

Cancer Institute Hospital

Japanese Foundation for Cancer Research

International Patient Guide



Mission: To improve well-being of people worldwide by conquering cancer

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 research studies and striving to develop advanced medical technologies to eradicate cancer.

Cancer Institute Hospital of JFCR has been making adaptation to changing social environment and continues to make advances in the diagnosis and treatment of cancer. At the same time, we strive to pursue our mission and keep our tradition alive. More than 8,800 surgeries are performed at our hospital each year. Our hospital proudly delivers surgeries and other cancer treatments to the largest number of patients 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 to our international patients so that they can focus on their treatment without any strain or confusion due to the language/cultural differences. If you are an international patient or family members who wish to visit the hospital or schedule a consultation, please feel free to contact International Services. Our team is committed to supporting your treatment by: receiving your application, helping to schedule your first appointment, providing information on estimated cost for treatment, introducing companies that handle application for medical visa and arrange translation services, etc. We will serve as a liaison to ensure effective communication between you and our medical team.

Available languages: Japanese, English, and Chinese

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

☎ +81-3-3570-0383

✉ intl.info@jfc.or.jp



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Inquiry

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

- ☐ Preparing medical information

- ➔ 07 How to contact us
- ➔ 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

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- ➔ 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

If you would like to know the estimated cost of treatment, please contact International Services.

- ➔ 18 First visit

Exams

You will have exams scheduled by your physician to get an accurate diagnosis and to develop treatment plan.

The required exams may vary by 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 Choosing 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 on the treatment plan after being informed of the 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 hospital rules.

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

- ➔ 22 Hospitalization
- ➔ 16 Patients who speak languages other than Japanese

Inpatient medical care

Multidisciplinary team care

Your primary physician will provide you with comprehensive medical care, working closely with other doctors as a team.

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

- ➔ 23 Inpatient medical care

Before returning to your home country

Your outpatient appointment will be scheduled in 1~3 weeks after hospital discharge, and your physician will explain the pathology results to you.

- ☐ Follow-up schedule
- ☐ Where you will continue your treatment in the future
- ☐ Your next appointment

- ➔ 17 Family members who speak languages other than Japanese
- ➔ 24 Family members and visitors
- ➔ 24 Interpreters and agents

- ➔ 25 After hospital discharge

After returning to your home country and Follow-up

If your pathology results become available after you have already returned home, we will contact to inform you of the results.

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

Many international patients visit our hospital regularly 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 will help you schedule the first appointment.

STEP 1

Inquiry to International Services

Please contact us via hospital website, email or phone.

➡ 07 How to contact us

There is no charge for submitting an inquiry and having your application reviewed.

➡ 10 Fees for inquiry and application

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

➡ 08 Required items for application

STEP 2

Submitting your medical information

Please send your medical information to International Services.

➡ 08 Required items for application

A specialized physician will look at your medical information. It will take 2 to 3 business days to review your application.

STEP 3

Response from International Services

You will receive a response by email or phone. Please note we sometimes do not recommend a patient to travel all the way to Japan due to the patient's condition known from the medical information.

➡ 14 Patients who are not recommended to travel to Japan

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

STEP 4

Preparing for your visit

Please obtain an appropriate visa, if needed.

➡ 15 Patients and family members visiting Japan for treatment

Scheduling your first appointment

Please let us know approximate date you would like to come for the first consultation.

Confirming your appointment

Important things to know before your first visit

➡ 09 Insurance

➡ 15 Preparing for your visit

➡ 16 Patients who speak languages other than Japanese

We will arrange your first appointment when you obtain the 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 question or need more information regarding the use of interpreters or hospital visit, please contact International Services.

STEP 5

First visit

Please arrive in the hospital at your scheduled time that has been arranged 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. International Services staffs will assist you with the new patient registration procedure.

How to contact us

Website

You can contact us via the hospital website.

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

Please fill out the online application form and send it to us along with medical information (e.g., referral letter, history of previous treatment, diagnostic image data and exam report). We ask you to provide us with contact information for the patient and 1 other person (e.g., family members, contact person)

➔ 08 Required items for application

Email

Please send us a message along with medical information as attachments to

✉ intl.info@jfcr.or.jp

In addition to our website, you can also contact us through email. The online application form has the word limit, so please email us if you need to write more than the word limit.

➔ 08 Required items for application

Telephone

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

Even if you have not decided yet to come to Japan for treatment at our hospital, feel free to contact us for any question or concern. Family members or friends of a patient can also contact us if a patient currently lives overseas and cannot reach us directly.

