Kyushu University Hospital

Hospitalization Guide

入院のごあんない

Please bring this booklet with you for hospitalization.

This booklet gives you necessary information about the admission plan and how you spend time in the hospital. Please keep this booklet at hand as you need to use it from your hospitalization to discharge.

Kyushu University Hospital is the accredited hospital rated 6.0 by Japan Council for Quality Health Care

Kyushu University Hospital

〒812- 8582
3-1-1 Maidashi Higashi-ku Fukuoka

TEL 092(641)1151

Smoking is prohibited within the entire Maidashi Campus [Hospital Zone].

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Our Mission

We strive to be a hospital that satisfies patients and medical professionals, and contributes to the development of medicine.

Our Policies

Provision of advanced medical care and promotion of research and development

❖

Pursuit of greater medical safety

❖

Contribute to community healthcare

❖

Promotion of globalization based on information technology

❖

Cultivate medical professionals who practice holistic medicine

Patient's Raights

1. Your rights and dignity as an individual shall be respected.
2. You have the right to receive equally adequate and quality medical care.
3. You have the right to receive adequate explanation until you have reached sufficient understanding of your health conditions and medical care.
4. Once the explanation has been given to you, you have the right to select and decide your medical care in accordance with your free will.
5. If you wish to seek a second opinion about your diagnosis or treatment, you have the right to use a second-opinion system.
6. You have the right to obtain information about your own medical records.
7. You have the right to respect of privacy and protection of personal information.

**Please see the next page regarding our guidelines of private information.

Patient's Responsibilities

1. If there are any changes in your health condition please do not hesitate to tell us as soon as possible.
2. Please receive medical practices such as examinations and treatments with sufficient understanding.
3. In order to ensure that all patients can receive proper treatment, please respect the privacy and comfort of other patients.
4. Please adhere to social rules, hospital regulations, and instructions of hospital staff.
   - Smoking is strictly prohibited within the entire property of the Hospital Zone. Do not smoke in any location.
   - Please handle equipment and property of the hospital with care.
   - Acts of violence and abusive language against other patients and hospital staff are prohibited.
5. Please pay the medical bill for the received medical care without delay.

Breach of contents above could result in discontinuation of consultations and treatments. (We may also report to police about an incident.)

6. Our hospital is an educational and research hospital. We appreciate your cooperation with medical professions to develop new diagnostic and therapeutic methods.

Director of Kyushu University Hospital

Our policies for protection of patient's private information

Kyushu University Hospital (referred to as "the hospital") creates medical records according to treatment accepted by patients. These records are including many of patient's private information, and we believe that handling of those information with respect is most important factor. In order to establish reliable mutual relationships with patients, the hospital acts to supervise and protect medical & private information based on policies below.

Policies

1. The hospital shall adhere to laws and ordinances related to personal information protection and relevant guidelines, shall establish internal rules based thereon, and all personnel shall adhere to the rules to handle the information of our patients appropriately. We shall also confirm, as necessary, that there are no problems concerning personal information protection and shall make improvements continuously.
2. Although the hospital shall collect personal information of our patients within the scope necessary, we shall indicate, within the hospital, the purpose of use of such collection. Although the personal information of our patients that we collect may be used for medical research, education, and training, we shall maintain anonymity to the extent possible and make effort to avoid infringement of the privacy of our patients.
3. To handle the personal information of our patients appropriately, the hospital shall designate persons responsible for carrying out continuous education of personnel, students, and trainees.
4. The hospital shall prevent loss, destruction, falsification, and leakage of the personal information of our patients and shall make effort to perform safe and accurate handling of the information.
5. In case of outsourcing a portion of examinations, etc., to an external medical facility or examination company, etc., the hospital shall outsource to a trustworthy facility, etc., and, at the same time, shall exchange contracts so that the personal information of our patients will not be handled inappropriately.
6. Even when notification of medical information to a third party is required for reasons of medical care in order to protect the health and life of our patients, the hospital shall carefully examine the necessity and make effort to protect the personal information of our patients to the extent possible.
7. The hospital shall disclose medical information in response to requests by our patients. If there is any inappropriateness in our handling of information, we shall make corrections.
8. The hospital shall provide explanations for any opinions or questions concerning the protection of the personal information of our patients.

To secure medical safety & protection of patient's private information

Presenting a patient's name during admission

The hospital pays careful attention to protect the patient's personal information based on the hospital's personal information protection policy and is engaged in various activities in preventing medical accidents. Safe medical practice is based on providing appropriate medical care suited for each patient and if "mixing up patients" occurs accidentally by not displaying the patient's name, this may lead to serious accidents such as examinations, injections, and surgery different from which were originally planned.

Based on the above reasons, we uphold the policy of displaying the patient's name with regard to the following matters and take the personal information protection measures indicated in bracket.

Where we present a patient's name

1. Nameplate outside of the room
2. Wristband
3. Bed (Nameplate will be turned over when a patient carried to other sections/public spaces within the hospital)
4. On a cup/container to take urine samples
5. On a container of blood/urine sample for research section (to be kept in designated box at nurse stations and cleaning rooms with names not being seen until its collection)
6. On IV infusion bags or bottles, and syringes (they will be covered up for patients travel to public areas within the hospital, if requested.)
7. On bags of medical records and X-Ray film (they will be covered up for patients travel to public areas from inpatients wards)

Should you ask your attending doctor or nurse for your concerns, questions & requests regarding the presentation of your name, when you admitted. If no particular questions/requests submitted, we regard as the name display system has been agreed by patients.

1 Pre-Admission

What You Need to Know

There are four important points we would like you to know upon hospitalization.

Explanation and agreement (Informed Consent)

- Please receive a thorough explanation of your illness, examinations, and treatment policy from your doctor.
- Please consult with your family who will be able to receive explanations of the illness.
- The 'Hospital Care Plan' in which your treatment schedule are written will be handed over to you during your hospitalization, and a doctor or nurse will explain to you about the plan.

Explanation of patient's condition, surgery, treatment and consultation are performed within consultation hours (9:00 a.m. to 5:00 p.m.) on weekdays as a rule.

**Our hospital may not be able to accept patient or his/her family's request of explanations mentioned above during nighttime or weekend except when clinical department needs to do so.

What is 'Certificate of eligibility for ceiling-amount' application

We recommend you to apply for it before your admission, and present the approved certificate at the Inpatient reception on the day of your hospitalization. The amount of payment will be reduced by applying and acquiring the certifi cate.
※For more details, please refer p27 or attached sheet, 'Certificate of eligibility for ceiling-amount application.

Visiting different medical institutions during your hospitalization

In principle, you are not allowed to see medical professions at different medical facilities other than Kyushu University Hospital (including your home doctor) during your hospitalization in our hospital. Visiting and seeing other medical practitioners at other facilities with your own favor (including your family having a consultation on your behalf) **will cost you 100%, meaning your health insurance will not cover its fees.** However, this rule is excluded when you visit a dental institution during your medical (non-dental) hospitalization in our hospital.

(e.g.) I asked my family to get my medications from my family doctor because they are running out.

➡Make sure to inform your doctor, nurse or pharmacist if you are taking regular medications.

Please talk to your doctor about a consultation with a doctor at a different medical institution during your hospitalization.
If you have questions, please contact a person in charge of hospitalization (TEL: 092-642-5149).

For those who are facing surgery

**Details about surgery will be given to you after your admission.

Stop smoking

Smokers have higher risks of getting inflammation in bronchial tubes and having more phlegm. After operations, it is hard to cough because of wound pains, and it accumulates phlegm and it could end up inflammation of the lungs (pneumonia). Let's stop smoking now if you are a smoker.

Mind your oral care

Risk of developing of pneumonia could be reduced by keeping oral cleanliness. Visit our Perioperative Oral Care Centre, and keep in mind to practice brushing your teeth properly at home.

Prevent infection

For a coming operation, make a routine to gaggle and wash your hands to prevent getting cold. Please be sure to contact a relevant outpatient department if your physical conditions become poor (having more than 38℃ fever, diarrhea etc.) on your admission day.

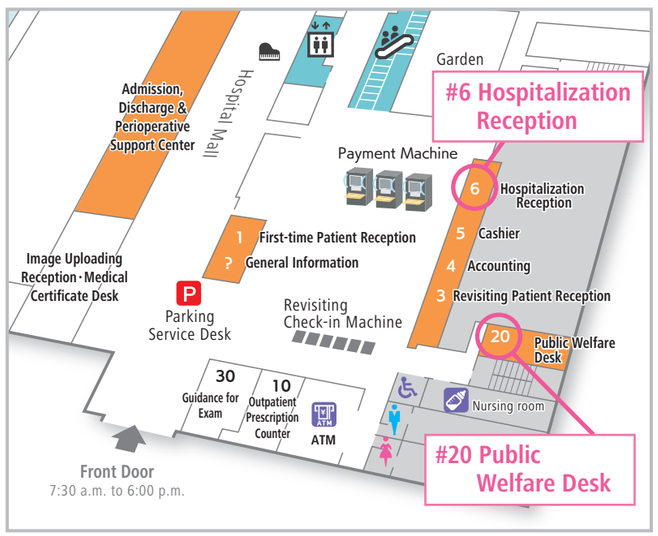
Admission Procedures

- Hospitalization reception serves a number tag for the day. Please visit the reception with enough time frame to your appointed time. The reception hours are from **8:30 a.m. to 5:00 p.m.**
- The reception locates in the Outpatient Ward on the 1F of the hospital. Please submit items shown below to **#6 Hospitalization reception**.

Items you need

- ☑ **Written pledge of hospitalization** (To be filled before admission)
- ☑ **Health insurance card**
- ☑ **Patient ID card**
- ☑ **Seal** (One requires red inkpad)
- ☑ **If "Cosigner" is selected, a copy of the cosigner's ID**
- ☑ **If "Guarantee by credit card" is selected, a form of guarantee of payment for hospitalization**
- ☑ **If "Guarantee by credit card" is selected, a credit card**
- ☑ **Medical certificates** (Disability/Infant/Single parent/ Specific medical/Certificate of eligibility for ceiling-amount, etc.)
- ☑ **Discharge certificate** (Only if you have hospitalized at other hospitals within past 3 months.)
- ☑ **If "Guarantee by credit card" is selected, a copy of the credit card holder's ID**
  *Not required if the patient's own credit card is used to guarantee the payment.
- ☑ **100,000 yen in cash if "hospitalization deposit" is selected**

- Please be sure to call 092-642-5150 & inform us if you delay for your scheduled admission time.
- Please inform us at #6 Hospitalization reception if you are hospitalized under public medical assistance (rehabilitation care, development care, child care, specific medicals, child chronic illness, hepatitis & social security), car accident, or worke's compensation (injured etc.) at work / on the way to work.



*May differ from the current layout depending on the progress of renovation work

【1F Outpatient Ward】

- Please visit #20 Public Welfare Desk for public medical assistance etc.
- When your health insurance card or other medical cards are amended or renewed during your hospitalization, make sure to inform the inpatient ward office or #6 Hospital reception as soon as possible. Also your health insurance card & medical certificates must be presented to the inpatientward office or at #6 Hospitalization reception on the first day of each month.

