

※Hospital parking is available for a fee
Outpatients who come to the hospital by car are eligible for a discount
3-1-1 Maidashi Higashi-ku Fukuoka 812-8582
https://www.hosp.kyushu-u.ac.jp

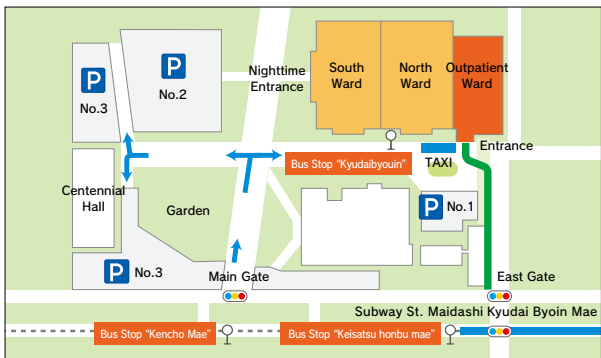
Name		Location		Reception	First visit	Return visit	Phone
Center for Cellular and Molecular Medicine		South Ward	2F		Mon ~ Fri	Mon ~ Fri	(092) 642-5947
Emergency & Critical Care Center／Pediatric Emergency & Critical Care Center		South Ward	1 F				
Center for Integration of Advanced Medicine, Life Science and Innovative Technology		Outpatient	4F	West	Mon/Wed/Fri	Mon/Wed/Fri	642-5993
Research & Clinical Center for Yusho & Dioxin	Dermatology	Outpatient	3F	East	Wed	Wed	642-5211
Heart Center	Hematology, Oncology & Cardiovascular Medicine Cardiology／Cardiovascular Surgery	Outpatient	3F		Mon ~ Fri	Mon ~ Fri	Medicine 642-5371 Surgery 642-5565
Admission, Discharge, and Perioperative Center		Outpatient	1 F		Mon ~ Fri	Mon ~ Fri	642-5546
Perioperative Oral Care Center	General Dentistry Geriatric Dentistry & Perioperative Oral Care Center	North Ward	4F		Mon ~ Fri	Mon ~ Fri	642-6509
Regenerative Dentistry & Implant Center		Outpatient	4F	East 2nd	Mon ~ Fri	Mon ~ Fri	642-6361
Dental Maxillofacial Center		North Ward	5F	East/West	Mon ~ Fri	Mon ~ Fri	642-6450
Outpatient Chemotherapy		Outpatient	2F				642-5125

Memory Clinic	Neurology／Neuro-Psychiatry	Outpatient	2F	West	Tue/Thu/Fri		(092) 642-6235
Pediatric AYA Generation Follow-up Clinic		North Ward	5F	West	Fri	Fri	642-5430
Transitional Care Clinic	Pediatrics	North Ward	5F	West	Mon	Mon	
Outpatient Genetic Counseling		North Ward	2F		Mon ~ Fri	Mon ~ Fri	642-5057
Pediatric Kampo Medical Clinic	Pediatric Surgery, Developmental Surgery & Small Intestine Transplant Surgery	North Ward	5F	West	Tue	Tue	Pediatric Surgery 642-5578
Moyamoya Disease Clinic	Neurosurgery	Outpatient	2F	West	Wed	Wed	642-5533
Pituitary & Hypothalamic Clinic	Neurosurgery／Endocrine Metabolic Disease & Diabetes Mellitus Medicine	Outpatient	2F	West	Mon	Mon	
Department of Child Psychiatry	Neuro-Psychiatry	Outpatient	2F	West 2nd	Tue/Thu	Mon ~ Fri	642-5642
HIV Clinic	General Internal Medicine	Outpatient	1F	West	Mon ~ Fri	Mon/Tue	642-5300
Kampo Medical Clinic		Outpatient	1F	West	Fri	Fri	
Travel Clinic		Outpatient	1F	West	Tue/Wed/Thu	Tue/Wed/Thu	642-5021
Palliative Care for Pain	Palliative Care Center	Outpatient	2F		Tue/Fri	Tue/Fri	642-5450
Palliative Care for Mind					Wed/Fri	Wed/Fri	
Pregnancy and Medication Outpatient Service	Obstetrics & Gynecology	Outpatient	4F	East	Tue	Tue	

Name		Location		Consultation Days	Phone
Outpatient Nursing Specialties	Midwife Consultation	Outpatient	4F	Mon ~ Fri	(092) 642-5900
	Lymphedema Consultation Unit	Outpatient	4F	Mon ~ Fri	642-5409
	Stoma Nursing Room	Outpatient	4F	Mon ~ Fri	641-1151
	Outpatient Clinic for Peritoneal Dialysis	South Ward	4F	Mon ~ Fri	642-5843
	Diabetes Foot Care Unit	Outpatient	3F	Fri	642-5302
	Long-Term Follow-up Programs for Post-Hematopoietic Cell Transplant Patients (Adults)	Outpatient	3F	Wed	642-5244
	Long-Term Follow-up Programs for Pediatric Post-Hematopoietic Cell Transplant Patients	North Ward	5F	Wed/Thu	642-5427
	Cancer Nursing Consultation	Outpatient	2F	Mon ~ Fri	642-5450
	Preventive Guidance for Diabetic Dialysis	Outpatient	3F	Fri	642-5302
Outpatient Pharmacist Specialties	Oncology Pharmacist Consultation	Outpatient	2F	Mon ~ Fri	

Name	Location	Phone
Advisory Office for Patients	Outpatient Ward 1F	642-5512
Welfare Assistance Desk	Outpatient Ward 1F	642-5167
Homecare Assistance Office	Outpatient Ward 1F	642-5185
Public Welfare Desk	Outpatient Ward 1F	642-5736
Consultation & Support Center for Cancer Patients	Outpatient Ward 1F	642-5200
Consultation & Support Center for Pediatric Cancer Patients		
Nutrition Consultation Room	South Ward 2F	642-5180
Second Opinion Consultation	Outpatient Ward 1F	642-5160
International Patient Support Center	Outpatient Ward 1F	642-4231
Center for Clinical and Translational Research	Outpatient Ward 1F	642-5858
Cancer Genome Information Counter for Outpatients		
Safety Management Room	North Ward 2F	642-5135
Medical Information (Medical Record Disclosure) Desk		
Fukuoka Prefectural Support Base Hospital for Eating Disorders	Outpatient Ward 4F	642-4869
Fukuoka Prefectural Epilepsy Support Center	North Ward 2F	642-4379
Fukuoka City Dementia Center	North Ward 2F	642-6235
Fukuoka Intractable Diseases Support Center	North Ward 2F	643-1390
Undiagnosed & Undesignated Intractable Diseases Support Center	North Ward 2F	642-4864

Name	Location	Phone
General Information	Outpatient Ward 1F	642-6270
Outpatient Reception Desk	Outpatient Ward 1F	642-5138
Hospitalization Reception Desk	Outpatient Ward 1F	642-5150
Cashier	Outpatient Ward 1F	642-5169
Medical Certificate Desk	Outpatient Ward 1F	642-6269
After-hours Reception Desk	South Ward 1F	642-5163
Rehabilitation Reception Desk	South Ward 1F	642-5862



As the number of parking lots is limited, we ask for your cooperation in using public transportation as much as possible.

