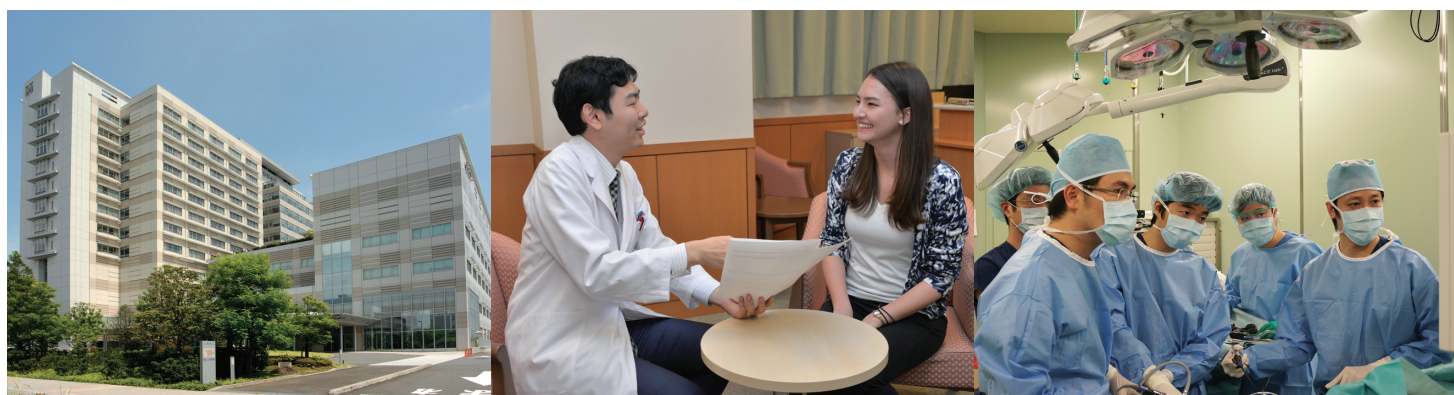


Cancer Institute Hospital

Japanese Foundation For Cancer Research

International Patient Guide



“Aiming to improve the well-being of people everywhere by achieving better cancer control.”

Japanese Foundation For Cancer Research (JFCR) was founded in 1908 as the first organization in Japan specializing in the treatment and research of cancer. For more than a century, JFCR has been a leading contributor in the treatment of cancer, as we have been conducting cancer studies and striving to develop advanced medical technologies to eradicate cancer.

Cancer Institute Hospital of JFCR has been making medical advancements in the diagnosis and treatment of cancer, as well as upholding the fundamental principles. With more than 7700 surgeries performed each year, our hospital is proud to conduct the largest number of surgeries in Japan.

International Patient Services

Your care, safety and comfort are our top priorities.

From your first inquiry to the follow-up treatments, International Services provides comprehensive support for our international patients without the strain and confusion of the language and cultural accommodation.

If you are an international patient or family members who wish to visit or schedule a consultation, please feel free to contact International Services.

Our team is committed to support your treatment:

receiving your application, helping schedule your first appointment, providing information about estimated treatment fee, introducing medical visa and translation companies, etc. We will serve as a liaison to ensure effective communication including English interpretation between you and our medical team.

Available languages: Japanese, English, and Chinese

Office Hours: Weekdays 9 am to 5 pm (Closed on Saturdays, Sundays, and Holidays)

☎ +81-3-3570-0383

✉ intl.info@jfcrc.or.jp



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Inquiry

Please contact us through our website, phone, or email.
Japanese, English, and Chinese languages are available.

- ☐ Preparation for medical information

- ➔ 07 How to contact
- ➔ 08 Required items for application
- ➔ 10 Fees for inquiry and application

Appointment

We usually offer the first appointment as a second opinion consultation.

- ☐ Preparation for visiting Japan and visa
- ☐ Interpreter
- ☐ Payment and insurance

- ➔ 12 First visit- second opinion
- ➔ 15 Patients and family members visiting Japan for treatment
- ➔ 16 Patients speaking languages other than Japanese
- ➔ 17 Family members speaking languages other than Japanese
- ➔ 09 Insurance
- ➔ 10 Payment and Billing

First visit

A physician from the appropriate department will talk with you.

- ☐ Cancer treatment history
- ☐ Current condition
- ☐ Treatment options to consider and treatment plan
- ☐ Treatment plan if provided at JFCR: required exams and the schedule

Regarding the estimated cost for treatment and procedure, please contact International Services.

- ➔ 18 First visit

Exam

You will receive exams scheduled by your physician for the accurate diagnosis and choice of treatment plan.

The required exams depend on the type of cancer and it can take several days up to several weeks to receive your results.

- ➔ 21 Procedures after first consultation

Accurate diagnosis and Choice of treatment plan

You will have a consultation with your physician again. You will be explained about exam results and the accurate diagnosis. You and your family will decide the treatment plan after informed of accurate diagnosis and understanding proposed treatment plans.

- ➔ 21 Procedures after first consultation

If you decide to receive treatment at JFCR

Application for hospitalization

Please check our rules regarding the hospitalization.

- ☐ Interpreter (a full 24 hours during hospitalization)
- ☐ Private room

- ➡ 22 Hospitalization
- ➡ 16 Patients speaking languages other than Japanese

Treatment during hospitalization

Multi-disciplinary treatment

Your primary physician, as well as other physicians from the same department will take care of you.

- ☐ Request for family members and an interpreter
- ☐ Support from International Services staff

- ➡ 23 Treatment during hospitalization

- ➡ 17 Family members speaking languages other than Japanese
- ➡ 24 Family members and visitors
- ➡ 24 Interpreters and agents

Until returning back to your country

Your outpatient visit will be scheduled in 1~3 weeks after discharge from hospital, and your physician will talk about pathology results.

- ☐ Follow-up schedule
- ☐ The place where you will have treatment
- ☐ Your next appointment

- ➡ 25 After hospital discharge

After returning to your country and Follow-up

If your pathology results are available after you have already returned to your country, we will contact you and let you know the results.

If you have any questions after returning to your country, please contact International Services.

Many international patients visit hospital for follow-ups.

