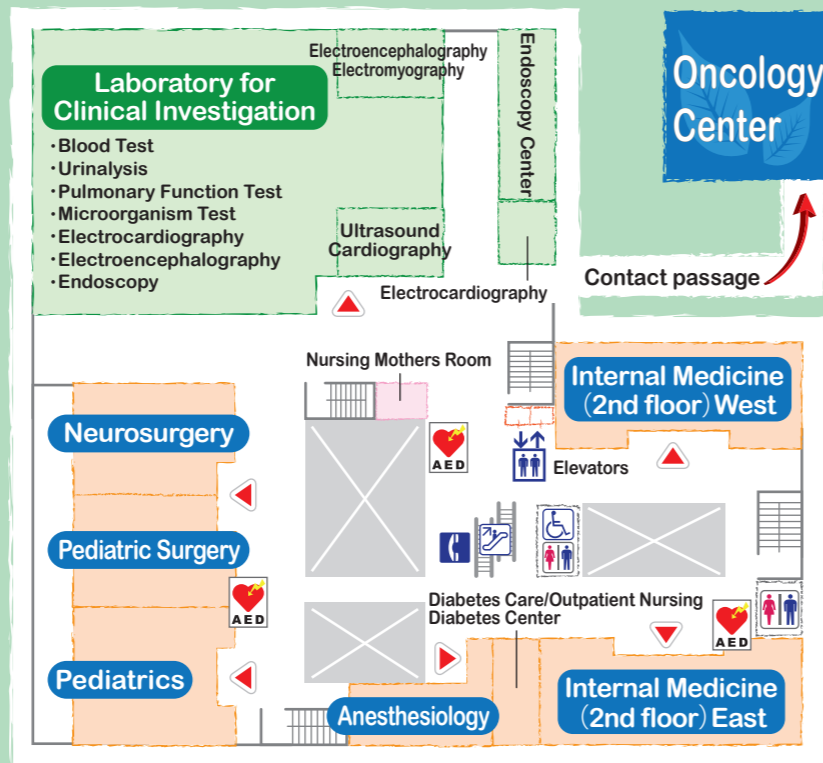
## Basement Level 1



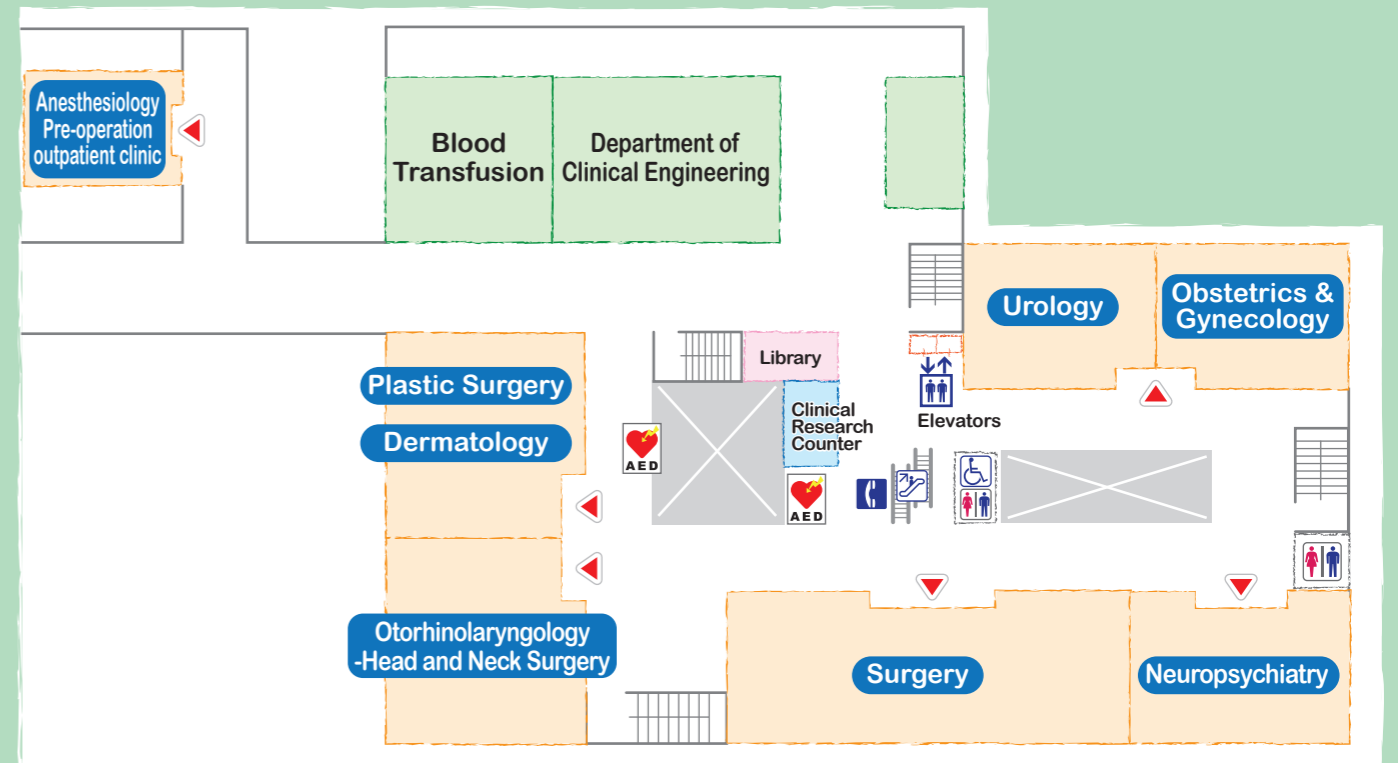
## 1st floor



## 2nd floor



## 3rd floor



### Departments

#### 3rd floor

- Obstetrics & Gynecology
- Neuropsychiatry
- Urology
- Otorhinolaryngology-Head and Neck Surgery
- Anesthesiology Pre-operation outpatient clinic
- Dermatology
- Plastic Surgery

#### Surgery

- Cardiovascular Surgery
- General Thoracic Surgery
- Gastroenterological Surgery
- Breast and Endocrine Surgery

#### 2nd floor

- Pediatrics
- Neurosurgery
- Pediatric Surgery
- Anesthesiology

#### Internal Medicine (2nd floor) West

- Cardiovascular Medicine
- Nephrology
- Hematology and Oncology
- Respiratory Medicine

#### Internal Medicine (2nd floor) East

- Gastroenterology and Hapatology
- Metabolic Medicine
- Clinical Immunology

#### 1st floor

- Orthopaedic Surgery
- Ophthalmology
- Trauma and Acute Critical Care Center

#### Internal Medicine (1st floor) - General Medicine

- General Medicine
- Neurology and Cerebrovascular Diseases
- Geriatrics and Hypertension
- Smoking Cessation Clinic
- Kampo Medicine
- Clinic for Complementary Medicine
- Clinical Trial

#### Basement Level 1

- Diagnostic and Interventional Radiology
- Radiotherapy
- Nuclear Medicine

### Legend symbols

- Pay Phone
- Elevator
- Escalator
- Coin Locker
- ATM
- Toilet
- Reception Counter
- Vending Machine
- AED
- Barrier-free Toilet

# INFORMATION

## About the first visit without a referral letter

referral letter

At the first visit, new patients without a specific referral letter are required to pay a stipulated medical care fee (¥5,400), in addition to the first-visit fee, at their own expense. We appreciate your understanding.

\*Patients cannot consult Ophthalmologists, Orthopedic Surgeons, or Otorhinolaryngologists (Head and Neck Surgeons) without a specific referral letter.

## For patients who have not visited our hospital for more than six months

- If you are revisiting our hospital after more than 6 months without an appointment, you must go through the first-visit procedures again.
- Please bring a specific referral letter with you and go to Counter #3 (Repeat-Visitor Reception) for the required procedures. (You need not fill out the application form again.)
- If you do not have a specific referral letter at the first visit, you have to pay the first-visit fee plus a stipulated medical care fee (¥5,400). We appreciate your understanding.