Items You Need at the Hospital

1 Medications

- Medications etc. you are currently taking
- Medicine handbook
- Information of medication

2 Footwear

Shoe type

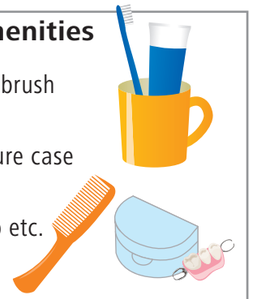
slippers or flip-flops

3 Cutlery

- Cup with handle
- Chopsticks
- Spoon

4 Amenities

- Toothbrush
- Denture case
- Comb etc.



5 Bath items

- Washing bowl
- Shampoo
- Soap
- Shaving razor etc.

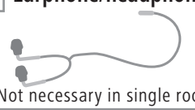
6 Underwear

- Shirts
- Underpants

7 Night wear

Night wear rental is available (73 yen/day. Please refer to p28)

8 Earphone/headphone for TV



*Not necessary in single rooms A,B,C

9 Others

- Box of tissue
- Towels
- Bath towels
- Cloth hangers
- Diapers
- Jacket (when it's cold)
- Laundry detergent
- Pens
- Face Mask
- Hand soap

Please prepare items above if necessary. You can rent diapers at hospital at 330yen/day (for adults only, refer to p28).

*Daily items can be purchased at the shop in the hospital. Please write your name on your own items.

*Please do not bring too much cash or jewelries/valuables to the hospital

*Please do not bring any of electric items except ones shown in the box below.

Electric items allowed to bring in

- Mobile phone
- Smart phone
- Music player
- Radio
- Mobile Wi-Fi
- Laptop PC
- PC tablet

※Please mind other people around you when you use these items.

Note

Please remove nail polish and gel nails before coming to the hospital, as they interfere with medical examinations and procedures.

It is strictly prohibited to bring flammable or dangerous items to the hospital.

Accommodation

- Standard accommodation is a share room for maximum of 4 patients. Cabinet, Pre-paid card operated TV & compact fridge and over-bed table etc.
  **Please use earphone when watching TV. (No rentals available, otherwise they can be purchased at convenience store/kiosk in the hospital. Single room uses are not required to use these devices.)
  No TV to be watched, as we turn off the lights at 9:00 p.m. Please mind others sharing a room with you.
- TV cards are available from the TV-card vending machines located in the day room on the 3F of the North Ward & lounge rooms on the 4F to 11F of the South Ward.
- TV-card operated washing machines & dryers are available. Please use the same card for TV.
- TV-card operated internet is available in the day room on 6th, 8th, and 10th floor. Please use the same card for TV.
  **The hospital has in-house free broadcasting information for "Hospitalization guide", "Facility guide", "Exercise for muscle weakness of legs and hips", and "Prevention of falling down"

information

Kyushu University Hospital Wi-Fi service is available in the patient rooms.

Available hours 6:00 a.m. to 12:00 a.m. Usage fee Free

- **Private rooms are available – extra charge required.**
  Please inform your doctor or nurse if you wish to use a private room as they need to be booked in advance, because the room availabilities are depending on departments. We may not be able to satisfy your request if there is no vacancy. Extra charge will be applied to use of a private room.
  ****Extra charge will be calculated based on the number of days you stayed overnight, not based on time arrived/departed.** (i.e. - 2 days room rate will be charged to a patient stay overnight.)

[Private room information]

South/North	No. of rooms	Fee (per day)
Deluxe private room C (22㎡)	17	9,900yen
Deluxe private room D (22㎡)	135	6,600yen
Deluxe private room E (22㎡)	28	5,500yen

**Others like deluxe private rooms A&B on the 11F of South (33,000yen & 13,200yen / day) and semi-private rooms on the 8F of North (1,980yen & 1,650yen /day) and deluxe private rooms F&G on West-wing Psychiatry (3,740yen & 2,200yen) are available as well. Ask details to your department.

- You may be asked to change your ward, room, or bed within the same room due to the health condition of yours and other patients. We appreciate your cooperation.

Room Experience "Private Room 360 Degree View" with your Smartphone

Scan the QR code below with your smartphone to see the atmosphere and size of the room on the screen. The following 3 rooms can be viewed.

Deluxe room C

Deluxe room D

Deluxe room E

How to use "Private Room 360° View"

1. Start the QR reader.
2. Scan the QR code of the room you want to see.
3. The room will be displayed on your smartphone, and you can look around the room by touching the screen.

You can change the viewing direction with your finger.

*Some models may not work properly.

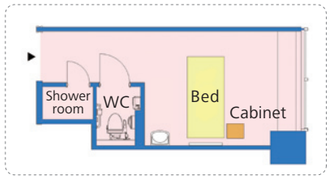
[Room equipment]

○…No charge ●…To be paid

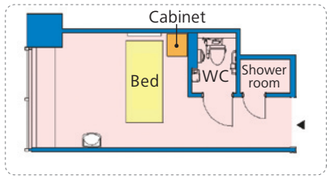
	Share room (Max 4 people)	Deluxe room (Yen)				
		A	B	C	D	E
Fee (per day)		33,000	13,200	9,900	6,600	5,500
Toilet		○	○	○	○	○
Bath		○	○			
Shower		○	○	○	○	
Kitchen		○	○			
TV	●	○	○	○	●	●
Phone		●	●	●		
FAX		●	●	●		
Internet		○				
Refrigerator	●	○	○	○	●	●
Microwave		○	○	○		
Electronic kettle		○	○			
Locker			○	○		

Deluxe rooms F&G on West-wing (Psychiatry) (3,740yen & 2,200yen /day)
and private rooms on 8F of North (Ward 2) (1,980yen & 1,650yen /day) are available.

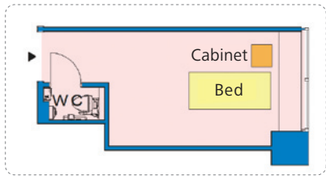
Deluxe private room C



Deluxe private room D



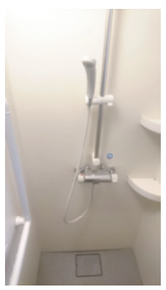
Deluxe private room E



*The room layout and pictures are examples. It may change from room to room.

▲Deluxe private room C

▲Deluxe private room D



Shower room▶

Cabinet

*A TV-card (pay) is necessary when using TV, fridge, and DVD (including blue ray).

*This cabinet is in share rooms, special rooms D・E, and single rooms for serious illness.

2 Your Stay

Hand Hygiene

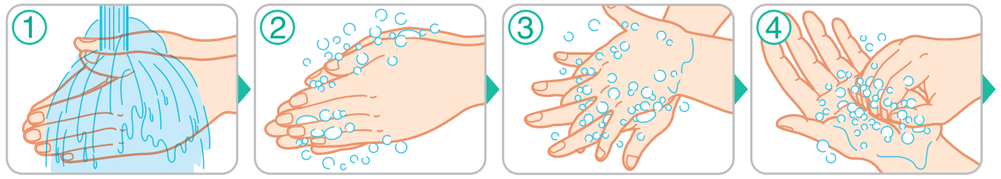
Pathogens that are not a problem when you are healthy can cause infections when you become ill or when one's physical strength is declined by treatment. The basis of infection prevention is hand hygiene (hand wash or hand disinfection) at first. Hand hygiene is important especially in a hospital environment where a large number of people, including patients, medical personnel, and visiting people come and go.

Healthcare workers are enforcing hand hygiene for infection control. Patients and visiting people also need hand hygiene before and after meals and after entering and leaving the hospital room.

●Use soap & running water

(!) Washing hands especially after using the bathroom is important.

How to properly wash hands

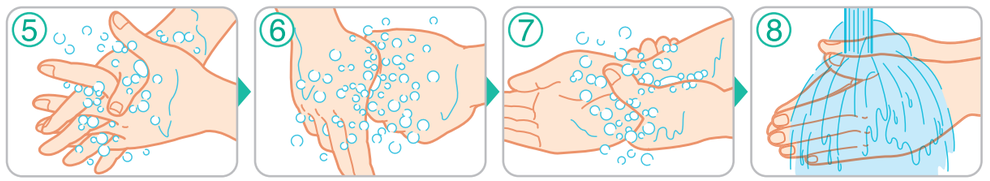


① Wet both hands completely.

② Take the soap in your palm, and rub the soap between both hands.

③ Rub the backs of both hands back and forth.

④ Wash your fingers and nails on both hands.



⑤ Wash between your fingers well.

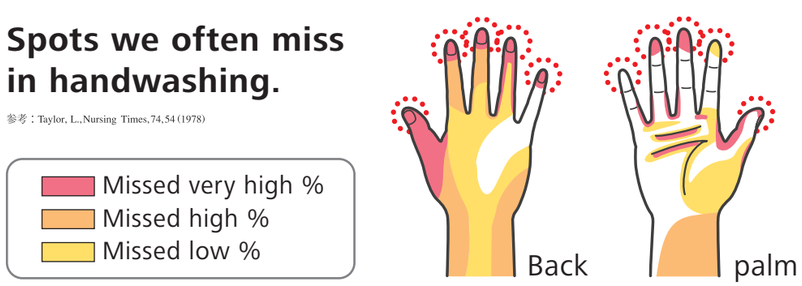
⑥ Hold your thumb and rub with your other hand (both thumbs).

⑦ Don't forget to wash your wrists.

⑧ Rinse off the soap with water, and dry with a clean towel or paper.

Spots we often miss in handwashing.

参考：Taylor, L., Nursing Times, 74, 54 (1978)



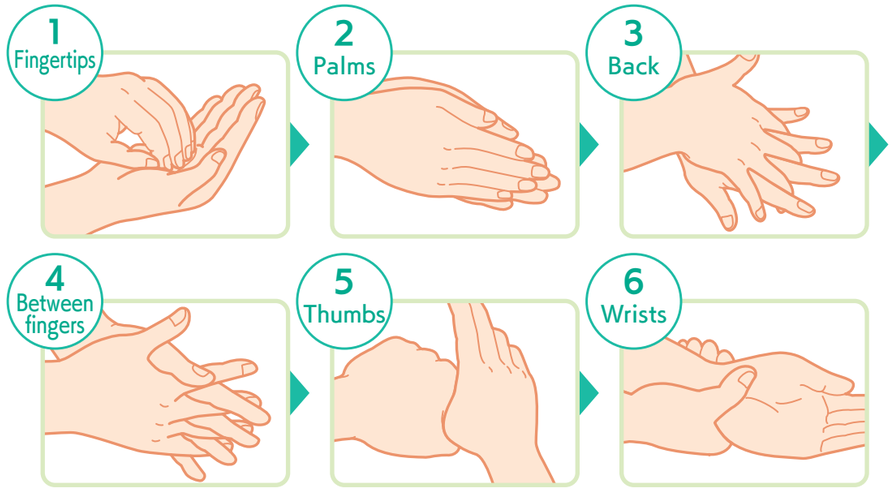
Disinfecting Hands

Hand sanitizer is placed at the entrance of each department of the hospital. Please follow the instructions below. (The disinfectant contains alcohol as well as alleviating agent for preventing rough skin.)
**We recommend those who are allergic to alcohol to use soap.

