

USNMRTU Iwakuni

Inpatient Information Guide:
Navigating the Japanese Healthcare System



Please note when using this guide, all information is directed to TRICARE Prime Beneficiaries unless specified.

Inpatient Care in Japanese Hospitals:

You are being transferred to a Japanese facility because your illness requires specialty care not available at our facility. Being hospitalized can be a frightening and stressful experience. As a patient, you may feel that you have little control over your health or what happens to you. Going to a hospital in a foreign country, you must also cope with cultural and language differences.

This guide has been developed to help minimize your stress while in a Japanese hospital by helping you understand customs in a Japanese hospital, communicate with Japanese health care professionals and communicate with us at the referring facility.

Transfer: During emergency situations where your medical care needs exceed the capabilities of the military treatment facility (MTF), you will be transported to a Japanese medical facility. Our Japanese Fellow Doctors or clinic interpreters will be with you through the transition to help coordinate your admission to the medical facility.

Admission: Once you have been admitted to a Japanese facility, the Japanese Fellow or translator who assisted you will notify International SOS (ISOS), who is partnered with Tricare, of your admission (for Tricare Prime patients only). A Registered Nurse from ISOS will assist you for the duration of your inpatient stay, also providing daily updates to the NMRTU Iwakuni clinic providers. The ISOS nurse will be your first point of contact for any questions you may have. They will contact you daily and visit you at the facility to assist with translation and your medical care throughout your inpatient admission (for Tricare Prime patients only).

Discharge: Once discharged from the Japanese medical facility, please contact NMRTU Iwakuni to schedule a follow-up appointment with your assigned PCM or other MTF provider, and work with your MTF care team to ensure your medical records from the host nation facility are uploaded into the MTF electronic healthcare records system.

Please note that if you have other health insurance other than/in addition to Tricare Prime, you will be asked to pay all or a portion of your inpatient invoice at the time of discharge. Submit any bills to your insurance provider for reimbursement following your hospital stay. Any patients that are not Tricare Prime also responsible for sourcing their own private interpreter for their hospital stay, if necessary.

What to Bring:

In most Japanese public medical facilities, the patient is expected to provide some, if not all, of their personal care articles. Below are just some of the many items you may want to bring yourself or have someone bring for you. Please note that Wi-Fi is typically not offered in most facilities.

| | |
|---|---------------------------|
| • Pajamas / Robe | • Soap |
| • Slippers | • Shampoo |
| • Underwear | • Sanitary Pads / Diapers |
| • Cup / Mug | • Box of Tissues |
| • Fork / Spoon | • Razor |
| • Toothbrush / Toothpaste | • Wash cloths / Towel |
| • Yen (¥ 1000 – 2000) | • Memo pad and pen |
| • Personal electronics and reading materials (e.g., laptop, iPad). (Please use ear-phones at all times when using these devices. Don't forget charging cords) | |
| • Pillow (small firm pillow provided) | |
| • Mobile phone (please note there will be specific rules about cell phone use), Charger for 220 volts | |

What you can expect:

The first thing to remember is that you are in an excellent medical system under the care of a credentialed physician. Some things to keep in mind during your stay:

- Treatment Plan: Patients/parents are encouraged to ask doctors and nurses about their treatment plan.
- Meals: Most Japanese hospitals serve Japanese style meals. If you are unable to tolerate these foods, ask your Japanese physician or nurse if you may receive alternate meals or purchase meals through a separate café/convenience store in the facility.
- Cash: Bring, or have a family member bring, some Yen to purchase water, snacks, other drinks as you should not expect to be served American food during your hospitalization.
- Language: Very few of the staff may understand English or speak English. ISOS staff can assist with translation as needed. Using other translation apps is also encouraged.
- Relationship with Host Nation Hospitals: Japanese pay for a lifetime of health care via their taxes. We continue to work hard to build and maintain our excellent relationship with our host nation medical facilities. Without their support, we will not be able to continue obtaining necessary medical services for our beneficiaries when services are not available within our facility. Therefore, we ask that you serve as our ambassador.