\*Patients cannot consult Ophthalmologists, Orthopedic Surgeons, or Otorhinolaryngologists (Head and Neck Surgeons) without a specific referral letter.

## Clinical sections of the specific referral letter required for your first consultation

referral letter

Patients cannot consult Ophthalmologists, Orthopedic Surgeons, or Otorhinolaryngologists (Head and Neck Surgeons) without a specific referral letter.

Please bring a specific referral letter with you at the first visit.

## No gratuity accepted

Gratuities to our hospital staff are not accepted under any circumstances. As we endeavour to provide patients with safe and high quality medical care services all the time, we ask for your understanding.

## About the Amenity Space



We have the following amenities.

- LAWSON
- Sky Restaurant
- Unagi Restaurant
- SUBWAY(sandwich & coffee)
- Barber Shop
- Post Office
- Drug Store
- Udon Restaurant
- Beauty Salon
- STARBUCKS COFFEE
- ATM (MUFG, SMBC)
- Cafeteria

## About Our Hospital



Osaka University Hospital has been designated an advanced treatment hospital by the Ministry of Health, Labour and Welfare to provide advanced medical care services and conduct development, evaluation and training related to advanced medical care. We also conduct medical education and research through the medical care. We would appreciate your understanding and cooperation in our important mission.

## External Prescription



The medicine prescribed in our hospital is prepared and dispensed at pharmacies outside of the hospital. We ask for your cooperation to promote the separation of dispensary from medical practice.

## Patient Registration Card



Your patient registration card is common through all the clinical sections in our hospital. Please keep it with care and make sure to bring it whenever you visit.

