



Hospital Admission Guide



Fukuyama City Hospital

〒721-8511 Fukuyama City Zao-cho 5-23-1

Phone Number: 084-941-5151

 Admission Date(Scheduled)	Year	Month	Day	Day of the Week
 Surgery / Examination Date (Scheduled)	Year	Month	Day	Day of the Week
 Admission Contact Date (Scheduled)	Year	Month	Day	Day of the Week

Philosophy

Through providing high-quality and safe medical care, we aim to deliver "peace of mind, vitality, and tranquility" to the community while nurturing compassionate medical professionals.

Basic Policies

(Patient-Centered)

1. We respect the rights of patients, and provide safe and high-quality medical care based on evidence, with sufficient explanation and consent.

(Human Resource Development)

2. As a core hospital in the region, we continuously acquire new medical technologies and knowledge, and strive to cultivate compassionate medical professionals who are aware of their mission and responsibilities as specialists.

(Regional Collaboration)

3. We collaborate with local medical institutions to provide advanced and innovative medical care, contributing to the enhancement of acute care.

(Improvement of Medical Environment)

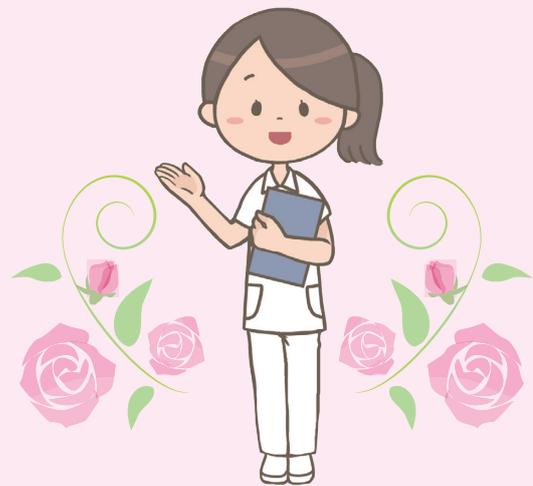
4. We strive to create a safe, comfortable, and warm medical environment.

(Sound Management)

5. We promote team medical care, ensure the health of medical professionals, create a workplace free of harassment, and aim for efficient management and independent, sound management.

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Patients' Rights and Responsibilities

Our hospital, based on our philosophy and basic policies, respects the rights of patients and strives to deliver the best possible medical care. At the same time, we ask for your cooperation in maintaining a good relationship between the patients receiving medical care and us providing it, to achieve the best possible outcomes.

〈Patients' Rights〉

1. Your dignity as an individual will be respected.
2. You can receive high-quality and safe medical care equally.
3. You have the right to receive and understand sufficient explanations about your condition, treatment, progress, and results.
4. You can choose and decide on tests and treatments based on your own will.
5. Your personal information and privacy will be protected.

〈Patients' Responsibilities〉

1. Please accurately inform medical professionals about your health status.
2. In making decisions for diagnosis and treatment, please communicate your intentions actively to decide on a treatment policy you are satisfied with.
3. Please comply with social morals and hospital rules, and avoid causing inconvenience to other patients or hindering medical professionals from providing medical care.
4. Please pay medical fees promptly for the medical care you received.

Upcoming Hospital Admission



1. Admission Procedures

- 1) When you are given an admission application form at the outpatient department, please proceed with the admission application process (admission reservation) at the 1st floor of the West Wing, Reception Desk ⑦.

※ Please inform us if you are hospitalized due to a traffic accident or an injury during work.

※ Please note that you may have to wait for hospitalization depending on the availability of beds.

※ If you need to cancel or change your hospitalization, please contact the outpatient department where you made the reservation as soon as possible.



⑦ Admission Reception

- 2) If you wish to use a special room or a paid private room, please let us know.

※ Please submit the "Application and Consent Form for Special Medical Environment (Difference in Bed Charges)" on the day of admission.

special room 11,000 yen (tax included / per day)

paid private room 4,400 yen (tax included / per day)

* Please note that we may not be able to accommodate your request during peak times.



Private Rooms
(West Wing)

- 3) Once the hospitalization period is determined, we will inform you of the time to come to the hospital.

※ As a general rule, we will contact you in the afternoon of the day before admission (if the day before admission is a holiday, we will contact you in the afternoon of the nearest weekday).