Please be sure to bring your My Number health insurance card when you come to the hospital.

Outpatient Guidance

Consultations and treatment at our hospital require referrals and appointments from medical institutions

- Please be sure to bring your My Number health insurance card (insurance card) and any medical certificates when you visit the hospital.
- If you do not bring your My Number health insurance card (insurance card), insurance-covered medical care may not be available.
- Please make an appointment at the "Reservation Center" for first visit.
- For appointment changes or confirmations, please contact us through the email form or by calling each department directly.
※The email form is available on the Kyushu University Hospital website.

For first-time patients:「**Reservation Center**」For medical (non-dental) appointments, a reservation and a referral letter from a medical institution are required.

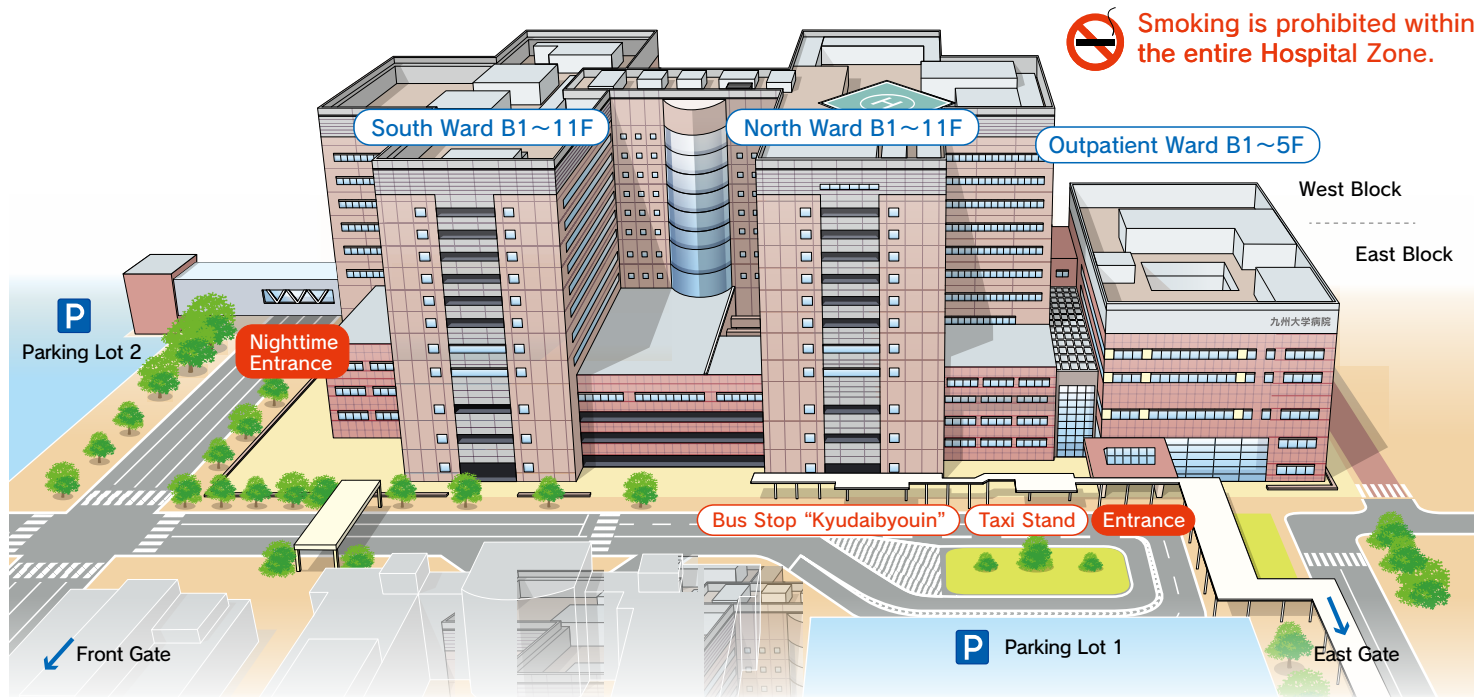
Medical Reservations TEL.092-642-5508 Dental Reservations TEL.0570-088-577 Reception Hours 9:00~17:00 (weekdays only)

Clinical Department		Location	Reception	First visit	Return visit	Phone
Internal Medicine	Hematology, Oncology & Cardiovascular Medicine	Outpatient	3F	West	Mon ~ Fri	(092) 642-5302
	Clinical Immunology, Rheumatology & Infectious Disease	Outpatient	3F	West	Mon/Wed/Thu/Fri	
	Gastroenterology	Outpatient	3F	West	Mon ~ Fri	
	Nephrology, Hypertension & Strokology	Outpatient	3F	West	Mon ~ Fri	
	Endocrine Metabolic Disease & Diabetes Mellitus Medicine	Outpatient	3F	West	Mon/Tue/Wed/Fri	
	Hepatology & Pancreatobiliary Medicine	Outpatient	3F	West	Mon ~ Fri	
	Psychosomatic Medicine	Outpatient	4F	West	Mon/Thu	642-5335
	Neurology	Outpatient	2F	West	Tue/Thu/Fri	642-5349
	Cardiology	Outpatient	3F	East	Mon ~ Fri	642-5371
	Respiratory Medicine	Outpatient	4F	West	Mon/Wed/Fri	642-5388
	Pediatrics	North Ward	5F	West	Mon ~ Fri	642-5430
	Neuro-Psychiatry	Outpatient	2F	2nd West	Mon/Tue/Thu/Fri	642-5640
	Radiology	Outpatient	1F	West	Mon ~ Fri	642-5705
	General Internal Medicine	Outpatient	1F	West	Mon ~ Fri	642-5300