## Card with an ear symbol for hearing-impaired people (In Japan, it is called a "Mimi mark")

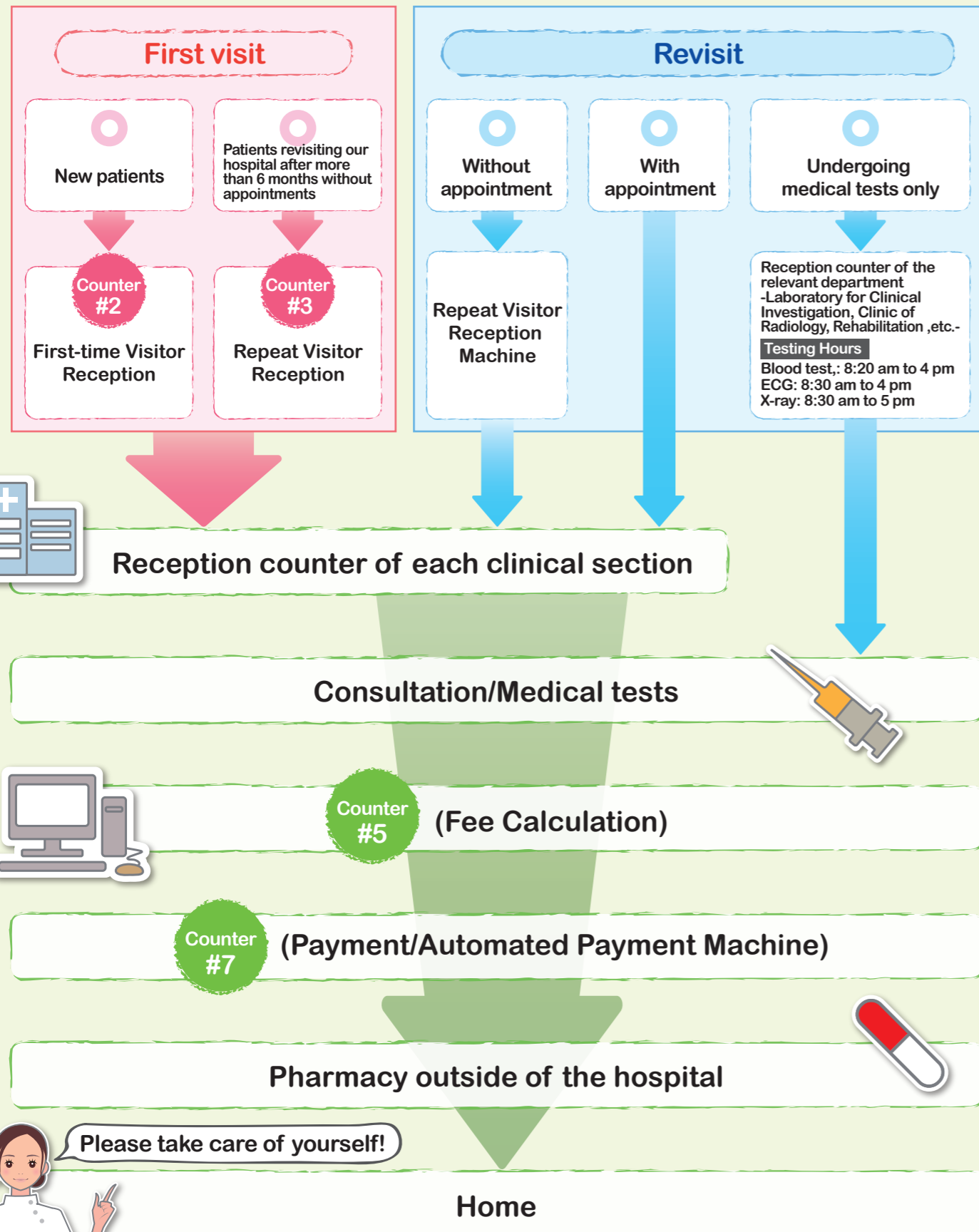


To help others know that you are hearing-impaired, cards with an ear symbol are available for hearing-impaired patients. Please ask to borrow one at the General Information Center (1st floor).

## About refraining from fragrance

Please refrain from using an excess of aromatic products, such as perfume, hair products, and fabric softener, in order to prevent health hazards caused by chemical sensitivity

# Consultation Procedures



## Reception Procedures for New Patients

- 1 Please take a number from the ticket machine installed at counter #2 (First-time Visitor Reception) and fill in the designated application form.
- 2 When your number is called, submit the completed application form, health insurance card/claimant certification for medical care and referral letter at this reception.
- 3 After completing the above procedures, your patient registration card will be issued to you. Please submit it with your referral letter at the reception counter of the clinical section that will be treating you.

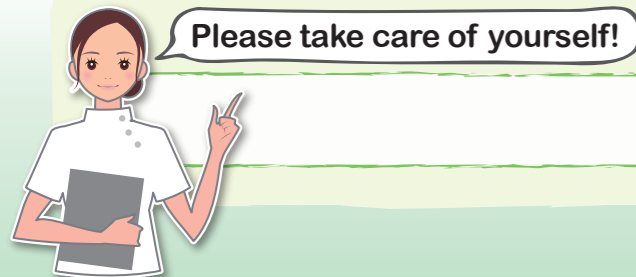
## Repeat Visitor Reception Machine

- This Reception Machine is for patients without appointments to consult doctors at an outpatient clinic within 6 months from a previous visit.
  - Specify your clinical section and the details. After the reception card has been issued, go to the reception counter of the clinical section and submit your patient registration card and reception card.
- \*If the machine does not accept your patient registration card and the card is returned, please go to counter #3.



## Calculation and Payment

- 1 Please make sure to go to counter #5 (Fee Calculation) after all of your consultations and tests have been completed for the day. (Including patients who have no payment, no medication, or no next appointment)  
\*When receiving treatment from 2 or more depts., go to counter #5 after completing all treatment.
- 2 Please submit the following at Counter #5.
  - Outpatient cards (white or pink papers from each clinical section)
  - Payment papers (light green papers from each clinical section)
  - Patient registration card
  - Health insurance card, etc.
- 3 A number slip will be issued to you at counter #5. When your number is displayed on the screen, you can pay the fee at the automated payment machine in Counter #7 (Payment Corner).  
\*Debit card (bank card) or credit card can be used at the payment machine only. The PIN number for your card is required.
- 4 After completing the payment, the receipt will be issued. The appointment date will be printed out on the bottom of the receipt. In case you need to procure medicine from the hospital pharmacy dept., the claim ticket for prescribed medicine is printed out.