Initial inquiry through the first visit

Cancer Institute Hospital offers outpatient consultations by appointment only. Clinic Hours: Weekdays 9am to 5pm.

International Services provides comprehensive support from your initial inquiry to your first appointment.

STEP 1

Inquiry to International Services

Please contact us via hospital website, email or phone.

➡ 07 How to contact

There is no charge for submitting an inquiry and having a review of your application.

➡ 10 Fees for inquiry and application

If you have difficulty in communicating in Japanese at consultation, regardless of Japanese National Health Insurance status, please contact International Services.

➡ 08 Required items for application

STEP 2

Submit your medical information

Please provide your medical information to International Services.

➡ 08 Required items for application

A specialized physician reviews your medical information. It takes 2 to 3 business days for the review of your application.

STEP 3

Response from International Services

You will receive a response by email or phone. Depending on a patient's condition known from the medical information, we would not recommend a patient to travel all the way to Japan.

➡ 14 Patients not recommended to travel to Japan

If you do not hear back from us after a week, please contact us.

STEP 4

Preparation for your visit

Please obtain appropriate visa, if needed.

➡ 15 Patients and family members visiting Japan for treatment

Scheduling for first appointment

Please let us know around when you prefer for the first consultation.

Fix your appointment

What to be prepared for

➡ 09 Insurance

➡ 15 Preparation for your visit

➡ 16 Patients speaking languages other than Japanese

We will arrange your first appointment at the time when you can obtain your visa. Please inquire International Services if you need a document which certifies you are scheduled to visit our hospital for treatment.

We usually offer the first appointment as a second opinion consultation.

➡ 12 First visit- second opinion

If you have any questions or need more information regarding interpretation or hospital visit, please contact International Services.

STEP 5

First visit

Please arrive on time that has been informed by International Services.

Please bring any additional medical information with you at your first visit.

➡ 18 First visit

Please have a receptionist call International Services if you have an appointment with a staff member. We will assist you for a new patient registration at your first visit.

How to contact

Website

You can contact us via the hospital website.

<http://www.jfcr.or.jp/english/hospital/apply/index.html>

Please fill out the application form online and send it to us. Make sure to provide the contact information of the patient and 1 other person (a family member, key person, etc.). Please attach medical information as follows: a referral letter (history of previous treatment), diagnostic image data, exam reports, etc.

➡ 08 Required items for application

Email

Please send a message with attachments of medical information to ✉ intl.info@jfcr.or.jp

➡ 08 Required items for application

In addition to our website, you can also contact us through email. The online application form has a word limit. If more space is needed, please contact us through email.

Telephone

If you have any questions or need more information, please call.

➡ 08 Required items for application

If you have not decided yet to come to Japan for treatment at our hospital, feel free to contact us for any questions or concerns. Family members or friends of a patient can also contact us if a patient currently lives overseas and it is difficult to reach us.

☎ +81-3-3570-0383

Available languages: Japanese, English, and Chinese

Office Hours: Weekdays 9 am to 5 pm (Closed on Saturdays, Sundays, and Holidays)



Required items for application

☐ Application form

Application form is available online.

Please fill out all contact information for the patient and 1 other person, such as a family member or a key person.

Medical information

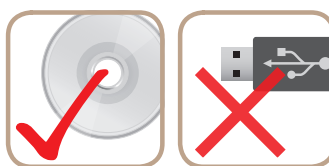
Among the following medical information, please provide ones you can prepare.
Documents must be translated into either Japanese or English.

☐ Referral letter (or a document including history of previous treatment)

Please provide a letter or document written by a physician you are currently seeing. A letter should include your medical history and the details of your treatment.

☐ Diagnostic image data

Please prepare the diagnostic images of CT, MRI, PET-CT, Endoscopy (upper / lower), Ultrasonography, etc., if available.
DICOM is preferred.



Please provide documents or images which tell details of your condition and treatment:

Exam: Please provide the date, name of the exam, results, diagnosis, etc.

Surgery: Please provide the date, surgical procedure, pathological results, etc.

Chemotherapy: Please provide the duration, frequency, efficacy, type of anticancer medications you were given, etc.

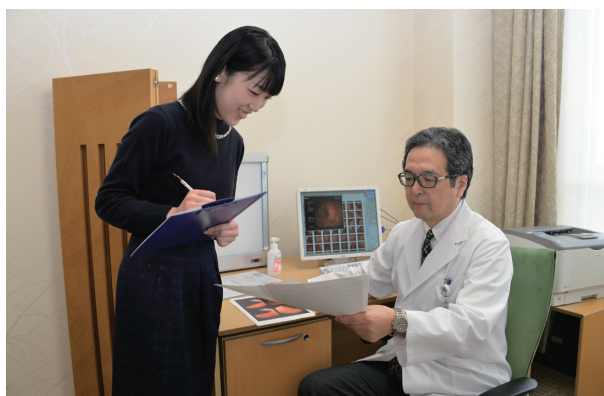
Radiation therapy: Please provide the duration, amount, irradiated area, etc.

☐ Exam reports

Exam reports associated with the submitted diagnostic image data
The latest blood test results
Screening results pertaining to your diagnosis (if any)

☐ Pathology slides (glasses)

If you wish to have a re-exam at our hospital, please provide slides beforehand, along with the pathology report.



Privacy policy

We are committed to protecting patient's medical information and maintaining confidentiality. All members of JFCR respect the right to privacy about your medical records and personal information.

Insurance

The payment processes vary, depending on whether you have Japanese National Health Insurance or not.

If you do not have Japanese National Health Insurance

You are responsible for all incurred expenses.

For hospitalization fee, we require payment in full, prior to your hospitalization. We will give you an estimate for hospitalization fee so please pay the required amount by the admission date. If your actual charges are below the amount you paid in advance, you will receive a refund. If the amount you deposited is less than your actual charges, you will need to pay the additional amount.

Please note that we do not discount or waive any medical costs for whatever reason.

If you have Japanese National Health Insurance

Please bring it with you for your first visit.

Even if a patient's family member has Japanese National Health Insurance, it does not mean the patient's medical expenses would also be covered by family member's insurance. If you do not have the insurance for yourself, you have to pay all incurred expenses on your own.