Surgery	Obstetrics & Gynecology	Outpatient	4F	East	Mon ~ Fri	Mon ~ Fri	Ob/Gyn (Follow-up) 642-5900 Ob/Gyn 642-5409	
	Gastrointestinal Surgery	Outpatient	4F	West	Mon ~ Fri	Mon ~ Fri	642-5453 642-5479	
	Liver, Spleen, Portal Vein & Liver Transplant surgery	Outpatient	4F	West	Mon/Wed/Fri	Mon/Wed/Fri		
	Pancreatobiliary Surgery, Pancreas & Kidney Transplant surgery	Outpatient	4F	West	Tue/Thu/Fri	Tue/Thu		
	Thoracic Surgery	Outpatient	4F	West	Mon ~ Fri	Mon ~ Fri		
	Breast Surgical Oncology	Outpatient	4F	West	Mon ~ Fri	Mon ~ Fri		
	Endocrine Surgery						642-5504 642-5533 642-5565 642-5578	
	Vascular Surgery	Outpatient	4F	West	Mon/Wed/Fri	Mon/Wed/Fri		
	Orthopedic Surgery	Outpatient	1F	West	Mon ~ Fri	Mon ~ Fri		
	Neurosurgery	Outpatient	2F	West	Mon/Wed/Fri	Mon/Wed/Fri		
	Cardiovascular Surgery	Outpatient	3F	East	Tue ~ Fri	Tue ~ Fri	642-5597 642-5615 642-5660 642-5681 642-5719 642-5510	
	Pediatric Surgery, Developmental Surgery, & Small Intestine Transplant Surgery	North Ward	5F	West	Mon/Tue/Wed/Fri	Mon/Tue/Wed/Fri		
	Dermatology	Outpatient	3F	East	Mon ~ Fri	Mon ~ Fri	(092) 642-6465 642-6460 642-6430 642-6425 642-6440 642-6435 642-6445 642-6450 642-6479 642-6471 642-6490 642-6483 642-6500	
	Urology, Prostate Gland, Kidney & Adrenal Gland Surgery	Outpatient	2F	West	Tue/Thu	Mon/Wed/Thu/Fri		
	Ophthalmology	Outpatient	2F	East	Mon/Wed/Fri	Mon ~ Fri		
	Otorhinolaryngology, Head & Neck Surgery	Outpatient	3F	East	Tue/Thu	Mon/Wed/Fri		
	Pain Clinic (Anesthesiology & Critical Care Medicine)	Outpatient	4F	East	Mon/Wed/Fri	Mon/Tue/Wed/Fri		
	Plastic & Reconstructive Surgery	Outpatient	3F	East	Mon/Wed/Fri	Mon/Wed/Fri		
	Pediatric Dentistry & Special Needs Dentistry	North Ward	5F	West	Mon ~ Fri	Mon ~ Fri		
	Orthodontics		5F	West				
Endodontics	4F		West					
Periodontics	4F		West					
Removal Prosthodontics	4F		West					
Fixed Prosthodontics	4F		West					
Oral Surgery	5F		East					
Oral & Maxillofacial Surgery	5F		East					
Dental Anesthesiology	5F		East					
Oral & Maxillofacial Radiology	North Ward	4F	East	Mon ~ Fri	Mon ~ Fri			
General Dentistry		4F	East					
Geriatric Dentistry & Perioperative Oral Care Center		5F						
Preliminary Dental Examination	North Ward	4F	East	Mon ~ Fri	Mon ~ Fri			
Oral Examination Center		4-5F						

【Outpatient Reception Hours】

First visitors 8:30~11:00 Counter 1
Return visitors 8:15~17:00 Automatic Return Check-in Machine
8:20~17:00 Counter 3 Reception
Main Entrance Hours 7:30~18:00
Closed Days Sat, Sun, national holidays, and Dec 29-Jan 3



Mission Statement / Basic Policies

Patient Responsibilities and Requests from the Hospital

Mission Statement

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

Basic Policies

1. Provision of advanced medical care and promotion of research and development
2. Pursuit of greater medical safety
3. Contribute to community healthcare
4. Promotion of globalization based on information technology
5. Cultivate medical professionals who practice holistic medicine

Patient Responsibilities and Requests from the Hospital

- 1 Please promptly and accurately inform the hospital of your health condition and any changes.
- 2 Please receive examinations and treatments with understanding and consent.
- 3 To ensure that all patients receive appropriate medical care in a comfortable environment, please refrain from any behavior that may inconvenience others.
- 4 Please follow social rules, hospital regulations, and the instructions of hospital staff.
- 5 Kyushu University Hospital is an Advanced Treatment Hospital. To provide timely care to patients requiring advanced medical services, please discharge or transfer to another hospital promptly once your treatment is complete.
- 6 Please pay medical fees for the care you receive without delay. **Violation of the above may result in discontinuation of consultations and treatment. The hospital may also report the matter to the police or take legal action.**
- 7 As an educational and research hospital, we appreciate your cooperation in the training of medical professionals and in research aimed at developing new diagnostic and therapeutic methods.

- Smoking is strictly prohibited throughout the entire Hospital Zone. **Do not smoke in any area.**
- Please handle hospital equipment and property with care.
- Acts of violence or abusive language toward other patients or hospital staff are prohibited.

Director of Kyushu University Hospital

Patient and Child Patient Rights

Patient's Rights

- 1 Your rights and dignity as an individual shall be respected.
- 2 You have the right to receive quality and adequate medical care in a fair and equitable manner.
- 3 You have the right to receive sufficient explanation of your health conditions and medical care.
- 4 You have the right to choose, consent to, or refuse medical care of your own free will after receiving the above explanation.
- 5 If you wish to seek another doctor's opinion on your diagnosis or treatment policy, 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 have your privacy respected and your personal information protected.

