

# Information on the Dedicated Patient Line (029-853-7668)

Please follow the voice guidance (Japanese only) and press the appropriate button according to your inquiry.

Number	Guidance	Inquiry Details
1	To make an appointment with a referral letter	A referral letter and an advance appointment are <u>required</u> for consultations at our hospital. For details, please refer to our hospital website: <a href="#">Making Appointments University of Tsukuba Hospital</a>
2	To reschedule an appointment	Kindly understand that, depending on your treatment plan, rescheduling may not be possible
3	For currently treated patients who feel unwell and need an urgent same-day consultation	
4	Inquiries regarding hospitalization	For inquiries regarding scheduled hospitalization dates, fees, or discharge certificates. Also to contact a currently hospitalized patient (co-habiting family only)
5	For those who are feeling unwell within 10 days after being discharged from our hospital	
6	Inquiries regarding medical certificates and/or official documents	For inquiries regarding medical certificates, insurance documents, or documents related to public medical expenses. For matters related to referral letters, please refer to “7: Other Inquiries.”
7	Other Inquiries	For questions about outpatient services, billing, prescriptions, medical information provision forms (referral letters), or second opinions. Also for matters such as lost and found items or physician's opinion forms for long-term care insurance

Available Hours: 8:30 AM – 5:00 PM (weekdays only, excluding weekends, national holidays, and the New Year holidays)

At the beginning of the call, we will ask for your name and either your date of birth or your patient ID number registered with our hospital.

Please note that we may not be able to assist you if this information is missing or does not match our records.

- If our phone lines are busy, you may have difficulty getting through. We apologize for the inconvenience and kindly ask that you call again later.
- If your phone is set to pulse (analog) dialing, the call may not connect. Please switch to tone (push-button) dialing and try again.
- Please note that we cannot respond to inquiries regarding medical conditions or health advice over the phone. If you have any health concerns, we kindly ask that you make an official appointment for a consultation. For details, please refer to our hospital website: [University of Tsukuba Hospital](#)