If you are to be enrolled in the Japanese health insurance system after your arrival in Japan, your medical expense will be covered from the day you have been qualified to be insured. Until the date when you have been qualified, all medical costs will be your financial responsibility. Please note that we cannot refund any payments incurred before you are insured.

Financial assistance for high medical costs

If you have Japanese National Health Insurance, "High Cost Medical Expense Benefit" is available. If your copayment exceeds the maximum which is determined by the age and income of the insured person, the excess amount will be paid as high-cost medical benefits. Please obtain "Eligibility Certificate for Ceiling Amount Application" in advance, and present the certificate to the Insurance Check counter, No. 3 located on the first floor of the hospital.

If you plan to use private or supplemental insurance

We do not send any bills directly to your private insurance company or any third parties. All bills will be sent directly to the patient or the patient's family.

Please pay on your own first by following the payment processes, and then send the bills for reimbursement to your insurance company later. Even though your insurance company issues a documentation which guarantees all incurred medical expenses will be covered, we cannot accept it as a form of payment to us.

➡ 10 Payment and Billing

We can provide you a general estimate in advance, although treatment fee may vary by type of cancer, treatment, etc.

You would receive a certificate when you apply Japanese National Health Insurance. Please submit it to the Insurance Check counter, No. 3 located on the first floor of the hospital.

For more details, please contact the appropriate department at your municipal ward office or employer.

We can support preparing documents for your insurance company, such as English certificates or insurance claims.

Fees for inquiry and application

We start to arrange your appointment after our physician has confirmed your medical information. For patients who live overseas and are visiting Japan for treatment, a physician checks your medical information to judge whether a patient is fit to travel all the way to Japan or our hospital can offer advance treatment.

There are no fees for submitting and having your inquiry looked at by one of our physicians.

Actual medical opinions, as well as further questions being answered, constitute as a second opinion, which will be charged for. In this case the second opinion can be given in a written form.

➡ 12 First visit- second opinion
- Second Opinion in written format

Payment and billing

For patients without Japanese National Health Insurance

Outpatient

Please make sure to pay your bill after each appointment at the cashier counter.

Inpatient

If your physician advises for you to be hospitalized, please contact International Services. We will provide you with an estimate of your total fees and charges for your hospitalization. You must send the full payment directly to our designated bank account before the date of your admission.

Regardless of using your private or supplementary insurance or not, please follow the payment procedure above.

➡ 09 Insurance

Payment options

	Outpatient	Inpatient
Cash (Japanese yen)	✓	* Contact International Services in advance
Credit cards	✓ VISA, MasterCard, UC, JCB, American Express, Diners Club	×
Debit card	✓ Only if you have a valid and current Japanese bank account	×
Bank deposit	×	✓ To our designated bank account

Credit/debit card payments are only accepted at the cashier counter and using the web or telephone service is not accepted.

International money transfers

If you make a deposit for hospitalization fee through an overseas bank account, please make sure to cover a transfer fee that you will be responsible for. If there is an amount that has been overpaid, we will refund the amount in Japanese yen at the time of your discharge. If you have a bank account available for domestic deposit, we are able to refund the amount into this account. We do not provide money transfers to overseas bank accounts.

For patients with Japanese National Health Insurance

Outpatient

Please make sure to pay your bill at the cashier or via self-checkout machine after each appointment.

Inpatient

You will be given your bill on the day of your discharge. Please submit your payment either at the cashier counter or by direct deposit to our designated bank account. It is recommended that you make your payment within one week from the day of your discharge.

Payment options

	Outpatient	Inpatient
Cash (Japanese yen)	✓	✓
Credit cards	✓ VISA, MasterCard, UC, JCB, American Express, Diners Club	✓ VISA, MasterCard, UC, JCB, American Express, Diners Club
Debit card	✓ Only if you have a valid and current Japanese bank account	✓ Only if you have a valid and current Japanese bank account
Bank deposit	×	✓

Payment by credit card via our self-checkout machine requires you to enter your 4-digit PIN number.

If you have private or supplementary health insurance plans, please refer to 09 Insurance.

Credit/debit card payments are only accepted at the cashier counter and using the web or telephone service is not accepted.

Not applicable

Please note that we do not provide the monetary services listed below, regardless of patients having Japanese National Health Insurance or not.

Foreign currencies and exchange

We do not exchange foreign currencies to Japanese yen. Please prepare Japanese yen beforehand.

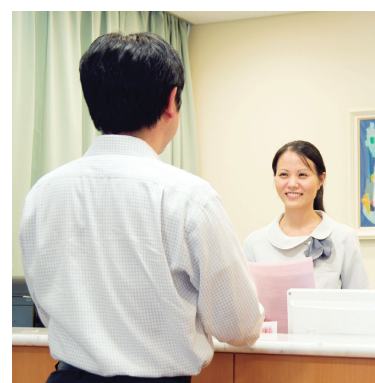
Check

We do not accept payment by check.

Cash back

When you pay by credit card, we are unable to provide any cash back services.

If you need to exchange your local currency for Japanese yen, please do so beforehand.



First visit- second opinion

What is a second opinion?

We provide opinions for patients who wish to decide their treatment plan after consulting with other physician for reference or are looking for other options aside from the one suggested by the current physician. A physician from the appropriate department will talk with you about your current treatment (if you are receiving), current condition, and possible treatment options. If you would like to receive treatment in our hospital, you can ask a physician at consultation. In that case, we can further discuss the details and scheduling of your treatment.

The second opinion consultation does not include an exam.

Second opinion consultation for a patient

For overseas patients who wish to receive treatment at our hospital, we usually offer the first appointment as a second opinion consultation.

➡ 20 Things to consult at first visit

Second opinion consultation for a person who visits hospital on behalf of the patient

If a patient does not live in Japan, we also provide consultations for someone who is asked by a patient to have a second opinion consultation on behalf of the patient, such as the patient's family, acquaintances (a non-family member), etc.

If a person who comes to hospital for second opinion consultation is not a family member of a patient, please provide a consent form.



If a patient lives overseas, it is recommended to have someone living in Japan visit our hospital for a second opinion consultation first (before a patient actually travels to Japan for treatment). Also, a second opinion consultation is available for family members who want to know the patient's condition first before the patient knows.

