



Asahikawa Medical University Hospital Information for outpatients

Reception hours: 8:30am-12:00 pm (initial and follow-up visits)

An appointment and a referral letter from your doctor are usually required.

- Asahikawa Medical University Hospital is an advanced treatment hospital that performs treatments which cannot be done at other primary level hospitals. We require referrals from other medical institutions for consultations. First-visit patients should bring a referral letter.
- Please be aware that if you do not have a referral letter, you will have to pay 5,500 yen (includes tax) as a “Fee for treatment of Patients’ Choice (Sentei Ryoyo-hi)” in addition to the medical fee.
- **An appointment is required** for general visits to this hospital.
- Patients without an appointment may not see a doctor on the same day except in the case of medical emergencies.



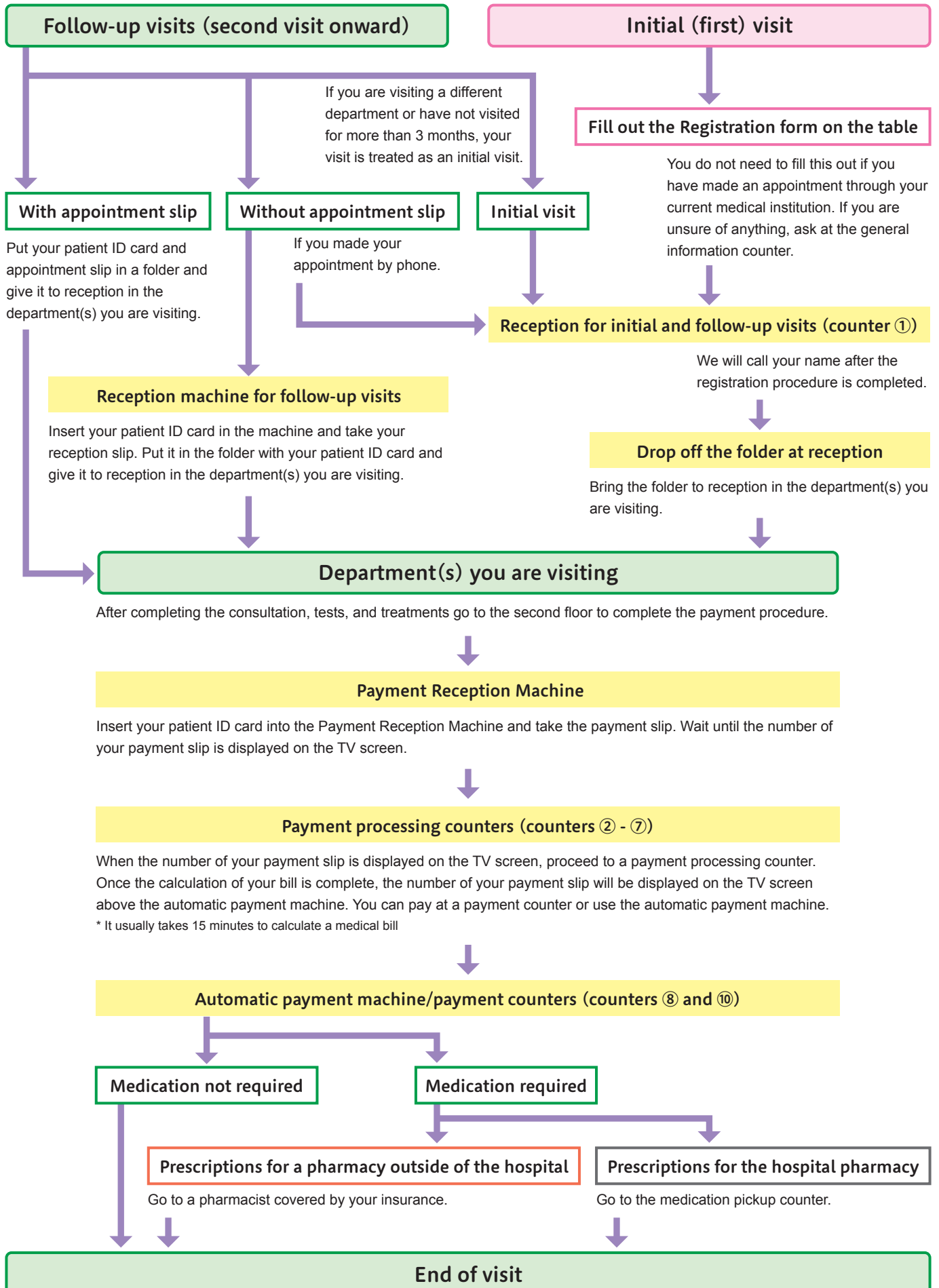
旭川医科大学病院

Asahikawa Medical University Hospital

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Tel: +81-166-65-2111

What to expect when you visit



Procedure for initial (first) visits

Fill out the registration form and submit it to the reception counter for initial visits with your health insurance card and referral letter.

Procedure for follow-up visits (second visit onward)

Visits treated as initial visits

Your visit will be treated as an initial visit if you **are visiting a department that you have not visited before**, or if you **have not visited for more than 3 months**. Submit your health insurance card, Patient ID card and referral letter to the reception counter for initial and follow-up visits.

