

Patient rights

1. As a human being, you have the right to have your individuality and values respected.
2. You have the right to receive medical care based on mutual co-operation with care providers.
3. You have the right to receive explanation about the content of the medical care you are undergoing, including tests and treatments, in easy-to-understand language and approach.
4. You have the right to decide whether to undergo the medical treatment after fully understanding and having agreed.
5. You have the right to request a second opinion of another doctor in choosing the medical treatment.
6. You have the right to have the personal information obtained in the process of consultation treated as confidential, and not to be disclosed without your consent.
7. You have the right to request the disclosure of medical records to know the contents of your medical treatment.

In order for us to provide medical care that respects the rights of our patients, we ask our patients to do the following.

- ① Provide the correct information regarding your health.
- ② Active participation in medical care.
- ③ Obey hospital rules.
- ④ Provide understanding and cooperation for the training, practical training, and study visits of medical interns, medical students, nurse students, etc.



Matsue Red Cross Hospital

200 Horomachi, Matsue 690-8506
TEL: 0852-24-2111 (main number)

GUIDANCE FOR HOSPITALIZATION

MATSUE RED CROSS HOSPITAL



Matsue Red Cross Hospital



CONCEPT

Philosophy

We contribute to local medical care based on the Red Cross spirit of "humanitarianism".

Basic policy

- 1 To provide "advanced" and "quality" medical care based on explanation, and consent as a local flagship hospital.
- 2 To promote cooperation with health, medical, welfare and long-term care institutions as an acute care hospital and provide optimum medical care.
- 3 To protect the health of the community 24 hours a day as an emergency hospital.
- 4 To contribute to disaster relief as a Red Cross hospital.
- 5 To cultivate next-generation medical personnel as an educational hospital.

We have been designated as a postgraduate clinical educational hospital and a training hospital for medical professionals. In some cases, medical interns and medical profession students may sit in for medical consultations, nursing care, and treatment for training and educational purposes. Thank you for your understanding.

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1 Before hospitalization ~ on the day of hospitalization

Information on the hospital admission set guide

To reduce the burden of preparing for the hospital admission of the patients and their families, we introduced a rental service provided by a professional supplier that includes items such as a hospital gown, towels, daily necessities and disposable diapers.

*For details, please check the separately attached "Hospital admission set guide".

What to prepare at time of hospital admission

1 Daily necessities

1 Toiletries 	2 Indoor shoes Please bring non-slip shoes that are comfortable to wear and cover your heels. 	3 Tea kettle, etc. A small kettle for drinking tea. 	4 Cup for drinking tea A cup or mug that is tough and durable. 
5 Shampoo/conditioner 	6 Bath soap or body soap 	7 Tissue paper 	8 Earphones Around 1.5m to 3.0m Please prepare for when watching TV outside of the private room. <small>*Available for purchase at the concession stand.</small> 
9 Underwear 	10 Towels/bath towels 		

2 Medicine you are currently taking, medicine information and medication record book issued by the dispensing pharmacy

3 Things instructed in advance by the department that you were examined by
 Please write your name on your belongings. There is limited storage space, so we ask for your cooperation in keeping your belongings at a minimum.

Television Provided at each bed. (Subject to a fee)

4 Other

As a general rule, bringing in electric appliances is prohibited. For those who wish to bring an electric appliance in due to unavoidable circumstances, please consult with the head nurse. Dryers are available at the hospital wards.

Procedures on the day of hospitalization

Visitation times/reception area

Please arrive at the designated time and complete the procedures at the hospital admission reception counter.

An explanation will be provided in advance to those who require an outpatient examination before the procedures.

Hospital admission reception counter:

1st floor of the main building – Weekdays 8:20 to 16:50

What you need for the admission procedures

(1) Patient ID card (2) Health insurance card (3) Medical care certificate or related documents (4) Long-term care insurance certificate

A. Elderly, welfare medical care, infant/pediatric care beneficiary certificate, public assistance, industrial accident documents, etc. B. Certificate of Eligibility for Ceiling-Amount Application to reduce the burden on the counter for medical expenses.

*Please see P.20 at the end of the book for details.

(5) Hospitalization application form (sign and seal the required columns)

At the reception counter, you will be asked whether you were hospitalized at another medical institution during the three months before this hospitalization. If you have a hospital discharge certificate that you received at another medical institution, please present it. If there are any changes to your health insurance card or address while you are hospitalized, please contact the hospital admission reception counter immediately.

Hospital rooms

Name display in front of hospital room

Patient names will not be displayed at the hospital room entrances for the protection of personal information.

Hospital room information for visitors

Hospital staff will guide visitors to the patient's inpatient ward at the visitation information counter. If you do not require a guide, please consult with a ward nurse.

Paid private rooms

Please see P.19 at the end of the book regarding information on the private room fees, equipment, etc. Please contact below if you request a private room. Please note that we may not be able to meet your request depending on the availability.

(Where to apply) Before hospitalization ⇒ To outpatient nurse, during hospitalization ⇒ To ward nurse

Change of hospital ward/room

We may change your hospital ward or room while you are hospitalized depending on your medical condition or bed availability. We kindly ask for your understanding and cooperation.

About attendants

We provide nursing care according to the standards set by the Ministry of Health, Labour and Welfare, so as a general rule, an attendant is not required. If you wish to have an attendant or a family member to be on stand-by due to your medical condition, age, etc., please consult with a ward nurse.

Wearing a name band

- To prevent misidentification, we ask that our patients wear a name band (wristband).
- Please wear it around your wrist.
- We will verify your identity with your name and wristband during treatment or inspection.
- Please inform us if you develop eczema or a rash.
- It may be removed under unavoidable medical situations.
- Please keep it on even when staying out overnight.



During hospitalization

Meals

Cafeteria

There is a cafeteria on the floor where you are hospitalized (5th floor to the 12th floor of the high-rise building) so that you can enjoy your meals in a comfortable environment.



Breakfast: 8:00

Lunch: 12:00

Dinner: 18:00

(Please come to the cafeteria by 30 minutes past the above time.)

