

# Information for Inpatient

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Safe, Cordial, and Fair Medical Service



OKAYAMA UNIVERSITY HOSPITAL

## Philosophy and Basic Principles of Okayama University Hospital

### Philosophy

We offer highly advanced medical care in a caring manner, train and educate excellent medical professionals, and contribute to continuous health promotion in society and the community.

### Basic Principles

- We offer an internationally superior level of medical care environment, undertaking state-of-the-art development.
- All staff members act with a strict sense of ethics and respect the dignity of patients.
- We foster rich humanity as medical professionals and cultivate scientific thinking ability.

## Rights and obligations of Patients

### Rights

The personality and individual values of all patients are respected, and their rights, as listed below, are guaranteed.

- The right to receive high-quality medical service equally
- The right to receive explanation of his/her condition and scheduled medical treatment until he/she understands completely
- The right to select or reject the medical treatment after the explanation
- The right to obtain information such as records of his/her own treatment
- The right to have personal information protected
- The right to have their individual human dignity respected

### Obligations

Patients shall observe these obligations, as listed below:

- Promptly notify your physical and mental conditions and changes in these conditions to the staff as accurately as possible.
- Follow instructions of doctors, dentist, nurses and other medical staff.
- Kindly cooperate to maintain a comfortable medical environment in the hospital.
  - Do not speak out loud in the ward. Do not enter other patients' room without permission.
  - Any patient who behaves violently, is verbally abusive, or engages in sexual harassment shall be expelled or requested for discharge in case of inpatients.
  - When you use your mobile phone, please observe good manners.
  - Do not drink or smoke within the premises of the hospital, either inside or outside of the buildings. (Electronic cigarettes are also banned)
- Please understand that this hospital is an educational institution.
- Please pay the hospital's medical fees within the designated period.



# To Inpatients

Hospital staff will pay attention to ensure protection of patients' privacy and security.



We will check with you whether to disclose your name on your bed name and name card.

You may open or close your bed curtain during daytime and nighttime at will.

If you have any questions or problems, please feel free to consult with a nurse or a doctor.



## Please Cooperate with Identity Verification

Please ensure that you give your full name and date of birth before receiving any medical actions such as an examination, injection, or collection of blood samples. We ask all patients to give their full name and date of birth **to verify their identities and prevent any incidents of mistaken identity**. Patients will be asked to give their names several times. This is the first step toward ensuring safety.

## ❖Cooperation between the patient and the doctor to ensure patient's safety❖ Patient safety action

- Please make a note of important matters and on what you want to convey.
- Ask a nurse or doctor about the treatment you will receive and the prospect of the treatment's effect.
- If you have any doubts or points that you are unconvinced of, you may repeat the questions.
- Do not hesitate to give details of your subjective symptoms and medical records.
- Please communicate with nurses and doctors to promote mutual understanding.



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## 1

## Before Admission to the Hospital

Patients who need to be admitted to the hospital for treatment are required to follow the instructions of the doctor or dentist.

- ❖ It may take some time until you are admitted, depending on availability of hospital beds.
- ❖ When you reserve your admission at the outpatient department, we will notify you of the date of admission on the later date.
- ❖ Please note that even if your admission date is fixed, it may be changed according to the hospital's circumstances.  
In that case, we will notify you by phone or other means, and ask for your understanding and cooperation.
- ❖ If you want to stay in a hospital room incurring extra charges (refer to Page 13), please so inform the hospital when your date of admission is determined.  
(You may not be able to stay in such a room, depending on room availability.)
- ❖ Admission is possible on a Sunday.  
If you are scheduled to be admitted on a Monday morning but want to be admitted on Sunday, please let us know.  
Even in such a case, the doctor's explanation may be given on the Monday.
- ❖ Okayama University Hospital is an Advanced Acute Care Hospital. Patients who have completed acute care here and require further hospitalization might be referred (back) to your local hospital. Thank you for your understanding.
- ❖ Since our hospital is an institute authorized for implantation, unscheduled emergency operations may be conducted. If an unscheduled operation takes place, your date of operation may suddenly be changed.
- ❖ Okayama University Hospital gives information **during opening hours on weekdays (outpatient consultation hours)** to support patients' informed consent, in principle, from the perspective of securing the quality and safety of medical care provided to patients. When asked to give an explanation at night or on holidays for patients' or their families' convenience, we might decline the request. Your understanding and cooperation are greatly appreciated.

## 2

## Belongings when you are admitted to the hospital

- ① Seal (needed for Written Guarantee for Admission, Letter of Consent for Surgery, and application form for the room incurring extra charge)
- ② Toilet articles (Washbowl, towel, toothbrush, soap, shampoo, etc.)
- ③ Cutlery (Chopsticks, spoon, teacup, etc.)
- ④ Clothes (Nightclothes, pajamas (refer to Page 7), underwear, etc.), footwear (non-slip, usually worn), and bath towel
- ⑤ Daily necessities (dish towel, tissue paper, etc.), stationery, teapot, tea, earphones (for TV), etc.
- ⑥ Bring your medicines prescribed by any other hospital with you at the time of admission.
- ⑦ **Medicine notebook**
- ⑧ Flashlight (The hospital may need to be used during an emergency or disaster.)
- ⑨ Documents that your doctor, dentist, or nurse gave to you for explanation.

- ※ Daily necessities are sold at the hospital shop.
- ※ Write your name on your items and clothes.
- ※ Do not bring in things that may hinder your treatment.
- ※ Theft is a possibility in the hospital.

While a safety box is provided in the bedside cabinet in the patient's room, **do not leave a large amount of money and valuables in it.**

- For details, ask a doctor, dentist, or nurse.



# 3

## Admission Procedure

When receiving the notification of your date of admission, you should visit the hospital at the designated time on the designated date and submit the documents listed below to the Admission and Discharge Center on the 1st floor of the Inpatient Wing to complete the admission procedure. (see the information map of the hospital on Page 18).

Please come to the Admission and Discharge Center for the admission procedure between 13:00 and 15:00.

※ Please follow it if there is a separate instruction. Hospitalization procedures are possible when accepted outside of regular hours.

### At the time of the admission procedure,

① Please pay 100,000 as deposit,

or

② submit the application form for payment by credit card. ※

※ Will be prepared in the event of hospitalization.

① Please pay 100,000 as deposit,

● You may pay by cash or cash card ※

(you need to provide your personal identification number)

※ We accept cash cards from almost all banks. (Only cards with debit payment functions accepted.)

● You may pay by credit card.

(The cardholder should come to the Center for the procedure.)

● The payment will be adjusted at the time of discharge. ●

If you stay in the hospital and want to pay the charge of the previous month, please consult with the Admission and Discharge Center.

② Please submit the application form for payment by credit card.

We accept JCB, AMEX, VISA, MasterCard, Diners Club, and Discover.

Please show your credit card, and fill in the application form for payment by a credit card.

**The cardholder should come to the Center** for the procedure as he/she should sign the form. Once the charge is determined, it will be settled with the credit card, and the credit-card slip and receipt will be sent to the cardholder.

● Please ask the Admission and Discharge Center for details.

Phone: Hospitalization procedures: **086-235-7523** (open between 8:30 and 17:00 on weekdays)

Billing and payment: **086-235-7612** (open between 8:30 and 17:00 on weekdays)

※ The procedure is not required for patients to whom no self-pay is incurred.

However, if you want to stay in an extra-charged room or will receive advanced medical care you need to complete either procedure.

※ Please pay the deposit set for the treatment in the following cases.

● You will receive a gender reassignment surgery, living liver transplantation, spinal stimulation therapy or spinal stimulation therapy (replacement) at your expense.