Child Patient's Rights

- 1 **You will be treated with respect as an individual.**
We respect children as individuals, protect their rights, and strive to make them as happy as possible.
- 2 **You will receive the best medical care for your mind and body.**
We always consider the best interest of the child. We will give the utmost consideration to the method, place, and time of medical treatment to minimize the child's physical and emotional suffering. We will also ensure that the child receives medical care in a fair manner, without discrimination based on age or medical condition.
- 3 **You can have someone you feel comfortable to stay with you as much as possible.**
We will make every effort to ensure that the child can spend time with a parent or an alternative person in order for the child to receive medical care with peace of mind.
- 4 **You can receive explanations in easy-to-understand language about your illness and treatment.**
We acknowledge that the child is capable of having his or her own ideas about the disease and its treatment and we will explain what they want to know using language and methods according to their level of understanding. In the same way, we will explain to the child about participation in clinical trials and clinical research.
- 5 **You can express your feelings and wishes to hospital staff and family members and ask them to consider and decide together about your illness and treatment.**
We acknowledge that the child has his or her own ideas about the disease and its treatment, and we will provide opportunities for the child to express these ideas. We also need to acquire skills through training to receive messages and signs from the children when it is difficult for them to express themselves. In cases where it is difficult for the child to make his or her own decision, the adults surrounding the child must consider the child's best interests and make the decision. In such cases, a second opinion system can be used if necessary. We will explain our decisions to the child, and will do our utmost to make sure that the child is satisfied with the decisions and that he or she is in agreement with our decisions.
- 6 **Secrets that you do not want other people to know can be protected.**
The privacy of the child must be taken into consideration. If it is necessary to share information about the child, the reason will be explained to the child.
- 7 **You can play and study while you are in the hospital.**
Regardless of the child's age, medical condition, or situation, opportunities and places for play, learning, and recreation are guaranteed.
- 8 **You can receive support for your mind and body after leaving the hospital.**
We will ensure that the child receives the medical care and other support he or she needs, not only now, but also in the future.

Medical & Dental Outpatient Flow

The outpatient ward of Kyushu University Hospital is divided into East and West, with reception counters (“**block receptions**”) on each floor that manage multiple departments.

At the **block reception**, staff confirm patient arrival, check health insurance cards, and verify completion of consultations.

After completing procedures at the **First Visit Reception** or **Return Visit Check-in Machine** on the 1st floor, patients proceed to the **block reception** before visiting their department.

For First-Time Visitors

Please bring the following when visiting the hospital:
Appointment sheet and **referral letter (medical information form)** received from your primary care physician
CDs/films (if any)

- General Information Desk**
• Receive a number ticket.
 - First Visit Reception Counter 1**
• Submit appointment sheet, referral letter, and any CDs/films.
• Scan My Number Health Insurance Card at the card reader.
• Submit medical certificate if applicable.
• Receive check-in sheet and patient ID card.
 - Image Uploading Reception**
• Submit check-in sheet and CDs.
 - Block Reception**
• Submit check-in sheet and referral letter.
 - Consultation Room**
• Medical examination and/or tests by the doctor.
• Make a follow-up appointment if needed.
 - Block Reception**
• Submit check-in sheet.
• Receive appointment sheet.
 - Check-in Sheet Submission Counter 4**
• For patients needing tests after consultation, submit the check-in sheet here.
 - Cashier Counter 5**
• Pay using the automatic payment machine or at the Cashier (Counter 5).
- Outpatient Prescription Counter**
• Your prescription can be faxed to an external pharmacy.

For Returning Patients

- Return Visit Check-in Machine**
• Insert patient ID card and receive a check-in sheet.
• If you forget your card, go to **Counter 3** (Revisit Reception).
• Scan My Number Health Insurance Card at the card reader.
 - Outpatient Blood Testing Lab**
• If blood tests are required before consultation, submit the check-in sheet.
 - Block Reception**
• Submit check-in sheet.
Follow the same steps as First Visit ⑤-⑦.
 - Cashier Counter 5**
• Pay using the automatic payment machine or at the Cashier (Counter 5).
• Post-payment service is available (see p.7).
- Outpatient Prescription Counter**
• Your prescription can be faxed to an external pharmacy.



Locations of Card Readers for the My Number Health Insurance Card

- ① First Visit Reception
- ③ Return Visit Reception
- ⑤ Admission Reception



1F Elevators
Please go to your clinical department by outpatient elevator or escalator.



Guidance Monitor
If you see your daily number written on the top right of your check-in sheet on the monitor, please go to a waiting room or enter a consultation room.



Return Visit Check-in Machine



Blood Testing Lab



General Information First Visit Patient Reception Desk



Block Reception Desk (Each floor)

Easy Payment (“Rakuraku Accounting”)

Use the Dedicated Receipt/Statement Machine for credit card post-payment. Details are available in the leaflet or at:
https://www.hosp.kyushu-u.ac.jp/facility/WIFI_01/

Checking Billing Monitor Online

You can check the billing monitor during your outpatient visit via the Concierge App.
https://www.hosp.kyushu-u.ac.jp/facility/WIFI_01/

After-hours Entrance
Mon-Fri 7:30-20:15
Sat/Sun/HOL 9:00-20:15



Accounting /Check-in Sheet Submission Counter



Outpatient Prescription Counter



In-Hospital Dispensing Pharmacy Desk



Receipt and Statement Issuing Machine for Easy Payment (Rakuraku)



Health Networking Center Consultation Desk Information

- Advisory Office for Patients**
General medical consultation
- Welfare Assistance Desk**
Medical expenses and welfare system consultation
- Homecare Assistance Office**
Home care support for patients
Medical equipment consultation
- Consultation & Support Center for Cancer Patients**
- Consultation & Support Center for Pediatric Cancer Patients**
Cancer care consultation (Reception hours: 9:00-15:00)

Public Welfare Desk

Consultation and guidance regarding public funding applications

Outpatient Ward 1F

! Please scan your My Number Health Insurance Card on the card reader at each visit.



Admission, Discharge & Perioperative Support Center



Image Uploading Reception

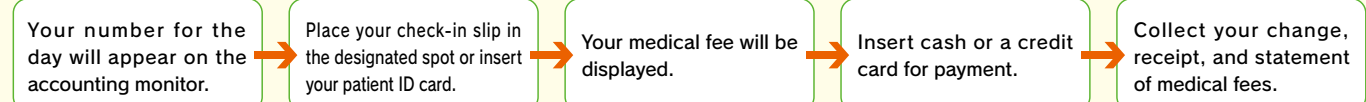


Return Visit Check-in Machine

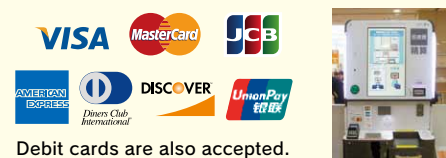


Payment Machine

How to Use the Automatic Payment Machine



- If your number is displayed in yellow on the accounting monitor, please pay at Cashier (Counter 5).
- After your number appears on the accounting monitor, proceed to the automatic payment machine.
 - If you have waited over 30 minutes for payment after submitting your check-in sheet, please inquire at Cashier (Counter 5).
 - Displayed numbers may not be called in exact order depending on the type of medical service.
 - The following credit cards are accepted: VISA, Master, JCB, AMEX, Diners, DISCOVER, and UnionPay.