We will prepare meals suitable for your medical condition.

- We will serve you a hot meal prepared in a kitchen inside the cafeteria. (Meals may also be served in your room according to your medical condition or requests.)
- To prevent from food poisoning and for therapeutic diet purposes, please refrain from bringing meals from outside or putting aside leftovers (including formula milk), and consume meals as soon as possible after serving.
- Please feel free to use the hot tea dispenser (free) for patients in each hospital ward.
- If you have any questions about meals, please contact the attending physician, nurse, etc. A registered dietitian will visit you.
- We will prepare a celebratory meal for those who give birth.

Bathing

Shower facilities are available in each hospital ward.

We will give permission to take a shower depending on the patient's medical condition, so please consult with a nurse.

If you cannot take a shower, we will wipe you down with a steamed towel.

Activity time, etc.

Our lights-out time is 21:00.

- Please refrain from watching TV after the lights are turned off.
- Please use earphones when watching/listening to the TV or radio.
- Please cooperate to create a quiet environment.

TV/telephone/Internet/etc.

1 TV

Provided at each bed.

Please use earphones in rooms other than private rooms. A TV card is required to watch TV (excluding free programs or in private rooms). Please see the instruction manual next to the TV for details.

- Please purchase a TV card at the vending machines on each floor (1,000 yen)
- Please use the fare adjustment machine on the first floor of the main building for a refund of the remaining charge left on the TV card.
- The TV card can be used for the refrigerator in the hospital room and for the washing machines and dryers in the hospital wards.

Channel guide

Broadcast TV

CH1...Nihonkai Television
CH2...NHK Educational TV
CH3...NHK G
CH4...Sun Television
CH5...Hiroshima Home Television
CH6...Broadcasting System of San-in
CH7...TV Setouchi

CH8...San-in Chuo Television Broadcasting
CH9...Information from the hospital (free)
CH10...Hospital independent broadcast (free)
CH11...Hospital independent broadcast (free)
CH12...Mable

Satellite TV

CH1...BS 1
CH2...BS 102

CH3...BS Premium
CH4...BS Nippon TV
CH5...BS Asahi
CH6...BS-TBS
CH7...BS TV TOKYO
CH8...BS Fuji
CH11...BS 11
CH12...BS 12 Twellv

*The free programs broadcast content that we want our patients and their families to know, so please feel free to watch them!

2 Internet, etc.

Internet connection (fixed line) is available in private rooms.

- Please bring your own computer and LAN cable.

Free Wi-Fi service is available.

- There is no charge for using the service.
- Hospitalized patients and their attendants may use the service.
- Service area boundary
 - Hospital wards excluding the ICU, critical care center, NICU and the 5th floor south hospital ward
 - Dialysis room
 - Outpatient chemotherapy room
- *The service can be used inside the hospital rooms, but please refrain from using it after the lights are turned off so that it doesn't bother the other patients.
- Before using
 - Please refer to the guide at the counter of the hospital ward staff station for information such as the "connection network name" and "password".
 - We do not accept inquiries regarding the connection settings, etc., so please resolve any issues on your own.
- (Please check the instruction manual of the connected Wi-Fi equipment.)
 - Communication speed may drop significantly or your device may not connect depending on the usage environment and connection conditions. Also, the connection may not be fast enough due to the surrounding radio wave environment or obstructions such as walls.
 - We save the access logs to respond to inquiries from users and for network maintenance work. Please note that we may provide access logs at the request of the investigative authorities if an unauthorized access is detected.
 - Please use at your own risk and expense after preparing the necessary Wi-fi equipment.
 - Acts that may infringe our rights or rights of a third party are prohibited when using the service.

Please do not use any equipment/functions that perform wireless communication.

•Equipment that perform wireless communication (tethering using a mobile router or smartphone, etc.) may affect medical equipment, etc., so they are prohibited to be used in all areas within the hospital.

There are matters to be observed when using a mobile device, smartphone, etc.

•Please see “3. Mobile phone/smartphone”.

3 Mobile phone/smartphone

When using, please observe the following items.

- Turn off the power or set it to silent mode so that it does not ring inside the hospital.
- Please use your phone within the permitted area (around the cafeteria, lounge, or public telephone in the hospital ward). Refrain from using the phone in the hospital rooms (excluding private rooms) and hallways as it may bother the other patients.
- Turn off your phone in prohibited areas.
(Outpatient waiting room, examination room, treatment room, inspection rooms, department of radiology, surgery room, ICU, CCU, etc., and prohibited areas)
☆Hospital staff members use phones (PHS) that do not affect medical equipment.
- Please refrain from browsing or operating a phone (email, Internet, etc.) while walking as it is very dangerous.
- Wireless communications using tethering functions may affect medical equipment, so use is prohibited in all areas within the hospital.

4 Handling of photo shooting and sound recording

As a general rule, to protect the privacy and personal information of inpatients, visitors and staff members, photo shooting or sound recording on the hospital premises, including the hospital building such as the examination room, and posting contents on blogs or SNS are prohibited in accordance with the in-hospital usage policy.

- You may record family members inside the private hospital rooms, but make sure that people who are not related to you or staff members do not appear in the recordings.
- For those who wish to record, etc., please consult the hospital staff in advance.

5 Public telephone

Located on the 1st floor to the 12th floor.

6 Fax

Please contact the security office (1st floor of the high-rise building).

Please observe good manners!

Keep your mobile phone on silent mode.
Keep your game consoles on quiet mode.

Can be used in the hospital ward until the lights' out time.



Other matters during hospitalization

1 Laundry

Please use the washing machines and dryers on each floor or wash your personal belongings such as underwear and towels, etc. at home. (There is a charge for the coin-operated washing machines and dryers. The TV card can also be used for payment.)

When it is unavoidable, we can do your laundry for a fee. It takes about four days to finish the laundry. (605 yen (including tax) per prescribed laundry net, only available for items that can be washed with water)

2 Refrigerator

Available next to each bed. (Subject to a fee: TV card system)

For details, please see the instruction manual next to the bed.