● You will deliver in the normal way (except that you have completed the procedure for commissioned payment in lump-sum).

● For patients under separate instructions from the hospital.

※ Patients of foreign nationality who do not hold a Japanese health insurance card are required to pay the estimated medical expenses in full before admission into the hospital.



## Documents Required for the Admission Procedure

### ① Application Form of Admission

In case you have been hospitalized for the same injury or disease within the last 3 months, you need a “hospital discharge form” issued by the hospital.

### ② Written Guarantee for Admission

The guarantor (such as an adult family member), the one who is liable to make payment and joint surety (a person who earns an independent living and has the ability to pay the hospital charge) shall sign the Written Guarantee for Admission.

### ③ Consent Form for Admission

### ④ Cooperation in the clinical education of medical students

Okayama University Hospital is also an educational institution. Patients might be asked to cooperate with the training of students under the instruction of teachers. Thank you for your cooperation.

### ⑤ Insurance card (within the effective period)

Please present your insurance card at the time of admission. The beneficiary of the public medical expense shall also present his/her qualification certificate (such as the Recipient Certificates for Specific Disease Treatment).

Furthermore, if there is any change in your health insurance card or your eligibility certificate during your hospitalization, please inform the hospital.

If you have a ‘Certificate for Maximum Allowable Amount’ or ‘Certificate for Maximum Allowable Amount and Standard Payment Reduction’) (\*For details, refer to the next page) you should also present it.

If you have not presented the certificate, you should pay the entire charge at the accounts counter of the hospital and apply for the refund of the high-cost medical care.

### ⑥ Patient's registration card (ID card)

❑ If you cannot visit at the designated time on the designated day, please consult with the Staff Station of the division where you reserved hospitalization.

❑ On completion of the admission procedure, please visit the Staff Station of your division and receive explanation from a nurse.

## Other Precautions in Admission Procedure

❑ Hospitalization due to a traffic accident or occupational accident requires a special procedure. Please advise of this at the beginning of the admission procedure.

❑ Please fill in the ‘Basic Patient Information’ that was handed to you by the Outpatient Section and hand it to a nurse of your ward.

# 4

## Insurance card and medical subsidy certificate

- ❖ If the patient does not present the insurance card and medical subsidy certificate, he/she must pay all the charges.  
When the content of the insurance card and medical subsidy certificate is changed during the hospital stay, the patient shall notify the Admission and Discharge Center or After-hour Reception (Phone: 086-235-7523) of the change (**The coverage cannot be applied or changed retrospectively**).
- ❖ It is necessary to confirm the health insurance card, etc. each month during hospitalization. You should present it for acceptance once a month. When discharged from the hospital, please present the health insurance card and other documents at the Admission and Discharge Center or After-hours Reception.
- ❖ We do not keep your insurance card in the hospital. We may ask you to present it for confirmation but return it immediately. Please keep it by yourself.
- ❖ Before applying for the public subsidy for medical expenses for children suffering designated chronic diseases, medical rehabilitation service and intractable diseases, consult with your doctor, dentist or nurse, and visit or call the #5 Patient Support Section (Phone: 086-235-7586).

### Certificates, medical certificates, etc.

If you require an official certificate, medical certificate or similar form, please note the following points and apply at **the #4 Certificate Desk at the General Outpatient Reception desk on the 1st floor of the Medical Outpatient Clinic**.

- Many insurance companies require a specific format, so please confirm the requirements with your insurance company prior to applying for a certificate.
- Please apply after your discharge date has been determined.
- It takes about 3 to 4 weeks to create documents.
- When an individual other than the patient will apply, a power of attorney document and form of personal identification (driver's license, health insurance card) for the individual making the application is required.

### Regarding examinations at other hospitals during hospitalization

During your hospital stay, you cannot visit another hospital under the insurance coverage in principle. When visiting another hospital under the instruction or permission of the doctor, you shall inform the reception staff at the other hospital that you are currently admitted to our hospital. Without instructions or permission of the doctor, you cannot visit another hospital, nor can your family member receive prescribed medicines from another hospital during your hospital stay. If such a case becomes revealed, you cannot use the insurance for the treatment and may have to pay additional charges. Those who receive the public subsidy and do not pay at the payment counter shall keep this in mind.

### Precautions for Oral Care – Recommendation to Visit the Dentistry Division –

Oral depuration and infection prevention function degrade due to various reasons during a hospital stay. Decayed teeth or periodontal disease (alveolar pyorrhea) may become aggravated and further result in worsening of the systemic illness. In addition, the favorable nutrition before and after the surgery is extremely important to promote post-operative recovery. If a broken implant or artificial tooth is left untreated, you cannot sufficiently bite food and take necessary nutrition orally. Please visit the dentist and undergo a check for any decayed tooth, periodontal disease or broken artificial tooth.

If your teeth are not clean or you are at an advanced age, bacteria contained in saliva may enter the air passage, enhancing a risk of respiratory infection such as pneumonia. Visiting the dentist to keep your mouth clean is a preparatory step to make your hospital stay more comfortable and safe. We will provide instructions on toothbrushing, oral care, and adjustment of artificial teeth during the period preceding your admission to the hospital. We strongly recommend you to visit the dentist while you are preparing for admission. Consult with your doctor or nurse.

## 5

## Precautions during Hospital Stay

- ❑ You may feel free to consult with a doctor, dentist, or nurse about your treatment and nursing care during your hospital stay.
- ❑ Please observe the rules to maintain a comfortable environment in the hospital.
- ❑ Do not bring in unnecessary items in your room, and keep the room clean.
- ❑ Doctors, dentists, nurses, or other staff will ask for your full name and date of birth each time before carrying out a medical action such as an examination, injection, or collection of blood sample, in order to verify your identity. You should wear a wrist band for identification. Since these are measures to prevent accidents, please understand it and cooperate with us.
- ❑ **Set your mobile phone in manner mode**, and be careful not to inconvenience other people when using it. Please move to an appropriate place to use the mobile phone when required.
- ❑ Do not speak out loud or talk with other people late at night.
- ❑ Please use the earphones when using TV or radio. After the lights-out time, do not use TV or radio.
- ❑ Do not place or hang your things beside the window. Never hang the laundry up to dry in the room.
- ❑ Do not bring in electric appliances. If you have an urgent need, consult with a nurse. You may bring a notebook computer into the Inpatient Wing, but you cannot connect it to the Internet. No free wi-fi.
- ❑ The lights-out time is at 22:00.
- ❑ **Note that smoking and drinking alcohol are strictly prohibited in the premises of the hospital.** If this rule is violated, the person who smoked or drank will be requested to discharge themselves in some cases. Please quit smoking before the admission to the hospital if you smoke (Smoking cessation outpatient services are available in Friday morning.) Electronic cigarettes are also banned. Prohibition of going outside the premises.
- ❑ For the privacy of patients and staff and the protection of personal information in the hospital, it is prohibited to shoot / record or post to SNS such as facebook / blog without permission.
- ❑ You may be asked to move to another room at the direction of your doctor or dentist.

### Patient and Family Library (Oasis)

A patient and Family Library (Oasis) is located on the 11th floor of the Inpatient Ward. You can enjoy marvelous scenery of the urban district of Okayama City and suburban mountains from the top of the building. Please utilize the library when you or your family want to know more about your disease or when you want to enjoy reading for a change. Volunteer staff work to provide book loans at the library.

**Venue** In front of the elevator lobby, 11th floor, Inpatient Wing

**Opening day and time** Between 10:00 and 15:00 from Mon. to Fri.  
(The library is closed on weekend, holidays, and New-Year holidays.  
It may sometimes be closed on a temporary basis.)