Requests for Outpatient Visits

1. Return Visits

- Return visits are in principle by appointment.
- Consultations for return visits are provided in the order of the appointment time, not the arrival time.
- As a rule, please avoid changing your appointment.** If you must change or cancel a return-visit appointment, or if you need to confirm your next visit date, please apply through the Concierge App or the email form.
- ※The Concierge App must be installed on your smartphone (see p.7).
- ※The email form is available on the Kyushu University Hospital website.
- Due to the increasing number of phone inquiries about appointment changes, it may be difficult to get through. Please refrain from making inquiries by phone, as it interferes with the care of other patients.

2. Return-Visit Check-In

- The automatic **return-visit check-in machines** start operation at 8:15 a.m.
- Patients without a patient ID card should check in at **Counter 3** (Return Visit).
- If you arrive without an appointment, please ask at the department reception.
- ※For each visit, please scan your **My Number health insurance card** at the card reader.

3. Opening Time

- The hospital opens at 7:30 a.m. Please refrain from coming before opening time.
- ※Staff are unable to assist before the hospital opens. Thank you for your understanding.

4. Block Reception

- Each floor is divided into blocks that manage multiple departments. Please present your check-in sheet at the **block reception** at the following times:
 - ①When you arrive at the block reception
 - ②When going for tests
 - ③After returning from tests to the department reception
 - ④After finishing your consultation
 - ⑤When leaving your seat
- To prevent patient mix-ups, you may be asked to state your name and date of birth. Your cooperation is appreciated.

5. Order of Tests and Consultations

- Please follow the order indicated on your **check-in sheet** for tests and consultations.
- Always review your **check-in sheet** to confirm your sequence of visits.
- Depending on the content of your tests, the order may differ from what is listed.
- If you have any questions about the order, please ask at the **block reception**.

6. Today's Number

- To protect personal information, patients will generally be called by the **Today's Number** printed on the **check-in sheet**.
- If it is difficult to call by number, your name may be used.

7. Blood Testing

- The blood testing lab is extremely busy in the morning. Thank you for your understanding.
- If fasting or a pre-breakfast blood test is required, please confirm the test time with your attending physician or nurse.

8. Prescriptions

- As a rule, prescriptions are issued for outside pharmacies. **An outside prescription is valid for four days including the date of issue (including Saturdays, Sundays, and holidays).** Prescriptions become invalid after this period, so please take note.

9. Payment Methods

- After your consultation, please wait until your **Today's Number** is displayed on the first-floor **accounting monitor**. Once displayed, please pay at the **automatic payment machine** or at the Cashier (**Counter 5**).
- If you receive the **check-in sheet** without a detachable stub, please submit it at **Counter 4**. After submission, payment instructions will be provided.
- After payment, a receipt and an itemized statement will be issued. If you do not need the itemized statement, please inform the Cashier (**Counter 5**).
- If you install the Concierge App, you may use the **post-payment service** (see p.7 for details).

Request to Register for the Concierge App

Kyushu University Hospital has introduced the Concierge App. This app links with the electronic medical record system and supports, such as notifications the day before your appointment, calling you to the consultation room or blood testing lab, post-payment of medical fees ("Easy Payment"), appointment confirmation, changes, and cancellations, and family member registration.

We will continue to expand useful features, so we encourage you to register for the app.



- Receive notifications such as appointment reminders the day before.
- Get notified when your turn for blood testing is approaching.
- Get notified when your consultation is ready.
- Set up before re-visit check-in on your appointment day.
- If you select Easy Payment, you can leave without waiting at the cashier.
- Check your appointment status.
- Request confirmation, changes, or cancellation of appointments.
- Use it to check your family members' appointments or pay their fees via Easy Payment.

How to Register for the Concierge App

Step 1 : Install the App

Scan the QR code to install the app.

▼iOS



▼Android



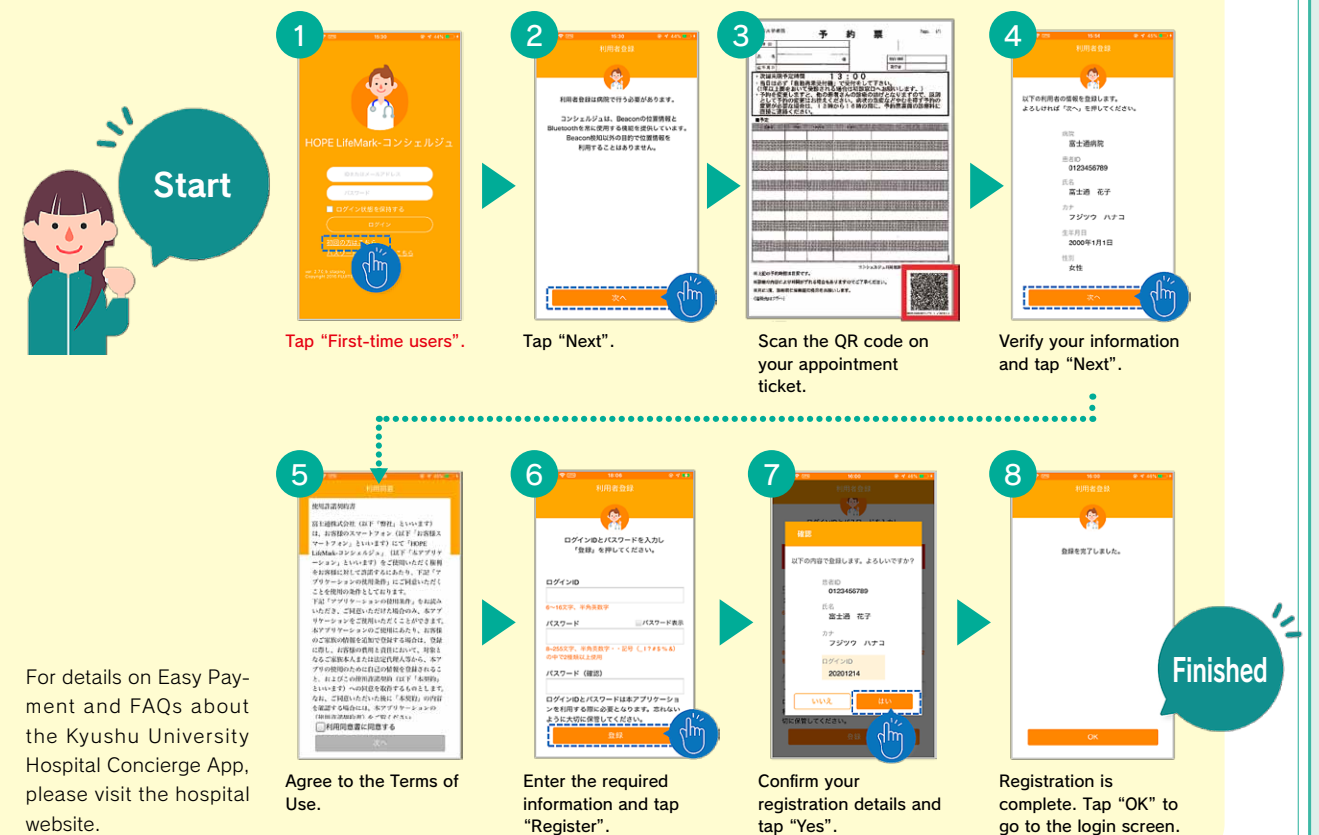
Or search for "Hope LifeMark - Concierge" on the App Store or Google Play.