3 Changing sheets

The sheets are changed regularly, but we will change them each time they get dirty.

4 Waste sorting

You are responsible for separating your own garbage. Please throw out your garbage at the garbage collection place at each hospital ward.

Combustible waste Paper/fruits/leftover lunch box (attendants, etc.)

Non-combustible waste Plastic, empty cans, bottles (plastic bottles, etc.)

5 Smoking

Smoking is prohibited on hospital grounds, inside the facilities, and in the parking lot. We ask for your cooperation due to impact of smoking on the health of patients and enforcement of the Health Promotion Act.

Please observe good manners!

Bringing in cigarettes is prohibited.



6 Management of valuables

As a general rule, please manage your valuables on your own (safety box). The hospital is a place where many people come and go. We ask that you refrain from bringing in valuables and large amounts of cash.

7 Mail and parcel delivery service

Mail and parcels sent to patients are delivered to the security office (1st floor of the high-rise building). If you are in a hurry, please contact the security office.

*Mail and parcels will not be delivered to the hospital wards on holidays.

8 Disaster prevention/evacuation method



- Please see the evacuation routes that are posted near the entrance/exit of the hospital rooms. In the event of a natural disaster, follow the instructions of the nurses, etc. and evacuate without confusion.
- Please be careful when handling electric appliances inside the hospital room.
- Please obtain permission from the hospital ward when bringing in electric appliances into the hospital room.

Other matters

- As a general rule, please use an elevator when moving from floor to floor (the stairs are for staff members and emergency use).
- Please be considerate to others when using shared facilities such as the hospital rooms, washrooms, and toilets.
- Please refrain from attaching items onto the walls of the hospital room using scotch tapes or thumbtacks.



3

Visitations/staying out overnight/hospital discharge/payment

Visitations

Visitation times

Weekdays

15:00 to 19:00

Saturday/Sunday/national holidays

Morning: 10:00 to 12:00

Afternoon: 15:00 to 19:00

(Except when there are special circumstances such as medical conditions. Please consult with a nurse.)

- When entering or leaving after 21:00, you must sign in or out at the security office (1st floor of the high-rise building).
- Present your parking ticket to the security office if you are using the multi-storey car park.
- Please consult with a ward nurse if you do not require a hospital room guide for visitors.
- Explanations regarding medical conditions, etc. from a doctor will be provided until 16:50 on weekdays, except during unavoidable circumstances such as an emergency.

Going out/staying out overnight

As a general rule, you may not go out or stay out overnight when you are hospitalized here.

If you need to go out or stay out overnight, please consult with the attending physician or a nurse in advance and get permission.

We will provide you with a written permit when going out or staying out overnight. Please bring it with you when you are leaving the hospital.

Visiting other medical institutions during hospitalization

As a general rule, you may not receive a medical examination at another medical institution or get a prescription for medicine (including when family members go and receive the medicine) while you are hospitalized at this hospital.

If you run out of medicine from your personal physician or have a consultation reservation, please contact the attending physician or a nurse.

Hospital discharge

As a general rule, we ask that you leave your room before noon (by around 10:00) on the day that you are discharged from the hospital.

We ask for your cooperation so that the next person waiting to be hospitalized can enter the room promptly.

Please complete your payment before being discharged, and present the receipt at the hospital ward staff station.

Payment of hospitalization medical expenses

Medical expenses during hospitalization

The expenses will be calculated at the end of every month and you will be notified around the 10th of the following month.

Please complete the payment at the payment service counter or at the medical expenses payment machine within a week of receiving the invoice.

Medical expenses at the time of discharge

As a general rule, you must pay the full amount on the day you are discharged.

We will notify you of the medical expenses until you are discharged, so please make the payment before then and present the receipt at the hospital ward staff station.

- "Dental and oral surgery" and other "clinical departments" are treated differently in the medical system, so the invoices will be separate. (*Dental consultation during hospitalization is not included in the hospitalization fee)
- Please note that there may be additional charges after you are discharged due to a delay in processing the payment slips. If additional inspections occur after you are discharged as a result of tests during hospitalization, there may be additional charges as an outpatient medical expense. (Ex: Pathological diagnosis test)
- Please consult with the Medical Affairs Division (1st floor of the main building) regarding inquiries on estimated medical expenses.
- Receipts cannot be reissued, so please keep them in a safe place. (A receipt is required for the application for medical expense deduction of income tax and high-cost medical expense benefit)

Payment location

(Medical expenses payment machine)

Usage time 24 hours

Location 1st floor of the main building or in front of the emergency room on the 1st floor of the high-rise building

- Patient ID card or invoice with barcode is required. (We will hold your Patient ID card at the hospital ward while you are hospitalized. Please contact the staff station when you need it)
- You may also pay by credit card.



(Payment service counter)