How to use hand sanitizer

1 **Put 2 pumps (2ml) or more** disinfectant gel on the palm.

2 Rub the agent step by step as follows.
Fingertips → Palms → Back → Between fingers → Thumbs → Wrists



3 Rub your hands well till the gel gets dry out. It gives complete sterilization & disinfection. It is not necessary to dry your hands by towels.

Request to Wear Face Masks in the Hospital

Covid-19 infection may carry the virus even if you are asymptomatic. Therefore, we ask that you wear a face mask "when leaving the hospital room" and "when talking with other patients or medical personnel".

For Your Safe Stay

We are working on medical safety throughout the hospital so that every patient in the hospital can receive medical care without anxiety. We appreciate your understanding and cooperation with regard to our procedures below.

1 Confirming patient's name

We reconfirm your FULL NAME, not only your last name.

Many people have same last names. We make sure both last name and first name to prevent mixing up patients.

We ask you to SAY YOUR NAME.

In order to prevent misunderstandings, we ask patients to say their name.

We ask you to wear an ID wrist band

ID bands are used for hospital staff to ensure patients when giving treatments such as injections, examinations or operations.

2 If you are confused..., Please ask us first.

Let's work together on maintaining safety.

- "I was given instructions how to take drugs by a nurse in the inpatient ward, but my doctor said different things."
- "I was given an explanation about a test tomorrow, but I could not understand well"
- "Ward staff recommended the treatment, but I wonder if there is any other options? I hesitated to ask."
- "I did not hear my test results. I want doctor to explain to me.

**Feel free to ask hospital staff at all times without any hesitation.

3 Prevention of fall incidence

Since the life in hospital is quite different from what you are accustomed to at home in terms of living environment or habits, your "everyday life" changes little by little.

❶ Hospital environment

You mainly stay on the bed during the hospitalization. The hospital floor is much harder than tatami mats or carpets. If you fall on the floor or fall from the bed, it would be much more painful than you think and you may broke your bone. It is also very dangerous to stand on the bed.

It was so painful when I was off guard and fell down from the bed!

(!) The beds are higher than your bed at home. Please do not lower the **BED FENCE**.

❷ Decrease in activity under medical treatment

Immobility affects the movement of the body unexpectedly.

- Feel dizzy when moving the body.
- Can't move the body as you want.
- Can't do things you used to do.

(!) Such things are not special but **CAN HAPPEN TO ANYONE!**

I had to have surgery for femoral fracture so the date of discharge was extended for one month!

●Also…

A: I hit on my head and had to check again and again for a while.

B: The wound got opened when I fell down so I had to have reoperation.

❸ Your physical condition may change because of the drug administration.

Patient's physical condition may change temporarily and experience i.e., dizziness, general weakness, or increased amount of urine, due to examinations, IV drips, injections, oral medicines, etc.

(!) Please tell your nurse if you feel different about your physical condition. The nurse will attend you or take you in a wheel chair when necessary.

❹ Things You Need to be Careful

Footwear

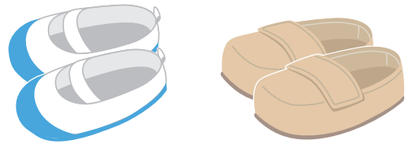
It is better and safer for you to choose the right size for you and also pick those you are used to wearing.

(!) Slippers are prohibited.

[For patients being hospitalized] **Footwear during hospitalization**

In order not to trip or fall down, please be attentive about your footwear. Patients who fall down because of the type of footwear has been increasing.

Preferable ◀ **shoe type**



Footwear that has caused falling over ◀ **prohibited**

These come off easily and can cause tripping

These are high in friction so can cause tripping easily.

Over-bed Table

Over-bed table has wheels underneath so it moves smoothly and unintentionally and therefore it can be dangerous. Please do not lean on and make sure to put the table along the wall when you do not use.

Patient-Nurse Call System

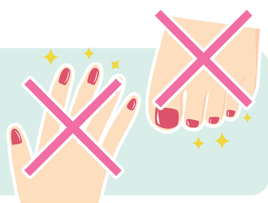
Keep the 'nurse call button' at hand. Please press your nurse call button if you need help. If you feel dizzy or spinning sensation after using a sleeping pill or examination, be sure to call the nurse especially when you want to go to the bathroom.

I was told to call a nurse…
But I think I will be okay by myself.

(!) **No! It can be a cause of slipping or falling down.**

Gel Nails

Please remove all nail polish and gel nails from all hands and feet prior to admission in order to observe nail color and to wear SpO2 (a sensor to observe breathing).



4 "Delirium" prevention is important

❶ Do you know what "Delirium" is?

"Delirium" is a state of confused consciousness caused by a sudden change in environment, physical condition, or mental or physical strain due to surgery, tests, or medication adjustments.

"Delirium" includes the following symptoms.

Have trouble sleeping at night

Fidgety and restless

Become agitated

Feeling light-headed
(decreased activity)

Loss of awareness of the current situation
(difficulty in making sense of conversations)
Memory is unclear

Visual or auditory hallucinations

Not only are these symptoms emotionally stressful, but they can also lead to the patient removing the IV or other tubes from their body, which are important for treatment, leading to a fall, etc.

Unlike dementia, it develops suddenly and is usually transient, although it varies from person to person. The onset of the disease may also be preventable.

❷ The characteristics of people likely to develop "Delirium"

- ☑ Those who are 70 years old or older
- ☑ Those with dementia or those who are usually forgetful
- ☑ Those who have had the symptoms shown in the above picture before due to hospitalization
- ☑ Those who have had a cerebral infarction or cerebral hemorrhage
- ☑ Those who take sleeping pills internally
- ☑ Those who drink a lot of alcohol every day

❸ Prevention of "Delirium"

Preparation in advance may prevent or reduce delirium.

Preparation before hospitalization

- Try to be physically prepared as much as possible, and if you are a heavy drinker, try to reduce the amount of alcohol you drink. (It is preferable to abstain from alcohol if possible)
- In preparation for hospitalization, please take into consideration the following.

Something that shows the date and time

Desktop calendar, clock, etc.

*Mobile phones and smart phones can be inconvenient.

Items that make it easy to see what is going on around you

Glasses, hearing aids, etc.

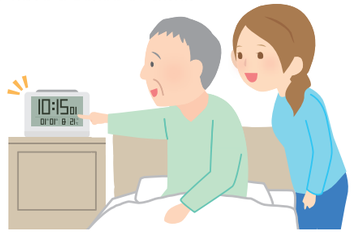
Familiar items

Bedclothes, dentures, towels, toiletries, etc.

After hospitalization

Measures to ease anxiety and confusion

- Keep calendars and clocks in visible positions to have a sense of time.

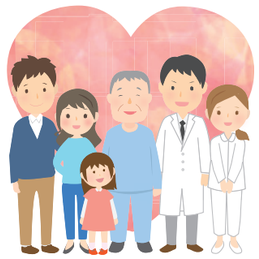


- Maintain a rhythm of day and night, and stay awake during the day.
- Use glasses or hearing aids so that you can better perceive your surroundings.
- It is important to get rid of uncomfortable symptoms such as pain, constipation, or difficulty sleeping. Please do not put up with it and consult with us as soon as possible for any help you may need.

❹ When delirium occurs....

We will work with the psychiatric team to treat delirium. We will adjust medications and the therapeutic environment.

We ask for the cooperation of the patient's family members, as their encouragement and support are very effective.

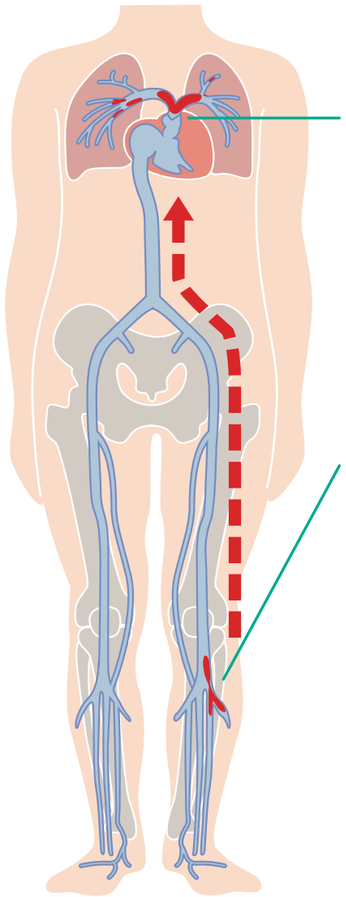


5 Venous thrombosis (economy class syndrome) prevention

Venous thrombosis (economy class syndrome) can occur during hospitalization.
A little exercise can help prevent it, so give it a try!
Here are some simple exercises you can do in bed.

What is venous thrombosis (economy class syndrome)?

Venous thrombosis (economy class syndrome) is the formation of blood clots in the venous vessels for some reason. During hospitalization, **blood clots are more likely to form, especially in the veins of the legs (deep vein thrombosis)**, because the amount of exercise is reduced compared to at home due to the need to rest for tests and treatment.
If some of these blood clots flow into the lungs in the bloodstream, **they can clog the blood vessels in the lungs, resulting in poor respiratory status (pulmonary embolism).**



Pulmonary embolism

A blood clot that breaks away from a blood vessel is carried by the bloodstream to the lungs and becomes obstructed in the blood vessels of the lungs.

【Symptoms】
- Sudden dyspnea and chest pain
- Shortness of breath when walking

Deep vein thrombosis

A blood clot that forms in a vein in the leg, especially in the calf, can dislodge and cause a pulmonary embolism.

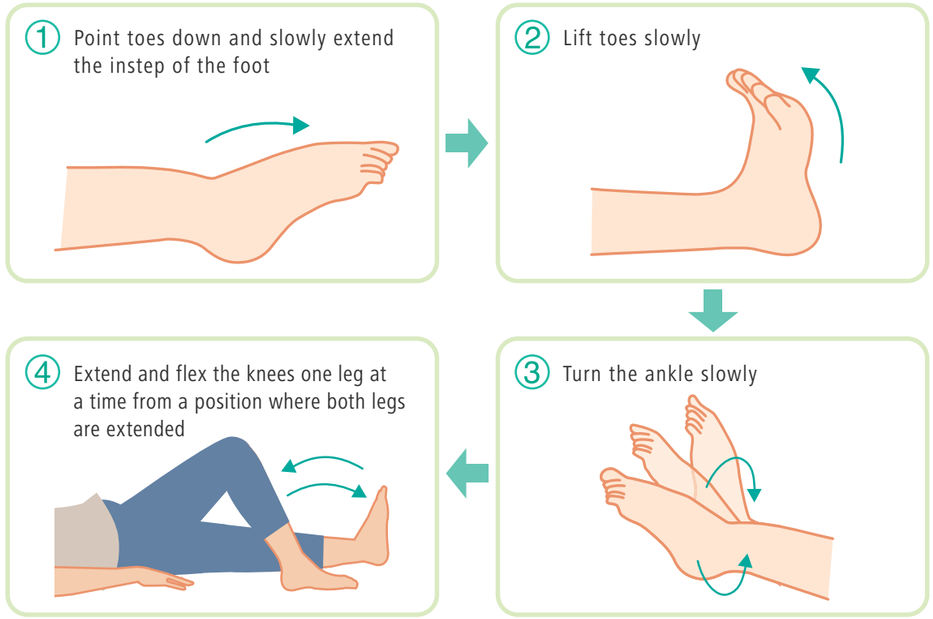
【Symptoms】
- Swelling, pain, and redness in the calf or thigh
- Feeling of tightness in the calf
- Feeling of weakness in the legs

※If you notice any symptoms during your hospital stay, please let us know.