Medications:

If you are currently taking medications, inform your physician immediately. If possible, bring them with you to the hospital for review by the physician. Some US prescribed medications are not authorized in Japanese medical facilities and will need to be returned to your home.

On some occasions, you may be given medication to take throughout the day. If you are unsure of the medication that you are receiving, or how and when to take it, ask the hospital staff. Be sure to inform the physician and/or staff about any allergies (medication, food, latex, environmental).

Pain & Symptom Management:

Japanese medical staff do not usually order pain medications to be administered around the clock. It is best for you to communicate with the nursing staff and request medication regularly rather than wait for it to be brought to you. Similarly, you should communicate any concerning symptoms with the medical or nursing staff.

Common Words/Phrases in Japanese:

| | |
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| Respiratory/Cardiac | 呼吸・心臓系 |
| I am short of breath. | 息がきれます。 |
| I have a persistent cough | しつこい咳があります。 |
| I am coughing up sputum. | 痰がでます。 |
| I have heart palpitations. | 動悸がします。 |
| Gastrointestinal | 消化器系 |
| I am nauseated. | 嘔気があります。 |
| I am bloated. | 腹部膨感があります。 |
| I need an emesis basin (for nausea) | 脳盆を貸してください。 |
| Vomiting | 嘔吐 |
| I would like some laxative. | 暖下剤をいただけますか |
| Bowel movement | 便通 |
| Diarrhea | 下痢 |
| I am constipated. | 便秘をしています。 |
| Heartburn | 胸焼け |
| Urinary | 泌尿器系 |
| I have a pain when I urinate. | 排尿時痛があります。 |
| I saw blood in my urine. | 血尿がでました。 |
| When will this urethral catheter be removed? | バルーンカテーテルはいつ除去されますか？ |
| I need to use a bed pan. | お通じがでるので便器を貸してください。 |
| May I go to the bathroom? | トイレに行ってもいいですか。 |
| Pain | 痛み |
| abdominal pain | 腹痛があります |
| upper back pain | 背中が痛いです。 |
| lower back pain | 腰が痛いです。 |

| | |
|--|-------------------------|
| chest pain | 胸痛があります。 |
| ear ache | 耳が痛がいたいです。 |
| headache | 頭痛があります。 |
| incisional pain | 縫合(手術の後)が痛いです。 |
| The IV hurts. | 点滴が痛いです。 |
| sore throat | 喉が痛いです |
| My arm hurts | 腕が痛いです。 |
| My leg hurts | 脚が痛いです。 |
| May I have pain medication? | 痛み止めの薬をください |
| May I have a cold pack? | 冷湿布をいただけますか |
| May I have a hot pack? | 温湿布をいただけますか |
| Where do you have pain? | 痛みはどこにありますか。 |
| What type of pain are you having? | どんな痛みですか。 |
| Sharp | 鋭い |
| Dull | 鈍い |
| Occasional | どきどき |
| Continuous | 持続性の |
| Obstetrics-Gynecology | 産婦人科 |
| My morning sickness is so bad that it is causing me a problem. | つわりがひどくて困っています。 |
| Labor has started | 陣痛が始まりました。 |
| Labor pains are every ____ minutes and last for ____ minutes. | 陣痛は____分間隔で____分間続きます。 |
| My water just broke. | 破水しました。 |
| I have begun to bleed. | 出血が始まりました。 |
| General Complaints/Questions | 一般的な訴え・質問 |
| I feel weak. | 脱力感があります。 |
| I feel dizzy. | めまいがします。 |
| I have a chill. | 寒気がします。 |
| May I have another blanket? | 毛布をもう一枚いただけますか。 |
| I feel hot | 暑いです。 |
| I may have a fever | 熱があるみたいです。 |
| I can't sleep. | 眠れません。 |
| May I have a sleeping pill? | 睡眠剤をいただけますか。 |
| To get out of bed | ベッドからでる |
| I would like to make a phone call | 電話をしたいのですが。 |
| I would like to talk to my doctor | 先生とお話したいのですが。 |
| Please bring an immunization record of your child. | お子さんの予防接種記録をお持ち下さい。 |
| When will I be discharged / transferred to USNH? | 私はいつ退院または米海軍病院に転送されますか。 |