Usage time Weekdays from 8:20 to 16:50

Location 1st floor of the main building

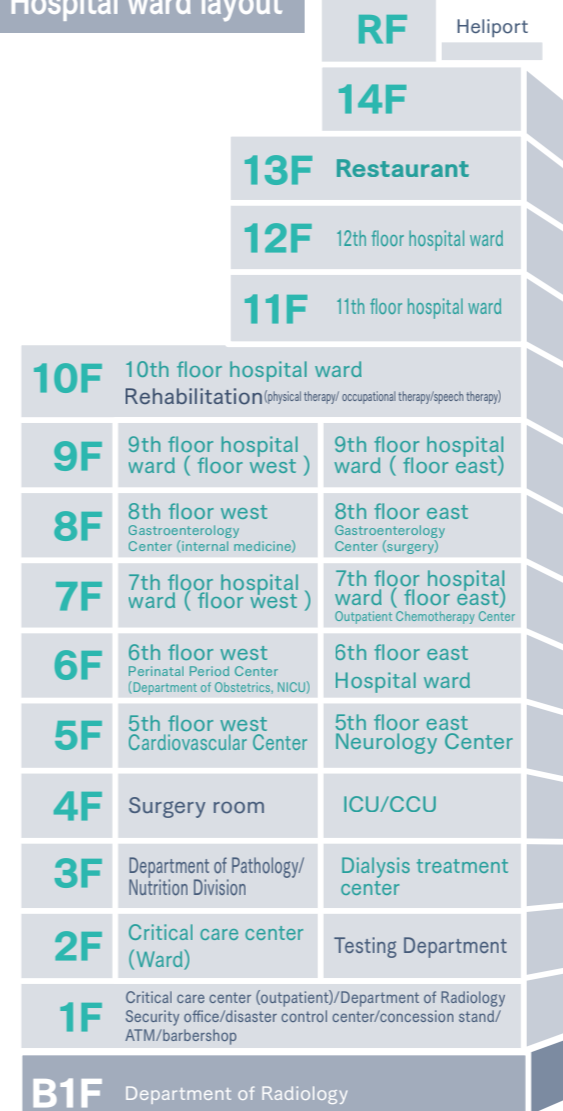
Payment system for medical expenses

- When medical expenses exceed a certain amount, there is a system to reduce the burden (high-cost medical expense benefit, delegated payment system.) For details, please see P.20 at the end of the book.
- Childbirth payment system
- We are an institution that participates in the obstetrics medical compensation system.
- As a general rule, patients shall use the direct payment system to medical institutions such as the lump-sum allowance for childbirth and nursing to reduce the burden on patients.
- Those who do not have health insurance or do not present a health insurance card shall pay for their medical treatment at one's own expense.
- If it is difficult to present a health insurance card while traveling, for example, please consult with the Medical Affairs Division.
- When paying at one's own expense, please note that the calculation method is different from health insurance.
- <Own expense: 1 point = 15 yen (taxation), health insurance: 1 point = 10 yen>
- For details, please contact the Medical Affairs Division.
- Please see P.20 at the end of the book regarding the calculation of medical expenses.

*Please contact the Medical Affairs Division (1st floor of the main building) if you have any questions.

4 Hospital floor map

Hospital ward layout



Hospital area map



Medical certificate application/request to visit another clinical department , etc.

Applying for a medical certificate

If you are hospitalized, please consult with the attending physician or nurse. When requested after being discharged, please apply at the documentation reception desk (1st floor of the main building).

When requesting to visit another clinical department while you are hospitalized

Please consult with the attending physician or nurse (please do not make/accept outpatient reservations on your own).

If you wish to visit another medical institution while you are hospitalized

You may not visit another medical institution while you are hospitalized. If you run out of medicine, please contact the attending physician or nurse.

Using the parking lot

You may not use the parking lot while you are hospitalized.

If you are hospitalized following an outpatient examination, please pick up your car as soon as possible (as a general rule, within two days).

*After two days, you will be charged 300 yen/day dating back to the hospitalization date.

There is a discount on parking fees for family members and visitors.

Please present your parking ticket at the security office (1st floor entrance of the high-rise building) when leaving the hospital.

Patient consultation/support

Please consult with the patient consultation/support office.

This hospital has a "patient consultation/support office" that responds to various inquiries from patients. The consultation is performed by professional medical social workers, public health nurses and nurses.

*Please see P.18 at the end of the book for details.

Second opinion

You can hear the opinions of specialists from other medical institutions as references to make your own decision based on confirmed understanding of the diagnosis content and treatment policy that you think would be best. If you request a second opinion, please consult with the attending physician.

Telephone inquiries

As a general rule, please note that in order to protect personal information, we cannot answer any questions about a patient's medical examination. Please only call the hospital ward in the event of an emergency. Thank you for your cooperation.

Questions about medical examination/medical record disclosure/opinions and impressions

- If you have any questions about the content of the medical examination, or wish to consult or disclose your medical records, please contact the ward nurse.
- If you have any opinions or suggestions, or if there is any point that you notice about the content of the medical examination, response of staff members or facility environment, please give your feedback at the "Patient's voice" suggestion box that is set up at each hospital ward.

Other

Please follow the hospital rules.

- The hospital director may give necessary instructions to patients for medical treatment or to keep the order of the hospital. If you do not follow those instructions, you may be discharged from the hospital.
- We are designated as a hospital where absentee voting is permitted.

Request from the hospital

Gratuity to hospital staff members is not acceptable under any circumstances. Please refrain from exchanging of goods and food among patients. (Some patients may have meal restrictions for their treatment)

In-hospital facilities/services

13th floor of the high-rise building

Restaurant North Kitchen

Weekdays
8:00 to 16:30

Saturday/Sunday/national holidays
11:00 to 15:00

1st floor of the high-rise building

Barbershop

Business days
Monday/Thursday/Friday (closed on the third Monday of every month)

Business hours
9:00 to 17:00
*Reservation system (the application can be found in the hospital ward)

1st floor of the high-rise building

Concession stand FamilyMart

Weekdays
7:00 to 21:00

Saturday/Sunday/national holidays
7:00 to 21:00

1st floor of the high-rise building

ATM corner San-in Godo Bank

ATM corner opening hours

Weekdays
9:00 to 18:00

Saturday
9:00 to 17:00
*Closed on Sundays and national holidays.



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Precautions for elderly patients (those with dementia) during hospitalization

•Elderly patients, especially those with dementia, have a poor ability to adapt to changes in living environment during hospitalization/treatment. Therefore, symptoms may appear such as becoming temporarily confused, getting their nights and days mixed up and getting frustrated or excited. This is more likely to occur if they have difficulty with their hearing or vision. Such a symptom is called delirium, as they start losing the ability to recognize danger and can be the cause of falling down. Therefore, when hospitalized, we ask for your cooperation to make the living environment as close to the one at home.

- 1 What to bring**
 - Familiar items that the patient uses at home
 - Hearing aid and glasses
 - Clock
 - Calendar
 - Family photos, etc.