**Facilities**

- Browsing section: approx. 12,000 general books, approx. 2,800 children's books, and approx. 1,000 medical books
- Personal computer
- Number of books and period for loans: Up to 6 books within 2 weeks

As of April 2021, the Patient and Family library (Oasis) is closed.

# 6

## Bedclothes

- **Bedclothes** The hospital provides bedclothes required for patients under treatment. You may bring in bedclothes of down, pillow, or cotton or wool blanket when your doctor, dentist, or nurse judges it to be necessary.
- **Hospital clothing** Bring your hospital clothing (nightclothes, pajamas, etc.). You will wear your own hospital clothing except that we ask you to wear the hospital gown prepared by the hospital for examination or operation.

Hospital gowns are available at an in-hospital shop. A hospital gown may be rented (charged). If you want to rent a hospital gown, ask at Service Center Sekizenkai on the 1st floor of Inpatient Wing (Phone: 086-235-6921).

# 7

## Meals

The hospital prepares meals for all the patients based on their medical conditions and instructions of the doctors.

All the patients shall have meals supplied by the hospital except when the doctors give special instructions or guidance.

- ✚ **Mealtime:** Breakfast about 8:00, lunch about 12:15, and supper about 18:00  
The mealtime may be changed for necessary treatment.
- ✚ **Place:** Please come to the dining hall on each floor in the Inpatient Wing to have meals.  
Meals may be delivered to your room based on your medical condition or at your request.
- ✚ **Meal charge:** Inpatient meals are charged as listed below (per meal).

- Ordinary earner ..... 460 yen
- Low-income earner (II) (※Note) Until the 90th day ..... 210 yen  
After the 90th day (Long-stay patient) ... 160 yen
- Low-income earner (I) (※Note) ..... 100 yen



- ※Note ● People in the general income category who are patients with specific incurable disease or children with specific pediatric chronic diseases: 260 yen.
- The low-income earners (I) and (II) shall present their 'Certificate for Maximum Allowable Amount' or 'Certificate for Maximum Allowable Amount and Standard Payment Reduction' (refer to Page 4).
- Low-income earners (I) and (II) shall apply to the insurer (municipal offices), and have it issued. Then they shall present it as well as the insurance card to the Admission and Discharge Center.

- ✚ **Change or selection of meals:** Boiled rice may be changed to bread or noodles at extra charge.  
The main dish of the supper may be selected.

|                              | Breakfast<br>[Apply for by the morning of the previous day.] | Lunch/supper<br>[Apply for by the morning of the previous day.] | Main dish of supper<br>[Apply for by two days before.] |
|------------------------------|--|---|--|
| Selectable item              | Bread  | Noodles   | Main dish B  |
| Additional charge (per meal) | 55 yen (tax inclusive)                                       | 220 yen (tax inclusive)   | 220 yen (tax inclusive)                                |

- Note ● Once you select bread or noodles, it will be continued until you convey the intention to quit.
- Please observe the deadline of the request for the meal change or selection. We do not accept any request after the deadline.
- You may not change or select meals due to some treatment state.
- ※ Please note that the additional charge above for an alternative meal is required from those who have no self-payment portion of medical care.



## 8

## Family Waiting at the Hospital

- ❑ While no accompaniment is required in principle, a family member may be allowed to accompany the patient when the doctor or dentist judges necessary. Please submit 'Family Stay Request'.
- ❑ A "Patient's Family Waiting Room" is available for the family of a patient to wait in when they must remain the hospital to receive emergency contacts. A doctor's application for use is required to use the room. To use the Patient's Family Waiting Room, please bring the application and apply at the "Admission & Discharge Center" on the 1st floor of the Inpatient Ward (Please apply at the "After-hours Reception Desk" outside of regular hours)
- ❑ Bedclothes are available on a rental basis (400 yen per night. Consult with a nurse or Service Center Sekizenkai on the 1st floor of Inpatient Wing (Phone: 086-235-6921).
- ❑ A "Famille" fee-based overnight facility is available for family staying with young patients who are under 16 years old.  
For details, please inquire at the application desk (Tel: 086-235-7891).

## 9

## Going out/staying out

- ❑ Those who want to go out or stay out shall consult with the doctor or dentist and submit a 'Extended/short leave Request'.
- ❑ If you go out or stay out without permission, you may be requested to discharge yourself.
- ❑ **Patient leave will be granted up to overnight**, in principle, except for consecutive holidays such as the year-end and New Year holidays and early May holidays.

As of April 2021, Going out/staying out is Prohibited.

## 10

## Visit

**Allowable time: between 1:00 PM - 7:00 PM**

Please observe the time to ensure patients' rest.

- ❑ If you want to visit a patient, ask a nurse.
- ❑ We may refuse a request for a visit, according to the patient's medical condition.
- ❑ For Protection against Infection
  - ☆ We ask children below elementary school age to refrain from visiting. And we also ask a person who have symptoms of epidemic diseases such as fever, vomiting, diarrhea, common cold, chickenpox, and mumps not to come for visitation. Especially, children under 18 year old including patient's sibling are not allowed to visit inpatients on the 2nd floor of Inpatient Ward (Pediatric Ward) including dining room/lounge area. Thank you for your understanding and cooperation.
  - ☆ Flowers are banned from some wards and rooms in the hospital, we ask for your cooperation.
- ❑ You cannot visit a patient while under the influence of alcohol. Eating and drinking in the visiting room are strictly prohibited.
- ❑ When you visit the patient's room or the surrounding area, be careful not to disturb other patients in the room.

As of April 2021, Visiting in-patients is Prohibited.

- ❖ Visitors shall obey instructions of a doctor, dentist, or nurse.
- ❖ **Smoking is strictly prohibited in the hospital premises.** (Electronic cigarettes are also banned)
- ❖ Parking fee discount is not applicable for visitors.
- ❖ The Sky Lounge on the 11th floor of the Inpatient Ward may also be used for meeting family or as a waiting area. (Time available : between 8:00 AM - 8:00 PM) As of April 2021, the Sky Lounge is closed.

In principle, we do not answer any questions about the admission or discharge state and medical conditions of the patients. Please notify your family and related parties of such information in advance as required.

## 11 Fire Prevention and Emergency

- ❖ Smoking is strictly prohibited in the hospital premises to prevent fire.
- ❖ Pay appropriate attention to prevent fire when using electric appliances.
- ❖ In the case of an emergency, obey instructions of a doctor, dentist, nurse and other hospital staff.



## 12 Facilities

- ❖ Refer to the map of the hospital (Pages 18 and 19) for available facilities.
- ❖ Mailboxes are located on the 1st floor of the Central Clinical Wing and on the 1st floor of the Shikata Parking Mall (in Lawson).
- ❖ Cash dispensers (ATMs) in the hospital

● Medical Outpatient Wing: Chugoku Bank    ● Inpatient Wing: Tomato Bank

● Shikata Parking Mall(in Lawson): Lawson Bank

※ We have no exclusive ATM corner, but it is possible to use the following financial institutions' cash dispensers (CD) listed above.

● Shinkin banks in Okayama Prefecture (Okayama Shinkin Bank, Mizushima Shinkin Bank, Tsuyama Shinkin Bank, Tamashima Shinkin Bank, Bihoku Shinkin Bank, Kibi Shinkin Bank, Hinase Shinkin Bank, and Bizen Shinkin Bank),

● Kasaoka Shinkumi Bank

● Japan Post Bank



## ○Parking in the hospital premises is charged.

- ❖ Because of limited parking space, please use public transportation to the greatest extent possible for your hospital visit.
- ❖ The parking area at the hospital is available for a fee.
- ❖ You are not allowed to park your car during hospitalization.