How to exercise for prevention

Be aware of your calf muscles and bend and stretch your ankles.The stretching and contracting of the calf muscles improves circulation in the veins of the legs and prevents the formation of blood clots. Massaging the calf is also effective. This improves blood flow in the legs.

Exercise to prevent economy class syndrome



For some patients, further precautions may be taken to reduce the formation of blood clots. We will let you know if this is the case and ask for your cooperation.

We are offering "Exercises to Prevent Muscle Weakness in the Legs and Backs" that can be easily performed on TV (broadcasted in the hospital) free of charge. Please watch it as exercise prevents blood clots from forming.
Try to do it within a moderate range of effort.

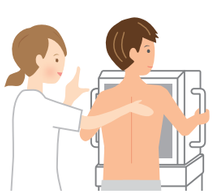
[References]
Thrombosis Guidebook (The Japanese Society on Thrombosis and Hemostasis)

Cardiopulmonary Resuscitation Support Committee,
Medical Safety Management Committee,
Kyushu University Hospital

About Radiological Examinations

In order to provide treatment according to the patient's medical condition, radiological examinations, such as X-rays and CT scans, may be performed.
Although the body is exposed to a small amount of radiation, it is not a dose that will affect the body.
The benefits of the examination outweigh the risks associated with radiation exposure. We use the latest technology to minimize radiation exposure.
If you have any concerns or questions about radiological examinations, please ask your doctor.

Typical Radiation Examination Exposure Dose



Chest X-ray	Stomach X-ray	X-ray CT	Nuclear medicine examination
0.05mSv	2～10mSv	5～30mSv	0.2～10mSv

Although the amount of radiation received from the examination does not affect your health, the following points should be kept in mind when performing the examination.

❶We request the minimum necessary examination to make a diagnosis.
❷We always perform and record examinations with the optimum radiation dose.

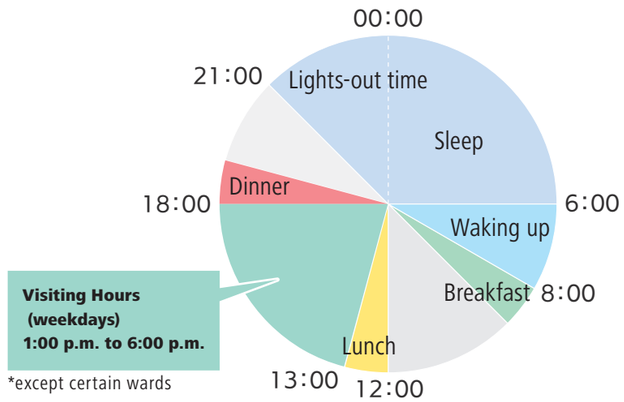
We appreciate your understanding and cooperation.

Your Day

Medical Treatment and Nursing during Hospitalization

- Medical care will be conducted mainly by your primary doctor and in cooperation with other physicians.
- During hospitalization, focus on your medical treatment and follow the instructions of doctors and nurses.
- When your doctor is absent, such as at nighttime or on holidays, a doctor on duty performs medical treatment depending on your condition.
- Nurses take 2 shifts a day.

Daily Schedule



Daily Schedule	
6:00～8:00	Waking up
around 8:00	Breakfast
around 12:00	Lunch
around 18:00	Dinner
21:00	Lights-out time

*Lights-out time is 9:00 p.m. as a rule.

Going out and overnight stay outside the hospital

- Going out or an overnight stay require the permission from your doctor. Please fill in the required information on the established form. Also tell the nurse when you go out or stay overnight, and when you come back to the ward.
- Inform the nurse when you leave the hospital ward (even for walking, shops, barbers/beauty salons, meeting with visitors, etc.) in addition to going outside the hospital or staying overnight.
- If you visit different medical institutions other than Kyushu University Hospital while you are out or staying at home during hospitalization, make sure to inform our hospital ward about that. Additionally, be sure to inform the medical institution that 'you are being hospitalized at Kyushu University Hospital' when receiving a medical examination there. Please be aware that the cost of a medical examination at another hospital during the hospitalization period at Kyushu University Hospital may not be covered by the insurance and the entire cost may be at your own expense.

(!) If we cannot figure out where you are, doctor or nurse may search for you or contact your family. Therefore we need your cooperation mentioned above.

Meals

- According to the instructions of your doctor, meals (standard diet, children's diet, special diet (diabetes diet, kidney disease diet, etc.)) that are appropriate for your medical condition will be prepared so please refrain from any food or beverage other than your hospital meals.
- Please inform your doctor when you have difficulty swallowing food in side dishes because of its form or solidity.
- In the case you do not get to eat your meal until we clear up your trays, your meal will be disposed for prevention against food poisoning.
- Please refrain from bringing in your own food.
- Your meals will be delivered to the dayroom but it is also possible to deliver them to your room.
- Please use the tea server in the dayroom.
- After you finish your meal, please return the tray to the cart in the ward. If necessary, we will come to your room and collect them. Do not put anything on the tray other than what the hospital provided.
- As for the standard meal (e.g. rice), you can select food from the menu. The menu and how to apply are on the notice board in the day room. If you want to make an application, please apply by 1:30 p.m. of the previous day.
- We may ask you to stop eating for treatments or tests, or wait until tests are completed. Please follow the instructions of your doctor or nurse.

Meal times	breakfast	lunch	dinner
	8:00 a.m.	12:00 p.m.	6:00 p.m.

- **Please inform your doctor or nurse about your meal cancelation by the closing time. Even if you refuse to eat upon your convenience, your meal fee will still be charged. Please refer to the closing time for the meals shown below.**

Information

Closing time for your meal cancellation	breakfast	lunch	dinner
	by 4:15 p.m. of the previous day	by 9:15 a.m. on that day	by 1:45 p.m. on that day

Bathing

- There is a bath (shower) in each ward. Please ask the floor nurse in each ward about the rules of bathing.
- Depending on your medical condition, you may need your doctor's permission for taking a bath.

Attendant

- You will not need an attendant or someone to take constant care of you.
  However, depending on your medical condition, your family may be able to accompany you with doctor's permission. In that case, please carry **In-hospital family care permission** procedure in the Inpatient Ward. Please note that we do not allow attendant nursing at the expense of the patient.

Visiting

We have set visiting hours to ensure that patients have sufficient rest and recuperation, as well as to conduct tests and treatment.
In order to prevent Covid-19 infection, we have decided to prohibit visits except in the following cases.

- When deemed necessary due to the patient's medical condition (explanation of the patient's condition, accompanying a patient in a serious condition, etc.)
- When requested by the hospital (waiting for examination or surgery, etc.)

*Visiting hours are from **1:00 p.m. to 6:00 p.m. (including Saturdays, Sundays, and holidays)**

Notes

- Visitors and hospitalized patients **must wear face masks**.
- Please use the day room when meeting visitors.
- Visiting hours should be as short as possible, approximately 15 minutes.
- Please limit the number of visitors to two.
  Please refrain from meeting with a large number of people, as it will interfere with other patients.
- **Please refrain from meeting with visitors accompanied by, children with fever, people with epidemic diseases such as cold, and children under 7 yrs. old (before entering elementary school), to avoid infection. Also children under 13 yrs. old (before entering junior high school) cannot enter the Inpatient Ward on the 6F and 11F of the North Ward.**
- Please do not talk loudly.
- We may refuse visitors to meet patients according to patients' request. Also we may not be able to answer the inquiries about patients.
- Fresh flowers cannot be brought into the room.
- Please refrain from driving to the hospital as much as possible since the parking lot capacity is limited. If you come by car, parking fee will be charged.
- Beware of theft since many people come and go in the hospital. Please pay attention to your belongings such as a bag, phone, etc.

Inquiries by Telephone and Information for Visitors

For the purpose of personal information protection, we will respond to inquiries by telephone or give information to visitors as shown below.

- **We will respond to inquiries by telephone like 'We cannot give out any information about patients under the Personal Information Protection Act. Please ask the patient's family.' etc.**
- **If you do not want visitors, please inform the ward staff when you first come to the hospital. If anyone comes to ask questions about you at the reception desk, we will respond like 'We cannot answer your questions under the Personal Information Protection Act.'**

  Unless you have said that you do not want to meet any visitors, the staff will let people come to see you. Also you cannot ask the staff only to let some people in, and not others.

Cautions/Prohibited Acts

The use of valuables such as a mobile phone or PC

- **Please set your mobile phone to silent mode and refrain from talking in a share room (4-person room).**
  Please make calls in the dayroom. If you are unable to move from your bed for treatment or examination and wish to make a mobile phone call, please ask the nurse.
- Please use equipment that emits radio waves in accordance with the rules of the hospital.
- Please handle and manage your valuables by yourself. In the case of damage due to inadequate management, the hospital is not responsible for your valuables.

Theft Prevention

- **Beware of theft since many people come and go in the hospital.**
- Do not carry large amounts of cash, precious items such as jewelry in order to avoid theft.
- Be sure to lock cash, valuables and TV-card in the safety box installed in the patient's room.
- Always have the safety box key with you.
- In case of theft occurrences, the hospital take no responsibility for the outcome.

Smoking and Drinking alcohol

Smoking (including electronic cigarettes) and drinking alcohol are prohibited during hospitalization.

*The entire Maidashi Campus (hospital area) is completely non-smoking (including electronic cigarettes.)

Prohibited Acts in the Hospital

Mutual trust between the patients and the medical institution is important for safe and high quality medical treatment. Therefore, if there is an activity that interferes with medical services and interrupts other patients described below, our hospital may refuse medical care or may request leaving the hospital. In addition, when the safety of patients and staff is threatened, we may call police. For security management, we always operate security camera, but we do not use recorded data except the purpose of crime prevention (for cooperation to the police).

Prohibited Acts in the Hospital

- Smoking (including electronic cigarette)/Drinking alcohol
- Violence, abusive act, intimidation act and other nuisance acts against other patients and staff
- Property damage act in the hospital
- Compulsory act against staff such as document preparation and persistent request for meeting with visitors
- Act of distributing documents in the hospital or act of trying to distribute documents
- Act of disturbing smooth medical care and duties such as act of binding the staff for a long time

Disaster Response

In the case you experience a fire or disaster and need to evacuate during hospitalization, wear shoes, cover your head with a blanket, and follow the staff who guide you to help evacuate. Also listen carefully to the in-hospital announcement (both in Japanese and English when a disaster occurs).

Precautions for Evacuation

- Do not use elevators.
- Stay calm and do not move alone.
- If you see or smell smoke, cover your nose and mouth with a towel or cloth and evacuate in low posture.
- Do not return to the place where you were even if you notice that you forgot something during evacuation.
- Especially on the stairs you need to be careful not to fall down together with other people.