- 2 We ask for your cooperation when visiting the patient.**

- 3 When visiting, please interact with the patient so as not to make them anxious, such as making conversations while mixing in details related to the date and time.**

For your safety during hospitalization

(1) Confirmation of the patient's name

We ask patients or family members to say the patient's name for verification. Please state your name if asked by our staff.

(2) Choking prevention

Has the patient ever choked or had food stuck in the throat while eating recently? If so, please let us know.

It is dangerous to put a lot of food in your mouth at once or eat fast. Please eat slowly.

Please let us know if you feel that the hospital food is too hard or difficult to swallow.

It is important to provide meals that suit the patient's ability to bite and swallow. We prepare various types of meals such as thickened foods and gelatinous foods that are easy to swallow, as well as soft and chopped or crushed foods.

(3) For those who use dentures

- 1** Make sure to put in your dentures when eating.

- 2** Please prepare a container with a lid to put your dentures in when removing them at the hospital room.
*If you wrap them in a handkerchief or tissue paper, there is a risk of them being thrown away by mistake.

- 3** Please speak to a staff member when removing your dentures in the examination room or testing room.
*We will keep them in a transparent plastic bag along with wet gauze.

- 4** Please do not use dentures that are damaged or broken and easy to fall out.
*Such damaged dentures may fall out and could be swallowed while eating. Please consult with a staff member to repair or adjust them.

To family members There is a risk of patients accidentally putting dentures that they do not use in their mouth, so we ask that you please take them home with you.

(4) Request to patients to prevent turning over or falling down

1 Get up and turn around slowly.

2 Be careful not to trip over the legs of the intravenous drip table.

3 Please prepare shoes that you are used to and will not slip off.

4 There are pamphlets such as the "Safe use of electric beds" at the bedside table, so please read them.



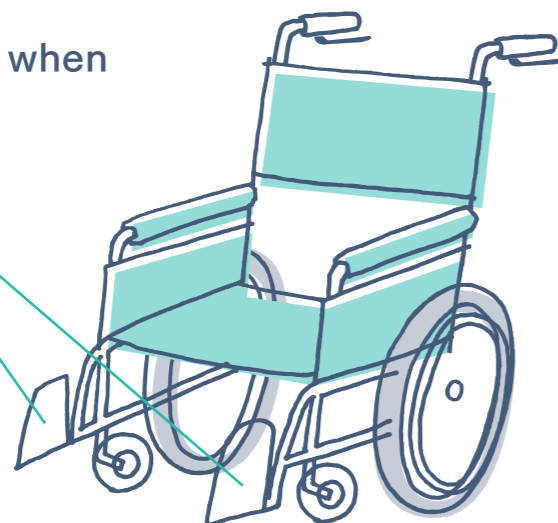
Important 1

Please call a nurse with the call button when instructed.

Important 2

If you lean forward or bend backward in a wheelchair you will lose your balance and fall over. This is very dangerous, so please be careful not to take an uncomfortable posture.

Raise your footrest when getting on and off.



Put the brakes on when getting on and off or grab things while sitting in the wheelchair.

(5) Request to family members to prevent turning over or falling down

1 When the bed fence is lowered during a visitation, please make sure to raise the bed fence when leaving the patient's side.

2 When suspending the bed leaving sensor during visits, please call the nurse with the call button before leaving. We will set it again

Use of items that restrict patient behavior

In some cases, bands that keep your hands from moving, things that prevent you from grabbing or pinching things (such as mittens) and the bed leaving sensor are used. Please note that we may ask for your family's consent after the fact, such as during a holiday or at nighttime.

(Bed leaving sensor)

Mat type



Clip type



•Patients may still turn over or fall down even after taking measures

At times like this, measures to prevent a serious injury even when a patient falls are required.

Please note that we may ask the patient to lie down on a mat on the floor to sleep instead of on a bed, and that we may use a shock absorbing mattress.

*Although there is a difference in the level of danger, the phenomenon of "falling" can happen to anyone in everyday life.

The same is true during hospitalization.

Please understand that we will ask you as above.

Patient consultation/support

Information on patient consultation/support office

-For living a healthy life at all times-

Confidentiality
We also accept inquiries via telephone.

Please feel free to consult with us!

Reception hours **8:20 to 16:50** Location **1st floor of the main building**

I want to use the nursing care service

An application for certification of long-term care need is required to use the nursing insurance service.

*We will provide an explanation on the application procedure.

The nursing insurance service counter is located in the nursing care counseling division of this support office. Please stop by if you are thinking to apply.

Consultation service counter TEL: 0852-32-6901



I want to consult about medical care, nursing or welfare

- Consultation regarding medical treatment contents.
- Those who have symptoms or anxiety about treatment.
- Those who have concerns/anxiety about post-hospitalization life while recovering at home.
- Payment method of hospitalization and outpatient medical expenses and issuance of a certificate of the physical disability certificate.

I want to know more about the health class/clinic

Childbirth class

This is a class to help you have the correct knowledge about childbirth and for you to give birth to your child safely.

- First, third and fourth Tuesday: 14:00 to 16:00 (reservation system)
- Second Tuesday: 12:00 to 15:00 (reservation system/meals are not included)



Wellness medicine course

Medical staff will hold courses based on topics of the year on the theme of health and requests from everyone.

Adolescent health clinic (consultation service counter)

A gynecologist will provide consultation about your body during puberty.
• Every Monday after 12 pm (reservation system)

Cancer consultation support center

A full-time social worker will listen to your concerns and help you solve problems about cancer.

Information on private rooms

Information on private room fees

- Keep your privacy and recuperate while you relax.
- Enjoy quiet conversations with visitors in the room.
- You can use the TV and refrigerator for free.

Where to apply

Before hospitalization Hospitalization reception During hospitalization Staff station

- Please check the price list and sign the letter of consent before using.
- Please note that we may prioritize other patients who require a private room for their treatment.