### 【Parking fee discount applicable:】

- Day of admission, discharge, surgical operation and examination, as well as explanation or attendance requested by the hospital
- Toll free: within 30 min from entering the parking area
- 300 yen: after 30 min and before 12 hours
- Per hour after 12 hours: additional 100 yen (up to 2,000 yen per day)

- ❖ Day of admission: Please notify us when you submit the admission application, etc.
- ❖ Day of discharge: Please notify us when you pay the bill.
- ❖ Service processed at: Admission and Discharge Center or After-hours Reception

### 【Discount not applicable:】

- Visits for seeing or washing, etc.
- Toll free: within 30 min from entering the parking area
- 300 yen: after 30 min and before 1 hour
- Per 30 min after 1 hour: additional 100 yen (up to 2,000 yen per day)

- ❖ Parking fees are used for administration and maintenance including the maintenance cost of parking facilities, parking control outsourcing, and environmental maintenance, to provide better service to patients. Thank you for your understanding.

- ❖ A TV set is provided in the bedside cabinet in each room. A card-operated laundry machine is also available in the laundry room on each floor in the Inpatient Wing. Please buy a prepaid card to use the TV or the laundry machine. Please use earphones for the TV (sold at the hospital shop and Sekizenkai of the Service Center) so as not to disturb other patients in the room. When you sleep, please turn off the switch of the TV.

## ○Card types and place of sale

|                                      | Card name           | Vending machine and location   | Refund  |
|--------------------------------------|---------------------|--|---|
| TV/laundry                           | TV/laundry card     | Vending machine for TV/laundry card on the 1st to 10th floors (except for the 3rd floor) of the Inpatient Wing and in the hospital shop  | Refunding machine for TV/laundry card in the hospital shop on the 1st of the Inpatient Wing |
| Refrigerator (personal refrigerator) | No card. Use a key. | Sekizenkai (Reception) of the Service Center on the 1st floor of the Inpatient Wing Inpatient Wing: the Healing Space in the Dining Hall | Sekizenkai (Reception) of the Service Center on the 1st floor of the Inpatient Wing         |

# 13

## Medical and welfare consultation

### ○Guide to the Integrated Support Center for Patients and Self-Learning

We offer consultation for concerns you may have regarding medical care, use of the welfare system, economic difficulties, or other matters.

We additionally provide consultation about life after discharge and home care, and provide support in collaboration with regional medical, welfare, nursing care and related organizations.

Our center also provides consultation regarding cancer, dementia, epilepsy, clinical trials and clinical research. Please do not hesitate to inquire at our center.

**Opening hours** Between 8:30 and 17:15 on Mon. to Fri.

(Excluding national holidays and the Year End / New Year holidays (12/29 – 1/3))

**Venue** 1st floor of the Medical Outpatient Wing (refer to the map on Page 18)

**How to use** Make a reservation in advance. To use the Center, please inquire with your doctor or nurse, or visit us directly. Tel: 086-235-7744

### ○Other consulting sections

| Field                                | Specific topics   |                                  | Section in charge                               | Contact No.                                  |
|--------------------------------------|---|----------------------------------|---|--|
| Publicly funded medical consultation | Application procedure for public subsidy  |                                  | Patient Support, Clinical Affairs Section       | 086-235-7586<br>086-235-7587                 |
| Hepatitis consultation               | Medical consultation and information provision related to liver diseases                        |                                  | Liver Disease Consultation Center               | 086-235-6851                                 |
| Palliative Care                      | Matters related to medical care to mitigate pain such as physical pain and mental suffering     |                                  | Palliative Care Center, Palliative Care Team    | 086-235-6039                                 |
| Medical consultation                 | Second opinion  |                                  | Medical Coordination, Medical Affairs Section   | 086-235-6499                                 |
| Medication                           | Entire medication-related matters such as dosing method, efficacy, side effect, and interaction |                                  | Pharmaceutical Division                         | 086-235-7656                                 |
| Nutrition                            | Dietary therapy or therapeutic diet   |                                  | Nutrition Management Section                    | 086-235-7620                                 |
| Medical accident                     | Medical accident or safety management   |                                  | Division of Medical Safety Management           | 086-235-6547<br>086-235-6776                 |
| Medical record disclosure            | Request for medical record disclosure   |                                  | Medical Coordination, Medical Affairs Section   | 086-235-6499                                 |
| Hospital charge                      | Details of hospital charge  | Hospital admissions              | Inpatient, Medical Affairs Section              | 086-235-7601                                 |
|                                      |   | Outpatient of the Medical Wing   | Outpatient, Medical Affairs Section             | 086-235-7600                                 |
|                                      |   | Outpatient of the Dentistry Wing |   | 086-235-6755                                 |
| Payment                              | Method of hospital charge payment   |                                  | (Outpatient Wing) Income/debt Section           | 086-235-7610                                 |
|                                      |   |                                  | (Inpatient Wing) Admission and Discharge Center | 086-235-7612                                 |
| Certificate consultation             | Matters related to certificates and medical certificates, etc.                                  |                                  | Certificate Reception                           | 086-235-7607<br>086-235-7609                 |
| Complaints                           | Problem with medical staff or complaints about staff attitude                                   |                                  | Medical Affairs Section                         | 086-235-7581<br>086-235-6747<br>086-235-7584 |
|                                      | Traffic jam on the road in front of the hospital  |                                  | General Affairs, General Affairs Section        | 086-235-7507                                 |



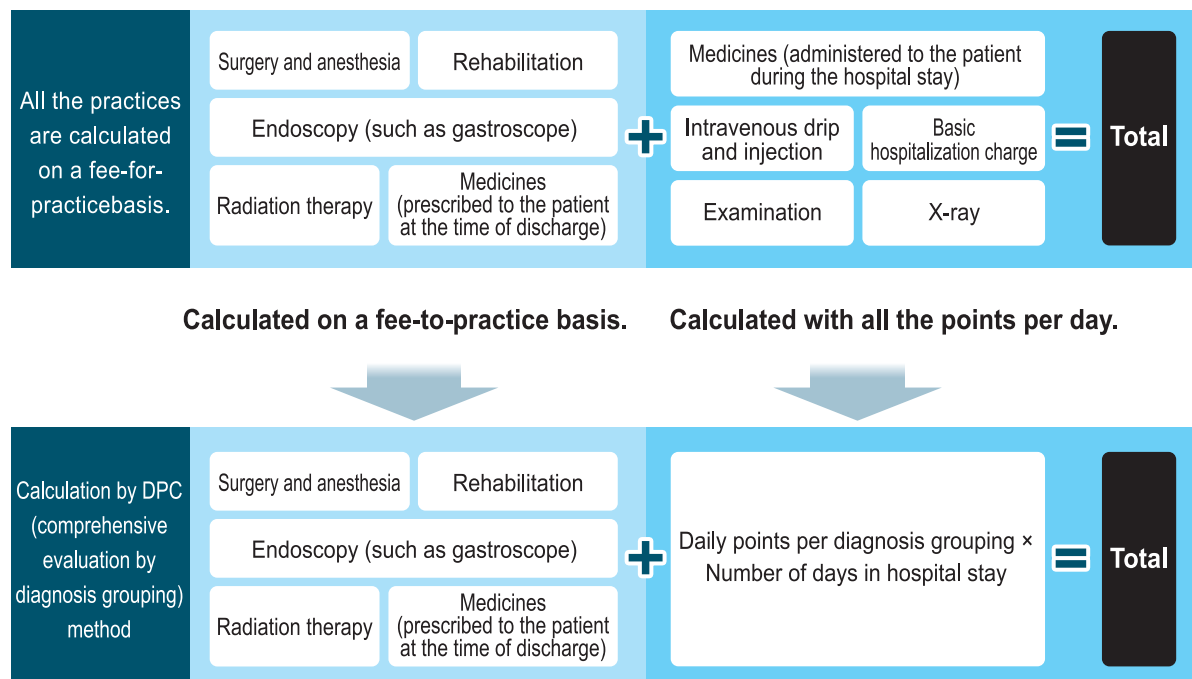
# 14 Hospitalization charge

- The hospitalization charge is calculated based on the Health Insurance Act, and the patient shall pay a legally-specified percentage of the charge.