Others

Simultaneous In-hospital Announcement

Depending on the medical care circumstance, we may broadcast simultaneous announcement in the hospital at any time of the day and night (24 hours system). Particularly we appreciate your understanding about Harry Call (emergency call) during nighttime.

Harry Call	Hospital Heliport	End of Visiting Hours
'Dr. Harry, Dr. Harry. Please come to the ○ floor of the ○ ward.'	'A medivac copter for emergency patient transportation is landing on the main hospital heliport soon.'	'It's 8:00 p.m. now. Today's visiting hours will be ending as of 8:00 p.m.'
		(Currently off the air)

*Other simultaneous in-hospital announcement may be broadcast when judged by the director of the hospital.

Suggestion Box

The 'patient suggestion box' addressed to the hospital director is placed at the general reception on the Outpatient Ward 1F, the elevator hall on the North Ward 1F, the lounges from 5F to 11F of the North and South Ward, and on the West Wing 1F & 2F. If you have any comments or requests, please post it into the box. We will put up the response at the same place of the suggestion box. Please write detailed information such as time and date, place, name of your clinical department when posting the comments.

Others

- **We strongly refuse to receive tips from the patient in any case.**
- There is a smoke extraction window installed in the patient's room, but do not touch it. (An alarm may go off.)
- If you notice any suspicious individuals or items, please contact the hospital staff immediately.

3 Discharge

Requests to the Patients When Leaving the Hospital

Please make a discharge payment on the day of discharge at the #5 Cashier or via Automated Medical Expense Payment Machine.

- Follow your doctor's instructions for discharge.
- When returning home, please receive instructions from your doctor or nurse about the return visits.
- On the day of discharge, the ward clerk or floor nurse will inform you that your discharge payment has been completed. Please wait in your room. The amount of payment is fixed after 10:00 a.m.
- If you are notified that your discharge payment has been completed, please pay your hospitalization fee by 5:00 p.m. on that day at the #5 Cashier or via Automated Medical Expense Payment Machine. Please note that you will not get a breakdown of medical expenses when paying via Automated Medical Expense Payment Machine.
- If you have an 'Exchange Ticket' for medicine, please receive medicine at the In-hospital Dispensing Counter on the Outpatient Ward 1F after making a discharge payment.
- TV-card reimbursement machines are available near the First-visit Patient Reception on the Outpatient Ward 1F, or by the After-hours reception on the South Ward 1F.

Payment of hospitalization fee on the day of discharge

- In principle, full payment should be made on the day of discharge.
- If your hospitalization carries over to the following month, the medical fees will be the sum of the hospitalization fee from the previous month. (*invoice will be divided monthly.)
- If you have an unpaid medical fees (such as periodic billing) the month or more before the previous month, you will be billed for the total amount together with the month of discharge. (*invoice will be divided monthly.)
- We may request additional charges after discharge for the convenience of calculation of medical expenses.
- Please pay at the After-hours Reception(by the entrance on the 1F of the South Ward) for discharge of hospital after business hours, on Saturdays, Sundays, and holidays. Additionally, billing might be sent to you after discharge on account of paperwork. In that case please make payment at the After-hours Reception.
- Please pay at the After-hours Reception(by the entrance on the 1F of the South Ward) for discharge of hospital after business hours, on Saturdays, Sundays, and holidays. Additionally, billing might be sent to you after discharge on account of paperwork. In that case please make payment at the After-hours Reception.
- If you choose to pay the hospitalization deposit at the time of admission, it will be settled with the hospitalization fee at the #5 Cashier when you discharge from the hospital.
  *Please note that the hospitalization deposit cannot be settled with the hospitalization fee at the After-hours Reception desk.
- Regardless of the hospitalization deposit guarantee (cosigner, credit card, or hospitalization deposit), payment must be made at the time of discharge.

Payment of hospitalization fee (periodic billing)

- Invoice of hospitalization fee carried over to the following month will be delivered to your room on the 10th in the month which was cut off at the end of the previous month. Payment will be around 12th. (*which may differ depending on the day of the week).
- Please pay at the #5 Cashier on the Outpatient Ward 1F or at the Automated Medical Expense Payment Machine. Please note that you will not get a breakdown of medical expenses when paying via Automated Medical Expense Payment Machine.

- You can make payment by credit card.
  *If you have any questions about payment by credit card, please ask at the #5 Cashier.
  *If you choose the hospitalization deposit, the hospitalization fee will be settled in cash.
  If you wish to change to payment by credit card, please inform the #5 Cashier at least one day before the day of discharge.

[We take credit cards shown below]

- You can make payment by debit card.
  *Debit card is a payment method to withdraw from your bank account by using a cash card issued by a financial institution.

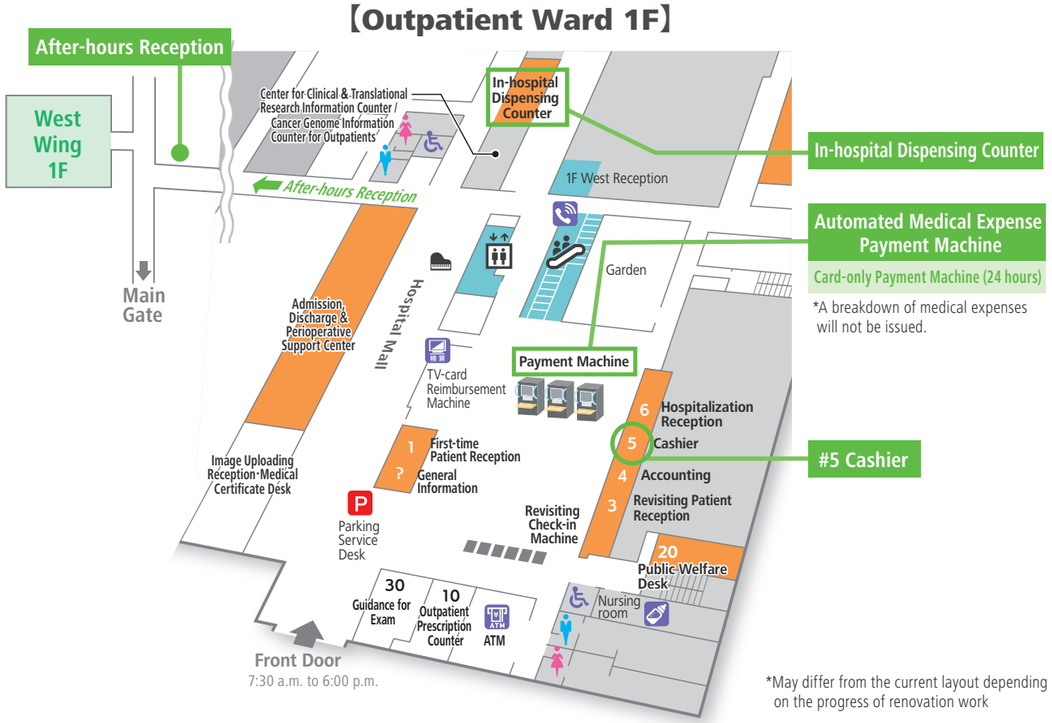
[We take debit cards shown below]

- If you have any questions about your payment, please ask the **Impatient Ward office from 8:30 a.m. to 5:00 p.m. on weekdays.**
- Payment procedures will be handled at the After-hours Reception(by the After-hours Entrance of the South Ward 1F) after business hours, on Saturdays, Sundays, and holidays.

information

#5 Cashier	Automated Medical Expense Payment Machine	Card-only Payment Machine
Weekdays 8:30 a.m. to 6:00 p.m.	Weekdays 8:00 a.m. to 6:00 p.m	Weekdays 6:00 p.m. to 8:00 a.m. Sat/Sun/holidays All day

【Outpatient Ward 1F】



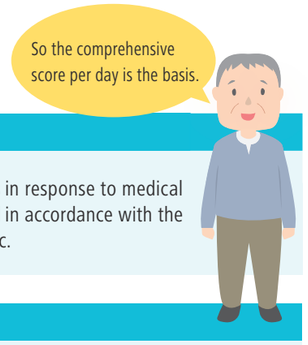
*May differ from the current layout depending on the progress of renovation work

4 Hospitalization Fee

DPC/PDPS (Diagnosis Procedure Combination / Per-Diem Payment System)

Kyushu University Hospital is a hospital subjected to Comprehensive Assessment (DPC/PDPS).

Since Kyushu University Hospital (medical department) is a hospital subjected to 'comprehensive assessment of hospitalization medical care', the hospitalization fee of patients admitted to the hospital will be calculated based on the comprehensive evaluation system.



A What is the comprehensive assessment?

With comprehensive assessment, the hospital fees are calculated not by addition of scores in response to medical practices that have been performed but based on the number of scores per day determined in accordance with the type of injury of illness diagnosed and the content of the operation, treatment procedures, etc.

B What items are included and how are they calculated?

The basic hospitalization charges, examinations, administered medications, injections, image diagnosis, etc., are included in the comprehensive items, and are calculated on a daily basis regardless of the content of medical treatment. However, operations and some procedures/examinations, etc., are not included in the comprehensive items, so it is calculated based on a fee-for-service system by adding the respectively determined scores of the medical practices.

How to calculate...

Hospitalization fee = (Comprehensive scores per day × Number of days of hospitalization ×Medical institution-specific coefficient + Fee-for-service scores) × 10 yen

- Comprehensive scores per day: Basic hospitalization fee, Treatment procedure fee, Image diagnosis, Administered medication fee, Injection fee, Examination fee
- Fee-for-service scores: Operation and anesthetization fee, Portion of treatment procedures and examination fee, Rehabilitation fee, Meal fee

*Medical institution-specific coefficient: A coefficient that is determined based on the functions and system of each hospital

C Which patients are eligible?

Comprehensive assessment applies to hospitalized patients of the general ward whose injury or illness is eligible for the diagnosis procedure combination (DPC).
Comprehensive assessment does not apply and fee-for-service calculation is performed for outpatients, patients who are hospitalized in wards besides the general ward, and patients for whom the diagnosis procedure combination (DPC) does not apply.

D Can a selection be made between comprehensive assessment and fee-for-service calculation?

A patient cannot make a selection.
The fee calculation method is determined upon diagnosis by a doctor of the relevant clinical department.

E How is the hospitalization fee paid?

Basically, payment is made on a monthly basis.
However, the charge may vary when the diagnosis procedure combination (DPC) changes due to the progress of illness and content of treatment after hospitalization, and therefore adjustment of the difference with respect to the amount paid before the previous month may be performed at discharge.

Health Insurance

Medical fee based on the Health Insurance Act, etc.