Private room price list (per day) *1



Special private room

Private room A

Private room B

Semi-private room

(Tax included)

Private room type	Special private room (11th floor only)	Private room A	Private room B	Private room C (6th floor obstetrical department only)	Private room E (6th floor obstetrical department only)	Semi-private room *2	Private room D (5th floor south only)
Fee	16,500 yen	7,700 yen	7,150 yen	7,150 yen	6,600 yen	1,650 yen	3,300 yen
TV (free)	○	○	○	○	○	○	—
Refrigerator (free)	○	○	○	○	○	○	—
Internet (free)	○	○	○	○	○	—	—
Shower	○	○	—	—	—	—	—
Toilet	○	○	○	○	○	—	○
Bathroom sink	○	○	○	○	○	—	○
Furniture	○	○	○	○	○	○	—
Kitchen/lounge suite/Japanese-style room	○	—	—	—	—	—	—

*1. The private room fees are calculated daily. (Ex) When staying over for one night: You will be charged for two days.

*2. The semi-private room consists of a 4-bed room separated by furniture for each bed. It is different from a general 4-bed room.

Hospital ward name	Type	Price
5th floor (east) Neurology Center	Private room A	7,700 yen
	Private room B	7,150 yen
5th floor (west) Cardiovascular Center	Private room A	7,700 yen
	Private room B	7,150 yen
	Semi-private room	1,650 yen
5th floor (south)	Private room D	3,300 yen
	Private room A	7,700 yen
6th floor Perinatal Period Center Department of Obstetrics	Private room C	7,150 yen
	Private room E	6,600 yen
	Semi-private room	1,650 yen
	Private room A	7,700 yen
7th floor	Private room B	7,150 yen
	Semi-private room	1,650 yen

Hospital ward name	Type	Price
8th floor (east) Gastroenterology Center (surgery)	Private room A	7,700 yen
	Private room B	7,150 yen
8th floor (west) Gastroenterology Center (internal medicine)	Private room A	7,700 yen
	Private room B	7,150 yen
	Semi-private room	1,650 yen
9th floor	Private room A	7,700 yen
	Private room B	7,150 yen
10th floor	Semi-private room	1,650 yen
	Private room B	7,150 yen
11th floor	Semi-private room	1,650 yen
	Special private room	16,500 yen
12th floor	Private room B	7,150 yen
	Private room A	7,700 yen
	Private room B	7,150 yen
	Semi-private room	1,650 yen

*According to the basic notification of the Consumption Tax Act, midwifery (pregnancy/childbirth) and newborn babies (until 28 days after birth) are not subject to tax.
6th floor Perinatal Period Center
Private room A: 7,000 yen, Private room B: 6,500 yen, Private room C: 6,500 yen, Private room E: 6,000 yen, Semi-private room: 1,500 yen

As of March 2022.

Please read

(1) Inpatient medical expenses

1 Those under 70 years old

•If you present your “Certificate of Eligibility for Ceiling-Amount Application” at the time of admission, the payment of medical expenses will be up to the self-pay limit (Table 1) at the service counter. Once it is determined that you will be hospitalized, please promptly apply for issuance of the “eligibility certificate for ceiling-amount application” for each insurer (health insurance card issuer) (Table 2).

Table 1 Maximum co-payment of 1month (note) (meals, private room costs and miscellaneous expenses are not included)
(Note) A calendar month (from the 1st to the last day of the month) is considered as one month. You will be required to pay a fee for each month if you are hospitalized for multiple months.

Income category	Self-pay limit (Up to the third time in the last 12 months)	Multiple application of amount limit (After the 4th time)
Annual income of approximately 11.6 million yen or higher	252,600 yen + (medical expenses – 842,000 yen) x 1%	140,100 yen
Annual income of approximately 7.7 million yen to 11.6 million yen	167,400 yen (medical expenses – 558,000 yen) x 1%	93,000 yen
Annual income of approximately 3.7 million yen to 7.7 million yen	80,100 yen (medical expenses – 267,000 yen) x 1%	44,400 yen
~Annual income of approximately 3.7 million yen	57,600 yen	44,400 yen
Low-income earner (resident tax exemption)	35,400 yen	24,600 yen

If you have not been issued an “Certificate of Eligibility for Ceiling-Amount Application” or did not present it at the service counter, you will need to pay 30% of the medical expenses. If the payment amount exceeds the self-pay limit, you can apply for payment of high medical expenses. For details, please contact each insurer (Table 2).

Insurer's name	Application window
National health insurance/medical care for the elderly	Municipal office or branch
Japan Health Insurance Association/seamen's insurance	Japan Health Insurance Association/each prefecture branch
Health Insurance Association	Workplace or health insurance society
Federation of National Public Service Mutual Aid Associations	Mutual aid association

(What you need for the procedure)
Application for the issuance of “Certificate of Eligibility for Ceiling-Amount Application” and “Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability”
(1) Health insurance card (2) Seal
(3) Identification document (for proxy application)
Application for payment of high medical expenses
(1) Health insurance card (2) Seal (3) Receipt
(4) Something that indicates bank transfer account

2 Those over 70 years old (elderly beneficiary certificate, medical care for the elderly)

•If you are an active worker I and II or low income earner (tax-exempt households) and you present a “Certificate of Eligibility for Ceiling-Amount Application” or “Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability” at the time of admission, the payment of medical expenses will be up to the self-pay limit (Table 3) at the service counter. Once it is determined that you will be hospitalized, please promptly apply for issuance of the “eligibility certificate for ceiling-amount application” for each insurer (health insurance card issuer) (Table 2).