The clinical charge during the hospital stay is calculated with the DPC\* (comprehensive evaluation by diagnosis grouping) method (except for Psychiatry and Dentistry).

The calculation with the comprehensive evaluation is executed based on the sum of the daily points specified by the Ministry of Health, Labor, and Welfare for each diagnosis group based on the disease type and practice type (including basic hospitalization charge, medication, injection, treatment, examination, and medical image diagnosis) and fee-for-practice points (including surgery or other high-cost treatment, examination such as endoscopy, and medications at the time of discharge). Daily points differ depending on the hospitalization period.

\*Calculation by DPC (comprehensive evaluation by diagnosis grouping) method



- You are required to pay the charges for treatment at the patient's expense, advanced treatment, normal delivery, certificates, and room incurring extra charge. Among these, the charges for midwifery excluding certificate fee and advanced treatment are exempted from tax.
- If you receive dental treatment while you are hospitalized for medical treatment (including your day of hospitalization and discharge), you will be separately charged the outpatient fee for dental treatment. If you receive medical treatment while you are hospitalized for dental treatment (including your day of hospitalization and discharge), you will be separately charged the outpatient fee for medical treatment.
- You may obtain a statement of the approximate amount of the hospitalization charge on request. If you want to know the amount, please feel free to ask a nurse of the Staff Station or clerical personnel. The hospital charge of the day may not be included depending on the timing.

## Charges of room incurring extra charge

### ○Charges (per day) and facilities

A daily charge is counted when midnight is passed (not the charge for a night).

| Class                  | Special Room   | Extra-charged Room A  | Extra-charged Room B  | Extra-charged Room C                                       |
|------------------------|--|---|---|--|
| Amount (tax inclusive) | 33,000 yen   | 14,300 yen  | 11,000 yen  | 7,700 yen  |
| Facilities             | Reception suite, refrigerator, reclining chair, telephone, LCD TV, Blu-ray recorder, compact kitchen, microwave oven, wash-basin, unit bath/toilet | Table for visitor, chair, refrigerator, telephone, wash-basin, unit bath/toilet | Table for visitor, chair, refrigerator, telephone, wash-basin, unit bath/toilet | Table for visitor, chair, refrigerator, wash-basin, toilet |

| Class                  | Extra-charged Room D<br>(Bed on the window side in the four-bed room) | Extra-charged Room E<br>(Bed on the corridor side in the four-bed room) | Extra-charged Room F<br>(Two-bed room)  | Extra-charged Room G                                  |
|------------------------|---|---|---|---|
| Amount (tax inclusive) | 2,970 yen   | 2,750 yen   | 4,400 yen   | 2,970 yen   |
| Facilities             | Partitioning closet, LCD TV, side desk, chair, Blu-ray player         | Partitioning closet, LCD TV, side desk, chair, Blu-ray player           | Partitioning closet, LCD TV, table for visitor, chair, refrigerator, Blu-ray player | A table and a chair for a visitor, and a refrigerator |

※Liquid crystal televisions are installed in Pay rooms A, B, C and G, although the fee is not included. You will need to buy a dedicated card to watch the TV; please buy the card at P10 "Cards and vending machines."

※Telephone charges will be charged separately when you use the fixed phone.

※The difference of the room charge during the hospitalization for midwifery is tax-exempt.

### ○Wing with extra-charged rooms and number of the rooms

| Class                                     | West Inpatient Wing |         |    |         |         |         |         |         |         |         | East Inpatient Wing |         |    |         |    |         |         |         |         |         |
|---|---------------------|---------|----|---------|---------|---------|---------|---------|---------|---------|---------------------|---------|----|---------|----|---------|---------|---------|---------|---------|
|   | 1F                  | 2F      | 3F | 4F      | 5F      | 6F      | 7F      | 8F      | 9F      | 10F     | 1F                  | 2F      | 3F | 4F      | 5F | 6F      | 7F      | 8F      | 9F      | 10F     |
| Special Room                              | —                   | —       | —  | —       | —       | 1 room  | 1 room  | —       | —       | —       | —                   | —       | —  | —       | —  | —       | —       | —       | —       | —       |
| Extra-charged Room A                      | —                   | 2 rooms | —  | 2 rooms | 4 rooms | —       | —       | 4 rooms | 2 rooms | 2 rooms | —                   | —       | —  | —       | —  | 2 rooms | —       | 1 room  | —       | —       |
| Extra-charged Room B                      | —                   | 2 rooms | —  | 3 rooms | 3 rooms | 4 rooms | 2 rooms | 3 rooms | 4 rooms | 2 rooms | —                   | —       | —  | 6 rooms | —  | —       | 2 rooms | 5 rooms | 4 rooms | —       |
| Extra-charged Room C                      | 2 rooms             | 3 rooms | —  | 2 rooms | 1 room  | —       | —       | 2 rooms | 2 rooms | 2 rooms | —                   | 2 rooms | —  | —       | —  | 4 rooms | 4 rooms | 2 rooms | 3 rooms | 2 rooms |
| Extra-charged Room D/E<br>(Four-bed room) | —                   | —       | —  | 3 rooms | 4 rooms | 5 rooms | 3 rooms | 3 rooms | —       | 3 rooms | —                   | —       | —  | 3 rooms | —  | 2 rooms | 3 rooms | 3 rooms | —       | 4 rooms |
| Extra-charged Room F<br>(Two-bed room)    | —                   | —       | —  | 1 room  | —       | —       | —       | —       | —       | —       | —                   | 1 room  | —  | —       | —  | —       | 1 room  | 1 room  | —       | 1 room  |
| Extra-charged Room G                      | 6 rooms             | —       | —  | —       | —       | —       | —       | —       | —       | —       | —                   | —       | —  | —       | —  | —       | —       | —       | —       | —       |

※The Extra-charged Rooms D, E, and F are equipped with partitioning closets to ensure more privacy for patients than in the ordinary rooms.

※The availability and number of extra-charged rooms differ according to the division. If you want to stay in an extra-charged room, consult at your division on reservation of your hospitalization. You may not be able to stay in such a room, according to room availability.

※Please note you may be moved to another room during your hospitalization, depending on the situation in the ward.

●For details, ask the head nurse of your wing.

## 15

## Payment of hospital charge

## ○Payment method

- Payment is accepted by cash, cash card (debit card) or credit card (JCB, AMEX, VISA, Master Card, Diners Club and Discover).



## ○Cashier for Inpatients

| Opening hours | Weekday • Holiday   |
|---------------|---|
| 8:30 ▶ 17:15  | Admission and Discharge Center, 1st floor, Inpatient Wing |
| 17:15 ▶ 8:30  | After-hour Reception                                      |

※Please pay the charge between 8:30 and 17:00 as far as possible.

