

# HOSPITALIZATION GUIDE

This Hospitalization Guide contains hospitalization guidelines and other information for your comfortable recuperation.

Please bring this Guide with you when you are admitted to the hospital.

Scheduled admission date :	/	/	(DD/MM/YY)
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The ward you will stay in will generally be determined on the day before your admission. Please understand that we might not be able to meet your request for a type of room (private room or shared room) or change of admission date due to other inpatients' circumstances.

## Japanese Red Cross Osaka Hospital

5-30, Fudegasaki-cho, Tennoji-ku, Osaka-City, 543-8555

TEL: 06-6774-5111 (Main)

FAX: 06-6774-5131

Website: <http://www.osaka-med.jrc.or.jp/>

## ○Inpatients' Personal Information

1. We will not inform others of your hospitalization (accepting visitors/connecting phone calls) if you wish. Please let us know at the time of your admission.
2. We refuse to provide information regarding inpatients on the phone in any case.

## ○Request to Patients

Medical care is supported by cooperation and mutual trust among medical staff, patients, and their families. When you behave as follows and do not follow instructions of doctors, nurses, and other hospital staff, we may stop your hospitalization and medical care.

- Serious violation of hospitalization rules such as drinking and smoking in and around the hospital.
- Behavior to interrupt medical care and other operations by harassment, using violent language, and violent behavior towards doctors, nurses and other hospital staff.
- Rejection of medical care and nursing without sufficient reason.
- Violation of rules for sanitation control, meal times, and other matters that are necessary for recuperation.
- When your doctor judges it is difficult to continue your hospitalization.
- Other behavior that goes against public order and standards of decency.

## ○Room Fees

Type	Area	Fee/day	Equipment
Private room A	25 m <sup>2</sup>	44,000 yen	Toilet, washbasin, shower, compact kitchen, bedside cupboard, TV, refrigerator, sofa and coffee table set
Private room B	15 m <sup>2</sup>	16,500 yen	Toilet, washbasin, shower, bedside cupboard (TV, refrigerator), sofa
Private room C	13 m <sup>2</sup>	14,850 yen	Toilet, washbasin, bedside cupboard (TV, refrigerator), sofa
Private room in the East Building	15 m <sup>2</sup>	14,850 yen	Toilet, washbasin, shower, bedside cupboard (TV, refrigerator), sofa
Shared room	36 m <sup>2</sup>	0 yen	Toilet, washbasin (1 for each room), bedside cupboard (TV, refrigerator)

\* If you request to stay in a private room, you need to complete a “Consent form for the use of a private room”.

\* The private room fees above include 10% consumption tax.

- \* Private room fees are payable for each day until the day you leave the hospital.
- \* We ask your cooperation and may ask you to change rooms due to unavoidable reasons such as emergency cases or other patients' serious conditions.

## ○Items to Bring

### ◎Items you need to bring (Please use “□” to tick.)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Declaration form  | <input type="checkbox"/> Questionnaire for hospitalization | <input type="checkbox"/> Hospital ID card |
| <input type="checkbox"/> Health insurance card, etc.   | <input type="checkbox"/> Personal seal                     |   |
| <input type="checkbox"/> Medicine you currently take (medicine notebook, medication leaflet) |  |   |

### ◎Please refer to the following items and bring what you need. (Please use “□” to check.)

- |  |   |   |                                     |
|--|---|---|-------------------------------------|
| <input type="checkbox"/> Night clothes | <input type="checkbox"/> Cardigan         | <input type="checkbox"/> Underwear            | <input type="checkbox"/> Chopsticks |
| <input type="checkbox"/> Spoon         |   |   |                                     |
| <input type="checkbox"/> Mug           | <input type="checkbox"/> Dish towel       | <input type="checkbox"/> Tooth-brushing items | <input type="checkbox"/> Soap       |
| <input type="checkbox"/> Shampoo       |   |   |                                     |
| <input type="checkbox"/> Washbowl      | <input type="checkbox"/> Towel            | <input type="checkbox"/> Bath towel           | <input type="checkbox"/> Tissue     |
| <input type="checkbox"/> Slippers      | <input type="checkbox"/> Writing utensils | <input type="checkbox"/> Earphones            |                                     |

- Bedding (bedclothes, pillow) is provided by the hospital.
- The convenience store in the hospital sells daily necessities, medical, and nursing items necessary for hospitalization.
- You can rent necessary items. (Please refer to the amenity brochure for details.)
- Please refrain from bringing electric appliances and portable stoves with you.
- Each bed is equipped with a TV and a refrigerator (except for beds in the Emergency Ward.)