☎ +81-3-3570-0383

Available languages: Japanese, English, and Chinese

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

➔ 08 Required items for application



Required items for application

☐ Application form

Online application form is available on the hospital's website.
<http://www.jfcr.or.jp/hospital-en/apply/patient/index.html>

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

Medical information

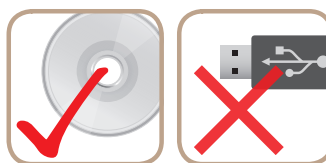
Among the following medical information, please provide ones you can prepare.
 Documents must be translated into either Japanese or English.

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

Please provide us a letter or document written by a physician you are currently seeing.
 The 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 do not send photographs or images taken with mobile phones as they are not very sharp.
 Please provide Endoscopic images IN COLOR.
 * Please prepare the image data on CD-ROM. USB is not accepted.



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 (glass slides)

If you wish to have your pathology slides re-examined at our hospital, please turn them in along with the pathology report before your visit.



Privacy policy

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

Insurance

The payment processes vary, depending on whether you have Japanese National Health Insurance.

If you do not have Japanese National Health Insurance

You are responsible to pay for all the incurred medical expenses.

We will give you an estimated cost of hospitalization. We require you to pay the full amount of this cost estimate prior to your admission. If your actual costs are less than the amount you paid in advance, you will receive a refund. If your prepayment is less than your actual costs, you will need to pay the balance later.

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 the family member's insurance. If you do not have the insurance for yourself, you have to pay all the incurred expenses on your own.

If you are planning to join the Japanese National Health Insurance system upon your arrival in Japan, your medical expense will be covered from the day you are insured. Until you get Japanese National Health Insurance, all the medical costs are your financial responsibility. Please note that we cannot refund any payments you made before getting the insurance.

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, 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 you or your family.

Please pay your bill on your own first by following the hospital's payment procedures, and then file for reimbursement later. Even though your insurance company issues a documentation which guarantees to cover all incurred medical expenses, we cannot accept it as a form of payment to us.

➡ 10 Payment and Billing

We can provide you an estimated cost of your treatment in advance. Please note that the treatment cost may vary by the type of cancer, treatment, medical history of the patient, etc.

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

For more details, please contact the relevant department of your municipal ward office or employer.

We can help you prepare documents for your insurance company by translating your medical certificates into English and having your insurance claims signed by your primary care physician.

Fees for inquiry and application

International Services starts to arrange your appointment after our physician has reviewed your medical information. Especially for a patient who lives overseas and is planning to visit Japan for treatment, a physician checks his/her medical information thoroughly to determine whether or not the patient is fit to travel all the way to Japan and our hospital can offer him/her active treatment.

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

If you need actual medical opinions and/or want to ask our physician further questions about treatment options, you will have to make an appointment for a second opinion, for which you need to pay. A second opinion can also 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

When your physician schedules your hospital admission, please contact International Services. We will give you an estimated cost of hospitalization. We require you to pay the full amount of this cost estimate prior to your admission. You must send the full payment directly to our bank account before the date of your admission.

Please follow the payment procedure indicated above even if you have private or supplementary insurance.

➡ 09 Insurance

Payment methods

	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	×
Wire transfer	×	✓ To our bank account

Credit/debit card are only accepted at the cashier counter. We do not take credit/debit card payments online or over the phone.

International money transfers

If you send a wire transfer to pay an estimated cost of hospitalization from the bank account in your home country, please note that you are responsible for the transaction fee. If your actual costs are less than your prepayment, we will refund the excess to you in Japanese yen upon your discharge. If you have a Japanese bank account, we are able to send money to that account. We do not send money overseas.

For patients with Japanese National Health Insurance

Outpatient

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

Inpatient

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

Payment methods

	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 when you have a valid and current Japanese bank account	✓ Only when you have a valid and current Japanese bank account
Wire transfer	×	✓

When using a credit card to pay at the self-checkout machine, you will be asked to enter your 4-digit PIN number.

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

Credit/debit card are only accepted at the cashier counter, we do not take credit/debit card payments online or over the phone.

Not applicable

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

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 offer you cash back.

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



First visit- second opinion

What is a second opinion?

A second opinion is an opportunity for patients to make more informed decisions about their treatment by getting medical opinions about other options aside from the ones suggested by their 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 at our hospital, you can ask the physician during the consultation. In that case, you can discuss further details of your treatment plans with the physician.

Please understand that in certain circumstances, your second opinion request may be declined. For more details, please contact International Services.

Usually no medical exam will be performed during the second opinion consultation.