Payment Ceiling System

Main types of insurance	Payment Amount
High-cost medical care benefit system (people of age 69 or under)	*The payment amount can be restricted to the self-pay ceiling by applying to the insurer to receive the 'Certificate of Eligibility for Ceiling-Amount Application' and presenting the certificate to the medical institution.

type	Amount of receiving high medical fee within 12 months: Until 3rd time	After 4th
A	252,600 yen + (total medical fees – 842,00 yen) × 1%	140,100yen
B	167,400 yen + (total medical fees – 558,000 yen) × 1%	93,000yen
C	80,100 yen + (total medical fees – 267,000 yen) × 1%	44,400yen
D	57,600 yen	44,400yen
E	35,400 yen	24,600yen

*Above is the amount for one month (from the 1st to the last day of each month). (Calculations are conducted separately for inpatient care and outpatient care)

People of age 70 to 74 and people eligible for the latter-stage elderly health care system

People fall into ①~③ 30% of the medical fees
People fall into ④~⑥ 10% or 20% of the medical fees

*When the amount to be paid for 1 month at the same medical institution reaches the amount shown in the table below, the payment amount will be as shown in the table.

	Amount of receiving high medical fee within 12 months: Until 3rd time	After 4th
① People with income comparable to current workforce Ⅲ★	252,600 yen + (total medical fees – 842,000 yen) × 1%	140,100yen
② People with income comparable to current workforce Ⅱ	167,400 yen + (total medical fees – 558,000 yen) × 1%	93,000yen
③ People with income comparable to current workforce Ⅰ	80,100 yen + (total medical fees – 267,000 yen) × 1%	44,400yen
④ People in general	57,600 yen	44,400yen
⑤ Low income group Ⅱ	24,600 yen	24,600yen
⑥ Low income group Ⅰ	15,000 yen	15,000yen

★Medical fees for patients without certificate of eligibility for ceiling-amount application will be calculated based upon Ⅲ. You will get reimbursement from your insurer after payment if you fall into Ⅱ or Ⅰ.
*It is requested that a person insured under the latter-stage elderly health care system present the insurance certificate issued by a wide-association for latter-stage elderly health care.

National health insurance	① Basic medical fee	*The basic medical fee … basic hospitalization fee, an additional fee to the basic hospitalization fee, etc., specific hospitalization fee, medical administration fee, etc.	30% of the sum of (①+②) to the left
Social insurance	② Other medical fee (Amount determined individually according to the type of insurance)	*Other medical fee … examinations, administered medications, injections, X-rays, treatment procedures, operations, etc.	
Retiree insurance			
Amount paid on one's own when an insurance certificate is not presented or in case of normal delivery of child	Basic medical fees + other medical fees (Consumption tax is added in some cases)		

Other kinds of medical certificates

Infant, person with disability, single parent, etc.	Partial self-pay amount determined by the municipality.
Specified disease/medical rehabilitation service/ medical aid for children with potential disability/ medical aid for specified chronic childhood disease, etc.	The payment amount is determined in accordance with the family income. Procedures must be performed to apply for certification at the municipality or health office.

*Depending on the priority order of public welfare, a reimbursement procedure may have to be performed at the municipality.

Meal Fee during Hospitalization

Meal Fee (Meal fee is not covered by the high-cost medical care benefit system.)

Meal fee during hospitalization is as follows.

If insurance applies **460 yen** per meal (milk shall be handled in the same manner as a meal)

However, the amount is reduced in the following cases.

❶	A patient who is a member of a household exempt from the municipal inhabitant's tax, etc., and is certified to obtain a reduction of the standard amount to be paid	**210 yen** per meal
❷	A patient to whom ❶ applies and for whom the number of days of hospitalization in the past 1 year exceeds 90 days	**160 yen** per meal
❸	A patient who is a member of a household exempt from the municipal inhabitant's tax, etc., and is receiving the old-age welfare pension	**100 yen** per meal

*It is requested that persons who have the 'Certificate of Eligibility for Ceiling Amount of Personally-Borne Medical Expenses and for Reduction from the Standard Amount of Expenses Payable by Inpatients,' or the 'Certificate of Eligibility for Reduction from the Standard Amount of Expenses Payable by Inpatients' present the certificate.

In case of paying on your expens **690 yen** per meal (consumption tax may be added)

*76 yen will be added per meal if you ordered specific treatment meals.

Fees outside the prescriptions of the Health Insurance Act, etc.

Amount to be paid for the first visit (without a referral) **Medical 7,700 yen / Dental 5,500 yen**

Hospital garment fee **73 yen per day** *We will exchange your hospital garment 3 times a week in summer and 2 times a week in winter, but will exchange it whenever it gets dirty.

Diapers for adults **330 yen per day** *fixed cost per day no matter how many or what kind.

Childbirth Fee (including delivery assistance fee)

(1)	Business hours (8:30 a.m. to 5:00 p.m.)	270,000 yen
	Additional fee per baby if more than one baby	190,000 yen
(2)	After-hours, on Saturdays, Sundays, holidays (except late-night)	320,000 yen
	Additional fee per baby if more than one baby	210,000 yen
(3)	Late-night (10:00 p.m. to 6:00 a.m.)	330,000 yen
	Additional fee per baby if more than one baby	230,000 yen

*In addition to childbirth fee, hospitalization fee, newborn nursery fee, newborn care fee, dietary care fee, etc., will be required.
*If you want a private room, a 'special room usage fee' shown on P.7 will be added.

Medical Certificate

- If you need a medical certificate during hospitalization, please ask at the inpatient ward reception, and if after discharge, please apply at the '#2 Medical Certificate Desk' on the Outpatient Ward 1F. (Please refer to a guide map of in-hospital facility on P.32).

[Precautions when applying for a medical certificate, etc.]

A medical certificate will be created by your doctor according to the description in the medical record. The fee for a medical certificate cannot be refunded after issuing, so please make sure to check the content of your insurance contract carefully before applying for it. In addition, please confirm the following matters beforehand.

❶ After issuing a medical certificate, we cannot correct and re-issue the contents according to the patient's request.

❷ For outpatient clinics, one medical certificate will be issued per department. In the case of hospitalization medical care, one medical certificate will be issued per hospitalization per department. If you repeat hospitalization and discharge with the same illness and if the name of the illness is not changed, we can summarize them and make it to one. [note]

❸ If you need more than one medical certificate for the same medical treatment with the same disease name, you will need to pay a fee for each.

❹ After applying for a medical certificate, please wait 3-4 weeks for issuance. Also depending on the medical condition, it may take more time, so try to apply earlier. Even if you apply during hospitalization, you will have to wait 3-4 weeks from the day of discharge.[note]

❺ Depending on the content that should be described in the medical certificate, you may need to go through another examination to confirm the necessary item.

❻ To receive a medical certificate, be sure to have the 'Document Issuance Application Form' and the 'Patient ID Card'. If someone else other than you will come and receive the certificate, please prepare a 'Power of Attorney' and the receiver's identification card as well. If not prepared, it will not be given.

[Note] Depending on the type of medical certificate, ❷ and ❹ mentioned above may be handled differently. Please contact the relevant windows for details.

Document Name	Document Type	Document Fee
Normal Medical Certificate	Normal Medical Certificate Independence Support (Psychiatric Rehabilitation) Certificate	2,200 yen
Normal Medical Certificate	Hospitalization Certificate, Discharge Certificate, Birth Certificate Medical Expense Receipt Certificate	2,200 yen
Special Medical Certificate	Medical Certificate for Life Insurance, Medical Certificate for Pensions Written Opinion for Physical Disability Certificate	7,700 yen
Specified Medical Treatment (Designated Intractable Disease) Certificate		5,500 yen
Specified Chronic Childhood Disease Certificate		5,500 yen
Hepatitis Treatment Special Promotion Business Certificate		5,500 yen
Congenital Blood Coagulant Factor Disorder Treatment Research Certificate		5,500 yen

Advanced Medical Care

'Expenses for advanced medical care' are handled as follows, so that patients are liable paying more 'expenses for advanced medical care' compared to general insured medical treatment.

1. 'Expenses for advanced medical care' will not be covered by insurance so everything will be patients' liability.
2. The common parts of medical care other than advanced medical care (consultation, examination, medication, hospitalization fee, etc.) will be covered by insurance as general insured treatment (30% burden, etc.).

*If you have any questions, please ask at the #6 Hospitalization reception.

5 Inquiry/Medical Record Disclosure/ Facilities/Others

Inquiry Desk

Health Networking Center

We provide support from counselors (nurses and medical social workers) from the early period of hospitalization so as to let patients lead their lives at ease both in hospital and their houses after discharge. We will contact and coordinate with each department in the hospital and local medical institution regarding various problems that may occur in patients' daily lives. The counseling desk is set up on the 1F of the Outpatient Ward, but for hospitalized patients, a nurse or medical social worker in charge of your ward will visit you.

1. Counseling about hospital transfer
2. Counseling about medical expenses
3. Counseling about social welfare system
4. Counseling about home medical care

Please feel free to ask us any questions !

information

Location of the counseling desk	At the far side of the Outpatient Ward 1F
Reception hours	Weekdays 8:30 a.m. to 5:00 p.m. (except Sat/Sun/holidays and December 29th to January 3rd)
Contact information	092-642-5167 (Counseling division) 092-642-5185 (Home medical care, medical devices, etc.)

Advisory Office for Patients

The hospital provides counseling rooms for patients and their families who have questions about illness, use of social welfare systems, and concerns about hospitalization.
A consultant specialized with those matters will endeavor towards problem-solving fairly while coordinating with appropriate clinical departments and occupations according to the content of the consultation.

information

Location of the Advisory Office for Patients	At the far side of the Outpatient Ward 1F
Reception hours	Weekdays 8:30 a.m. to 5:00 p.m. (except Sat/Sun/holidays and December 29th to January 3rd)
Length of counseling	Within 30 minutes (as a rule)

Provision of Medical Information(Medical Record Disclosure)

Our hospital provides medical information based on 'Patient's Right' indicated on page1. Please ask the following office for details.

information

Reception desk	Safety Management Office on the 2F of the North Ward
Contact information	092-642-5135
Reception hours	Weekdays 8:30 a.m. to 5:15 p.m. (except Sat/Sun/holidays, and December 29th to January 3rd)

Others

Hospital Wagon Retailer

*Please call 092-642-6861 if you want to order things that are not on the wagon.

For patients who cannot go to convenience stores/shops, two hospital wagon retailers go round the Inpatient Ward starting from the 11F of the North & South Ward from 10:00 a.m.

[Main commodities]
Food (bento (lunch box), bread, snacks, desserts, instant noodles, etc.)/beverages/ newspaper (it is possible to deliver every day)/magazines

information

Selling hours	Weekdays 10:00 a.m. to 3:00 p.m. (Not available on Sat/Sun/holidays)

Hospital Delivery Service

The hospital offers a delivery service for patients' personal belongings when entering & leaving the hospital. Please use the service if you would like.

On the day of Hospitalization
(Delivery from your house to your hospital room)
Please directly contact a branch office of Yamato Transport Co., Ltd. nearby by yourself.
*Please request by specifying the day of admission.

On the day of Discharge
(Delivery from your hospital room to your house)
<Reception windows & hours>
Inpatient Ward Office (each floor)
[Weekdays 9:00 a.m. to 4:00 p.m.]

<Designated Delivery Company> Yamato Transport Co., Ltd.

<Fees> It costs the same as when used at home.

<Others>
- In the hospital, a female delivery staff will come to your room to help you 'pack' and 'unpack' for free.
- You can make a reservation for the time of discharge. Please ask the reception windows below for more details.
- The cardboard boxes used for delivery to your house are offered for free.
- Please fill in your full name and the name of the department or ward where you will be hospitalized on the designated form.