- |   |   |
|---|---|
| ○For those who paid a deposit                     | The deposit is applied to the hospital charge. The remaining amount will be refunded.<br>If there is a shortage, please pay that amount.  |
| ○For those who requested payment by a credit card | Once the charge is determined, it will be settled with the credit card, and the credit-card slip and receipt will be sent to the cardholder. If the charge is settled before the discharge, it may be paid on the day of discharge. (Prepare your credit card or cash.) |

## ○Notice

- When you stay in the hospital past a month's end, the hospital charge is calculated at the end of the month and the bill is delivered to you around the 10th of the next month. Please pay the charge by the end of the month.
- Please pay the remaining hospital charge on the day of discharge. Please pay the charge at the Admission and Discharge Center on the 1st floor of the Inpatient Wing or the After-hour Reception.
- If an additional fee is found after check of records after the discharge, it will be charged later.
- If you have any question about hospital charges, ask the Admission and Discharge Center.
- If you cannot pay by the due date for some reason, consult with the Admission and Discharge Center.
- The receipt is an essential requirement for a request for medical cost refund or medical expenses deduction in the fixed declaration. Please keep it in a safe place. It will not be reissued.
- Please note that the treatment fee may not always be known at the time of discharge. In that event, payment will be made at a later date.
- Please come to the office at discharge if you would like to request credit card payment.

## ○Contact

086-235-7523 (Hospitalization Procedures)

086-235-7612 (Billing and Payment)

# 16

## Procedure for discharge

- ❑ The discharge shall be permitted by your doctor or dentist. Consult with the doctor or dentist for discharge in advance.
- ❑ **The time of discharge is by 11:00.** Please follow the instructions if you have received any.
- ❑ We will explain about the procedure of discharge just before the discharge in your ward.
- ❑ Before leaving the hospital, be sure to visit the Admission and Discharge Center. Please bring your hospital card and health insurance card then. For payment of the hospital charge, refer to Page 14.
- ❑ If you need a written description (more detailed receipt) showing the respective calculated items of the medical service fee, please ask at the Certification Section, Window No. 4 on the 1st floor of the Medical Outpatient Wing (or Dentistry Reception on the 1st floor of the Dentistry Outpatient Wing). The written description includes the medicines used and names of the examinations.

We never accept any gratuities to the hospital staff from patients. However, we are very grateful for any donations to the Okayama University Hospital, and received donations will be utilized to promote state-of-the-art and high-level medical services and to improve the hospital environment. If you want to make a donation, please let us know.

Since our hospital is a faculty of Okayama University, we might ask your cooperation for education and research of medicine through medical practice. We appreciate your understanding and cooperation.



The name cards of the hospital personnel are color-coded as below:

|                                       |  |
|---------------------------------------|--|
| <b>Blue</b> . . . Teacher or doctor   | <b>Brown</b> . . . Staff of Sekizenkai |
| <b>Red</b> . . . Nurse                | <b>Grey</b> . . . Student              |
| <b>Yellow</b> . . . Medical engineer  | <b>White</b> . . . Subcontractor       |
| <b>Green</b> . . . Clerical personnel |  |
| (Personnel other than the above)      |  |

## ❑ Introduction to team medicine

Our hospital promotes team medicine to engage in specified objectives such as nutritional control through the cooperation of occupations including physicians, nurses, pharmacists, and registered dietitians. At present, many teams such as Nutrition Support Team, Bedsore Clinic Team, Psychiatric Liaison Team, Palliative Care Team, ICU Oral Care Round Team, Perioperative Management Team (PERIO), and Liver Disease Medical Support Team endeavor to improve the QOL of patients.



## Information

### Once you have a fall, it's too late to prevent it.

To be sure to avoid a fall while in the hospital

#### 1 Do not use slippers or sandals.

Slippers and sandals easily come off your feet, thus making you trip. Wear shoes.

#### 2 Be careful when getting out of bed, and especially watch your steps if you get up at night to go to the toilet.

When you get down from the bed, especially at night, turn on the light by the bed.

#### 3 Be careful on a wet floor and steps.

A wet floor is extremely dangerous, and you may slip on it. Be careful when you walk around a food trolley, toilet or wash-basin.

#### 4 Use handrails or a walking stick.

Walk in the corridor or steps holding the handrails. Your physical strength may decrease after staying in bed for a long time.

#### 5 Have you taken any medicine that makes your legs weak?

When you take a sleeping medicine, you may feel weakness in some body parts. Please take such a medicine after completing your preparations to go to bed. Even when you cannot fall asleep using the medicine, do not increase the dose by yourself.

#### 6 If you feel any anxiety, consult with your doctor or a nurse.

If you become anxious, feel free to consult with your doctor or a nurse.

### After an item is stolen, it's too late to prevent it...

### To prevent theft!!

#### \* Do not bring in valuables or a large amount of money to the hospital.

- A safety box is installed in the bedside cabinet. Be sure to lock the safety box.
- Use a pochette or the like to carry change with you.
- Minimize the number of cash cards that you bring in.
- Leave your driver's license at home.

#### \* Places prone to theft

- In the bedside cabinet   ● In a cupboard
- In a pocket of trousers or jacket

#### \* Timing prone to theft

- When you leave your room for toilet, shower, or a visit to your doctor or surgery.
- When you leave your room to see a visitor.
- Next day after admission to the hospital or on the day of payment

#### \* Please pay attention not to accidentally leave cash or valuables in the toilet, by the public telephone or in the shower room.

- \* If you notice that something has been stolen, immediately submit a notification.
- Immediately notify a doctor or nurse.

Do not  
bring in.

Do not  
put down.

Do not  
leave.

Although hospital staff take antitheft measures,  
please keep an eye on  
your valuables to guard against theft.

## In-hospital television broadcasting in the Okayama University Hospital (introduction)

Hospitalization might be caused suddenly by disease, injury, and so on. Not only patients but also their families must unfortunately prepare for and start hospitalization when they are shocked and worried. To reduce such worries for hospitalization to the greatest extent possible, we introduce hospital life and how to spend time before and after surgery via in-hospital broadcasting.