Hope LifeMark - Concierge 検索

※This app is not supported on tablets.

Step 2 : Register Yourself and the Medical Institution

Open the installed app.



For details on Easy Payment and FAQs about the Kyushu University Hospital Concierge App, please visit the hospital website.

Outpatient Prescriptions, Parking Fees, and Facility Information

For Outpatients

- Free Wi-Fi service is available on the outpatient floors. **Free Wi-Fi**
- Prescriptions from this hospital are generally issued as external prescriptions. Please cooperate with the issuance of external prescriptions.
- If you have a medical certificate other than your insurance card, please present it at the block reception.
- If your medical certificate has changed, please show the new certificate at the block reception.
- The hospital opens at 7:30 a.m. Please refrain from arriving before opening.
- Tips or gifts to hospital staff are strictly prohibited.



Prohibited Activities Inside the Hospital

- Smoking (including e-cigarettes) and drinking alcohol
- Taking photos, videos, or audio recordings, or posting them online (see below "Photography and Recording in the Hospital")
- Violence, verbal abuse, intimidation, or any other disturbance toward patients or staff
- Damaging hospital property
- Forcing staff to prepare documents or repeatedly requesting meetings
- Distributing or attempting to distribute documents within the hospital
- Any other actions that may interfere with smooth medical care or hospital operations

Photography and Recording in the Hospital

To protect the privacy of patients and staff, and for facility safety, **taking photos, videos, or audio recordings and posting them online is prohibited.**

- If photos, videos, or recordings are discovered, you may be asked to delete the data.
- Any issues arising from posting such content online are the sole responsibility of the poster. The hospital assumes no liability.
- If you see someone recording or photographing without permission, please inform hospital staff.

Facilities in the Outpatient Ward/Hospital Mall

A convenience store selling pajamas, light meals, and other items, as well as a restaurant and café, are available.



Restaurant-Royal Host
Hours: Mon-Fri 10:00-17:00
Closed: Sat, Sun, Holidays
TEL: 092-642-6865



Cafe-Tully's Coffee
Hours: Mon-Fri 7:00-20:00,
Sat-Sun & Holidays 7:00-20:00
TEL: 092-643-5155



Convenience Store-LAWSON
Hours: Mon-Fri 7:00-21:00,
Sat-Sun & Holidays 7:00-20:00
TEL: 092-642-6864

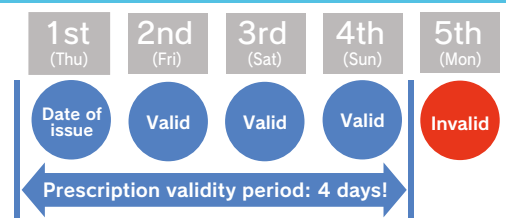


ATM/Cash Corner
Fukuoka Bank: Daily 9:00-20:00
Nishi-Nippon City Bank: Daily 9:00-20:00

Validity of External Prescriptions

Prescriptions are valid for 4 days. They become invalid after this period.

Valid 4 days
(weekends/holidays included)



P Parking Fees

Outpatients arriving by car are eligible for discounts. After your visit, present your parking ticket and check-in sheet stub at the parking reception to apply the discount.

Discounts:

Parking Lot 1: First 6 hours **100 yen**

Parking Lots 2 & 3: First 10 hours **Free**

After the discounted period, all lots:

100 yen per additional 30 minutes

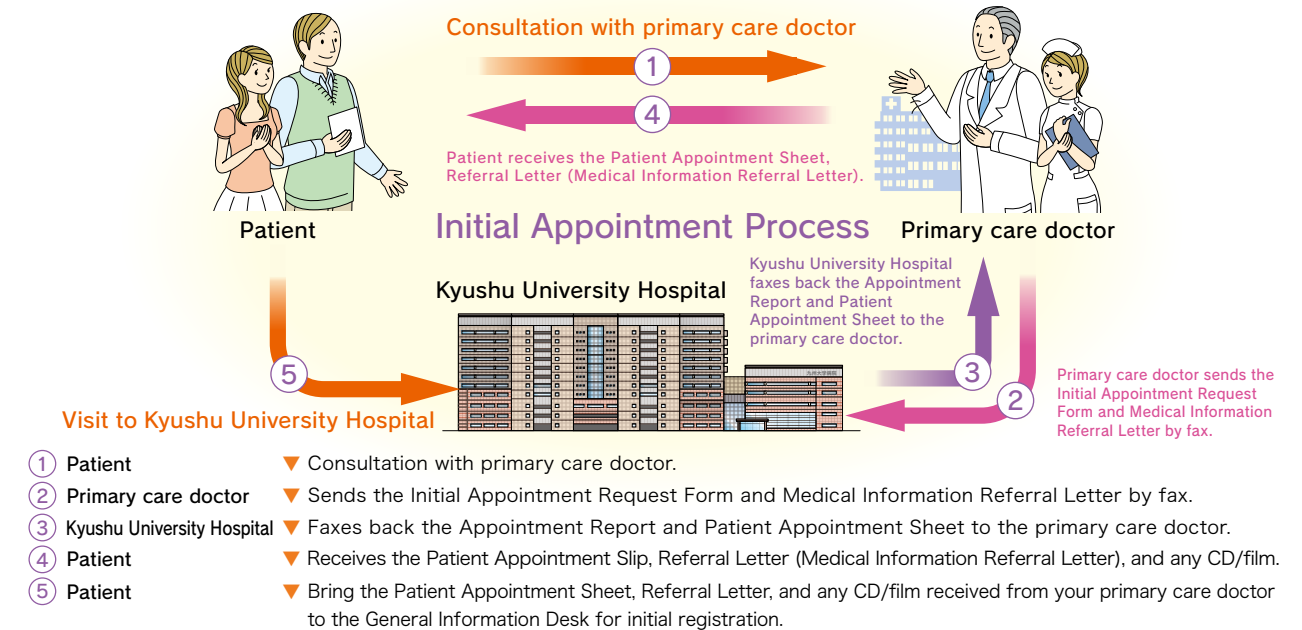
※Discounts do not apply to non-patients.



