

Miyazaki Medical Association Hospital

## Admissions Information

### Patients and Family Handbook

1173 Arita, Miyazaki  
880-2102, Japan  
<http://www.cure.or.jp>

## Our Mission

Miyazaki Medical Association Hospital (MMAH) has excellent and safe medical care for all patients.

We are committed to the principle of high-level care for each patient.

Our mission supports your right to participate in health care decisions.



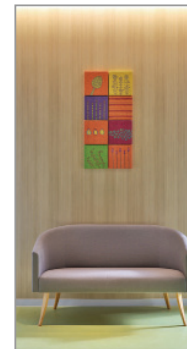
## Our Vision & Values

1. Inpatient care is primarily provided at MMAH.  
And we are a cooperative hospital where member clinics and physicians work together and communicate with each other and the patient effectively.
2. Each patient is promised to be treated with dignity as we work together to find the best treatment plan available. We accept all transferred patients into our medical facility.
3. Our medical care is comprised of a variety of medical equipment and experience and provides excellent clinical and compassionate care that is optimal for the patients.
4. All MMAH staff practices care and treatments specific to each patient.
5. For patients needing emergency care during holidays and night time, we have established an Emergency Medical Center.

## Patient rights and responsibilities

As a patient of MMAH, you have the right to:

- Considerate and respectful care, and to be made comfortable.
- Have your cultural, spiritual, and personal values, beliefs and preferences respected.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand.
- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment.
- Have personal privacy respected.
- \* To provide information on the progress of a medical condition and past treatment to ensure that the patient receives the best and most appropriate medical care.
- \* We would like you to work together with our health care providers.
- \* To ensure smooth health care services, please follow the rules and etiquette of MMAH.



## Privacy Policy

In respect of Patients, MMAH will collect your personal information for providing you the best medical care and for directly related purposes. For example, MMAH may collect, use or disclose personal information:

For use by a multidisciplinary treatment team;

Assessment for provision of health care services;

In an emergency where your life is at risk and you cannot consent;

To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities

# Following Precautions

To ensure that you as well as other patients receive safe and comfortable treatment at MMAH, please take the following precautions.

## During Your Stay

Please be aware that you may be asked to change hospital rooms according to your change of symptoms.

If you would like to go out or stay out overnight, please be sure to obtain permission from your attending physician and submit the permission form to the staff station in advance.

<Lights Out>

Lights are turned off at 9:00 pm. Please refrain from using the lights after lights out or using the TV, radio, and other device that may disturb other patients.

## Wearing a Wristband

You will be asked to wear a wristband from the time you are admitted to the hospital until you're discharged. The purpose of your wristband is to enable both you and MMAH Staff to identify you correctly. It will be checked at the time of examination or surgery.



## Use of Technology

Please purchase a TV card to use the TV. You will be required to use earphones only.

Usage of mobile phones should only be used with permission, as the electromagnetic waves generated by mobile phones may cause malfunction of medical equipment. And talking on the phone may disturb other patients,

Patients can make and receive calls using their personal phones. However, Family members should not call the Hospital as such calls will not be redirected.

## Separation of Trash

Following the guidelines detailed in the Containers and Packaging Recycling Law, five types of trash cans are placed on the first floor and in the waiting rooms of each ward and in the family waiting room. There are for combustible waste, cans/ glass bottles, PET bottles, plastics and other trash.

We ask for your cooperation in this regard respectively.



# For The Patient



## Emergencies

In case of fire, earthquake or other emergencies, please follow the instructions of doctors, nurses and other staff.

## Meals

The hospital provides therapeutic meals at the right temperature and in a timely manner under the supervision of a dietician.

Meals will be brought to you according to MMAH general timetable; no food or drink other than hospital food can be brought in.

Meals are provided at the following times:  
Breakfast - 8:00 AM, Lunch - 12:00 PM,  
Dinner - 18:00 PM.

Be aware that diets may be modified or restricted depending on treatment, tests, and symptoms.