2. The Flow of the Day of Admission

- 1) Please bring the Admission Application and Guarantee Form, your My Number Health Insurance Card (or Certificate of Eligibility), the Certificate of Maximum Amount Application, and any Medical Expense Recipient Certificates to the 1st floor of the West Wing, at the hospital admission desk ⑦. Please ensure you arrive on time.



※ Please enter from the emergency outpatient department for hospitalization on holidays and at night, and come directly to the staff station of each ward where you are scheduled to be admitted.

※ If there are any changes to your health insurance card or contact information during your hospitalization, please contact the clerk or general receptionist of each ward promptly.

- 2) The staff will guide you to your hospital room and explain the details of your stay.

※ Regarding the Joint Guarantor

Our hospital has introduced a Joint Guarantor Proxy System.

By agreeing to the "Admission Application and Guarantee Agreement," you will not need to provide a joint guarantor. There is no guarantee fee required for using this system.

3. Documents to Submit on the Day of Admission

Documents	Submission Location
<input type="checkbox"/> My Number Card or Health Insurance Card <input type="checkbox"/> Certificate of Eligibility for Ceiling–Amount Application, Other Medical Expense Beneficiary Certificates <input type="checkbox"/> Hospital Admission Application and Guarantee Form	West Wing 1st Floor, ⑦ Admission Reception
<input type="checkbox"/> Application and Consent Form for Special Therapeutic Environment (Difference Bed) (For those who wish) <input type="checkbox"/> Surgery Consent Form, etc. (For those instructed) <input type="checkbox"/> Patient Registration Card	
<input type="checkbox"/> Medicine Notebook or Medication Guide <input type="checkbox"/> Medications currently being taken (only the amount needed during the hospital stay) <input type="checkbox"/> Pacemaker Handbook (for those who have one)	

4. Items to Prepare for Hospital Admission

1) About Hospitalization Set

Our hospital recommends the use of a hospitalization set to reduce the burden on hospitalized patients and their families during admission and discharge.

- The contents and prices of the hospital admission sets are as follows

Basic Set 404 yen per day (tax included)



Hospitalization Set

※The photo is for illustrative purposes.

<input type="checkbox"/> Hospital Gown (Pajamas, <Yukata for Emergency and Critical Care Center>)	<input type="checkbox"/> Hairbrush
<input type="checkbox"/> Towel	<input type="checkbox"/> Cotton Swabs
<input type="checkbox"/> Bath Towel	<input type="checkbox"/> Toothbrush and Toothpaste
<input type="checkbox"/> Tissue Paper	<input type="checkbox"/> Body Soap
<input type="checkbox"/> Wet Wipes	<input type="checkbox"/> Shampoo with Conditioner
<input type="checkbox"/> Cup with Lid, Bendy Straw	<input type="checkbox"/> Denture Case and Denture Cleaner*
<input type="checkbox"/> Chopsticks, Spoon, Fork	<input type="checkbox"/> Oral Brush*
<input type="checkbox"/> Meal Bib*	*Items marked with an asterisk will be provided as needed, all other items will be provided to everyone.
<input type="checkbox"/> Drinking Aid*	

Beverage Set: 259 yen (tax included)

The number of bottles provided may be adjusted according to your condition.

- Water (soft water) / Tea (roasted green tea) (600ml PET bottles × 2 per day)

※You can choose between water and tea.

Two bottles per day will be distributed three times a week.

1 Night 2 Days Set 759 yen per day (tax included) For specific tests and surgeries only

<input type="checkbox"/> Hospital Gown from Basic Set (Pajamas)	<input type="checkbox"/> Toothbrush and Toothpaste
<input type="checkbox"/> 1 Towel	<input type="checkbox"/> Pocket Tissues
<input type="checkbox"/> 1 Bath Towel	<input type="checkbox"/> Disposable Diapers*
<input type="checkbox"/> Chopsticks, Spoon	*Items may not be used depending on the condition
<input type="checkbox"/> Cup with Lid	

Disposable Diaper Set 473 yen per day (tax included) Nurses will use according to the condition of the user

- * You can use tape, rehabilitation pants, and urine pads as needed.
- * You can use as many as you want within the contract period at a fixed rate.
- * Diaper sets may be eligible for medical expense deductions under certain conditions.

If you need paper diapers but do not use this set, please prepare them yourself.

TV, Refrigerator, Laundry Set 330 yen per day (tax included)

- You can use a set of TV, refrigerator, and fully automatic washing and drying machine at a fixed rate. (Refer to page 6)

※We will lend you a card key.