Table 3 Maximum co-payment of 1(within the same) month (meals, private room costs and miscellaneous expenses are not included)

Income category	Self-pay limit (Up to the third time in the last 12 months)	Multiple application of amount limit (After the 4th time)
Active worker III Annual income of approximately 11.6 million yen or higher	252,600 yen + (medical expenses – 842,000 yen) x 1%	140,100 yen
Active worker II Annual income of approximately 7.7 million yen to 11.6 million yen	167,400 yen (medical expenses – 558,000 yen) x 1%	93,000 yen
Active worker I Annual income of approximately 3.7 million yen to 7.7 million yen	80,100 yen (medical expenses – 267,000 yen) x 1%	44,400 yen
General ~Annual income of approximately 3.7 million yen	57,600 yen	44,400 yen
Low income earner	II	24,600 yen
	I	15,000 yen

Meal costs

- For meal costs, charges will be calculated per meal according to the standards of the Ministry of Health, Labour and Welfare.
- If you are a low income earner (tax-exempt household) and you present a “Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability” at the time of admission, the amount of the meal cost borne by you will be reduced (Table 4). Once it is determined that you will be hospitalized, please promptly apply for issuance of the “Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability” for each insurer (health insurance card issuer) (Table 2).

Table 4 Standard amount borne for meals (per meal) (Meal changes) Meal cancellation due to going out

Standard amount borne for meals (per meal)	Burden amount	
Active worker/general	460円	
Low income earner (Municipal tax exempt households, etc.)	Hospitalization up to 90 days	210円
	Hospitalization exceeding 90 days (Number of hospitalization days in the last 12 months)	160円
Old-age pensioners in low-income households	100円	

	Cut-off time
Breakfast	16:00 on the previous day
Lunch	10:00 on the day
Dinner	15:00 on the day

There is a cut-off time for changing meals as shown on the left. Please note that we cannot accept any requests after the cut-off time for the convenience of the patient.

(2) Inpatient medical expense “DPC method”

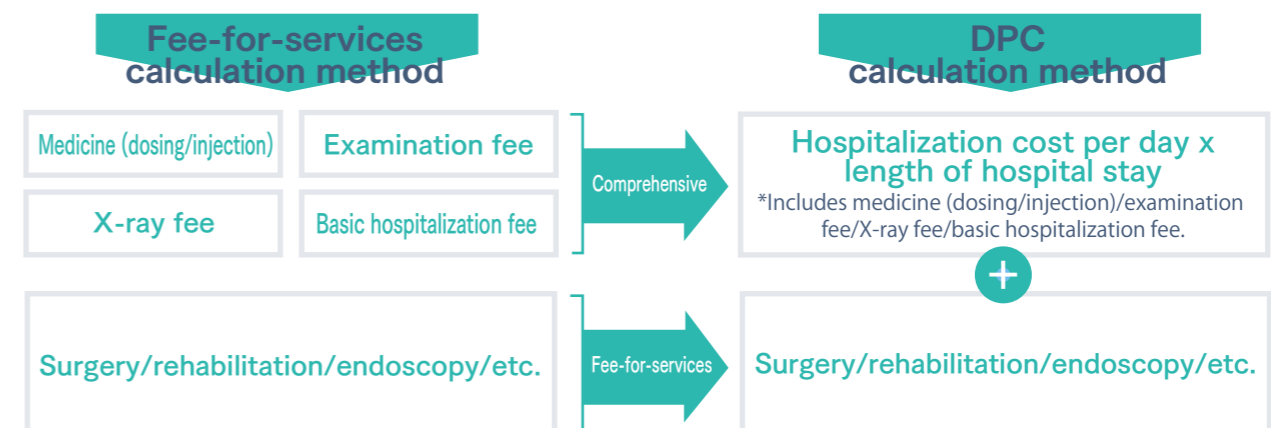
We are certified as a DPC hospital by the Ministry of Health, Labour and Welfare. The inpatient medical expenses are calculated using the DPC (Diagnosis Procedure Combination) method.

What is DPC?

Unlike the fee-for-services payment method used to calculate medical expenses for each medical procedure, DPC is a method used to collectively calculate the hospitalization cost per day (including dosing, injection, examination, X-ray, and other fees.) set by the Ministry of Health, Labour and Welfare based on the details of the illness and treatment of the hospitalized patient, combined with the fee-for-services components (surgery, anesthesia, rehabilitation, etc.)

Requests for outpatient visits (other departments) during hospitalization

The lump sum of DPC is set for one major illness during the treatment of a patient during hospitalization. Accordingly, we will concentrate on the treatment of the main illness while you are hospitalized. As for outpatient consultations during hospitalization (other departments), please consult after you are discharged except when there is a matter of urgency. (*Consultation with other medical institutions is also not possible.) The amount for dental consultations during hospitalization will not be included in the hospital charges and will be billed separately.



*If it is not covered by this system depending on the patient's illness and treatment content, or if the calculation method is changed midway through, an adjustment of the difference between the payment amount until the day prior to when you are discharged may occur. If you have any questions, please contact the Medical Affairs Division (1st floor of the main building).

(3) Fees not covered by insurance

We collect fees based on provisions for handling non-insurance burdens specified by the country.

As of September 2021 Unit: Yen

No.	Document name	Unit	Fee (tax included)
1	Ordinary medical certificate	1 copy	1,870
2	Death certificate	1 copy	3,190
3	English medical certificate for studying abroad	1 copy	3,190
4	Medical certificate for children's preschool admission	1 copy	1,870
5	Citizen traffic accidents	1 copy	1,870
6	Medical certificate for pediatric nephritis guidance	1 copy	1,870
7	Medical certificate for nursing home admission	1 copy	1,870
8	Medical certificate for income compensation insurance	1 copy	1,870
9	Medical certificate for therapeutic equipment	1 copy	1,100
10	Medical certificate for taking out postal life insurance	1 copy	1,870
11	Medical certificate for application of certificate for the physically disabled	1 copy	3,850
12	Detailed medical certificate	1 copy	3,850
13	Medical certificate for court (for arbitration)	1 copy	3,850
14	Medical certificate for court (for trial)	1 copy	3,850
15	Medical certificate for reinstatement	1 copy	3,850
16	Detailed medical certificate for recipient of public service pension	1 copy	4,400
17	Employee pension/national pension medical certificate	1 copy	4,400
18	Medical certificate for automobile accidents	1 copy	4,400
19	Medical certificate for special child-rearing allowance authorization	1 copy	4,400
20	Medical certificate for compulsory automobile liability disability	1 copy	7,590
21	Medical certificate for receiving life insurance	1 copy	4,400
22	Medical certificate for taking out life insurance	1 copy	4,400
23	Death certificate for life insurance	1 copy	7,590
24	Medical certificate for disability	1 copy	4,400
25	Medical certificate for disability for receiving life insurance	1 copy	4,400
26	Visual examination form	1 copy	1,870
27	Clinical research personal card (specified disease treatment research) medical certificate	1 copy	2,200
28	Pediatric chronic specified disease medical certificate	1 copy	2,200
29	Hepatitis treatment medical certificate	1 copy	2,200
30	Workers' accident compensation benefit claim form No. 10	1 copy	Non 4,000
31	Medical certificate regarding the state of an occupational accident	1 copy	Non 4,000