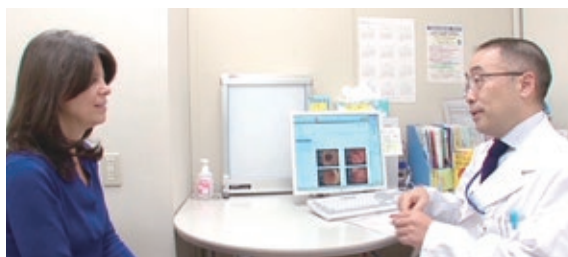
Second opinion consultation with a patient

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

➡ 20 Things to be discussed at the first consultation

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

Family members and friends can also visit our hospital to obtain a second opinion on behalf of a patient who does not live in Japan. If non-family member comes to our hospital for a second opinion consultation, we ask him/her to provide a consent form signed by the patient.



If a patient lives abroad, it is recommended to have someone living in Japan visit our hospital for a second opinion consultation at first (before the 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 second opinion service for patients who do not have family members or friends living 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 medical opinions and recommendations in the form of a one-page document.

After receiving your application for a second opinion report, we will send you our bank account information. When we confirm your payment, one of our physicians will start to prepare the second opinion report. Please allow us approximately 7~10 days to complete the report.

Required items for a second opinion

Please refer to 08 Required items for application.

Fees for a second opinion (tax included)

Consultation in person 110,000yen/ 30minutes, for every additional 30 min. 44,000 yen~

Fees for pathological diagnosis

Biopsy slide (stained)	5,500 yen
Slides of resected materials (stained)	11,000 yen

We offer a re-exam of pathology slides from other hospital at your request.

* Some clinical departments do not provide re-exam of cytological or pathological tissue diagnosis.

For those who just want to get medical exam

If you have never been diagnosed with cancer

We receive many inquiries in regards to receiving exams from people who live overseas although they have not been diagnosed or have not had cancer treatment before. Since we are a leading hospital for cancer treatment in Japan, they hope 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, female-specific cancer screening (breast and gynecologic cancer).

➔ 26 Cancer Screening Center

If you have been diagnosed with cancer or have had treatment for cancer

For those who have been diagnosed with cancer and treated by surgery, chemotherapy or radiation therapy, we may be able to provide a second opinion consultation.

During the 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 carry out exams for those who come for a second opinion consultation. However, a physician may arrange exams if the patient and the physician both agree to start treatment in our hospital.

➔ 12 First visit- second opinion

Diseases that are not treated/ Treatment that are not provided at JFCR

We do not offer a second opinion or treatment for some diseases. Neither do we provide certain treatments. Examples of diseases that are not treated and treatments that are not provided at JFCR are listed below:

Examples of diseases we do not treat:

- Brain tumor
- Heart disease (Cardiovascular disease)
- 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 use the Linac-Based VMAT (rotational IMRT) for radiation therapy, which is the equivalent of the Tomotherapy treatment.

For those who just want to get prescription and medication

Without seeing a doctor, you cannot purchase medications for cancer treatment. Neither do we send medications overseas. In Japan, there is a limit on the amount of some medications to be prescribed at a time. Therefore, the regular follow-up visit will be necessary.

Patients who are not recommended to travel to Japan

Your medical information will be checked by one of our physicians from the appropriate department. Depending on the condition known from the medical information, we may not recommend some patients to travel all the way to Japan. In that case, we can offer a second opinion consultation with a family member or friends or in written format.

If a patient becomes too weak to perform daily activities such as getting up, walking and eating because of cancer, we do not recommend him/her to travel to Japan to receive a treatment at our hospital. Even if the patient in such condition visits our hospital, we may ask him/her to return home without offering any treatment.

➡ 12 First visit- second opinion

Female patients and patients who wish to have children in the future

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

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

If you wish to have children in the future, please consult with your physician at your first consultation, or please contact the specialized medical institute regarding storing eggs or sperms before starting your cancer treatment. Male patients who want children should also talk to a physician about their concerns.



If you are extremely uncomfortable with having a male physician due to religious reasons, please inform International Services when you apply for the consultation.

Some exams contain small amounts of radiation, so they will not be performed if you are pregnant.

Patients with certain restrictions and/or other special requests

If you have specific restrictions on treatment and transfusions or any other special requests due to for religious reasons, please indicate them 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.

For Muslim patients, we can provide meals which do not contain alcohol or pork meat. We can also prepare meals that are made with fish, eggs, milk, soy products, vegetables, and fruits. Please note that we cannot prepare these meals in a facility separated from where alcohol or pork meat are being handled.

➡ 23 Inpatient medical care

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/or exam rooms. Patients, family members and visitors are asked to conduct all religious prayers and ceremonies inside the patient's private room during the hospitalization.

Patients and family members visiting Japan for treatment

Visa

We will start your treatment, assuming 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 long enough to receive necessary treatment. For further information, please visit website for the Ministry of Foreign Affairs of Japan.

Medical visa

For patients and their family members visiting Japan to receive treatment, we recommend you to obtain a medical visa before traveling to Japan.