## FAQs

### I've left my health insurance card behind. / I don't have the health insurance.

Please make sure to bring your health insurance card or any claimant certification for medical care. If you don't submit them, you have to pay the entire medical fee at the time of the visit.

\*Photocopies of the above documents cannot be used. Note that we cannot refund medical expenses even if you submit your health insurance card later.

### What's the an External Prescription?

The medicines prescribed in all the clinical sections is prepared and dispensed to outpatients at pharmacies outside of the hospital, except rare cases. Please receive the prescription from your physician in the consulting room. (Depending on each department, the prescription will be issued in a different way, please follow the instructions of your physician.) You can receive medicines at any health insurance pharmacies, so use a convenient pharmacy as your regular one. (The validity of the prescription is 4 days from the issued date.) If you have any questions about the an external prescription, please feel free to ask our staff at the External Prescription FAX Corner on the 1st floor.

### What's an External Prescription?

If you must procure medicines from the hospital pharmacy dept. of necessity, please submit the claim ticket for prescribed medicines, which will be issued when you pay the fee at the automated payment machine, at counter #11 (Drugs/Medicines/Home Care Supplies Counter) and receive the medicines. (Please receive get the medicines on the consultation day. When the period of medication passes, the medicines may be disposed of.)

### I've left my patient registration card behind. / I've lost it.

Please go to counter #3 (Repeat Visitor Reception).

### How can I get a Medical Certificate?

Make a request at counter #8 (Medical Certificate Reception) on the 1st floor.

### Can I change my appointment?

Please make contact with Appointments Center

TEL  
**06-6879-5290**

[Office Hours]  
9 am to 5 pm (Monday through Friday)

DESK  
[Office Hours]  
8:30 am to 5 pm (Monday through Friday)

\*Please contact us by 2 working days before your existing appointment. If you cannot visit the hospital on the appointed day, please contact us by 5 pm on the appointed day.

\*As your patient registration number is required to arrange your appointment, please prepare have your patient registration card on hand when you contact us.

### Can I make an appointment for consultation or tests?

We use an appointment system. Your physician will make an appointment for your next consultation or tests at the consultation, if needed. Note that patients themselves cannot apply for their initial appointment. Only requests for appointments from medical facilities are accepted.

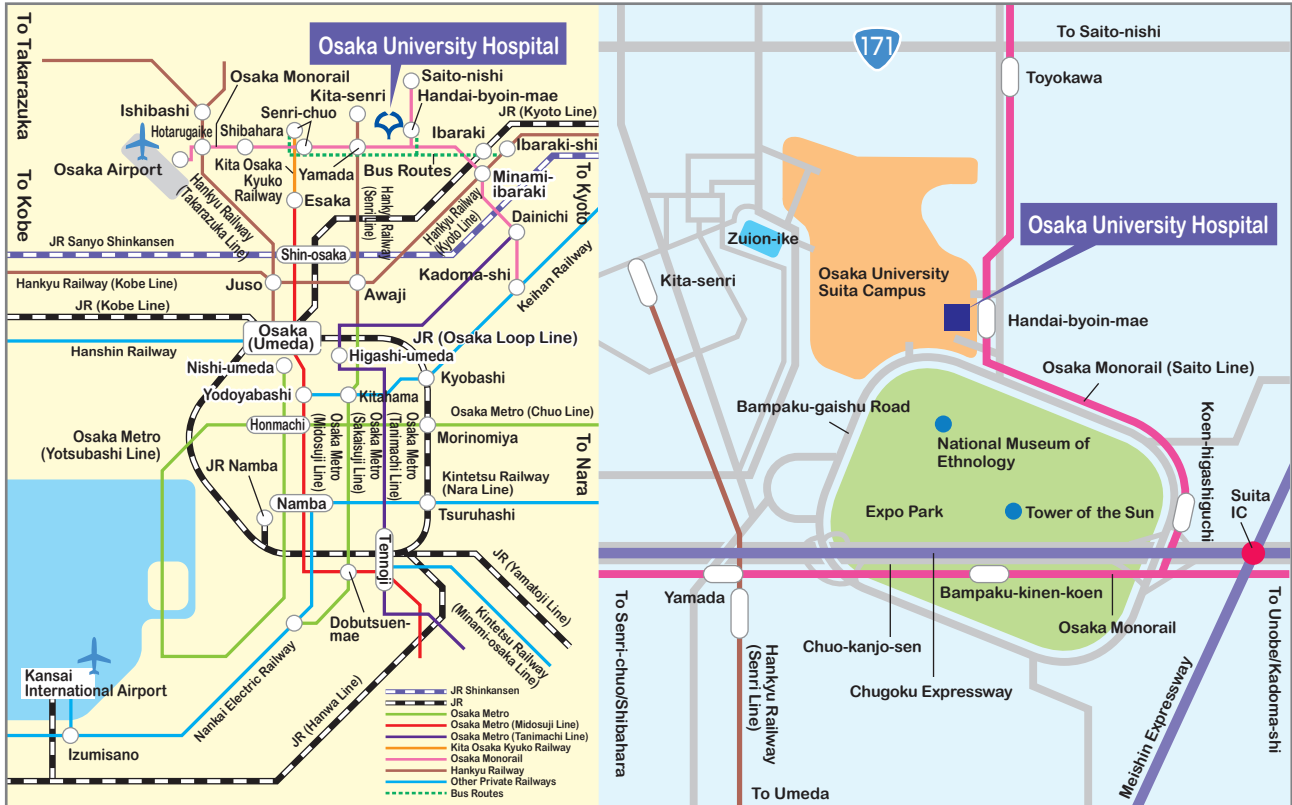
### I've changed my Address / Name/Telephone Number.

