

# Information Document for Outpatients at Osaka University Hospital

## New Patients

- **Referral Letter Requirement:** Osaka University Hospital is an "advanced treatment hospital" and requires new patients to present a referral letter, including a medical report, from another medical facility. This ensures efficient and specialized care.
- **Designated Medical Care Fee:** Without a referral letter, patients must pay an additional fee of 8,800 yen (including tax) alongside treatment fees. Exceptions may apply for certain circumstances, but access to some departments may be restricted.

## Reception Procedure

1. **First-Time Visitors:**
  - Collect a number card from the reception machine in the entrance hall.
  - Complete the application form with your personal details.
  - Submit your completed form, health insurance card, and referral letter at the designated counter.
  - Receive a patient registration card and present it at the clinical section's reception.
2. **Revisiting Patients with Appointments:**
  - Go directly to the reception counter of the clinical section before your appointment time.
  - Present your appointment and registration cards.
3. **Revisiting Patients Without Appointments:**
  - Use the Repeat Visitor Reception Machine to specify your section and condition.
  - Submit your reception card and registration card at the clinical section's counter.

## To Medical Facilities Concerned

- **Referral Process:** Write a detailed referral letter and contact the Patient Support Center to arrange an appointment for the patient. Self-appointment by patients is not permitted.

## Patients Consulting a Doctor from Another Clinical Section

- Visit the Repeat Visitor Reception and follow the provided instructions before heading to the clinical section's reception counter.
- A referral letter is mandatory for certain departments, including Respiratory Medicine and Pediatrics.

## Patients Revisiting the Hospital After a Long Interval (6 Months or More)

- Provide your registration card, health insurance card, and referral letter at the Repeat Visitor Reception.

- Fees for the first visit and a designated medical care fee of 8,800 yen apply without a referral letter.

## **Patients Undergoing Examinations**

- Present your appointment and registration cards at the respective department (e.g., Radiology or Laboratory).
- For unbooked tests (e.g., X-rays, blood tests), follow your physician's instructions.

## **At the Reception Counter of the Clinical Section**

- Submit your registration card, referral letter, and any other documents.
- Your reception number and attending physician's name will appear on the consultation order guide system. Enter the consultation room when your number blinks.

## **In the Consultation Room**

- Prescriptions are prepared at external pharmacies. Use your physician's prescription at a local health insurance pharmacy.
- Appointment details for the next consultation will be printed on your receipt after payment.

## **Payment of Fees**

- Submit all necessary documents at the Fee Calculation counter.
- Payment can be made via cash, credit card, or debit card.
- Receipts are essential for medical expense deductions and reimbursements. Keep them safe.

## **Deferred Payment Service (Web Registration Required)**

- Register in advance using the QR code or URL to enable deferred payment via a pre-registered credit card.
- Deferred payment applies only to outpatient services and not hospitalization expenses.

## **Confirmation Items**

Deferred payment is unavailable for:

- Patients using copayment limit cards for specific public health programs.
- Clinical trial participants (handled separately).
- Those with outstanding medical balances.

## **If Certification is Needed**

- Request medical certificates at the Medical Certificate Reception on the first floor.

## **Medical Care / Affairs**

- Assistance for applications related to:
  - Disabilities and specific chronic disease programs.
  - Financial aid for hepatitis and intractable diseases.
  - Worker's compensation and public assistance.
- Contact your municipal office or health center for procedural details.

## **Procedure for Modifying Patient's Information**

- Update changes (e.g., address, name, health insurance) at the Repeat Visitor Reception before examinations.
- Notify the Fee Calculation or Deferred Payment counters post-examination if changes affect billing.

## **A Guide for Medical Interpreter**

- In-person and remote interpretation services are available by appointment.
- Languages include English, Chinese, Korean, Spanish, and more.
- Cancellation fees apply for in-person appointments canceled after 11:00 AM the prior day (outpatients: 3,850 yen, inpatients: 1,320 yen).
- For scheduling, contact via email: [info@cgh.med.osaka-u.ac.jp](mailto:info@cgh.med.osaka-u.ac.jp).

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**Note:** For any additional information or assistance, consult the reception or Patient Support Center directly.