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

We will not become 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

You do not need to make payment prior your appointment. However, it is recommended for you to inform your bank that you will be making a large international money transfer to receive treatment in Japan.

Medications to bring

Please bring all medications that you are currently prescribed and are taking (e.g., medications for oral intake, insulin injection, ointment). We will check the composition, administration and dosage of your medications. You may be asked to stop taking or adjust the quantity of some of medications during the treatment.

In addition to the medications, please make sure to bring:

- Boxes and bottles of your medications, medication records, package insert, copies of prescriptions, etc.
- Certificates showing that you have been prescribed the medication.
- Dietary supplements, Kampo (Chinese herbal medicines), or other nutrition products with component information.

Pharmaceutical laws and regulations vary by country. If you plan to bring narcotics or psychotropic drugs for medical use, please visit the 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

Since a tourist visa allows you to stay only for a short period, you may need to apply to extend the visa if you enter Japan with a tourist visa. It can be very stressful to go through visa extension process during your treatment (especially before surgery), so we recommend to obtain medical visa before starting treatment.

We can provide you with information of companies that can help you obtain a medical visa. Please contact International Services for more information.

➡ 10 Payment and Billing

Supplement dosages in your country may be different from that of Japan. Before surgery, it may be necessary to stop taking or adjust the quantity of dietary supplements and nutrition products.

Website for Narcotics Control Department in Japan:
 Import / Export Narcotics by carrying
<http://www.ncd.mhlw.go.jp/en/application.html>

Patients who speak 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 the information that you need in order to give informed consent for proposed procedure and treatment.

During your hospitalization, you will be asked to stay in a private room in general. **If you do not speak Japanese or English, you must be accompanied by an interpreter who can translate your language to Japanese 24 hours a day during your hospitalization.** During the night, the interpreter is asked to stay in the patient's room.

If you speak English:

You are not required to be accompanied by an interpreter. International Services staffs can provide you language assistance in English during regular office hours. (Weekdays 9 am to 5 pm). We can also use automatic voice interpreter and install a telephone interpreter service in the room for communication with medical staff. Therefore, you will be asked for staying in a private room during the hospitalization.

If you are worried about communication with hospital staffs during the nighttime and weekends of your hospital stay, you are advised to be accompanied by someone who can speak Japanese.

If you speak a language other than Japanese or English:

We ask you to arrange for an interpreter before your visit the hospital. International Services has native Chinese staffs, but we still ask you to bring an interpreter while you are in the hospital for inpatient and outpatient treatment.

Your family members or friends can support you as an interpreter. However, we ask that your interpreter possesses professional skills, knowledge and experiences in order to relay accurate information between patients and healthcare providers in the hospital. We expect your interpreter to fully comprehend and properly interpret medical terminology and information (e.g., descriptions of diseases, treatment options, surgical procedures).

Support from International Services staff

International Services provides comprehensive support to you, starting from when your first contact us, guiding you through the application process for receiving a treatment, scheduling your appointment, providing necessary support during treatment, etc. (Office hours: Weekdays 9 am to 5 pm)

- Providing language assistance to English speaking patients during treatment.
- Helping patients fill out a questionnaire and explaining instructions for exams in English or Chinese.
- Providing English documents, such as referral letters, certificates and exam reports at a patient's request.



We may decide it is difficult to continue your treatment at our hospital if you cannot communicate with your physician sufficiently during the consultation. In such case, we cannot offer treatment for the sake of the patient safety.

International Services can give you information of agencies that provide interpreter services. Please contact us for more information.

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

Family members who speak 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. Each family member may have different opinions and requests regarding treatment. We ask a patient and his/her family members to work together to make a decision about the treatment that is the best for the patient and family.

We would like family members to have flexible schedule as we sometimes ask family members to be with the patient during the consultations, explanations about inpatient treatment, the nutrition counseling, etc.

Documentation services (Japanese and English)

We can provide a document for family members who 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 cancer screening

Many of family members who accompany a patient wish to schedule 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 responsible for all medical expenses if you do not present 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 it with you.

Please refer to 08 Required items for application.

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

☐ Medications that you are currently prescribed or are taking

☐ Consent form for second opinion consultation

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

Consent form is required to be signed by a patient if a non-family member has been authorized by the patient to have a second opinion on his/her behalf. The consent form will be sent to the patient when the appointment is confirmed.

☐ 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 again. If there are/will be any changes made to your insurance card or other certificates, please notify us at the Insurance Check counter, counter No.3, located on the first floor before your appointment/exams.