Reception windows & hours — Please ask if you have any questions.

1. Inpatient Ward Office (each floor) [Weekdays 9:00 a.m. to 4:00 p.m.]
2. YAMATO Transport (driver direct line) [Sat/Sun/holidays 8:00 a.m. to 2:00 p.m.] Phone: 080-5043-0882

Hospital Library

The 'Library of Love' located on the South Ward 4F

The 'Library of Love' offers a free circulation service for books and audio books (recoding tapes, CDs, MP3s) to patients. Please prepare the playback device on your own.

- The library is open on Mondays, Wednesdays, and Fridays (Closed on holidays. It is a volunteer-run organization).
- The Kyushu University Medical Library is also available for patients and their families. The Medical Library does not offer a circulation service.
- Please refer to the website for more information.

information — Open: Mondays/Wednesdays/Fridays 11:00 a.m. to 2:30 p.m.

In-hospital Facilities

Convenience store LAWSON

Phone: 092-642-6864
Open:
Weekdays
7:00 a.m. to 9:00 p.m.
Sat/Sun/holidays
7:00 a.m. to 8:00 p.m.

- Hospitalization good, diet for examination, general dental supplies, food, daily necessities
- Receiving agent services, Electronic money and all major credit card accepted, purchasing various tickets
- Delivery service, dry cleaning, mailbox, etc.

Restaurant Royal Host

Phone: 092-642-6865
Open:
Weekdays
8:30 a.m. to 8:00 p.m.
Sat/Sun/holidays
9:30 a.m. to 8:00 p.m.

TV-card Reimbursement Machine 1F Outpatient/South Ward

You can refund the balance of your TV-card.

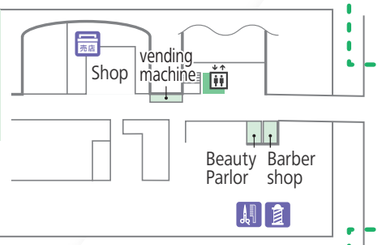
TV-card Vending Machine South/North Ward

South Ward: In the lounge room from the 4F to 11F
North Ward: In the day room on the 3F

Cafe Tully's Coffee

Phone: 092-643-5155
Open:
Weekdays
7:00 a.m. to 8:00 p.m.
Sat/Sun/holidays
7:00 a.m. to 8:00 p.m.

1F West Wing



Shop Keiaidan

Phone: 092-642-6861
Open:
Weekdays 8:30 a.m. to 6:00 p.m.
*Closed on Saturdays, Sundays, and holidays.

- Hospitalization goods, food, daily necessities, general dental supplies
- Freshly cooked homemade bento (lunch box), special discount section

Beauty Parlor・Barbershop

Beauty Parlor:
092-642-6872
Open:
Weekdays 8:30 a.m. to 5:00 p.m.
Sat/holidays 8:30 a.m. to 5:00 p.m.
*Closed only on Sundays

Barbershop:
092-642-6873
Open:
Weekdays 8:30 a.m. to 4:30 p.m.
Saturdays 8:30 a.m. to 3:30 p.m.
*Closed on Sundays and holidays

Health Networking Center

Counseling information counter

- **Advisory Office for Patients**
  Counseling about medical information in general
- **Welfare Assistance Desk**
  Counseling about medical expenses or welfare system
  Phone: 092-642-5167
- **Homecare Assistance Office**
  Counseling about medical devices for home care patients
  Phone: 092-642-5185
- **Consultation & Support Center for Cancer Patients/Pediatric Cancer Patients**
  Counseling about cancer treatment
  (reception hours: 9:00 a.m. to 3:00 p.m.)
  Phone: 092-642-5200

- **Cashier**
  Phone: 092-642-5169

- **Hospitalization Reception**
  Phone: 092-642-5150

Public Welfare Desk

Counseling information

- **Counseling about public expenses / application procedures**
  Phone: 092-642-5736

Admission, Discharge & Perioperative Support Center

Phone: 092-642-6861

ATM (Automatic Teller Machine)

Fukuoka Bank
Business hours:
Weekdays/Sat/Sun/holidays
9:00 a.m. to 8:00 p.m.
*Those hours may differ at the year-end and New Year period.

Nishinihon City Bank
Business hours:
Weekdays/Sat/Sun/holidays
9:00 a.m. to 8:00 p.m.
*Those hours may differ at the year-end and New Year period.

Parking Service Desk

8:30 a.m. to 6:00 p.m.

- We will apply the discount. Please come to the After-hours reception after 6:00 p.m.

*May differ from the current layout depending on the progress of renovation work

Ward Map

[Ward Phone List]

Dial-in 092-642-××××

If you have inquiries regarding hospitalization, please call the relevant department directly. The following numbers are the last 4 digits of their phone numbers.

①…Numbers for the Ward 1 ②…Numbers for the Ward 2

South Ward

11F	■Ophthalmology ■Clinical Immunology, Rheumatology & Infectious Disease ①[☎5654] ②[☎5657]
10F	■Orthopedic Surgery ■Department of Rehabilitation ■Cardiolog ■Cardiovascular Surgery ■Emergency & Critical Care Center ①[☎5498]
9F	■Pancreatobiliary Surgery, Kidney & Pancreatic Transplant Surgery ■Anesthesiology & Critical Care Medicine ■General Internal Medicine ■Breast Surgery ■Thoracic Surgery ■Gastrointestinal Surgery ■Endocrine Surgery ■Department of Advanced Medicine & Innovative Technology ①[☎5912] ②[☎5448]
8F	■Liver, Spleen, Portal vein & Liver Transplant Surgery ■Dermatology ■Gastrointestinal Surgery ■Thoracic Surgery ■Breast Surgery ■Vascular Surgery ①[☎5593] ②[☎5473]
7F	■Otorhinolaryngology Head & Neck Surgery ■Neurosurgery ■Plastic & Reconstructive Surgery ■Neurology ①[☎5675] ②[☎5528]
6F	■Gynecology & Obstetrics ■Urology, Prostate Gland, Kidney & Adrenal Gland Surgery ■Liver, Spleen, Portal vein & Liver Transplantation ■Gastrointestinal Surgery ■Thoracic Surgery ■Breast Surgery ■Vascular Surgery ①[☎5403] ②[☎5612]
5F	■Comprehensive Maternity and Perinatal Care Center ■Maternal-Fetal Department ■Neonatal Department ■Maternity and Perinatal Common Sickbeds ①[☎5894] ②[☎5903]
4F	■Emergency & Critical Care Center ■Kidney Care Unit (KCU) (Hemodialysis Room, Peritoneal Dialysis for Outpatient) ■Division of Diagnostic Pathology ■Ai no Toshoshitsu (Library)
3F	■Coronary Care Unit (CCU) ■Emergency & Critical Care Center ■Intensive Care Unit (ICU) ■Pediatric Emergency & Critical Care Center ■Operating Rooms
2F	■Nutrition Consultation Room
1F	■Department of Rehabilitation ■After-hours Reception ■Emergency & Critical Care Center ■Pediatric Emergency & Critical Care Center ■Radiology Center (Chest & Abdomen, Contrast Imaging, Fluoroscopy, Bone Mineral Density, CT) ▶Nighttime Entrance
B1F	■Radiology Center (Radiotherapy)

North Ward

11F	■Clinical Immunology, Rheumatology & Infectious Disease Medicine ■Hematology, Oncology & Cardiovascular Medicine ①[☎5241] ②[☎5244]
10F	■Nephrology, Hypertension & Strokology ■Hepatology & Pancreatobiliary Medicine ■Kidney Care Unit (KCU) ■Gastroenterology ①[☎5268] ②[☎5265]
9F	■Psychosomatic Medicine ■Endocrine, Metabolic Diseases & Diabetes Mellitus ■Hepatology & Pancreatobiliary Medicine ①[☎5328] ②[☎5294]
8F	■Radiology ■Respiratory Medicine ■Center for Clinical & Translational Research Center Sickbeds ①[☎5698] ②[☎3387]
7F	■Oral Surgery ■Oral and Maxillofacial Surgery ■Neurology ■Infectious Disease Sickbeds (child & adult) ①[☎6455] ②[☎5727]
6F	■Pediatric Surgery, Developmental Surgery & Intestinal Transplant Surgery ■Pediatrics ①[☎5576] ②[☎5427]
5F	■Pediatric Outpatient □Pediatrics □Pediatric Surgery, Developmental Surgery & Intestinal Transplant Surgery ■Transitional Care Clinic ■Dental Outpatient □Pediatric Dentistry & Special Needs Dentistry □Orthodontics (Dental Maxillofacial Center) □Oral Surgery □Oral and Maxillofacial Surgery □Geriatric Dentistry & Perioperative Medicine in Dentistry □Dental Anesthesiology
4F	■Dental Outpatient □Endodontics □Periodontics □Removable Prosthodontics □Fixed Prosthodontics □Oral & Maxillofacial Radiology □Oral Care and Preventive Outpatient □General Dentistry □Oral Preliminary Examination □Perioperative Oral Care Center
3F	■Heart Center □Cardiology □Cardiovascular Surgery, □Hematology, Oncology & Cardiovascular Medicine □Radiology Center (Cardiovascular Radiography) ■Isotope Treatment Center □RI Sickbeds □GMP Facility ①[☎5563] ②[☎5368]
2F	■Brain Center ■Clinical Laboratories (Laboratory Test, Physiological Test)
1F	■Radiology Center (Angiography, MRI & Ultrasound) ■Radiology Center (Bone X-ray), ■Department of Endoscopic Diagnostics & Therapeutics
B1F	■Nutrition Management Section

Elevator / EV

West Wing Building

2F	■Neuro-Psychiatry [☎5634]
1F	■Neuro-Psychiatry [☎5637]

Kyushu University Hospital Inpatient Ward

Outpatient Phone List

Dial-in 092-642-××××

If you have inquiries regarding outpatient ward, please call the relevant department directly. The following numbers are the last 4 digits of their phone numbers.