Second opinion in written format

This is a service for patients whose family members or acquaintances do not live in Japan. Based on all the provided medical information and inquiries from a patient, the director or chief physician from the appropriate department will give you the second opinion in the form of a one-page document.

After applying for the second opinion report, we will send you the bank deposit information. After the payment has been confirmed, it will take about 7~10 days for the written second opinion to be completed.

Required items for a second opinion

Please refer to 08 Required items for application.

Fee for a second opinion (including tax)

Consultation in person 32,400 yen / 30 minutes, for every extra 30 mins 10,800 yen ~
Consultation by written form 108,000 yen / 1 case

Fee for pathological diagnosis

Biopsy slide (stained)	5,400 yen
Slides of resected materials (stained)	10,800 yen
Unstained paraffin block	32,400 yen

We offer re-exam of pathology slides provided by other hospital, if you wish.

Request for exam

If you have never been diagnosed with cancer

There are many inquiries from overseas in regards to receiving exams although they have not been diagnosed or have not had cancer treatment before. Since we are a leading hospital for cancer treatment in Japan, people from overseas wish to schedule check-ups when they plan to visit Japan. We provide cancer screenings at the Cancer Screening Center. Our screenings include: comprehensive cancer screening combined with PET-CT, single organ screening, such as stomach cancer screening, and multiple organs screenings, such as female-specific cancer screening (breast and gynecological cancer).

➡ 26 Cancer Screening Center

If you were diagnosed with cancer or had treatment for cancer

For those who were diagnosed with cancer and treated by surgery, chemotherapy or radiation therapy, we provide a second opinion consultation for your first appointment.

➡ 12 First visit- second opinion

At a consultation with a physician from the appropriate department, please discuss your previous treatment, current condition, and other options for future treatment. As a general rule, we do not provide only exams for the purpose of follow-up check. However, a physician would arrange exams if treatment is necessary for a patient and the patient decides to receive it in our hospital.

Services for diseases and treatment not provided at JFCR

We do not offer a second opinion or treatment for the diseases listed below. Neither do we provide specific treatment such as below.

Examples of diseases we do not treat:

- Brain tumor
- Heart disease (Cardiovascular disease)
- Skin cancer
- Pediatric cancer (Orthopedic procedures are available)
- Acute myeloid leukemia

Examples of treatments we do not provide:

- Heavy ion radiotherapy, Proton therapy
- Immunotherapy
- Kidney dialysis treatment
- Organ transplant
- Bone-marrow transplant (Allogeneic transplant)

*Tomotherapy

We provide the Linac-Based VMAT (rotational IMRT) for radiation therapy, which is the equivalent of the Tomotherapy treatment.

Request for prescription and medication

Without seeing a doctor, medicines for cancer treatment cannot be prescribed or purchased. Neither do we send medicines overseas. In Japan, some medicines have restrictions on the amount prescribed. Therefore, the regular follow-up visit will be necessary if you are treated with medicines.

Patients not recommended to travel to Japan

Your medical information will be checked by one of our physicians from the appropriate department. Depending on a patient's condition known from the medical information, we would not recommend a patient to travel all the way to Japan. In that case, we recommend a second opinion consultation for a family member or friends or a written second opinion.

Traveling to Japan for treatment at our hospital will not be an option for a patient who is too weak to get up, walk, eat, etc. because of cancer. In that case, we will recommend you to return where you live to continue the treatment, even if you visit our hospital.

➔ 12 First visit- second opinion

Female patients and patients wishing to have children

Some female patients request to have a female physician, but, unfortunately, we are not always able to meet this request.

If you have any concerns with having a male physician due to religious reasons, please let us know when you apply.

We provide exams for cancer treatment but not pregnancy tests. Please notify your physician if you may be possibly pregnant. We ask you to use birth control if you are planning to have treatment.

Some exams contain small amounts of radiation, so those will not be performed if a patient is pregnant.

If a patient wishes to have children, please consult with your physician at your first consultation, or please contact the specialized medical institute regarding storing eggs or sperm before starting your treatment. Male patients who wish to have children can also consult with a physician about children.



Patients with certain restrictions or other special requests

For religious reasons, if there are specific restrictions regarding treatment and transfusions or any other special requests, please indicate so in a questionnaire and a consent form. Please also notify your physician at the first consultation.

Meals during your hospital stay

We can provide meals for vegetarians, meals without pork meat, etc.

➔ 23 Treatment during hospitalization

For Muslim patients, we can provide meals which do not contain alcohol or pork meat but are made from fish, eggs, milk, soy products, vegetables, and fruits. Please note that we are not able to prepare these meals in a separated facility where alcohol or pork meat is not used.

Religious service in the hospital

If you would like to request a religious service while you are at hospital, please contact International Services in advance. Please refrain from having religious prayer in hospital hallways and exam rooms. Patients, family members and visitors are asked to conduct all religious prayers and ceremonies inside of the patient's private room during the hospitalization.

Patients and family members visiting Japan for treatment

Visa

Your treatment will be started at our hospital, supposing that you have a visa which assures you of enough length of stay in Japan. Please make sure that your visa allows you to stay in Japan for an enough period. For further information, please visit website for the Ministry of Foreign Affairs of Japan.

Medical visa

For patients and their family members traveling to Japan to receive treatment, we recommend obtaining a medical visa.

If you or your family members enter Japan with a tourist visa, you will not be allowed to change your tourist visa into a medical visa during your stay in Japan. You will have to return to your home country to be issued a medical visa.

We will not be a guarantor for your visa application. However, after you make your first appointment, we can issue a document which certifies you are scheduled to visit our hospital for treatment.

Before leaving your country

Cost for medical treatment

Although you do not need to make a payment before your appointment, it is recommended for you to inform your bank that you will be making a large international transfer for receiving treatment in Japan.

Medicines to bring

Please bring all medicines that you are currently prescribed and are taking (medicine for internal use, insulin injection, ointment, etc.). We will check the composition, administration and dosage of your medicines. You may be asked to stop taking or adjust the quantity of medicine during the treatment.