➡ 15 Patients and family members visiting Japan for treatment - Medications 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 on the cell phone in non-designated areas
- Drinking alcohol (including alcohol-free beer)
- Smoking (including electronic cigarettes and smokeless tobacco)
- Wearing strong perfume
- Taking pictures or filming
- Violent behavior
- Verbal abuse including use of languages that are discriminatory, insulting or offending public order and morality

Use of cell phones in the hospital

Please put your cell phones on either silent or vibrate. The use of cell phones is restricted; you can talk on your cell phone only in the designated areas. Please be respectful of other patients around you when using cell phones.

Procedures for new patients

STEP1

Information Desk

You will see the Information Desk on your right hand side when entering the hospital from the front entrance. If you have an appointment with an International Services staff or have any questions, please inform the receptionist at the Information Desk.



STEP2

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

Take a number ticket from the ticket machine and wait for your number to be called.

If you have brought any additional medical information (e.g., CD-ROM, films) with you, please turn them in at the counter.

➔ 18 Required items for first visit

Present your ID

Fill out a consent form and a questionnaire

You will be given a pager, a patient ID card, an appointment slip, etc.



STEP3

Reception of the designated department

Turn in all the materials that have been given/returned to you at the Reception counter for First Visit (e.g., a patient ID card, a completed questionnaire, additional medical information).



STEP4

Waiting room of the designated department

When you are paged to enter the inside waiting area, please go ahead and wait there.



STEP5

Consultation room

When you are paged, to go into the assigned consultation room, you can enter the consultation room to meet with the physician.



Things to be discussed at the first consultation

During your consultation, you can talk to the physician about your cancer treatment history (if you are receiving), possible treatment options, and current health condition, showing the medical information that you have brought.

Please inform your physician of your past medical history, chronic diseases, and any other questions or concerns with your current health condition. The physician will ask you about complications and your general state of health in order to develop a treatment plan that is most suitable for your condition.

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

After the first consultation, the physician may arrange your exams. If you have questions regarding those exam, please ask your physician during the consultation. If you have preferred exam dates because you stay in Japan only for a limited period of time, please notify your physician of your situation. However, please understand we cannot always schedule your exams on your requested date.

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

In order to get an accurate diagnosis and choose the most effective treatment, you are encouraged to ask your physician a lot of questions regarding available treatment options at our hospital, possible treatment plans and duration.

Our hospital offers consultations by appointment only. However, there can be delays, and we may ask you to wait for various unavoidable reasons such as other patients requiring urgent medical care for their condition. We ask you to have flexible schedule on the day of your scheduled appointment, in case that your appointment time gets changed or delayed.

- ➡ 14 Female patients and patients who wish to have children in the future
- ➡ 14 Patients with certain restrictions and/or other special requests

Please inform your physician if there is a specific exam you want to take. However, please note that we do not provide any exam that is not necessary for developing your treatment plan.

If your physician considers the submitted medical information is not enough to make an accurate diagnosis, you will be asked to re-take some exams.

Depending on your test results, a medical condition that is not originally expected may be revealed. In that case, the treatment plan can change, and we may assess that you can not receive treatment in our hospital.



Patient rights

You have a right to ask for clarification of things you do not understand. Please ask your medical staffs to provide explanations and information to you until you can understand. We highly respect your rights as a patient, and your question will not affect the quality of care you receive.

Procedures after the first consultation

STEP1

Exams

You will undergo exams that are arranged by your physician at the first consultation. Please discuss the schedule of exams with your physician as we do not change the exam dates once they have been scheduled.

The required exams may vary by the type of cancer, and it can take several days up to several weeks to receive your results.

STEP2

Accurate diagnosis and Choosing treatment plan

After the results of your exams are ready, you will have a consultation with your physician again. Your physician will tell you about the current condition of the cancer, treatment options and treatment plans that are considered most suitable for your condition. Then, you will be asked to decide on a treatment plan.

Fact about cancer diagnosis and informed consent

Some patients' family members wish to receive the patient's diagnosis without having the patient know his/her own diagnosis. However, our policy is that the patient chooses his/her treatment plan after being informed of accurate diagnosis and treatment options. We will not start any treatment without the patient's consent, understanding or presence. If you do not agree with our diagnosis or treatment plans, you always have a right not to receive a treatment.

Informed consent is the process in which the physician provides the patient with accurate information about medical care he/she will receive so that the patient can then voluntarily decide whether or not to accept the proposed treatment.

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

All patients will be asked to give us the informed consent before having some treatments, some exams, hospitalization and surgery.

STEP3

Application for hospitalization

After the treatment plan has been decided, a patient who does not have Japanese National Health Insurance will be given an estimated cost of hospitalization. You will be asked to deposit the total estimated cost before your admission. Please contact International Services for further information.

➔ 10 Payment and billing

STEP4

Schedules towards admission

During the consultation, you will be given a printed schedule for exams and admission. Although we cannot always meet your request for the 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 before admission.

Consultation with anesthesiologist and scheduling surgery

Your physician will schedule your surgery and necessary consultations.