Important Phone Numbers:

| How to call a DSN: | From local Japanese: | International from US: |
|--------------------|----------------------|------------------------|
| 315-255-XXXX | 082-794-XXXX | 011-81-82-794-XXXX |
| 315-253-XXXX | 082-779-XXXX | 011-81-82-779-XXXX |

- Emergency/Ambulance On Base: 911 or 082-779-3322 / Off base landline: 119
- NMRTU Iwakuni Quarterdeck: DSN 255-8100 / 082-794-8100
- NMRTU Iwakuni Appointments Line: DSN 255-8000 / 082-794-8000
- NMRTU Iwakuni Mother-Infant Care Center (MICC): DSN 255-8251 / 082-794-8251
- TRICARE Enrollment: DSN 255-8307 / 082-794-8307
- 24 HOUR – Nurse Advice Line: 0066-3382-1820 / 001-888-901-7144
- **Tricare Overseas / International SOS (ISOS):**
 - **For admitted patients only:**
 - ISOS Near Patient Nurse 24/7 Number: 0120-165-326 (JPN toll-free)
 - **24-hour ISOS Hotline, for any Tricare inquiry:**
 - 1-877-678-1208 (US toll-free) / 0120-983-990 (JPN toll-free)
 - Telephonic Language Assistance Services: Option #1
 - www.TRICARE-overseas.com
 - Access enrollment information, file a claim, look up available resources
 - Please ensure you have the following information when calling ISOS
 - Beneficiary's full name
 - Beneficiary's SSN or DoD Benefits Number
 - Date of Birth

Please note when using this guide, all information is directed to TRICARE Prime Beneficiaries unless specified.

Iwakuni Clinical Center (ICC) Policies and Procedures

General Wards (Adult):

- Personal phones and electronic devices are typically allowed. Please be courteous of others if you are not in a private room and keep your voice low if you must speak over the phone.
- Visiting an admitted patient and directly calling the hospital is prohibited. Please obtain any updates from the patient directly or through NMRTU Iwakuni staff.
- The above applies to the **Labor & Delivery** unit as well.

Intensive Care (Adult):

- No phones or electronic devices are allowed.
- Visiting an admitted patient and directly calling the hospital is prohibited. Please obtain any updates from the patient directly or through NMRTU Iwakuni staff.

Pediatrics:

- One parent may stay with their child while admitted.
- Personal phones and electronic devices are typically allowed. Please be courteous of others if you are not in a private room and keep your voice low if you must speak over the phone.
- Visiting an admitted patient and directly calling the hospital is prohibited. Please obtain any updates from the patient's family member directly or through NMRTU Iwakuni staff.

Neonatal ICU:

- Only one parent is allowed to visit to take care of the baby once per day. This will be a set time provided to the family by NICU staff.

What to expect when you get transferred:

- Either a clinic interpreter or Japanese Fellow will be accompanying you to the Host Nation Hospital as a *translator*. They will accompany you until you either get discharged or admitted.
- If you are admitted, a nurse partnered with International SOS (ISOS) and Tricare will assist you, providing daily updates to the NMRTU Iwakuni clinic providers. They will be your first point of contact for any questions you may have, and will assist with translation during your stay (Tricare Prime patients only).
- If you would like someone to visit you during your hospital stay, please coordinate this through the ISOS Near Patient Nurse. Please call the ISOS Nurse at 0120-165-326 (JPN toll free).
- ICC, and most other Japanese medical facilities, expects the patient to provide most of their own personal care articles (ex: pajamas, toiletries, towel, chargers, headphones, silverware, Yen, etc.). The facility will allow a friend or family member to drop off these items for you.
- There is no Wi-Fi accessible in the hospital.
- Policies may seem quite strict. Please be understanding during the COVID pandemic.

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International SOS is honored to continue in our role as the TRICARE Overseas Program (TOP) contractor. We understand that many of our beneficiaries may be deployed or accompanying a sponsor overseas for the first time. As a result, you may be experiencing new languages, assimilating to new cultures, or even learning to navigate new street signs. All of this can be a daunting experience, especially when you first arrive to your Duty Station.