	Clinical Department	Location	Reception	Phone
Medical: Internal Medicine	Hematology, Oncology & Cardiovascular Medicine	OP 3F	West	5302
	Clinical Immunology, Rheumatology & Infectious Disease Medicine			
	Gastroenterology			
	Nephrology, Hypertension, & Strokology			
	Endocrine and Metabolic Diseases & Diabetes Mellitus			
	Hepatology & Pancreatobiliary Medicine			
	Psychosomatic medicine	OP 4F	West	5335
	Neurology	OP 2F	West	5349
	Cardiology	OP 3F	East	5371
	Respiratory Medicine	OP 4F	West	5388
	Pediatrics	N 5F	West	5430
	Neuro-Psychiatry	OP 2F	West 2	5640
	Radiology	OP 1F	West	5705
	General Internal Medicine	OP 1F	West	5300
	Advanced Molecular & Cell Therapy	OP 3F	West	5302
Medical: Surgery	Obstetrics & Gynecology	OP 4F	East	5900: Obstetrics(Revisit) 5409: Obstetrics & Gynecology
	Gastrointestinal Surgery	OP 4F	West	5453 5479
	Liver, Spleen, Portal vein & Liver Transplant Surgery	OP 4F	West	
	Pancreatobiliary Surgery, Kidney & Pancreatic Transplant Surgery	OP 4F	West	
	Thoracic Surgery			
	Breast Surgery	OP 4F	West	
	Endocrine Surgery	OP 4F	West	
	Vascular Surgery	OP 4F	West	

	Clinical Department	Location	Reception	Phone
Medical: Surgery	Orthopedic Surgery	OP 1F	West	5504
	Neurosurgery	OP 2F	West	5533
	Cardiovascular Surgery	OP 3F	East	5565
	Pediatric Surgery, Developmental Surgery & Small Intestine Transplant Surgery	N 5F	West	5578
	Dermatology	OP 3F	East	5597
	Urology, Prostate Gland, Kidney & Adrenal Gland Surgery	OP 2F	West	5615
	Ophthalmology	OP 2F	East	5660
	Otorhinolaryngology Head & Neck Surgery	OP 3F	East	5681
	Pain Clinic (Anesthesiology & Critical Care Medicine)	OP 4F	East	5719
	Plastic and Reconstructive Surgery	OP 3F	East	5510
Dental	Oral Surgery	N 5F	East	6445
	Oral & Maxillofacial Surgery	N 5F	East	6450

	Reception Desk	Location	Phone
Reception Desk	General Information	OP 1F	6270
	Outpatient Reception	OP 1F	5138
	Hospitalization Reception	OP 1F	5150
	Cashier	OP 1F	5169
	After-hours Reception	S 1F	5163

S South Ward N North Ward OP Outpatient Ward

West Block

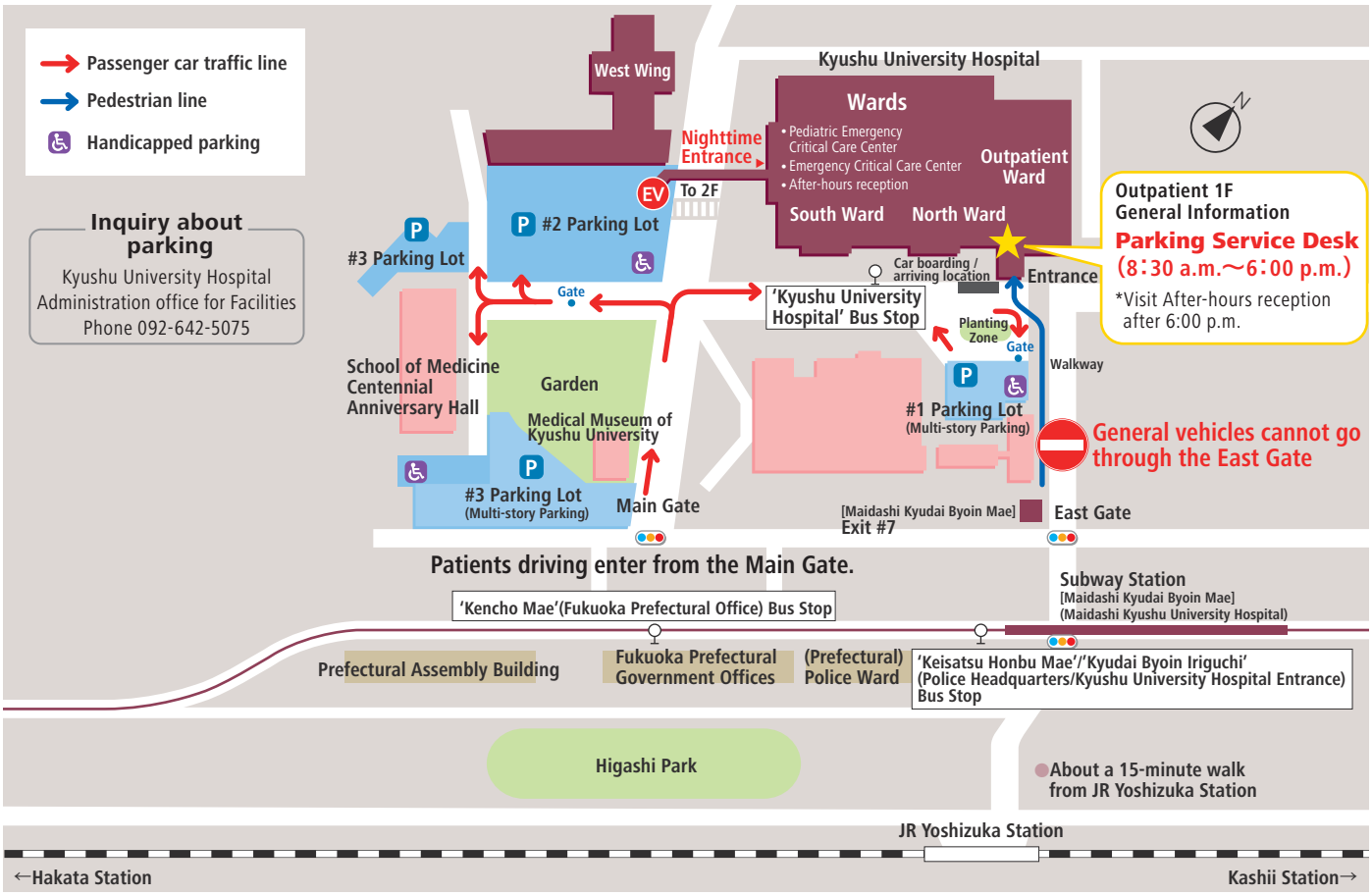
5F	
4F	■Surgery ■Respirology ■Psychosomatic Medicine ■Department of Advanced Medicine & Innovative Technology ■Stoma Nursing Room
3F	■Internal Medicine ■Advanced Molecular & Cell Therapy
2F	■Neurology ■Neurosurgery (Moyamoya Disease Outpatient Clinic) (Pituitary and Hypothalamic Outpatient Clinic) ■Urology, Prostate Gland, Kidney & Adrenal Gland Surgery ■Neuro-Psychiatry
1F	■General Internal Medicine ■Orthopedics ■Radiology ■Sleep Apnea Center
B1F	

East Block

5F	
4F	■Obstetrics & Gynecology ■Pain Clinic (Anesthesiology & Critical Care Medicine) ■Regenerative Dentistry & Implant Center ■Lymphedema Consultation
3F	■Heart Center (□Cardiology □Hematology, □Oncology & Cardiovascular Surgery) ■Dermatology ■Otorhinolaryngology Head & Neck Surgery ■Plastic & Reconstructive Surgery
2F	■Ophthalmology ■Outpatient Chemotherapy ■Palliative Care Center
1F	■General Information ■First-visit, Image Uploading Reception, Medical Certificate, Revisiting & Hospitalization Reception ■Public Welfare Desk ■Cashier/Check-in Sheet Submission Desk ■Guidance for Hospitalization/Exam ■Admission, Discharge & Perioperative Support Center Front Door◀
B1F	

Outpatient Ward Building

Kyushu University Hospital Access Map

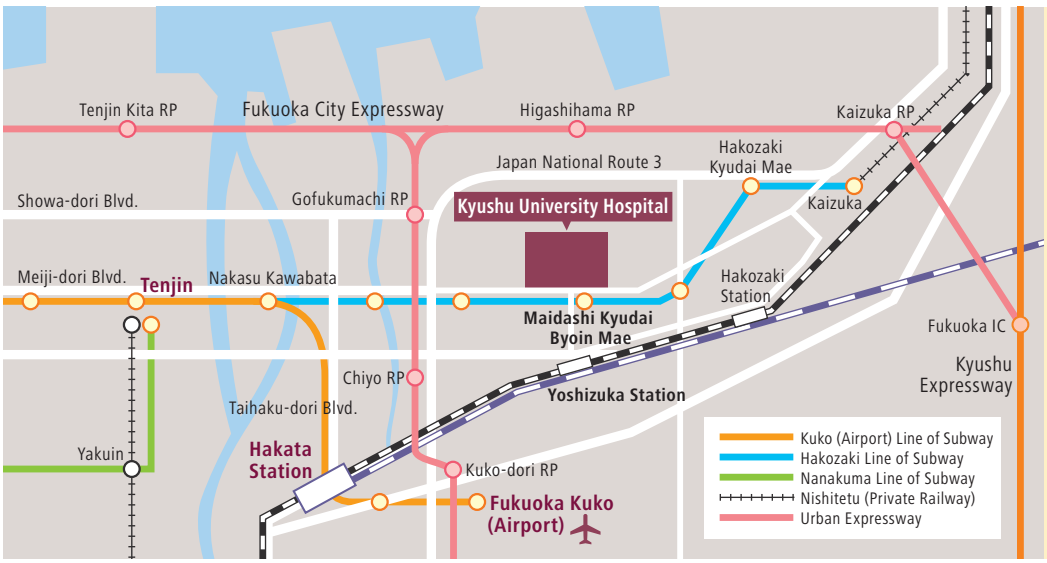


Patient Parking Fee

※Open 24 hours. Please note that we are not responsible for theft or damage to vehicles or contents. Please park at your own risk.

	#1 Parking (180 parking lots: 11 for handicapped)	#2 Parking (270 parking lots: 23 for handicapped) #3 Parking (363 parking lots: 3 for handicapped)
● Outpatient ● Patient on the day of hospitalization /discharge	100 yen for 6 hrs. (100 yen every 30 min after that)	Free for 10 hrs. (100 yen every 30 min after that)
	• Outpatient ..... Half top of your Check-in Slip • Patient on the day of hospitalization ..... Your number tag at the hospitalization reception • Patient on the day of discharge ..... Receipt or discount ticket for discharging patients	Please visit the Parking Service Desk at the General Information on the Outpatient Ward 1F to get a discount for your parking fee with presenting the documents shown on the left.
● Attendant ● Visitor	200 yen for 60 min (100 yen every 30 min after that)	100 yen for 60 min (100 yen every 30 min after that) **600 yen at the most up to 8 hrs.** (100 yen every 30 min after that)
● Those who have 'In-hospital family care permission'	Free all day (One family, one ticket/per day)	*Only for those who submitted 'In-hospital family care permission (refer to P.20)' and obtain permission. Visit the Parking Service Desk at the General Information on the Outpatient Ward 1F to get a discount for your parking fee with presenting 'In-hospital family care permission'.

Public Transportation System



15-min walk / 5 min by taxi from JR 'Yoshizuka' Station

5-min walk from 'Maidashi Kyudai Byoin Mae' subway station on the Hakozaki Line.

13 min from 'Fukuoka Kuko (Airport)
…Change trains at 'Nakasu Kawabata'
10 min from 'Hakata Station'
…Change trains at 'Nakasu Kawabata'
6 min from 'Tenjin'

Nishitetsu Bus

5-min walk from 'Kyudai Byoin' (①⑩) or 'Keisatsu Honbu Mae/Kyudai Byoin Iriguchi'

About 15 min from Hakata Station
(Route numbering; ⑨⑩㉙)
About 15 min from Tenjin
(Route numbering; ①⑫⑬㊿㊷㊼㊽etc.)

Taxi

About 15-20 min from Hakata
About 15-20 min from Tenjin