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

We provide multi-disciplinary team care, which means all of your medical information will be shared among the relevant physicians within the hospital.

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

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

Hospitalization

Interpreter

JFCR asks patients who do not speak Japanese or English to be accompanied by an interpreter for 24 hours during their stay in the hospital so that our medical staff can provide safe medical care and always communicate with the patients.

It is often difficult for one interpreter to help your interpretation at the entire time during your hospital stay. So we recommend you to prepare with multiple interpreters.

If the ward staff determines that the interpreter is not able to interpret correctly, or if the interpreter is ill, we will ask you to arrange for other interpreters.

Please prepare a support system that an interpreter will accompany you 24 hours before admission. As a general rule, we ask the patients to stay in a private room so that the interpreter can stay in the patient's room at night.

Patients who speak English will be also asked to use a private room to use automatic voice interpreter and install a telephone interpreter service in the room for communication with medical staff.

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

Private room of the West Ward on the 12th floor

We will do our best to provide you with your room preference. However, please understand that it is not always guaranteed as your room assignment is based on the bed availability and your medical needs as well as other patients'.



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 additional fee. (The fee is included in the room charge if you stay in a private room.) If you bring your own pajamas, please make sure that the top has front buttons so that physicians and/or nurses can easily examine you.

Room shoes

Shoes with rubber soles are recommended. They should be easily put on and taken off. Please do not wear sandals without heel straps.

➡ 16 Patients who speak languages other than Japanese

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

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

You can buy the room shoes at stores in the hospital. However, we are not sure if your size is available, so it may be convenient to bring your own. Flip-flops or sandals without heel straps should be avoided as they can increase the risk of falling.

Inpatient medical care

Admission Procedures

Please check in at the scheduled time. After the check-in, you may go to the inpatient ward. At the ward, your assigned nurse will give you an orientation of the facilities available inside the ward as well as the room amenities. The nurse will also check your medical history and medication that you have brought with you.

A patient-centered care by a multi-disciplinary team

Physicians

During your hospitalization, your primary physician will provide you with comprehensive medical care, working closely with other doctors in the same department as a team. The team of physicians makes ward rounds to see you in the morning and/or evening, so please talk to them if you have any questions or concerns. Even when your primary physician is not in the hospital, the on-call physicians will be responsible for your care.

Nurses

If you have any questions or concerns regarding your condition/treatment during your hospital stay, please use a nurse call button to inform the nurse of your needs. Nurses will use the clinical pathway to explain you the daily schedules and planned exams during your hospitalization.



Pharmacists

Your medication will be managed by a ward pharmacist while in the hospital. Please follow the instructions given by the pharmacist. You can always talk to the pharmacist when you want to know whether or not you need to stop or continue to take your medications before the treatment.

Certified dietitians

We believe that nutritional management is an essential component of comprehensive medical care. Each ward has an assigned certified dietitian to provide patients with nutritional treatment. After your admission, you will have a consultation with the ward dietitian. You can discuss your dietary needs with the ward dietitian. In order to meet with individual patients' needs, we offer both Japanese- and Western-style meals from which patients can choose. If you have any concerns about your meals, such as food allergies, religious observances, or cultural conditions, please let us know.

Scheduling hospital discharge

Please consult with your physician about the approximate date you are scheduled to be discharged. In general, an outpatient visit will be scheduled in 1~3 weeks after hospital discharge, and your physician will check your condition. We strongly advise you not to fly back to your country on the day following your discharge from the hospital because your physical condition may not be well enough for air travel.

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 the treatment after hospital discharge.

Before admission, you will be informed of the expected length of hospital stay, but please note that it can change, depending on your condition.

Until your first outpatient appointment after the hospital discharge, you are advised to stay close to the hospital in case of emergency related to your treatment.

➡ 25 After hospital discharge

Family members and visitors

Please follow the hospital rules and regulations.

➔ 18 Hospital rules and manner

If you get sick or injured in the hospital

If it is an emergency, please notify the 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.

If you have symptoms or conditions of cold or infection such as fever of over 37.5°C, a sore throat or coughing, rash on body and red eyes, please refrain from visiting the hospital in order to protect our patients. 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 and haven't 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 have a special permit given by a head nurse of the ward, etc.

If you wish to have cancer screening

Many of family members who accompany a patient wish to schedule a cancer screening during their stay in Japan. 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 strive to provide patient-centered care, promoting the patient's understanding and obtaining his/her agreement with the 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 staffs.

Rules for having an interpreter

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

➔ 16 Patients who speak languages other than Japanese

Requests

Please respect the privacy of the patients. Patient information you obtain when interpreting is highly confidential. Never share any information about patients with any other person outside the hospital.