Appointments for Medical and Dental Services

Medical Appointments

Medical appointments are generally by referral from another medical institution. Please first consult your primary care doctor. Your primary care doctor will make an initial appointment for you through the Initial Patient Reservation Center.



Initial Patient Reservation Center (Medical) TEL.092-642-5508
Hours: 9:00 - 17:00 (Weekdays only) FAX FAX.092-642-5509

Dental Appointments

The need for a dental appointment varies by department. Please check in advance. If you are unsure, contact the Reservation Center (Dental Department).

※If you are currently seeing a medical department at our hospital, you may be referred internally to the dental department. Please consult your attending physician or the relevant department.

Reservations Required Please make a reservation in advance by phone.

Centers, Departments, etc.	Target Department/Treatment	Phone	Applicant
Reservation Center (Dentistry)	Orthodontics, Oral & Maxillofacial Surgery (Same-day tooth extraction and cleft lip and palate treatment)	TEL.0570-088-577 Reception hours: 9:00-17:00 (Weekday)	● Medical institution ● The patient
Regenerative Dentistry & Implant Center	Implant treatment	TEL.092-642-6361 Reception hours: 9:00-17:00 (Weekday)	himself/herself (if there is a referral letter) Either way
Outpatient Sleep Dentistry	Fabrication of oral appliances for the treatment of snoring and sleep apnea	TEL.092-642-6490 Reception hours: 9:00-17:00 (Weekday)	
Oral & Maxillofacial Radiology	Imaging tests in the head and neck region	TEL.092-642-6471 Reception hours: 9:00-17:00 (Weekday)	● Medical institution

No Reservations Required Please receive a referral from your family doctor and come to our hospital well in advance of your first visit.

Departments: Pediatric Dentistry & Special Needs Dentistry, Endodontics, Periodontics, Removable/Fixed Prosthodontics (except for oral appliance fabrication for sleep apnea treatment), Comprehensive Oral Care (except for oral appliance fabrication for sleep apnea treatment), Oral and Maxillofacial Surgery (except for same-day extractions or cleft lip and palate treatment), Dental Anesthesiology, Geriatric Dentistry & Perioperative Oral Care Center

Reception is handled at the General Information Desk on the 1st floor on a first-come, first-served basis.
First-time patient reception hours: 8:30-11:00 (weekdays only)

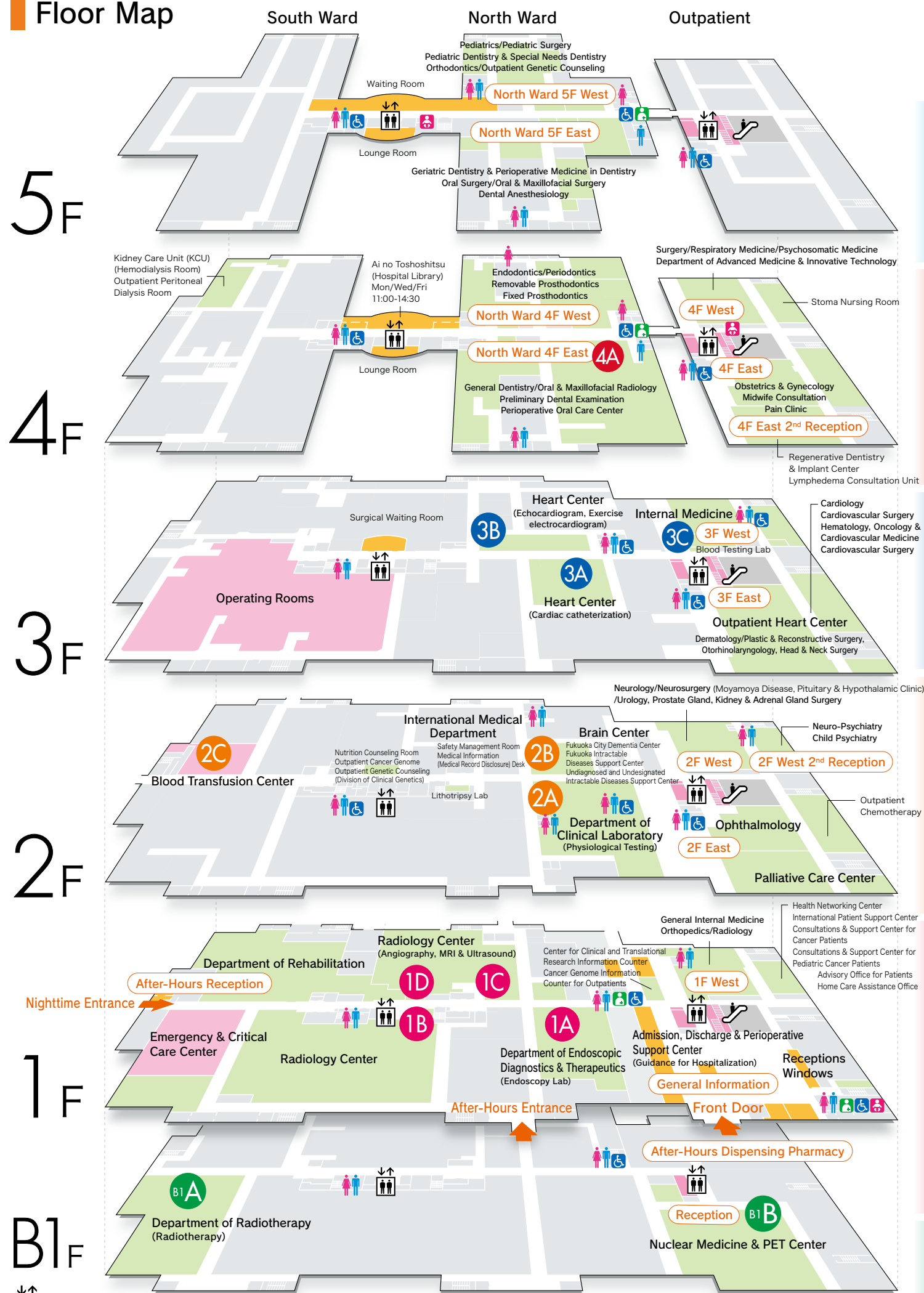
Secondary examinations after health checkups (e.g., comprehensive medical checkups)
If your health checkup results indicate the need for a secondary examination (re-examination or detailed examination), appointments can be made directly by the patient. Please contact the dedicated secondary examination reservation