## ○Hospitalization Rules

### 1. Drinking/Smoking

You are not allowed to drink alcohol during hospitalization.

**Smoking is prohibited in all areas** of the hospital.

### 2. Wristband

We request patients to wear a wristband in the ward. If you have difficulties wearing it, please tell a nurse.

### 3. Leaving the hospital/Overnight leave

Leaving the hospital and overnight leave during hospitalization are generally not allowed. If you wish to do so due to unavoidable reasons, you need permission by your doctor and the ward head nurse.

### 4. Mobile phones

#### (1) Mobile phone use is prohibited in the following areas

Consultation rooms, treatment rooms, examination rooms, Central Operating Room, Critical Care Center, intensive care units (ICU, CCU, SCU, NICU)

#### (2) Talking on telephones is prohibited in the following areas (Text messaging and internet use are allowed.)

Lobby on the first floor of the Main Building, the general hall on the second floor of the Main Building, waiting rooms, shared rooms, hallways of wards

#### (3) Mobile phones can be used freely in the following areas

Around public telephones, elevator halls, hallways of outpatients' wards, restaurants, coffee shop, dayrooms in wards, private rooms

### 5. TV/Refrigerator

All rooms are equipped with a TV and a refrigerator. (A prepaid card is required to use them. The card is available at each ward's dayroom.) Please feel free to use the TV and refrigerator provided.

#### **[How to watch TV using the TV card system]**

(1) If you switch off the TV when not in use, you will not waste the card balance. (The remaining balance is indicated.)

(2) With one prepaid card (1,000 yen), you can use the service for about 16 hours.

(3) To get your remaining balance refunded, please use the fare adjustment machine on the 2nd floor of the Main Building.

(4) Please use earphones when you watch TV. Earphones are not provided. Please bring them with you.

### 6. Meal

We provide meals at a suitable time and at a suitable temperature under the responsibility of registered dietitians. All patients' meals are served under consideration of the relevant medical treatment. Please eat your meals in the dayroom. (Tea is provided in the room.)

Doctor's permission is required to bring meals by yourself. The hospital meals are provided only for inpatients.

[If you have dietary restriction because of allergy or religious reasons, please consult with a nurse.]

**Meal times [Breakfast] Around 7:30 [Lunch] Around noon [Dinner] Around 18:00**

#### 7. Lights out

Lights-out is at 10 pm. Please rest quietly so that you do not disturb other patients.

#### 8. Family stay

Nursing for patients is provided by the hospital as required. If you wish for a family member to stay with you due to your condition, please consult with the ward head nurse. Family members are not allowed to stay overnight in shared rooms.

\*Co-sleeping in a patients' bed is not allowed, except for children under the age 14.

#### 9. Taking showers

Taking a shower requires permission by a doctor. When you have permission, please use the shower room under the instructions of nurses. Bathing is prohibited for patients' safety. (Attendant family cannot use the shower room.)

#### 10. Visitations

Visiting hours are as follows:

**[Weekdays]** 14:00 – 19:00

**[Non-consultation days]** 10:00 – 12:00 14:00 – 19:00

**[Children's ward]** 14 : 00 – 19:00 (Weekdays and non-consultation days)

\*To assist patients' recuperation, please keep patient visitations short. Visitations may not be allowed for treatment-related reasons. Please ask at the nurses' station.

\*Please wash and sterilize hands to prevent hospital infection. Please refrain from visiting patients when a visitor has a cold or an infectious disease, when accompanied by a small child, or with a large number of visitors.

\*Please do not sit or lie on the floor directly.

### ○Parking

Long-term parking in the hospital parking area by inpatients is strictly prohibited. Families of inpatients can park their cars in the parking area **up to 3 hours for free on the days of admission and discharge only.**

Procedures to get discount on parking fees

- (1) Inpatients' families can get discounted parking **only on the days of admission and discharge.** On the other days, the parking fees are charged as the same amount as other people.
- (2) On the admission day, please show your parking ticket at the Admissions Counter on the 2nd floor of the Main Building. Out of hours, please show the coupon at the reception of the Critical Care Center.
- (3) On the day of discharge, please show your parking ticket and the patient's hospital ID

card at the Disaster Prevention Center at North Entrance.