Please set your cell phone to the silent or vibrate mode, and do not talk on the phone while you are in the hospital, unless it is in the designated cell phone area. Please follow the hospital rules and behave courteously in the hospital (➔ 18 Hospital rules and manner).

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

If you need to talk on a cell phone, please go to the designated area, which is located near the payphones in each ward or near Tully's Coffee on the first floor.

For agents

Only when a patient requests and authorizes, we can allow non-family member of the patient to consult with a physician for a second opinion, receive relevant documents and/or refunds, on behalf of the patient. In this case, the hospital requires that person to turn in a consent form signed by the patient.

After hospital discharge

Billing and payment at the time of discharge

If you do not have Japanese National Health Insurance, we will make necessary adjustments to your deposit upon discharge. You will receive the refund if the amount of your prepayment exceeds the actual charges. If the actual charges exceed the deposit, you will need to pay the balance.

➡ 10 Payment and billing

Medical information we can provide to patients

Please ask your physician if you need medical information, such as a letter to other hospital or other physicians, 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 before returning to your home country

Your outpatient visit will be scheduled in 1~3 weeks after hospital discharge, and your physician will check your condition. We strongly advise you not to fly back to your country on the day following your discharge from the hospital, because your physical condition may not be well enough for air travel. Please ask your physician how long they recommend you stay in Japan after being discharged.

If you are to have lung surgery, there can be restrictions on taking a flight. You may need to wait longer to travel by airplane, compared to patients undergoing other kinds of surgery.

After returning to your country

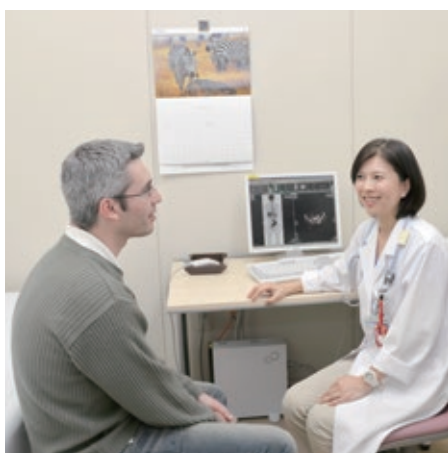
Please consult with your physician regarding your future appointments and where you will continue your treatment and/or take follow-up exams after you return home.

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

If you find out that 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, while seeing physicians at hospital in their home country. Your physician will schedule your next appointment at the consultation. We usually do not reschedule the appointment, so please make sure to visit us on scheduled date

If you are not sure about your schedule of 6 months or 1 year later, you do not have to make an appointment at the 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 do not have a diagnosis of or suspected cancer and would like to be screened for cancer.

Our team of highly experienced and specialized physicians and medical staffs conducts the exams in order to achieve the early detection of cancer. If the screening result shows any abnormalities or anything suspicious, we will refer you to the relevant department of Cancer Institute Hospital, which is a leading hospital for cancer treatment in Japan.

Course menu for one-day cancer screening

● Basic cancer screening (for 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 cancer screening

● One overnight stay

This course is available on Mondays and Thursdays only.

The contents of the screening

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 obtain more information on the fees for exam, please contact International Services.