Fall Prevention Shoes 1,595 yen per pair (tax included)

※ Only those who apply for the hospitalization set

If you prepare it yourself, please prepare a pair of familiar sports shoes. (Slippers are not allowed.)

🌸 You can start using it from the day you apply for admission.

🌸 We will guide you at the ⑧reception for admission sets.



2) Items you need to prepare yourself

- | | | |
|---|--|--|
| <input type="checkbox"/> Underwear | <input type="checkbox"/> Electric shaver | <input type="checkbox"/> Hearing aids, glasses, dentures |
| <input type="checkbox"/> Trash can (garbage bags) | <input type="checkbox"/> Hangers | |

※For those who do not apply for an admission set, please refer to "1) About the admission set" and prepare the necessary items by yourself.

Please note that we cannot compensate for any lost personal belongings.

3) Items we ask you not to bring

- ⊗ Valuables, large amounts of cash
- ⊗ cigarettes (including heat-not-burn cigarettes), matches, lighters, and other fire hazards
- ⊗ Electrical appliances (electric kettle, electric blanket, TV, humidifier, etc.)
- ⊗ Items with blades such as scissors, cutters, razors, fruit knives, nail clippers
(※Please notify the staff station if you need them)

4) What we have prepared at our clinic

Bedside tables (installed in all rooms)

You can use them to store clothes, daily necessities, etc.

- **Safety boxes that come with the bedside tables**

Please lock them and store valuables.

※Please avoid bringing cash and valuables as much as possible.

The hospital cannot be held responsible in case of loss.

- **TV and refrigerator that come with the bedside tables**

- To use the service, you need to apply at the Admission Set Reception on the 1st floor of the Main Building (see P.5).

Usage fee: 330 yen per day (tax included).

You will receive a card upon application.

- When you are discharged, please leave the card key inserted in the card reader.

※ The usage fee is included in the room rate for special rooms.
The card key is not required.

※ We lend "TV for two (with headphone adapter)", so please inform the staff station if you wish to use it.
(There may be cases where it is not available.)



Bedside table

Laundry room (installed in each ward)

To use, you need a card key or cash.

[Laundry:100 yen (tax included),

Drying:100 yen (tax included)] is required.

※Available from 7:00 to 20:00

※Please prepare detergent.



Internet Connection (Free Wi-Fi Service)

We provide a Wi-Fi environment for internet connection.
It is available for anyone to use for free.

※Available from 6:00 to 22:00

※Requires an email address or SNS account for usage.

※Please use it with proper manners
so as not to disturb other patients.

※For detailed instructions on how to use and restrictions,
please refer to the ward's guide.

5. Hospitalization and Nursing

- The attending physician and nurse will inform you upon admission.
- The doctor or nurse will explain the treatment and tests using the "Hospitalization Treatment Plan." After the explanation, please sign the plan.
- Once the acute phase has passed and the symptoms have stabilized, we may refer you to another hospital or clinic. We will also discuss the next care environment from the early stages of hospitalization to ensure that patients can rest assured during their recovery.
- During hospitalization (or after discharge), we are unable to respond to inquiries about the patient's symptoms or progress over the phone. Symptoms and progress are important personal information. Due to the difficulty in confirming the patient's identity over the phone, we do not provide information on symptoms or treatment in terms of personal information protection.
- Nurses will assist in resolving the problems that patients may have during hospitalization and after discharge. We also hold consultations involving multiple professions such as pharmacists, nutritionists, rehabilitation therapists, and medical social workers. Please feel free to ask any questions or express any concerns you may have.
- Our hospital maintains a nursing system of 7:1. This allows for rotating shifts during the day and night based on the number of nurses assigned. The number of staff members is determined according to the nursing care needs of each shift.
 - ※Please note that this does not mean there is one nurse working for every seven patients throughout the 24-hour period.

To all patients and their families

Currently, the issue of long working hours for healthcare professionals is a nationwide concern, and improvements in overtime work for doctors are also being requested in our hospital.

In light of this situation, we have established the following medical policy to ensure that patient care is not compromised.

We kindly ask for your understanding and cooperation.

1. Explanation of medical conditions and surgical procedures will generally be conducted from 8:30 AM to 5:15 PM on weekdays (Monday to Friday) during regular working hours.
2. On weekends and weekday nights, the on-call or assigned doctors may handle cases in place of the attending physician.

※This does not apply to emergency or urgent situations.

