

General consulting services

The **Medical Care Counter** located in the Social Service Department on the first floor of the outpatient ward provides comprehensive counseling services for patients and their families. These services, managed by the **Medical Affairs Division**, address applications for a variety of medical and social services.

Operating Hours

- **Outpatient Consultation Days:** Monday to Friday, **8:30 AM - 5:00 PM**

Services Provided

Patients and their families can seek assistance for the following:

1. **Medical and Social Support Programs:**
 - Medical services and support for persons with disabilities, including:
 - **Medical rehabilitation services**
 - **Medical aid for children with potential disabilities**
 - **Outpatient mental health services**
2. **Financial Assistance Programs:**
 - Assistance for children with specific chronic diseases.
 - Support for patients with designated intractable diseases.
 - Financial aid for hepatitis treatment.
3. **Other Supports:**
 - Assistance related to **industrial accidents**.
 - **Public assistance** programs.
 - Issuance of a **Physical Disability Certificate** and related services.

Application Process

The procedural steps and required forms for applying for these social welfare services may vary depending on the patient's municipal government.

Contact Information

For specific guidance:

- Contact your **municipal government** or **local health center**.
- For patients under worker's compensation insurance, reach out to the **Labour Standards Inspection Office**.

Feel free to visit the Medical Care Counter for personalized assistance and to better understand the procedures and requirements for accessing these services.

Cancer Consultation and Support Room

The Cancer Consultation and Support Room (CCSR) at Osaka University Hospital is located on the 4th floor of the Oncology Center Ward. It serves as a support space for inpatients, outpatients, and their families to address the emotional challenges associated with cancer diagnosis and treatment. Consultations are available via telephone, interview, or fax, and a full-time social worker is on hand to provide support and guidance.

The CCSR also features a lounge area where patients and their families can connect, along with brochures and booklets about cancer treatments. Consultation services are free of charge.

Contact Details:

Telephone: 06-6879-5320 (Mon./Wed./Fri. 9:00 AM - 1:00 PM, excluding holidays).

Fax: 06-6879-5315 (24 hours; responses on weekdays during the daytime).

Interviews: Appointment required. Call 06-6879-5111 to schedule.

Operating Hours:

Consultation Room: Weekdays, 9:00 AM - 4:00 PM (excluding holidays).

Patient Lounge: Open weekdays, 9:00 AM - 4:00 PM.

For second opinions, the hospital offers a dedicated outpatient clinic. Consultations with a medical doctor at this clinic cost ¥33,000 per hour (tax included), as these are not covered by insurance. Applications for this service are handled by the Patient Support Center. Visit the hospital website for further details.

Discharge Support / Medical Welfare

Registered nurses, medical social workers, and other care assistants address various issues, utilizing the functions in our hospital: problems associated with establishing a good home care environment and adjustment in terms of post-discharge rehabilitation and nursing care; economic problems related to hospital charge payment and living costs; other psychological and social problems; issues related to applying for rehabilitation services and consultation; plus treatment fee assistance. This activity is intended to support patients and their family members so that they may receive stress-free, ongoing treatment. Feel free to contact us at any time.

Home Care

Registered nurses and MSWs provide counseling services concerning home care to inpatients and outpatients, as well as their family members.

Q1 What kind of services can you provide to me?

A1

We can provide counseling services regarding your concerns about and problems with home care. For example, we provide information on available services, provide local consultation contact, arrangements for home-care goods, coordination of visiting nurses and physicians, arrangement of nursing care services, and preparation for welfare equipment so that patients may undergo home care free of stress.

Q2 Can anyone visit you to use your counseling services?

A2

We provide counseling services only to our inpatients and outpatients, as well as their family members.

Q3 Where are your services located?

A3

Please go to the (1) Medical Care Counter (Social Service Department) on the first floor of the outpatient ward and provide your name and information on the type of advice you need.

Q4 How can I use your consulting services?

A4

Please speak to a physician or registered nurse in the ward or outpatient clinic, or go directly to the appropriate counter. If you go directly to the counter, the person in charge will coordinate your appointment in cooperation with physicians and registered nurses as needed.

Feel free to consult us at any time.

Psychological Care

Feeling depressed or having difficulty keeping up your motivation for treatment can happen to anyone who struggles with a disease.

Qualified clinical psychologists or certified public psychologists in our department provide care to patients and their families suffering from such feelings.

If you are in need of mental support, contact your doctor and/or nurse, and they will lead you to our psychologist.

They will cooperate with each other to offer you the suitable assistance.

Patient Support Center
Osaka University Hospital

Bereavement Program at the Center for Pediatric Diseases

The Center for Pediatric Diseases started Tanpopokko-no-Kai, the Bereavement Program offering support to bereaved families in response to their requests and needs. Our

Bereavement Team consists of multidisciplinary healthcare professionals: physicians, surgeons, nurses, psychologists, medical social workers, and a child life specialist. Collaborating with the NICU, the ICU, the Trauma and Acute Critical Care Center, and the Palliative Care Center, we provide bereavement care and support for families through a variety of opportunities for family-centered connection and sharing. The official website of Tanpopokko-no-Kai and the email account for consulting services are available now. The information about bereavement resources and events is now posted and will continue to be updated on the website.