

英語 English

For Patients and Their Families
Visiting Kyushu University Hospital



Kyushu University Hospital
International Patient Support Center
April 2025, Ver. 1

～ Request for Your Cooperation ～

Kyushu University Hospital is a specialized medical institution providing advanced medical care. It is one of the largest hospitals in Japan, with over 40 medical and dental departments, an average of approximately 3,000 outpatients per day, and more than 1,250 inpatient beds.

Given the large number of patients receiving treatment or undergoing surgery, we kindly ask patients and their families to understand the hospital's policies and cooperate in ensuring smooth and safe medical care.

1. Infection Control Measures

If you have a fever or cold symptoms before your visit, please contact the hospital in advance. To prevent the spread of infections, we ask for your cooperation in wearing a mask and practicing thorough hand hygiene while in the hospital.

Please refrain from eating and drinking in hospital lobbies and department waiting areas. Eating and drinking are only permitted in designated areas such as restaurants and cafés.

2. Treatment Policy

If a patient does not agree with the treatment plan proposed by our doctors or departments, they may be advised to seek care at another medical institution, and treatment at our hospital may not be possible. Before receiving treatment, please ensure that you fully understand the details of the proposed treatment as explained by the doctor and sign a consent or pledge form when required.

3. Initial Appointment and Consultation Procedures

As a general rule, our hospital only accepts patients through referrals and appointments arranged by other medical institutions. Please first consult your primary care physician, who will schedule your initial appointment through our Reservation Center for first-time patients. Patients are not able to book their initial appointment directly with the hospital.

For returning patients, if more than one year has passed since the last consultation for medical care or more than six months for dental care, the visit will be considered a first-time consultation. In such cases, if you do not have a referral letter, an additional fee of 7,700 yen for medical care or 5,500 yen for dental care will be charged on top of the standard treatment fees (In principle, patients without a referral letter cannot be seen).

4. Follow-Up Appointments

Follow-up appointments are by appointment only. After your consultation, you will receive an appointment slip confirming your next visit, so please be sure to arrive on time as indicated.

5. Rescheduling or Canceling an Appointment

We kindly request that you avoid changing your appointment unless absolutely necessary, as it may affect the treatment of other patients. If you need to reschedule or cancel, please use our concierge app to manage your appointment.

* Please note that the app is available only in Japanese.

Instructions for using the app can be accessed via the QR code provided separately.



If you prefer to cancel your appointment by phone, please ask someone who speaks Japanese to assist you or call using the free telephone

interpretation service offered by Fukuoka International Medical Support Center. Phone: 092-286-9595

6. Waiting Time

As many patients visit the hospital daily, waiting times may vary depending on the consultation schedule. On days when you have an appointment, please allow sufficient time for your visit.

If a blood test is required before your consultation, please arrive at the hospital about one hour before your scheduled appointment time.

7. Advisory Office for Patients

The Advisory Office for Patients provides assistance to patients and their families regarding medical conditions, social support systems, hospitalization concerns, and other inquiries. Full-time counselors work in collaboration with relevant departments and professionals to address concerns in a fair and impartial manner.

Location: Health Networking Center, 1F Outpatient Ward

Phone: 092-642-5512 (Japanese only)

8. Language Support

The hospital has one English medical interpreter and one Chinese medical interpreter. Additionally, a remote medical interpretation tablet is available, offering support in 32 languages.

These interpretation services are primarily used for explanations by medical staff. For reception, administrative procedures, and billing, please ensure that someone proficient in Japanese accompanies you.

9. Translation of Documents

The hospital offers translation services for medical certificates, official documents, and other designated reports issued within the hospital into English and Chinese. A translation fee will be charged in addition to the document fee, and processing typically takes one to two weeks. For expectant mothers planning to give birth at the hospital, we recommend checking in advance with the embassy or relevant authorities to confirm whether a translated birth certificate is required.

To request a translation, please inquire at the Medical Certificate Desk on the 1st floor or the respective medical department. For further details regarding document translation and associated fees, please contact the International Patient Support Center (IPAC). Phone: 092-642-4231

10. Doctor Selection and Gender Preference

Patients cannot select their doctors, as medical care is provided by a team that shares patient information within the department. Regarding the gender preference of the doctor, we will try to accommodate the patient's beliefs and values as much as possible, however, depending on individual circumstances such as scheduling, available times, and the specifics of the treatment, we may not be able to meet the request.

We are also unable to accommodate gender preference requests in emergency situations. Please ensure that you fully understand these policies before visiting the hospital.

11. Visitation During Hospitalization

Visitation rules may vary by ward and department. During your stay, please adhere to the specific guidelines for visiting the patient, including hours, areas, and the number of visitors allowed. We appreciate your cooperation in ensuring a respectful environment for all patients.

12. Hospital Food

The hospital does not provide Halal food or any other food that corresponds to religious beliefs. Prior to admission, you will be asked about religiously restricted foods at the Outpatient Ward, Admission, Discharge, and Perioperative Center, or in the hospital wards, so please inform the hospital staff about prohibited foods at that time. Meals with the specified foods removed will be served in the same way as allergy-compatible meals.

As we do not provide separate cooking utensils, if you have concerns, please feel free to purchase your own at the convenience store on the first floor of the hospital or bring your own from home. You may use the refrigerator in your room or the microwave oven in the dayroom as needed.

13. Baby Formula

The hospital provides Sukoyaka (Beanstark Snow) milk for newborn babies, which does not contain pork-derived ingredients. If you have any concerns, please contact the respective department.

14. Ornaments Related to Culture and Beliefs

If a patient wishes to wear a hijab or jewelry for religious or cultural reasons during hospitalization, we will make every effort to accommodate this request. However, depending on the nature of the examination or treatment, we may ask the patient to remove these ornaments.

15. Prayer Services

The hospital provides laminated forms marked 'Prayer in Progress' for patients who wish to engage in prayer during their hospitalization. Please attach the form to the curtains around the beds in the case of large rooms, or to the door in private rooms. Additionally, there is a prayer room exclusively for Muslims on the 2nd floor of the 1st Pharmacy Building (1F

Ain Pharmacy), located in front of the main entrance of the hospital, for your use as needed.

16. Procedures in the Event of Death

In the event of a patient's passing, we kindly request that the patient's family make arrangements for the patient's discharge from the hospital and the funeral services at the earliest convenience.

We respectfully ask for your understanding that the hospital does not provide ritual washing or mortuary services.

17. Payment Procedures

Payments can be made at the 'Cashier' (No. 5) on the 1st floor of the Outpatient Ward or at the automatic payment machine. After-hours, on weekends, and on holidays, payments should be made at the 'After-hours Reception' on the 1st floor of the South Ward.

We kindly request that payments be made as soon as possible after the consultation (completion of the medical fee calculation). Payments can be made by cash, credit card, or debit card.

18. Request for Survey Participation

The International Patient Support Center conducts surveys aimed at improving services. The survey takes approximately 2 minutes to complete. Please use the QR code below to access and fill out the survey.

We appreciate your cooperation.

*The survey is available in English and Chinese only



English



Chinese