Please go to counter #3 or #5 and fill in the designated form.

### Can I have get counseling about Public Aid?

Please feel free to ask our staff at counter #1 (Medical Care Counter / Social Service Dept.). (Public medical assistance, Medical services and supports for persons with disabilities, outpatient mental medical service, Intractable diseases, Specific chronic pediatric diseases, Industrial accidents and pollution-related diseases, etc.)

# Travelling to Osaka University Hospital



## Bus



- From JR Ibaraki Stn. or Hankyu Railway Ibaraki-shi Stn., take the Kintetsu Bus (bound for Handai-honbu-mae or Handai-honbu-mae-keiyu-Ibaraki-mihogaoka) and stop at **Handai-igakubu-byoin-mae**.  
Approximately 20 min from JR Ibaraki Stn., 30 min from Hankyu Railway Ibaraki-shi Stn.
- From Senri-chuo Stn., take the Hankyu Bus (bound for Handai-honbu-mae or Handai-honbu-mae-keiyu-Ibaraki-mihogaoka) and stop at **Handai-igakubu-byoin-mae**. Approximately 20 min.

## Osaka Monorail



Hankyu (Kyoto Line) Minami-ibaraki Stn.	Hankyu (Senri Line) Yamada Stn.	Hankyu (Takarazuka Line) Hotarugaike Stn.
Kita Osaka Kyuko Railway Senri-chuo Stn.	Osaka Metro (Tanimachi Line) Dainichi Stn.	Keihan Railway Kadoma-shi Stn.



Transfer to the monorail at the stations listed left, and change trains bound for Saito-nishi at Bampaku-kinen-koen, and then stop at **Handai-byoin-mae**.

## Car



- Turn left at "Minoribashi-minami" on Bampaku-gaishu Road, and keep going straight on Ibaraki-Settsu Prefectural Road ①, then turn left at "Handai-byoin-mae".

### Parking Information

It costs ¥300 for outpatients at every parking on the consultation day from July 1, 2014. Please insert the parking ticket and your patient registration card into the prior payment machine or the payment machine at the exit gate.

\*Parking for patients is very limited and there is often a queue. Please use public transport whenever possible.

## OSAKA UNIVERSITY HOSPITAL

2-15 Yamadaoka, Suita, Osaka 565-0871  
Switchboard 06-6879-5111 Appointment Center 06-6879-5290  
<http://www.hosp.med.osaka-u.ac.jp/>