☎ +81-3-3570-0383

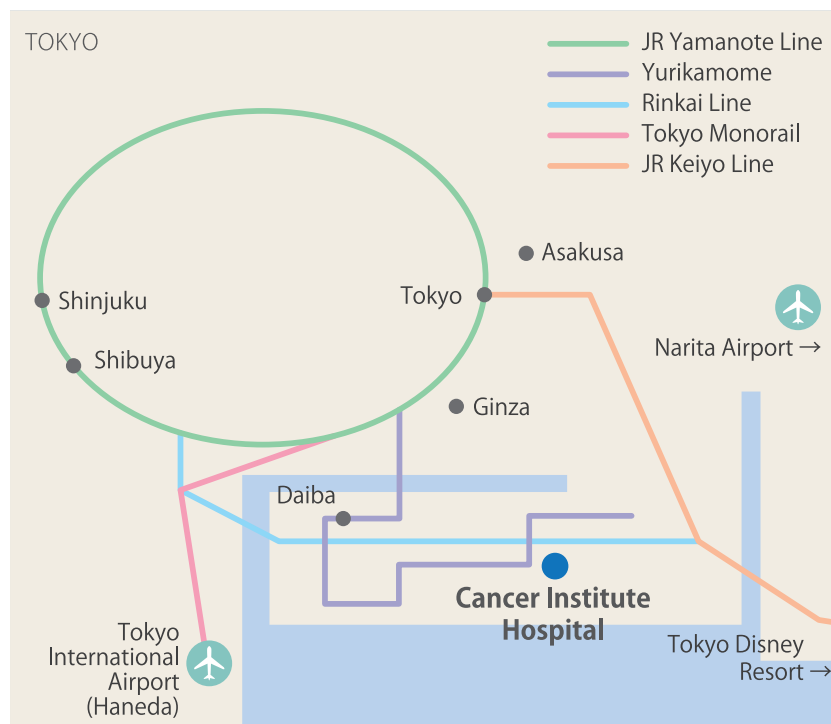
✉ intl.info@jfc.or.jp

* If you cancel your appointment after it has already been confirmed, a cancellation fee will be charged 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 a first private organization specializing in the research and treatment of cancer in Japan. Since 1908, we have devoted all our efforts to conducting innovative research and providing comprehensive care for patients with cancer, which have been made possible by the financial support of organizations, companies and individuals who share our mission. Your contribution will support various research projects conducted at our institute, enhancement of our hospital facilities, providing public education programs in the purpose of increasing cancer knowledge among people in the community, or other areas in need of improvement.

We sincerely appreciate your continuing support.

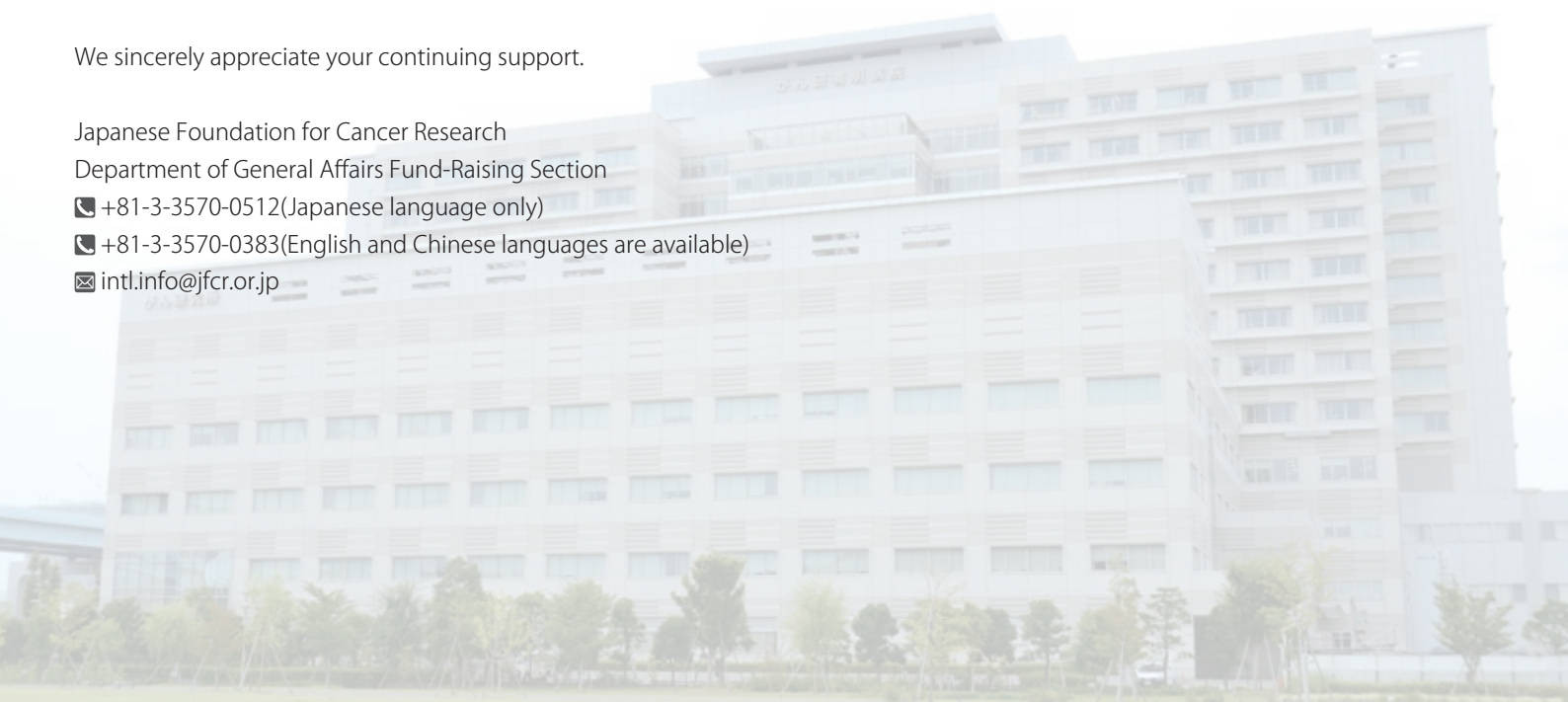
Japanese Foundation for Cancer Research

Department of General Affairs Fund-Raising Section

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