Secondary Examination Reservation Line: TEL.092-642-4370 Reception hours: 9:00~17:00 (weekdays only)

Notes:

- For medical outpatients, if your follow-up visit occurs after more than one year since your last visit, it will be treated as a first-time visit.
- For dental outpatients, if you have not visited for more than six months, you will be treated as a first-time patient.
- If you do not have a referral letter, a fixed fee will be charged in addition to medical expenses: 7,700 yen for medical care, 5,500 yen for dental care. (Some departments may not accept patients without a referral letter.)

Floor Map



List of Outpatient Medical Care and Examination Departments

For detailed information on specific departments and medical services, please refer to the Kyushu University Hospital website.

South/North Ward		Outpatient Ward		Floor
South/North Ward		West Block	East Block	
North Ward	North Ward 5F West Block Reception Pediatrics/Pediatric Surgery Pediatric Dentistry & Special Needs Dentistry Orthodontics North Ward 5F East Block Reception Geriatric Dentistry & Perioperative Medicine in Dentistry Oral Surgery/Oral & Maxillofacial Surgery Dental Anesthesiology	Management Department (Department of Pharmacy)	Management Department (Department of Nursing Administration Department)	5
North Ward	4A Oral & Maxillofacial Radiology North Ward 4F West Block Reception Periodontics/Endodontics Removal Prosthodontics/Fixed Prosthodontics North Ward 4F East Block Reception General Dentistry/Oral & Maxillofacial Radiology Preliminary Dental Examination/Perioperative Oral Care Center	4F West Block Reception Surgery/Respiratory Medicine Psychosomatic Medicine Department of Advanced Medicine & Innovative Technology Stoma Nursing Room Fukuoka Prefectural Treatment & Support Center for Eating Disorders	4F East Block Reception Obstetrics & Gynecology Midwife Consultation Pain Clinic (Anesthesiology & Critical Care Medicine) 4F East 2nd Block Reception Regenerative Dentistry & Implant Center Lymphedema Consultation Unit	4
South Ward	Kidney Care Unit/Outpatient Clinic for Peritoneal Dialysis			
North Ward	3A Heart Center Catheterization Lab (Cardiac Catheterization) 3B Heart Center Echo & Physiology Lab (Echocardiography, Exercise Electrocardiogram (ECG))	3F West Block Reception Internal Medicine/Advanced Molecular & Cell Therapy 3C Blood Testing Lab Outpatient Blood Testing Lab/Outpatient Testing Lab Nursing Instruction Room (Diabetes Foot Care Unit) Long-Term Follow-Up Programs for Post-Hematopoietic Stem Cell Transplant Patients Preventive Guidance for Diabetic Dialysis	3F East Block Reception Heart Center for Outpatients Cardiology Hematology, Oncology & Cardiovascular Medicine Cardiovascular Surgery Dermatology Otorhinolaryngology, Head & Neck Surgery Plastic & Reconstructive Surgery	3
North Ward	2A Electrocardiogram/Pulmonary function Electroencephalogram/Electromyogram 2B Brain Center Office of Fukuoka Prefectural Epilepsy Support Center Fukuoka City Dementia Center Fukuoka Intractable Diseases Center Undiagnosed & Undesignated Intractable Diseases Support Center Intractable Disease Information Center Dementia Information Plaza	2F West Block Reception Neurology Neurosurgery (Moyamoya Disease) (Pituitary & Hypothalamic Clinic) Urology, Prostate Gland, Kidney & Adrenal Gland Surgery 2F West Block 2nd Reception Neuro-Psychiatry Child Psychiatry	2F East Block Reception Ophthalmology Outpatient Chemotherapy Palliative Care Center Outpatient Palliative Care for Pain Outpatient Palliative Care for Mind Cancer Nursing Consultation Oncology Pharmacist Consultation	2
South Ward	2C Autologous Blood Collection Room Nutrition Consultation Room			
North Ward	1A Endoscopy 1B Radiology Center (Chest/Abdomen/Bone) CT/Mammography/Pediatric Radiography Fluoroscopy/Bone Mineral Densitometry 1C MRI Ultrasonography (Neck/Chest/Abdomen) 1D Angiography	1F West Block Reception General Internal Medicine Orthopedics/Radiology Health Networking Center International Patient Support Center Consultation & Support Center for Cancer Patients Consultation & Support Center for Pediatric Cancer Patients Advisory Office for Patients 社会福祉相談窓口 Homecare Assistance Office In-hospital Dispensing Pharmacy Desk Center for Clinical & Translational Research Information Counter Cancer Genome Information Counter for Outpatients Restaurant/Convenience Store	? General Information 1 First Visit Reception 3 Return Visit Reception 4 Accounting 5 Cashier 6 Hospitalization Reception Admission, Discharge & Perioperative Support Center (Guidance for Examination・ Guidance for Hospitalization) Uploading Reception Medical Certificate Desk 10 Outpatient Prescription Counter 20 Public Welfare Desk ATM	1
South Ward	Emergency & Critical Care Center Pediatric Emergency & Critical Care Center Department of Rehabilitation After-hours Reception	Dispensing Pharmacy Desk (After-hours)	B1B Nuclear Medicine/PET Center (PET/SPECT/Scintigraphy)	B1