

Making an Appointment

Getting A Reference Letter:

1. Ask your family doctor or local clinic for a letter of referral to the University of Tsukuba Hospital.
2. This letter is an official document and carries a small fee. Pay this fee at your local clinic.
3. You need a referral letter for every new department visit.
4. Without a letter, you will have to pay 11,000 yen as a fee.

For all patients: You cannot get same-day appointments. Please make next-day appointments before 4PM.

By Phone (8:30AM to 5:00PM, Weekdays):

1. Call 029-853-7668
2. You must have a referral letter from a clinic to make an appointment.

In Person (8:30AM to 5:00PM, Weekdays):

1. (All patients) Fill out the Medical examination appointment form (white sheet) and give this form with a referral letter to the receptionist at Desk #3.
2. If you already have a patient ID card, let the receptionist know at Desk #3.



姓名		性別		年齢		国籍		職業	
フリガナ	氏名	性別	性別	年齢	年齢	国籍	国籍	職業	職業
(Name)									
住所	郵便番号	市町村	区	丁目	番	号	号	号	号
(Address)									
電話番号	自宅	勤務	携帯	予約番号					
(TEL)									

On Your Appointment Day:

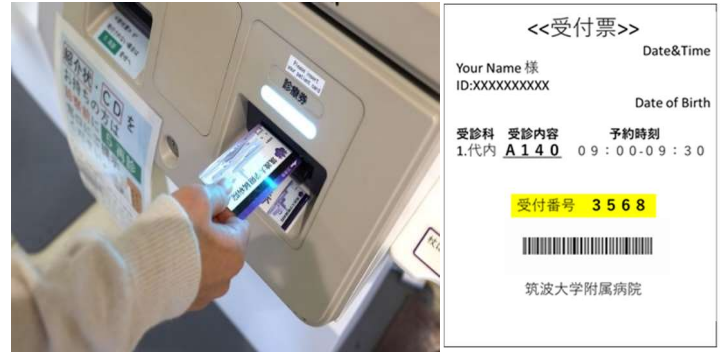
1. (NEW PATIENTS): Come to the hospital 30 minutes before your appointment and visit Desk #1 to get a patient ID card ("Shin Satsu Ken"). Take a Waiting Number Ticket and fill in the New Patient Registration Form (Green paper on the desk). You will need some kind of verification document for your katakana name. When your waiting number is called, present the New Patient Registration Form, your reference letter, National Health Insurance Card and any other important medical records or documents to the receptionist.



New Patient Registration Form Date: [年 月 日]	
Please fill in the blanks inside the bold line below and other side.	
フリガナ	氏名
性別	性別
年齢	年齢
国籍	国籍
職業	職業
住所	郵便番号
市町村	区
丁目	番
号	号
電話番号	自宅
	勤務
	携帯
	予約番号

Patient ID card

2. (REPEAT PATIENTS): Insert your Patient ID card into one of the kiosks in the Main Lobby up to 2 hours before your appointment. There will be 2 printed papers: one is your Waiting Number ticket and the other is your ID ticket.



3. If you have a referral letter, CDs or any other medical documents, proceed to Desk #5 with your insurance card and those documents.

On the ID ticket, there will be a number letter combination like "A120". This means "Building A, Room 120". Find the section and number using the maps that are spread throughout the hospital or ask the Information Desk in the Main Lobby for help.

If you don't receive any printed material, go to Desk#5.

4. Find your section and give your ID ticket, to the receptionist. Keep your Waiting Number ticket. The receptionist will ask for your full, LEGAL name and birthday to verify your identity.

Seeing the Doctor:

1. Have a seat in the section. There will be a screen that plays a loud sound and displays a number and room number.
2. When **your Waiting Number** is called, go to the room indicated on the screen. You may need to wait awhile but you will be seen.

After You See the Doctor:

1. Please sit in the section's waiting area again. If additional tests are needed, the receptionist will call your name and tell you where to go. You will repeat the same procedure (give the colored folder to the receptionist in that new area and then wait to be called.)
2. If you are finished, the receptionist will again verify your legal name and date of birth. You will then receive a blue, green, or yellow folder. Please return to the Main Lobby.

Billing and Payment: Please pay on the same day!

(Standard Pay Green/Yellow Folder):

1. Take the folder to the Main Lobby and wait in the center line for Desk #6 or 7. Give the folder to the staff member, and they will again verify your legal name and date of birth. **Staff members will also check your insurance card every month.**



2. You will receive your patient ID card and a ticket with a number on it. Please check the screen above Desk #10. If your number appears on this screen (or a higher number is listed), then you are able to pay. Please proceed to the Payment Machine.
3. You may receive only a ticket number. In this case, when your number is ready, you must go to Desk #10 with your number ticket and then receive your patient ID card from the staff member. Proceed to the Payment Machine.



(Quick Pay Blue Folder):

1. Go to and go to Desk #8 in Main Lobby and take 2 tickets. Place one in the blue folder and turn that in. Keep the other. Put the folder in the tray.
2. When your number is ready, go to Desk #10 as above.



(No Folder): Go to the payment machine and pay.

Using the Payment Machine:

Press the ENGLISH button on the bottom left of the screen and follow the instructions.

After paying, the printer will dispense several sheets of A4 paper as a receipt. Please take ALL papers with you. Sometimes, you may receive multiple papers. If you forget your receipts or don't receive them, please go to Desk #5.



Parking Ticket: Parking charges start after 30 minutes! (Yellow Parking Ticket)

After paying, take your receipts with QR codes to the parking Machine (Yellow) near the Main Entrance and present your parking ticket.



(White Parking Ticket: For Disabled Patients)

After finishing payment, go to the Main Entrance guard area and present your patient ID card, receipts, and white parking ticket.

Translation: hsp.ijika_gairaiy@un.tsukuba.ac.jp

If you need a translator, please let the receptionist know when you make your appointment. English and a very few other languages are available. E-mail inquiries are welcome. Fee : 3000 yen per 30 minutes or part thereof.

Always remember:

- Your Patient ID Card
- Your insurance card
- Any necessary documents