### How to watch

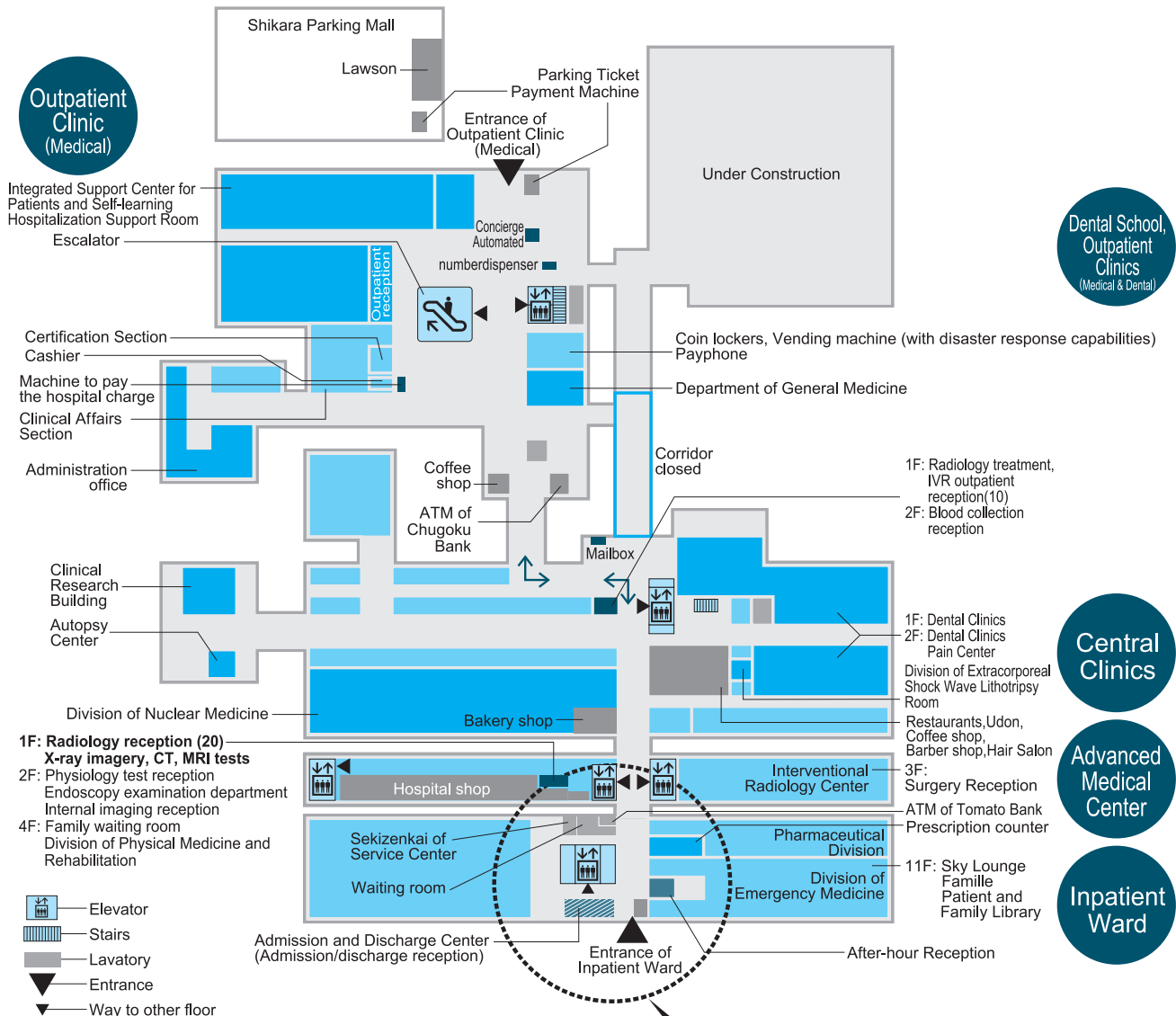
※Each hospital room is equipped with a television at the bedside table. In-hospital broadcasting is available for free: please watch it and relax.

1. Turn on the dedicated remote control used with the television.
2. Select 11 ch on the remote control.
3. The contents listed below are broadcasted:

### Contents

|              |  |                   |
|--------------|--|-------------------|
| 00 minutes ~ | : For patients before surgery                | .....【 9 minutes】 |
| 10 minutes ~ | : Knowledge related to anesthesia            | .....【 9 minutes】 |
| 20 minutes ~ | : Information of Intensive Care Unit         | .....【12minutes】  |
| 32 minutes ~ | : How to use analgesics after surgery        | .....【 7 minutes】 |
| 40 minutes ~ | : Introduction to the Clinical Cancer Center | .....【10minutes】  |
| 51 minutes ~ | : Do you know delirium?                      | .....【 9 minutes】 |

## Map of 1st floor of Okayama University Hospital



## Reception Time

### Admission

Between 1:00 PM - 3:00 PM

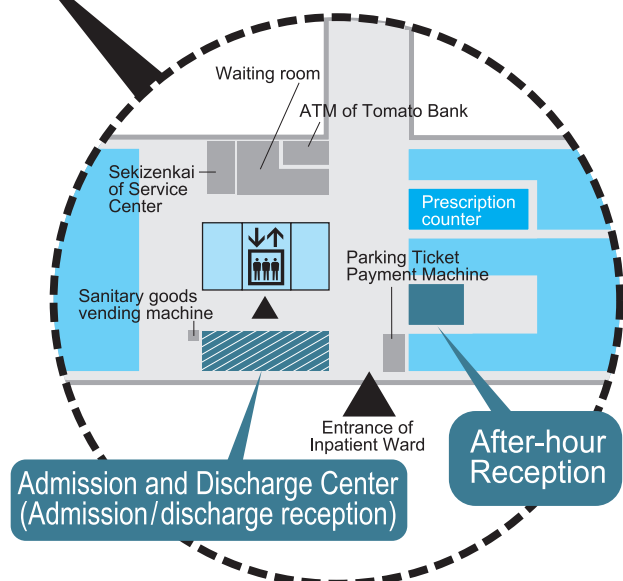
### Discharge

Between 9:00 AM - 11:00 AM

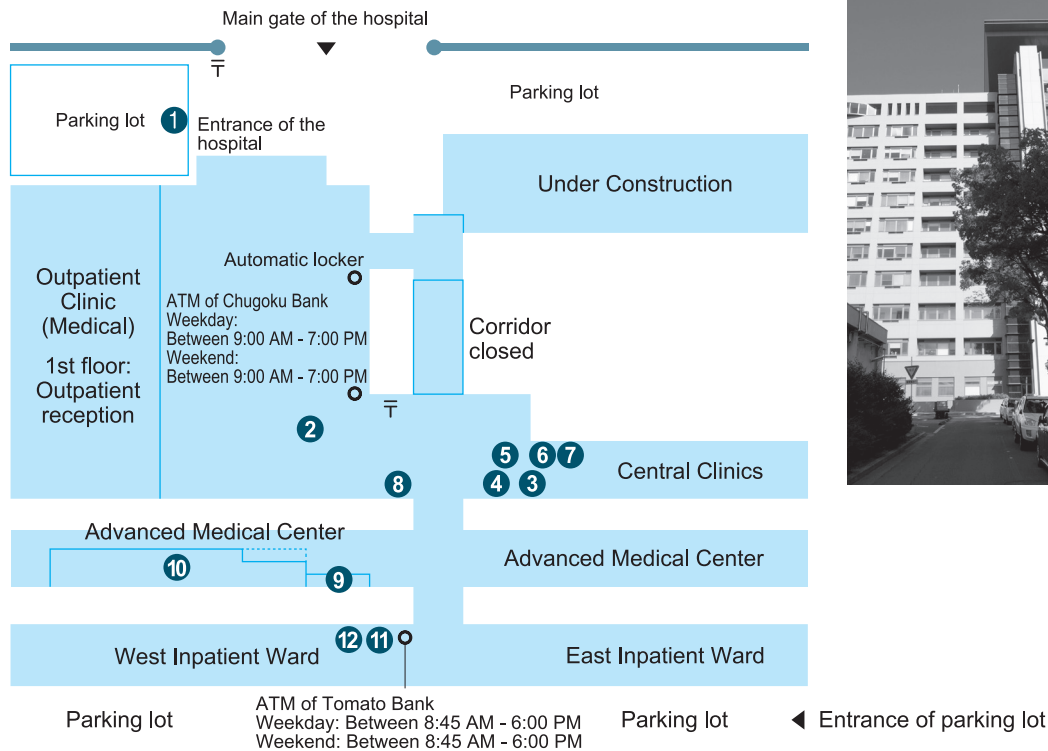
※Please follow any separate instructions the hospital may issue on the day of admission and/or discharge.

### After-hour Reception

Between 5:15 PM - 8:30 AM



## Map of In-hospital Service Section



### 1 Lawson – Okayama University Hospital Shop

Business hours: Between 7:00 AM - 9:00 PM  
 ● Box lunch, bread, fast food ● copy machine  
 ● Payment of utility charges ● ATM  
 ● Sale of tickets, hotel reservation  
 ● Mailbox, sending of parcels

### 2 Starbucks Coffee

Business hours:  
 Between 7:00 AM - 8:00 PM on weekdays  
 Between 10:00 AM - 5:00 PM on weekend and holidays  
 ● Coffee, beverages, food, etc.