In addition to the medicine itself, please make sure to bring:

- Box, packaging, container, records of your medication history, package insert, copies of prescriptions, etc.
- Certificates showing that you have been prescribed the medication.
- Supplements, Kampo (Chinese herbal medicines), or other nutritional foods with related information.

Pharmaceutical laws and regulations vary by country. If you plan to bring narcotics or psychotropic medicines for medical use, please visit website for the Ministry of Health, Labor and Welfare in Japan for further information.

Website for the Ministry of Foreign Affairs of Japan

http://www.mofa.go.jp/j_info/visit/visa/medical_stay1.html

As a tourist visa allows you to stay only for a short period, it might be necessary to prolong if you come to Japan with a tourist visa. Once you start receiving treatment, it is a burdensome procedure so we recommend to obtain medical visa before starting treatment.

We can give references for companies who can help you in obtaining a medical visa. Please contact us for more information.

➡ 10 Payment and Billing

Supplement dosages may vary from your country to that of Japan. Before surgery, it may be necessary to stop or adjust the quantity of supplements as well as medicines you are currently taking.

Website for Ministry of Health, Labor and Welfare in Japan:

<http://www.mhlw.go.jp/english/policy/health-medical/pharmaceuticals/01.html>

Patients speaking languages other than Japanese

Communication in the hospital

We put a high priority on a patient's understanding and agreement on treatment. It is important that you accurately understand information given by your physician and also receive all information that you need to give informed consent for proposed procedure and treatment.

If you do not speak Japanese or English, we ask for you to be accompanied by an interpreter 24 hours a day during your hospitalization. For this reason, as a general rule, we ask you to stay in a private room with your interpreter.

If you speak English:

It is not required for you to be accompanied by an interpreter. International Services provides English language support during regular office hours (Weekdays 9 am to 5 pm). If you are worried about the nighttime and weekends during your hospitalization, it is recommended for you to be accompanied by those who can speak Japanese.

If you speak a language other than Japanese or English:

We ask for you to arrange for an interpreter before your visit to the hospital. Regarding the Chinese language, International Services has native Chinese staff but we still ask for you to be accompanied by your interpreter while you are in the hospital for inpatient and outpatient treatment.

A patient's family member or acquaintance can be an interpreter. However, we ask that your accompanied interpreter has a certain level of interpretation skills and experiences of interpreting medical situations, as it is important to fully comprehend and interpret professional medical contexts, such as descriptions of diseases, treatment options, surgical procedures, etc.

Support by International Services staff

We provide comprehensive support from your first contact: explaining the process to receive treatment, helping you prepare required medical information, scheduling your appointment, providing necessary support during treatment, etc. (Office hours: Weekdays 9 am to 5 pm)

- Interpretation for English speaking patients during treatment.
- Assistance for filling out a questionnaire and explaining instructions for exams in English or Chinese.
- Providing English documents, such as referral letters, certificates and exam reports by a patient's request.

If it is considered that communication between a patient and a physician cannot be done properly, we cannot offer treatment for the sake of the patient safety.

We can introduce some agencies that provides interpreter services. Please contact us for more information.

Please note that when our medical staff feel they need assistance in communicating with you, International Services staff will be called in to help in communication, even though you are accompanied by an interpreter.



Family members speaking languages other than Japanese

Support from patient family members

We consider it is important that proposed procedure and treatment are understood by not only a patient but also his/her family members. There are sometimes different opinions and requests regarding treatment among family members. Please decide the best treatment for the patient after the discussions.

We would like family members to have flexible schedule as we sometimes ask for being present with the patient in the consultations, explanations about treatment during hospitalization, the nutritional guidance, etc.

Documentation services (Japanese and English)

We can provide a document under the patient's name proving the family members need to take a leave of absence from work to accompany the patient. A document can be issued in Japanese or English.

If you wish to have a cancer screening

Many of family members who accompany a patient wish to schedule a cancer screening during their stay in Japan. We have Cancer Screening Center that is located in the same facility as the hospital. The center promotes early detection and treatment for cancer.

➡ 26 Cancer Screening Center



Required items for first visit

☐ Japanese National Health Insurance card (if you have)

You will be financially responsible for all medical expenses without presenting a valid/current card.

If you are a recipient of benefits (for specific diseases, single parent, physical disability, etc.), please bring the valid/current certificate to your appointment.

☐ Photo ID – Residence Card or Passport

(If you do not have Japanese National Health Insurance card)

☐ Additional medical information that you have not submitted yet

If there is any additional medical information, please bring with you.

Please refer to 08 Required items for application.

(All medical information must be translated into either Japanese or English.)

☐ Medicines that you are currently prescribed or are taking

☐ Consent form for second opinion consultation

(for a person who visits hospital on behalf of the patient)

Consent form is required to be signed if a patient appoints someone who is not a family member of a patient to have a second opinion consultation on behalf of the patient. You will receive the form when your appointment is fixed.

☐ Acceptable form of payment

If your last visit was more than 30 days ago, we will check your health insurance card and other current certificates. If there are any changes in your insurance card or other certificates, please notify us at the Insurance Check counter, No.3 located on the first floor before your appointment.

➡ 15 Patients and family members visiting Japan for treatment - Medicines to bring

➡ 10 Payment and billing

Hospital rules and manner

Please follow the hospital rules and behave courteously in the hospital. We greatly appreciate your cooperation.

Prohibited behavior

- Talking over the cell phone at non-designated areas
- Drinking alcohol (including non-alcohol beer)
- Smoking (including electric cigarettes and no-smoke tobacco)
- Wearing strong perfume
- Taking pictures or filming
- Violent behavior
- Verbal abuse including discrimination, insults or public order violations.

Rules of conduct

Please leave your cell phones on either silent or vibration mode. The use of cell phones is restricted; you can use it only in the designated areas around the public phones. Please be respectful and courteous to other patients around you.

Procedures for new patients

STEP 1

Information desk

Information desk is located on the right side when entering from the front entrance of the hospital. If you have an appointment with a staff member of International Services or have any questions, please inform the receptionist at Information desk.



STEP 2

Reception for First Visit, Counter No.1 on the first floor

Please take a number ticket from the auto-ticket machine, and wait for your turn.