## Clinical Education Program for Medical and Nursing Students

MMAH is a medical institution that conducts clinical education programs for medical students, nursing students, emergency paramedics and more. Patients may be asked to participate in this training program under the guidance and monitoring of doctors. If you do not agree or have any questions, please feel free to contact your doctor or ward nurse.

On your date of admission, please bring following items with you and submit them at the first-floor main reception counter.

1. Employee's Health Insurance or National Health Insurance Card (including proof of various medical / social welfare documents)

\*Our receptionist will return it to you after making a copy.

Please notify our reception desk of your type / contents of your health insurance during your hospitalization.

2. Referral Letter from your medical institution to our hospital
3. Miyazaki Medical Association Hospital Application Form and Declaration Form.
  - \*Your family member is required to sign as guarantor, accepting responsibility for your behavior and payment of medical fees during your stay.
  - \*\*secondary guarantor must be another family member or a third person in a different house hold from patient.

#### What to bring:

Please prepare the following items for admission to MMAH.

Toiletries:	Washbasin, tooth paste & tooth brush, soap, shampoo, razor for shaving
Meal utensils:	Cup (Unbreakable), Chopsticks, spoons & forks, dentures and its case
Daily necessities:	Underwear, sleepwear, towels, tissues, garbage can, etc. Shoes or slippers; Shoe-type footwear is recommended for your safety.

Medical record handbook Medications Information Form and Medications in Use

- Please keep your belongings to a minimum and make sure to write down your name on all your personal items.
- Please do not bring cash or valuables with you. MMAH is not responsible for any loss or theft of belongings.

## Discharge Information

MMAH's discharge time is set in the morning during weekdays. If you or your family cannot arrange the schedule, please feel free to consult a ward nurse.

When your doctor schedules the date of your discharge, we will inform you of the estimated medical expenses the day prior. Please prepare payment resources in advance.

The actual medical expenses invoice will be issued on the morning you are discharged. Please visit our accounting clerks at the first-floor reception to complete your payment. After finishing your payment process, you will receive a reference letter for your home doctor and a prescription.

For your safety and to confirm your ID, your wristband will be removed only when you finish MMAH's discharge flow.

## Payment Process During Hospitalization

During hospitalization at MMAH, we will send you the medical expenses invoices in the mail around the 13th of the next month. After receiving the invoice letter, please make sure to complete your payment within 5 days.

Please visit our accounting clerks at the first-floor reception or use the automatic payment machine for your payment process.

MMAH's accounting desk is open at the following times:

8:30 ~ 16:30 on weekdays

8:30 ~ 11:30 on Saturday

We are closed on Sunday and national holidays.

\* We accept credit card payment or debit card payment (one payment option only).

\* For payment inquiries, please contact MMAH accounting clerks.

## High-Cost Medical Expense Benefit (Eligibility Certificate for Ceiling-Amount Application) or KOGAKU RYOYOH SEIDO (GENDOGAKU TEKIYO NINTEISHO)

If you have public health insurance coverage in Japan, you can apply for a "High-cost Medical Expense Benefit" in advance. You are only required to pay a pre-fixed ceiling amount at the cashier's desk. If you have paid the full amount already without showing an "Eligibility Certificate for Ceiling-Amount Application (GENDOGAKU TEKIYO NINTEISHO)" "Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability (GENDOGAKU TEKIYO ·HYOJUN FUTANGAKU GENGAKU NINTEISHO)", you can claim a refund from your insurance provider.

However, the following items will not be covered by the refund:

Private room charge, pajama rental fee, hospital food service fee and some medical expenses which are not covered by medical insurance (including advanced medical treatment not covered by medical insurance)

In addition, this system is not applicable if your medical expenses do not exceed the limit of your copayment amount.

## Procedures

Apply through your health insurance provider beforehand to get an "Eligibility Certificate for Ceiling-Amount Application" or an "Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability". Please present this certificate at the reception desk. Your monthly payment will be no more than a specified amount.

However, if you delay in presenting the certificate, you may not be able to benefit from this system.

If you have any questions or if there is something unclear about the necessary procedures for these applications, or about what happens if you transfer to another hospital, please ask your health insurance provider.

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