*Non = Non-taxable

We do not collect expenses for "services" or "items" that overlap with insurance (medical) benefits nor collect fees under an ambiguous name such as "facility management expenses".
Matsue Red Cross Hospital

No.	Document name	Unit	Fee (tax included)
32	Certificate of medical expenses (less than 6 months)	1 copy	1,320
33	Certificate of medical expenses (more than 6 months)	1 copy	2,530
34	Diaper use certificate	1 copy	660
35	Ostomy appliance certificate	1 copy	660
36	Infectious disease treatment certificate	1 copy	660
37	Examination result (blood type) certificate	1 copy	1,320
38	School safety association medical expense certificate	1 copy	1,320
39	Childbirth expense certificate	1 copy	1,870
40	Maternal health management guidance card	1 copy	1,870
41	Maternity benefit memorandum	1 copy	1,320
42	Mental disability outpatient medical expense public expenditure application memorandum	1 copy	2,530
43	Hospitalization and outpatient certificate	1 copy	1,870
44	Pregnancy notification certificate	1 copy	1,870
45	Birth certificate	1 copy	1,870
46	Treatment certificate	1 copy	1,870
47	Birth (stillbirth) certificate	1 copy	3,190
48	Medical history certificate	1 copy	3,190
49	Overseas travel certificate	1 copy	3,190
50	Certificate for overseas migration	1 copy	4,400
51	Certificate of automobile accident medical expenses (less than 6 months)	1 copy	3,190
52	Certificate of automobile accident medical expenses (6 months or more)	1 copy	6,270
53	Certificate for hearing aid supply	1 copy	1,320
54	Life insurance medical expense certificate	1 copy	4,400
55	Certificate for postal life insurance symptom investigation	1 copy	4,400
56	(For doctors) Certificate for continuing medical care	1 copy	1,870
57	Negative PCR test result certificate	1 copy	35,000
58	Certificate related to fertility preservation treatment research of adolescents and young adults with cancer in Shimane Prefecture	1 copy	2,200

◎Add 20% to the basic fee when the document is prepared based on materials that are older than one year

No.	Other	Unit	Fee (tax included)
59	One net per wash	1 day	605
60	Transportation expenses related to visit guidance (within Kyu-Matsue)	1 bag	300
	Transportation expenses related to visit guidance (Kyu-Yatsukagun)	1 piece	500
	Transportation expenses related to visit guidance (outside of Matsue)	1 time	1,000
61	(Various) taxes such as diapers, etc.	1 time	16 ~ 330
	(Various) tax exemptions such as diapers, etc.	1 time	Non 100 ~ 300

Please contact a ward nurse about the ordinary medical certificate and childbirth-related documents.
If you have any questions, please contact the documentation reception desk (1st floor of the main building).

Patient information protection policy

(1) Notice about the protection of patient's personal information

We respect the human rights and will of our patients and strive to provide safer and better medical care while working with a thorough system for handling personal information of patients as follows.

1 Purpose of using personal information

We use personal information of patients for the purpose of "using it within the hospital (such as medical services provided to patients)" and "using it to provide information outside the hospital (answering inquiries from other medical institutions)".
When it becomes necessary to use it for any other purposes, we will obtain consent from the patient again.

2 Disclosure/correction/suspension of use of personal information

We are proceeding in accordance with the provisions of the Act on the Protection of Personal Information regarding disclosure, correction, suspension of use, etc. of personal information of patients.

In addition to the details of the procedure, please contact the General Affairs Division if you have any questions.
Matsue Red Cross Hospital Director

(2) Matsue Red Cross Hospital personal information protection policy

We respect the human rights and will of our patients and are working hard every day so that you can receive better medical care. We also believe that it is extremely important to properly protect and manage the personal information of our patients.
Therefore, we have established the following personal information protection policy and strive to fulfill it.

1 Collecting personal information

When we collect personal information of our patients, we do it within the scope related to medical care for examinations, nursing and patients.
When using personal information for other purposes, we will notify the patient of the purpose of using it in advance and carry out with your consent. We will do the same if we need personal information on the homepage.

2 Use and provision of personal information

We will not use personal information of our patients beyond the scope of the original purpose of use except for the following cases.

◎With the consent of the patient ◎When processed into a state where individuals cannot be identified before using ◎When provision is requested by law, etc.

We will not provide the information to a third party without the consent of the patient except when required by law.

3 Proper management of personal information

We will strive to keep the personal information of patients accurate and up-to-date, and prevent the personal information to be leaked, lost, damaged or falsified, and prevent unauthorized access to personal information.

4 Confirmation/revision/etc. of personal information

When a patient requests disclosure of their personal information, we will confirm the contents without delay and respond in accordance with our "personal information protection regulations". If we are asked to correct the information because the content is not true, we will investigate and respond appropriately.

5 Inquiry service counter

Questions about our personal information protection policy and inquiries regarding personal information of patients will be accepted at the following service counter. "Personal information protection consultation service counter General Affairs Division"

6 Compliance with laws and regulations and improvement of personal information protection mechanism

We will comply with Japanese laws and regulations regarding the protection of personal information and other norms, review each of the above items as appropriate and continue to improve the personal information protection system.

*This policy will be handled in the same way as above for all personal information related not only to patients but our staff and hospital. Matsue Red Cross Hospital Director