If you have any additional medical information to submit, please give it at the counter.

➔ 18 Required items for first visit

Present your ID

Fill out a consent form along with our hospital and a questionnaire

You will be given a beeper, patient ID card, appointment sheet, etc.



STEP 3

Reception for each medical department

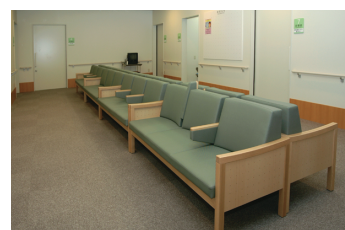
Please submit all materials given to you, such as your patient ID card, a completed questionnaire, and any additional medical information.



STEP 4

Waiting room for each medical department

You will be paged when your turn gets closer, so please wait inside of the department waiting area.



STEP 5

Consultation room

When your beeper is paged, please enter the assigned consultation room.



Things to consult at first visit

During your first visit, you will consult with a physician about the cancer treatment history (if you are receiving), possible treatment options, and current health condition based on the medical information that you have brought with you to the appointment.

Please inform your physician of your past medical history, chronic diseases, and any other questions or concerns with your current health condition. In order to decide which treatment is most suitable for your condition, you will be given a physical exam to determine your level of health.

If you have any questions or concerns in regards to your treatment options or restriction, please consult with your physician.

If you have questions about your exams and treatment options, please share them with your physician to receive further explanation. Although we are not always able to schedule your exam on your requested date, please tell physician if your period of stay in Japan is limited.

Some international patients wish to be admitted and begin their treatment as soon as they arrive in Japan. However, first and foremost we must thoroughly examine the tumor characteristics, metastatic status and, accordingly, cancer stage to choose the most appropriate treatment option for you.

In order to receive the precise diagnosis and effective treatment, please consult with your physician regarding the type of exams and treatment available in our hospital. If you would have treatment in our hospital, please ask your physician about what is the actual course of treatment, scheduling, and duration.

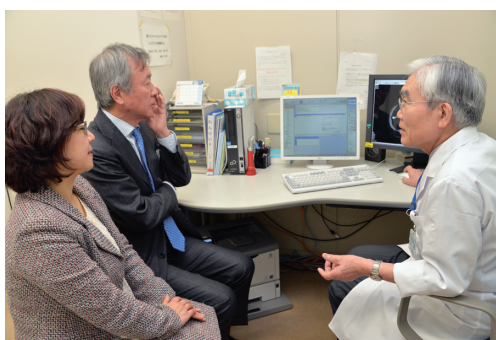
Our hospital is by appointment only. However, your appointment may be delayed if, for example, there are other patients whose condition requires immediate medical attention. We recommend that on the day of your scheduled appointment, you are flexible, in the case that your scheduled time is changed or delayed.

- ➡ 14 Female patients and patients wishing to have children
- ➡ 14 Patients with certain restrictions or other special requests

Please inform your physician if there is a specific exam you would like to take. However, please note that we do not provide any exam that is not necessary in diagnosing your condition.

If your physician considers the submitted medical information to be inadequate in helping to diagnose, you will be asked to re-take some exams.

A suggested treatment can be changed after exam results come out.



Patient rights

You have a right to ask for clarification of things you do not understand. If you have a question, ask your medical staff to explain it to you. We respect your rights as a patient and your care will not be affected by questions you ask.

Procedures after the first consultation

STEP 1

Exams

You will receive exams scheduled by your physician during the consultation. Please discuss the schedule of exams with your physician as we do not reschedule exams once they have been scheduled.

The required exams depend on the type of cancer and it can take several days up to several weeks to receive your results.

STEP 2

Accurate diagnosis and Choice of treatment plan

After the results of your exams are ready, you will have a consultation with your physician again. You will then choose a treatment plan after having explanations about the current condition of the cancer, treatment options, and treatment plans suitable for your condition.

Fact about cancer and informed consent

Some patients' family members wish to receive the patient's diagnosis without having the patient know their own diagnosis. However, our policy is that the patient chooses his or her treatment plan after informed of accurate diagnosis and understood treatment options. We will not start any treatment without the patient informed of diagnosis and treatment options, with a clear understanding, consent, and scheduled clinical visits. If you do not agree with our diagnosis or treatment options, you always have the right not to go forth in receiving treatment.

Informed consent is the process in which your physician disclose all appropriate information to a patient so that the patient can then voluntarily decide to accept or refuse treatment.

Every patient has the right to choose his or her own treatment. If you have any questions or concerns regarding your diagnosis or treatment options, please consult with your physician until you understand well.

All patients will be asked to give us the informed consent before some treatment steps, some exams, hospitalization or surgery.

STEP 3

Application for hospitalization

After the treatment plan has been decided upon, a patient who does not have Japanese National Health Insurance will be given the estimate for total fees and charges for hospitalization. You are asked to deposit the total amount of the estimate before your admission. Please contact International Services for further information.

➡ 10 Payment and billing

STEP 4

Schedules towards admission

We provide a schedule sheet for exams and admission at consultation. Although we cannot always meet your request for admission date, please inform your physician if your period of stay in Japan is limited, or if you have to return to your home country once.

Consultation by anesthesiologist and schedule for surgery

Your physician will schedule your surgery and necessary consultations.

Patients do not need to make an appointment for their surgery by themselves.

If you need to consult other departments or receive treatment for other disease

All of your medical information is shared with our physicians in hospital. This helps to ensure comprehensive treatments.

Patients do not need to make an appointment for other physicians or departments in the hospital. Your physician will arrange appointments for you.

Hospitalization

Interpreter

If a patient does not speak Japanese or English, we ask that you be accompanied by an interpreter at all times during your hospital stay in order for us to communicate and provide accurate and safe medical care. It is often very difficult to have one continuous interpreter for the entire time. For this reason, we recommend you to have multiple interpreters.

Before your admission, please make arrangements for your interpreter to be with you for a full 24 hours during hospitalization. We ask you to stay in a private room in order for the interpreter to be with you. This helps to ensure that you are accompanied by your interpreter during nighttime hours.

International Services staff will also offer support during regular office hours.