If you don't have an appointment slip (e.g. if you forgot to bring it or didn't make an appointment)

Put your Patient ID card in the **reception machine for follow-up visits** and follow the instructions on the screen to select the department(s) you are visiting. The machine will issue a reception slip. Put it in the folder along with your Patient ID card and bring the folder to the counter in the department(s) you are visiting.

If you have an appointment slip

Put your Patient ID card and appointment slip in the folder and bring the folder to the counter in the department(s) you are visiting.

Billing & Payment

After completing the consultation, tests, and treatments, take a payment slip (numbered ticket) and wait. When the number of your payment slip is displayed on the screen, bring your folder with your Patient ID card, test slip, etc. to a **payment processing counter**. **We will give your payment slip back to you.**

If you visited more than one department during your visit, please do your payment procedure after all appointments are finished.

Once the calculation of your bill is complete, the number of your payment slip will be displayed on the screen above the automated payment machine.

At the automated payment machine, scan the barcode on your payment ticket or insert your ID card, then follow the payment instructions.

Patient ID Card

You will need to use the same Patient ID card in every department you visit, so be sure to bring it to each of your appointments. If you lose or damage it, you will need to pay for a new one to be issued.

Making your next appointment

The doctor(s) will tell you when you should see them again.

Your next appointment is written on the Patient Appointment slip attached to your receipt. Bring this with you for your next visit.

Medication

There are two types of prescriptions in Japan: one is an out-of-hospital prescription for a community pharmacy and the other is an in-hospital prescription for the pharmacy inside the hospital.

Generally, prescriptions are issued as out-of-hospital prescriptions.

Out-of-hospital prescriptions

At the end of your appointment(s), the doctor(s) will give your prescriptions for a pharmacy outside of the hospital. If you need any help, go to the Out-of-Hospital Prescription Counter in the Entrance Hall. There is a map of pharmacies there which you can choose from. Our staff will fax your prescription to your chosen pharmacy.

In-hospital prescriptions

Please be aware that purchasing medicine in the hospital's pharmacy can be very time-consuming and you may have to wait for 2~3 hours.

When the number on your medication slip is displayed on the screen above the medication counter, please detach the medication slip from your receipt and submit it to the medication counter to pick up your medications.

Please note that medications may not be able to be picked up in numerical order, as preparation times differ depending on the type of medication.

Medical Network Office

(Regional medical cooperation unit and reception for issuing medical certificate for publicly funded health care)

If you need publicly funded assistance, please visit the Medical Network Office on the second floor. Our staff can provide you with information about applying for publicly-funded healthcare and issue the medical certificate for publicly-funded.

Feedback about hospital services

If you have any questions or feedback about your treatment or other services provided here, please visit the Hospital Affairs Section Office on the second floor.

Cancer Consultation Services

Our cancer consultation and support center is a place for cancer patients, their families and members of the community to ask any questions they have about cancer. If you have any questions, please visit the Hospital Affairs Section Office on the second floor or ask your outpatient nurse. They will arrange for you to speak with an expert.

Main entrance hours

Our main entrance is open **from 7:00am to 7:30pm on weekdays**. If you need to access this hospital outside those hours, please use the after-hours entrance on the first floor.

Lost and Found

If you have found or lost any property in this hospital, please visit the Hospital Affairs Section Office on the second floor.

Departments and reception counters

(The number indicates the reception counter for each department)

Please check the outpatient consultation schedule in advance, as some clinical departments may be closed for examinations or operations.

You can find the outpatient consultation schedule on our website

(<https://www.asahikawa-med.ac.jp/schedule/index.html>) OR at the information counter located in the hospital's Entrance Hall.

1F

Otorhinolaryngology	⑩	Palliative Care	⑫
Head and Neck Surgery	⑩	Physical Medicine and Rehabilitation	⑫
Anesthesiology and Resuscitative Medicine	⑩	Neurosurgery	⑫
Pain Clinic	⑩	Psychiatry and Neurology	⑬
Cardiovascular Anesthesiology	⑩	Plastic Surgery	⑬
Ophthalmology	⑪	Oral and Maxillo-Facial Surgery	⑭
Pediatrics, Adolescent Medicine	⑫	General Medicine Department	⑮
Neonatology	⑫		

2F

Gastroenterology	⑳	Respiratory Medicine	㉒
Hepato-Biliary-Pancreatic and Transplant Surgery	㉑	Neurology	㉒
Gastrointestinal Surgery	㉑	Cardiac Surgery	㉒
Respiratory Surgery	㉑	Vascular Surgery	㉒
Breast Surgery	㉑	Diabetes and Endocrinology	㉓
Pediatric Surgery	㉑	Rheumatology and Collagen Disease	㉓
Cardiovascular Medicine	㉒	Hematology and Oncology	㉓
Renal Medicine	㉒	Outpatient Chemotherapy Center	㉓

3F

Orthopaedic Surgery	㉓	Gynecology and Reproductive Medicine	㉓
Renal and Urologic Surgery	㉓	Radiology	
Dermatology	㉔	(Diagnostic Radiology, Interventional Radiology)	㉓
Obstetrics	㉔	Radiology (Radiation Oncology)	㉓
		Radiology (Nuclear Medicine)	㉓