

Procedure for Requesting Overseas Online Second Opinions Service

1. Application

To request an Overseas Online Second Opinion Service (International Telemedicine Consultation), please contact one of the following medical coordination companies:

◆ Japan Emergency Assistance Co., Ltd. (EAJ)

Email: mj-info@emergency.co.jp

Website: <http://maj.emergency.co.jp/ja/>

◆ Kobe International Medical Support Co., Ltd.

Email: mail@kims.co.jp

Website: <http://www.kims.co.jp/>

[Required Documents]

- Medical Referral Letter
- Test Results:
 - Blood test results
 - Pathology reports
 - Images and reports from diagnostic tests (e.g., CT, MRI, etc.)
- Photo identification of the consultant (patient and family members, etc.)
- Application Form for an Overseas Online Second Opinion Service
- Consent Form (required if the applicant is not the patient)

2. Application Confirmation

The medical coordination company will contact our facility (International Patient Support Center) to confirm whether we can accept the consultation. Our physician will review the documents and determine whether the consultation can be accepted..

3. Payment

If our facility accepts the consultation, payment of the consultation fee must be made through the medical coordination company.

Fee: ¥132,000 per session (up to 60 minutes)

(Extra charges apply if you go over the time limit.)

4. Scheduling

The schedule will be arranged with the attending physician. If any additional documents are required, we will notify you in advance.

The medical coordination company will notify you of the confirmed date and time.

5. On the Day of Consultation

A connection test will be conducted prior to the consultation. If the patient does not speak Japanese, an interpreter provided by the medical coordination company will attend.

(Please access the designated URL at least 30 minutes before the scheduled time.)

6. Online Consultation

The consultation will last up to 60 minutes. The physician will respond to questions submitted in advance.

(Please note that the session will not be extended in case of late arrival.)

7. Issuance of a Medical Opinion Letter

If requested, a medical opinion letter will be prepared in Japanese. If necessary, translation services can be arranged through the medical coordination company.