➔ 16 Patients speaking languages other than Japanese

If your condition is stable, your primary physician and a head nurse of the ward will decide whether you need to be accompanied by the interpreter during the day only (not at night) or not.

The duration of your hospital stay will vary depending on your condition. We recommend you to arrange for interpreter services in advance and well before your admission.

Private room of the West Ward on the 12th floor



Items to bring with you

We will provide a list of things to bring with you for your hospital stay when you apply for admission. There are convenience stores on the 1st and 5th floor, which carry most of the items on the list. However, please note the below:

Pajamas

Hospital pajamas are available at JPY 200 per day. (The fee is included in the room charge if you stay in a private room of the West Ward on the 12th floor.) If you bring your own pajamas, please make sure that the tops have front buttons for consultation and treatment by physicians and nurses.

We recommend patients to wear hospital pajamas. You can always wear clean pajamas and it helps preventing infections.

Room shoes

Shoes with rubber soles are recommended. It should be easily put on and taken off, but no heel strap sandals would not be suitable.

Although you can buy a pair at stores in the hospital, we are not sure if your size is available. Please bring your own if it is more convenient. Flip-flops or sandals might cause you to fall.

Treatment during hospitalization

Procedures

You will check in for admission at the scheduled time. After you complete check-in, you may go to the inpatient ward. At the ward, your assigned nurse will give you an orientation and information about the facilities available inside the ward. The nurse will also check your past medical history and medication that you have brought with you.

A patient-centered multi-disciplinary treatment

Physicians

During your hospitalization, your primary physician, as well as other physicians from the same department will take care of you. The team-physicians take ward rounds in the morning or evening, so please ask a physician if you have any questions or concerns. Even when your primary physician is not present in the hospital, the on-call physicians will be responsible for your care.

Nurses

During your hospitalization, if you have any questions or concerns regarding your condition, please inform a nurse with the nurse call button by your bed. Nurses will show you the clinical path and exam instructions to explain your daily schedule and treatment procedure.



Pharmacists

Your medication is managed by an on-ward pharmacist while in the hospital. Please follow the instructions by the pharmacist and consult for any concerns about the medication. You can ask if you need to stop or continue to take your medications before the treatment.

Certified dietitians

We believe that nutritional management is a part of comprehensive treatment. A certified dietitian is stationed on your ward to provide patients with nutritional treatment. After being admitted to the hospital, you will have a consultation with a dietitian. The dietitians will support you through your dietary needs during your hospital stay, and you can choose your meals from either our Japanese or continental menus. If you have any concerns with your meals, such as food allergies, religious observances, or cultural conditions, please let us know.

Scheduling for being discharged

Please consult with your physician around when you are scheduled to be discharged. In general, an outpatient visit will be scheduled in 1~3 weeks after being discharged from hospital, and your physician will check your condition. It is not recommended to fly back to your country on the day following your discharge from hospital, because your physical condition may not be well enough to take a plane.

At a consultation with your physician before hospitalization, please discuss not only treatment plan but also how long you will need to stay in Japan for treatment.

You will be informed the expected length of hospital stay, but it will vary depending on the patient.

Until your first outpatient appointment after being discharged from hospital, you are advised to stay close to hospital in case there is an emergency related to your treatment.

➡ 25 After hospital discharge

Family members and visitors

Please be considerate and adhere to rules of conduct in the hospital.

➔ 18 Hospital rules and manner

If you get sick or injured in the hospital

If it is an emergency, please notify hospital staff. If not, please consult with International Services staff. You may be asked to have a consultation with a physician in order to prevent possible infections to the other patients.

Please refrain from visiting hospital in order to prevent spreading infections, if you have symptoms or conditions, such as fever above 37.5°C, a sore throat or coughing, rash on body and red eyes. We also would like to ask you not to take children under 12 years old to the hospital, if they have never been vaccinated for or had measles, chickenpox, rubella and mumps.

Although you have symptoms described here, you will be allowed to come into the ward in the following cases: your symptoms are caused by a chronic disease (not by an infectious disease), you are specially permitted by a head nurse of the ward, etc.

If you wish to have a cancer screening

Many of family members who accompany a patient wish to schedule a cancer screening during their stay in Japan. We have Cancer Screening Center that is located in the same facility as the hospital. The center promotes early detection and treatment for cancer.

➔ 26 Cancer Screening Center

Interpreters and agents

We put a high priority on a patient's understanding and agreement on treatment. It is important that a patient accurately understands information given by a physician. As an interpreter, please support communication between an international patient and our hospital staff for better understanding.

Rules for having an interpreter

For safety reasons, patients who do not speak Japanese or English are asked to be accompanied by an interpreter 24 hours a day during their hospitalization, outpatient visits, and all exams.

➔ 16 Patients speaking languages other than Japanese

Requests

Please respect the privacy of the patients. Never share any information that is obtained when interpreting for a patient.

Please set your cell phone to the silent or vibrate setting, and do not talk on the phone while you are in the hospital, unless it is in a designated area.

We are not responsible for the arrangement, contract or mediation of the payment between a patient and interpreters.

If you need to use your cell phone, please move to the designated area, which is located near the payphones.

For agents

Only if a patient requests, can someone consult with a doctor for a second opinion and receive documents or refunds, on behalf of the patient. If a person who comes to hospital on behalf of the patient is not a family member, please provide a consent form.

After hospital discharge

Billing and payment at the time of discharge

If you do not have Japanese National Health Insurance, we will clear the difference between the deposit amount and actual charges when you are discharged. If your actual charges are below the amount you paid in advance, you will receive a refund. If the amount you deposited is less than your actual charges, you will need to pay the additional amount.

➡ 10 Payment and billing

Medical information we can provide

Please ask your physician if you need medical information, such as a letter to other hospital or other physician, pathology reports, exam reports, diagnostic images. Also, please let us know if you need a certificate for your insurance company or your workplace. If necessary, your physician will fill in a claim form of your insurance company. A document can be issued in Japanese or English.

Length of stay in Japan until returning to your country

Your outpatient visit will be scheduled in 1~3 weeks after being discharged from hospital, and your physician will check your condition. It is not recommended to fly back to your country on the day following your discharge from hospital, because your physical condition may not be well enough to take a plane. Please ask your physician how long they recommend you to stay in Japan after being discharged.