International SOS is committed to providing easy-to-access, high quality health care services, and putting your experience of care at the forefront of all that we do. To this end, International SOS is excited to introduce **MyCare Overseas™** — a secure and user-friendly Beneficiary Mobile App and web-based Portal that will enhance your health care experience.

MyCare Overseas™ is a self-service tool that offers easy access to our services, including checking your TRICARE Health Plan, verifying TRICARE covered services, and accessing other reliable sources of information.



FEATURES

Innovative Self-Service Features to Help Improve Your Patient Experience



24/7 Assistance

Quick access to the local Near Patient Team*, the Global First Call Desk, the Beneficiary Support Center, and Technical Support.



Chat

Access to a self-service ChatBot for immediate answers to FAQs and if needed, a direct link to chat with the Beneficiary Support Center.



My Appointments & Referrals

Keep track of your appointments and view provider contact details. Easy check of referral status and issued authorizations.



Healthcare Finder

Intuitive search tool which assists you in finding a TOP Network Provider.



Country Information

Useful country information such as emergency numbers, medical risk ratings and cultural tips.



My Medical Translations

Submit request for Medical Records Translations and download translated documents. **Note:** Applicable for TOP Prime and TOP Prime Remote ONLY.



Translation Help

Local language support via Microsoft Translate or easily connecting with real-time telephonic language assistance.



My Plan & Claims

Easy check of TRICARE Health Plan enrollment as well as useful links to TRICARE covered services and a direct link to the TOP Beneficiary Secure Claims Portal.

**International SOS' Near Patient Teams are available in Germany, Benelux (Belgium, Netherlands, Luxembourg), Italy, Spain, Greece, Poland, Bahrain, South Korea, and Japan.*

DOWNLOAD NOW

SPREAD THE WORD

Scan the QR code (to the right) or click on the App Store or Google Play buttons to download the new MyCare Overseas™ Beneficiary App!



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TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

**WORLDWIDE REACH.
HUMAN TOUCH.**

International SOS administers the TRICARE Overseas Program (TOP) benefit.
www.TRICARE-overseas.com
www.TRICARE.mil



SUPPORTING THE PATIENT JOURNEY

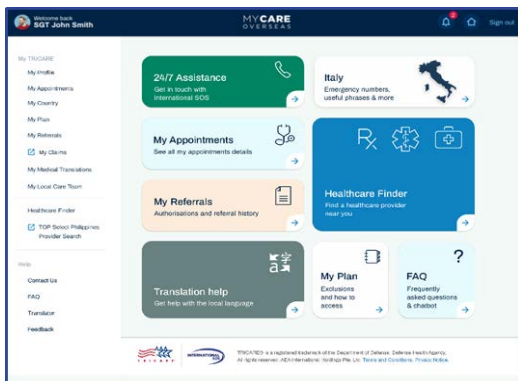
The **MyCare Overseas™** Beneficiary App and Portal was developed based on actual feedback from TRICARE beneficiaries to address pain points, personal needs, and frustrations that may occur when trying to access health care overseas. This results in quicker access to clinical and non-clinical professionals who are dedicated to helping beneficiaries navigate their overseas health care experience.

ACCESSING MYCARE OVERSEAS™ BENEFICIARY APP AND PORTAL

To access the **MyCare Overseas™** Beneficiary App and Portal, simply download the app onto your mobile device and register. This provides secure access to all relevant information and timely notifications, for the best experience of care.

The **MyCare Overseas™** Beneficiary App and Portal is the entry point for all TRICARE Overseas health care services and streamlines access to a convenient, easy-to-use application. This means TOP beneficiaries are empowered to get the information they need when they need it. Beneficiaries can fill out an important Episode of Care feedback form, set up reminders about upcoming medical appointments, access and download International SOS authorizations, locate health care facilities on a map, access translation assistance, or obtain help with follow-on care or other medical instructions.

Scan the QR code below or click on the App Store or Google Play buttons to download the new MyCare Overseas™ Beneficiary App!



Alternatively, to access the new **MyCare Overseas™** web-based Portal using your personal computer or laptop, visit <https://top.internationalsos.com/beneficiary!>

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