### ○Antitheft Measures

Although a locker is provided for each patient, it cannot be locked. Please do not bring valuables and large amounts of money to the hospital to prevent theft. If you unavoidably bring them, please put them in the safety box provided inside each bedside cupboard, and lock the box. The box is free of charge. Please keep the key on your person, such as by putting it on your arm. (If the key is lost, additional charges will apply.)

### ○Change of Ward/Bed

Our hospital is a core acute care hospital, whose mission is to quickly accept patients who need to be hospitalized and receive medical treatment, and to provide suitable medical treatment for them during the period they are in a serious condition (acute medical treatment.) Please understand that we may ask you to change ward, room, or bed, if required due to a patients' condition.

### ○In Case of Emergency

- (1) Please make sure to check emergency exits after your admission.
- (2) Please do not use elevators in case of a fire or an earthquake.
- (3) Please follow the instructions of doctors, nurses and other hospital staff.

### ○Other matters

Our hospital provides education and training as a cooperative teaching hospital of the Faculty of Medicine of Kyoto University, Japanese Red Cross Osaka Nursing College, and other schools. Thank you in advance for your understanding and cooperation.

### ○Discharge from the Hospital

Please take procedures to be discharged from the hospital when your doctor gives you permission to leave.

- (1) Each ward's staff station clerk will give you a bill to be paid. Please complete payment before leaving the hospital.
- (2) We will prepare your bill by the day you leave. However, in some cases, we may ask for additional payment after you leave the hospital due to delays in processing procedures etc. Thank you in advance for your understanding.

- (3) If you wish to know the approximate amount of your payment before you leave, or if you have any questions about payment, please ask the clerks at the ward's staff station.
- (4) If your personal information including a health insurance card information and home address changes during your stay at the hospital, please make sure to let each ward's staff station clerks know.
- (5) We may ask you to leave the hospital by a certain designated time. Please cooperate with us as much as possible.

## ○Facility and Equipment Information

### **Restaurant “ROYAL”, 2nd floor of the Main Building**

[Open hours] 10:00 – 18:00 (Weekdays) (Last order: 17:30)

11:30 – 15:00 (Saturday) (Last order: 14:30)

[Closed] Sunday, holidays, and non-consultation days

### **Coffee shop “TULLY’S COFFEE”, 2nd floor of the Main Building**

[Open hours] 8:00 – 20:00 (Weekdays)

9:00 – 18:00 (Saturday and Sunday)

[Closed] Holidays and off days

### **Convenience store “Family Mart”, 2nd floor of the Main Building**

[Open hours] 24 hours a day, 365 days a year

\*Daily necessities and medical supplies that may be needed for hospitalization are available.

### **Beauty salon “NISSEKI BARBER • BEAUTY CENTER”, 2nd floor of the Main Building**

[Open] 8:30 - 18:00 (Weekdays)

8:30 - 16:00 (Saturday)

[Closed] Sunday, holidays, year-end and new-year holidays

\*Please contact us if you need out-of-hour service. TEL: 06-6779-3703

### **Cash corner (ATM), 2nd floor of the Main Building**

#### **Resona Bank ATM**

[Open] 8:00 - 21:00 (Weekdays)

9:00 - 17:00 (Saturday, Sunday, and holidays)

#### **ATM in the convenience store**

[Open] 365 days a year

\*Credit cards including UnionPay and Cirrus can be used.

**Dayroom** Each ward

[Open] Dayrooms can be used for meeting and conversation from 7:00 to 21:00.

\*Please feel free to use the equipment in the rooms (TV, tables, chairs, hot water and tea dispenser, microwave)

**Washing machine/Drier** Each ward

\*Washing machines and driers can be used from 7:00 to 21:00.

A prepaid card is required to use them. Please prepare detergent etc. by yourself.

After washing clothes, please use a drier to dry them. (You cannot hang out the washing to dry in the hospital.)

**Public telephone** Located in each ward

**Vending machine** 2nd floor of the Main Building

**Fee adjustment machine** 2nd floor of the Main Building, next to the General Reception