### 3 Japanese / Western-style restaurants

Business hours:  
 Between 9:00 AM - 7:00 PM on weekdays  
 Between 10:00 AM - 5:00 PM on weekend and holidays  
 ● Japanese / Western-style menu, spaghetti, etc.

### 4 Coffee shop “Ueshima Coffee House”

Business hours:  
 Between 7:00 AM - 7:00 PM on weekdays  
 Between 10:00 AM - 5:00 PM on weekend and holidays  
 ● Coffee, soft drinks and meals

### 5 Udon “Tsurukyu”

Business hours:  
 Between 10:00 AM - 6:00 PM  
 Closed on: Saturday, Sunday and holidays  
 ● Self-service udon-noodles

### 6 Barber shop

Business hours: Between 9:00 AM - 6:00 PM  
 Closed on: Saturday, Sunday and holidays  
 ● Cutting, shaving, shampoo, setting, etc.  
 ● Wheelchair accessible.

### 7 Hair salon

Business hours: Between 9:00 AM - 6:00 PM  
 Closed on: Saturday, Sunday and holidays  
 ● Permanent, coloring, cutting, shampoo, hair blow, etc.  
 ● Wheelchair accessible.

### 8 Bakery shop “NICO”

Business hours: Between 9:00 AM - 5:00 PM  
 Closed on: Saturday, Sunday and holidays  
 ● Fresh - baked bread

### 9 Pharmacy ‘Petite Pharma’

Business hours: Between 8:30 AM - 5:00 PM  
 Closed on: Weekend and holidays  
 ● Medicines, medical products, toothbrush, etc.

### 10 marche de BONTE

Phone: 086-235-6916  
 Business hours:  
 Between 8:00 AM - 7:30 PM on weekdays  
 Between 9:00 AM - 5:00 PM on weekend and holidays  
 ● Food, items necessary for hospital stay, magazines, cosmetics, hospital meals  
 ● Daily necessities, fruit, nursing care items, flower, etc.

### 11 Free space for comfort and relax ‘Espace Libre’

Business hours: Around the clock  
 ● Vending machines (beverages and newspapers)

### 12 Service Center Sekizenkai

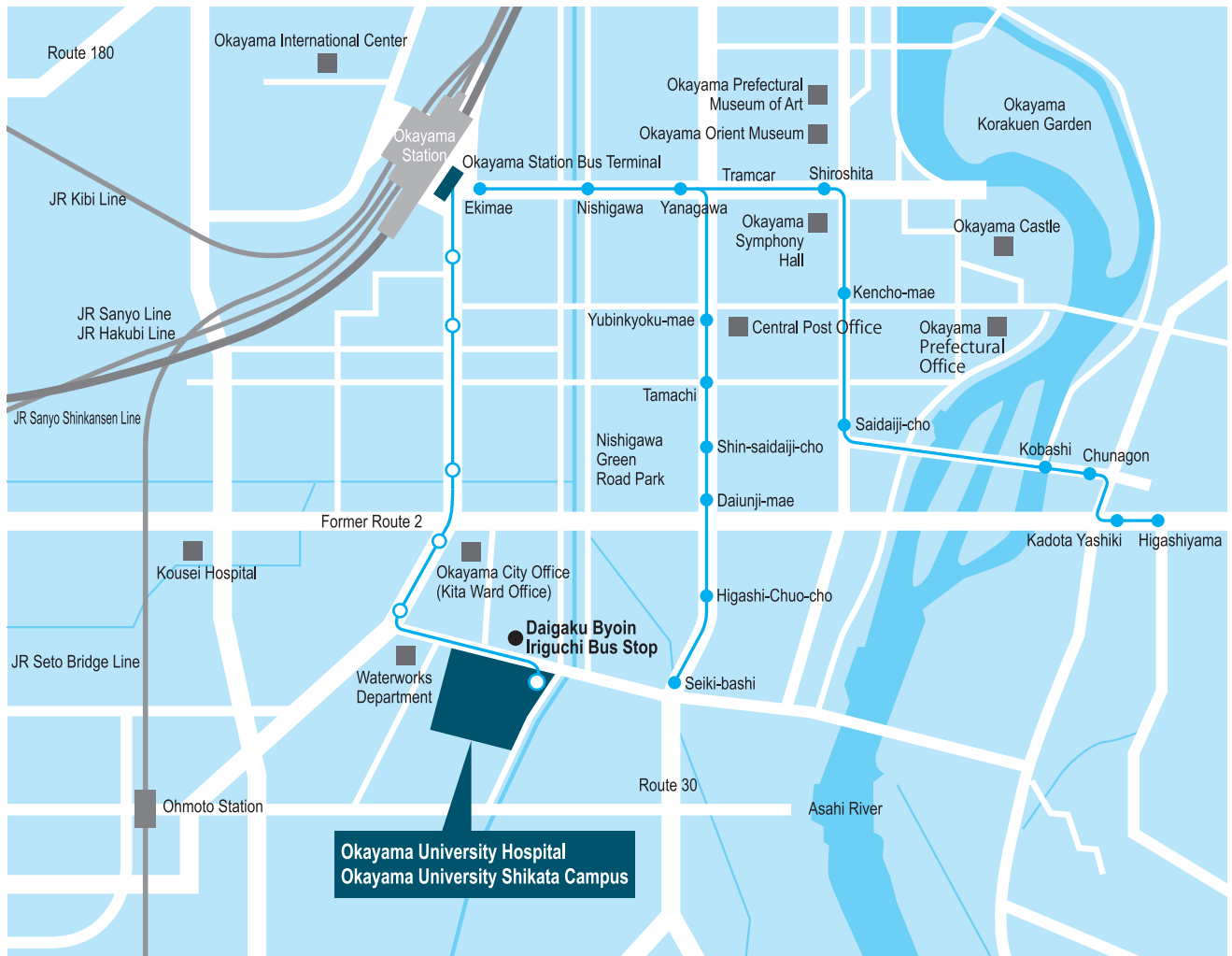
Phone: 086-235-6921  
 Business hours:  
 Between 8:30 AM - 5:30 PM on Monday to Saturday  
 Between 8:30 AM - 12:30 PM on Sunday and holidays  
 ● Rental bedclothes for accompanying persons (Ask a nurse.)

TV/laundry card, rental bedclothes, rental crutch, rental hospital gown, parcel and mail sending service, fax, copy, sale of telephone cards, help for accommodation, rental refrigerator, and cleaning service

### Various services

- Card-operated TV (installed in the bedside cabinet)
- Card-operated laundry machine (installed in each ward)
- Sale of telephone card (vending machine)
- Automatic locker (installed in Outpatient Wing)
- Public telephone (installed at several places)
- Vending machines (installed at several places)

## ACCESS



- From the "No. 4 Bus Stop" of the Okayama Station East Exit Bus Terminal by a Line "2H" Okaden Bus to disembark at the "Daigaku Byoin (University Hospital)" bus stop in the hospital site.
- From the Okayama Station East Exit Bus Terminal using Line "12," "22," "52," "62," or "92" Okaden Bus to disembark at the "Daigaku Byoin iriguchi (University Hospital entrance)" bus stop.
- From the Okayama Station bus stop (in front of ICOT NICOT or the Takashimaya entrance) by a circular-route bus to disembark at the "Daigaku Byoin iriguchi (University Hospital entrance)" bus stop.
- Approx. 5 to 10 minutes by taxi from the cabstand at Okayama Station
- Disembark from the tramcar bound for 'seiki-bashi' at seiki-bashi stop(12 minutes from Okayama Station) and walk to west for 5 to 10 minutes.