If you undergo lung surgery, there can be restrictions on flying. You would need more time to be allowed to travel by air-plane, compared to patients undergoing other kinds of surgery.

After returning to your country

Please consult with your physician regarding your future appointments and the main place where you will have treatment or follow-up exams after you go back to your country.

If you wish to continue treatment in your country, we will provide necessary documents (referral letters, etc.) in either English or Japanese.

If you need exam reports or a referral letter after returning to your country, please contact International Services.

Many patients visit our hospital for follow-up exams and consultations once or twice a year, though they also see physicians at hospital in their home country. Your physician will schedule your next appointment at a consultation, so please make sure to visit us as scheduled, because we usually do not reschedule.

If you are not sure about your schedule of 6 months or 1 year later, you do not have to make an appointment at a consultation, but please contact International Services 3 months prior to your next visit. We will arrange your appointment.



Cancer Screening Center

Cancer Screening Center provides comprehensive screenings for the early detection of cancer. Our services are for people who are healthy and have no illnesses or symptoms, and would like to be screened for cancer.

Our team of highly experienced and specialized physicians and medical staff conducts the exams for early detection of cancer. If there are any abnormalities or anything suspected of cancer, we will refer you to the appropriate department of Cancer Institute Hospital, which is a leading hospital for cancer treatment in Japan.

Menu for the one-day check-up

●Basic cancer screening (both men and women)

Consultation, Electrocardiogram (ECG), Chest helical CT, Upper GI endoscopy, Abdominal ultrasonography, Blood test, Urine test, Funduscopy, Hearing test, (fecal) Occult blood test, Sputum test

●Basic cancer screening for women

Consultation, Electrocardiogram (ECG), Chest helical CT, Upper GI endoscopy, Abdominal ultrasonography, Blood test, Urine test, Funduscopy, Breast exam, Gynecological exam, Thyroid gland exam, Bone mineral density test

●Specialized cancer screening for women

Consultation, Blood test, Chest helical CT, Sputum test, Breast exam, Gynecological exam, Thyroid gland exam, and Bone mineral density test

●Screening for a single item

- Upper GI endoscopy - Colonoscopy - Breast exam - Utero-ovarian exam - Abdominal CT
- Chest helical CT - CT colonography - PET-CT - Bone mineral density test

Comprehensive medical check-up

●One overnight stay

Hospitalization courses are Mondays and Thursdays only.

The contents of the exams

Consultation, Blood and Urine test, Sputum test, Electrocardiogram (ECG), Chest X-ray exam, CT (chest and abdominal), Mammography (women only), Bone mineral density test (women only), Funduscopy and Hearing exam, Ultrasonography (thyroid gland, abdominal, breast), Upper GI endoscopy, Colonoscopy, Head and neck exam, Exam for urogenital organs (men only), Exam for gynecological organs (women only)

Cancer Screening Center is by appointment only. To schedule an appointment or for more information on the fees for exam, please contact International Services.

☎ +81-3-3570-0383

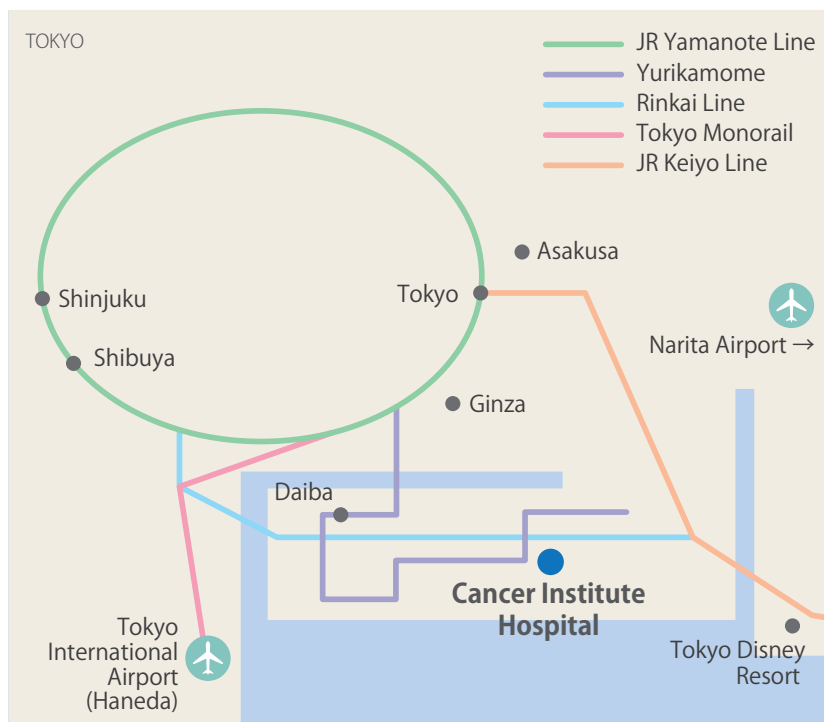
✉ intl.info@jfc.or.jp

*If you cancel your appointment after it has already been confirmed, a cancellation fee will be issued from 1 month prior to your appointment.



Access

Narita International Airport	120 minutes by taxi 90 minutes by train
Tokyo International Airport (Haneda)	35 minutes by taxi 40 minutes by train
Tokyo Station	30 minutes by taxi 20 minutes by train
Shinjuku Station	35 minutes by taxi 30 minutes by train



How you can support JFCR

Japanese Foundation For Cancer Research (JFCR) is an private organization specializing in the research and treatment of cancer with the longest history in Japan. Since 1908, we have devoted all our efforts to innovative research and comprehensive care for cancer patients, which have been achieved with the financial support by organizations, companies and individuals who share our vision. Your contribution will support basic research at our institute, enhancement of our hospital facilities, the spread of cancer knowledge through public education programs, and so on.

We sincerely appreciate your continuing support.

Japanese Foundation For Cancer Research

Department of General Affairs Fund-Raising Section

☎ +81-3-3570-0512 (Japanese language only)

☎ +81-3-3570-0383 (English and Chinese languages are available)

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