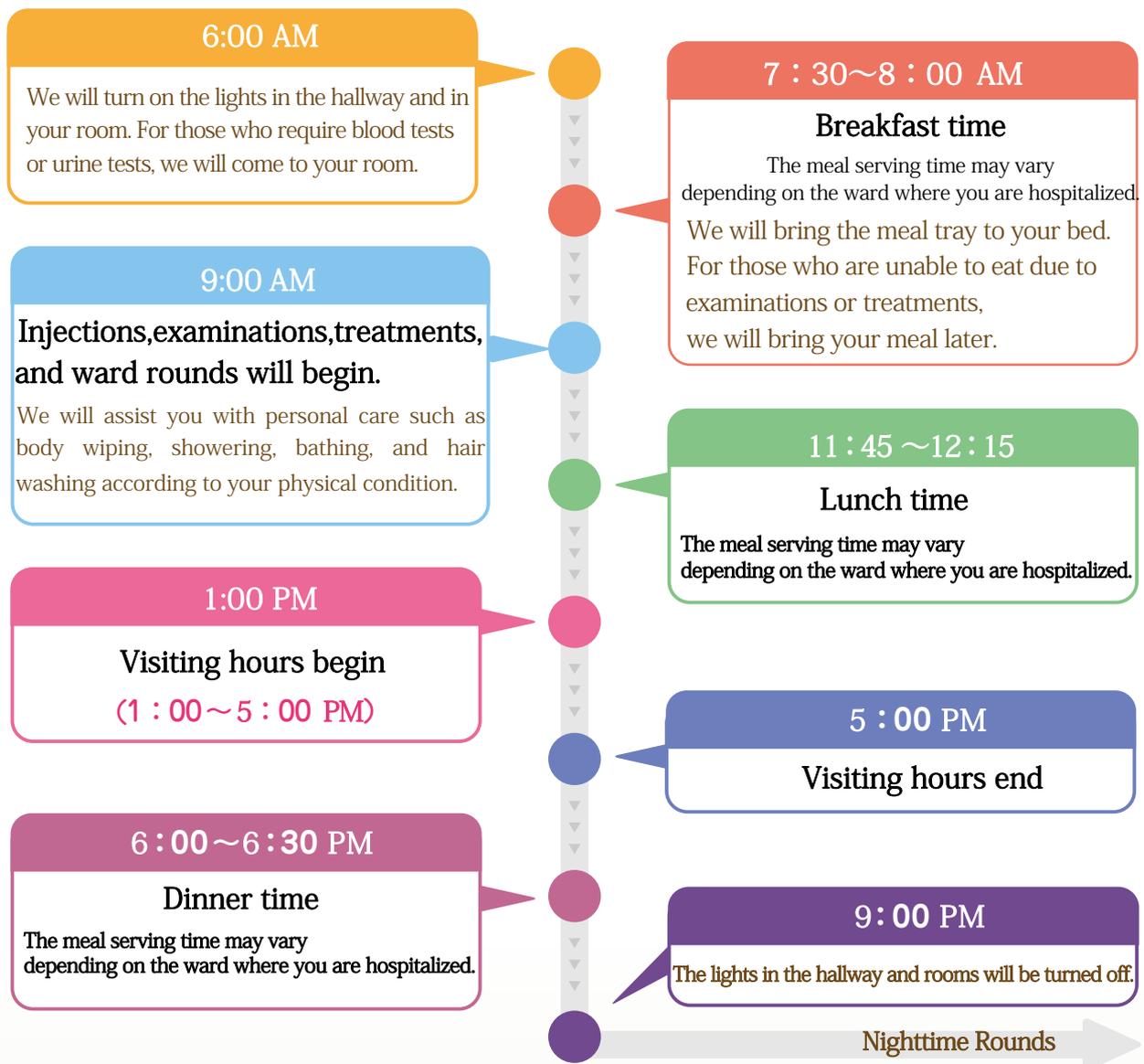
During hospitalization



6. About life in the hospital

1 How to spend the day

Nurses are available 24 hours a day to assist patients during their hospital stay. If you have any concerns, please feel free to consult with us.



To ensure the safety of patients, the rooms are patrolled regularly. If you have any concerns or questions, please don't hesitate to inform us through the nurse call. We will come to your room.

2 Regarding meals

- If you are on a therapeutic diet, please refrain from eating anything other than the meals prescribed by the hospital.
- Bringing alcohol (including non-alcoholic beverages) is strictly prohibited.
- We manage nutrition through the Nutrition Support Team (NST).



3 Regarding medication

- Pharmacists and nurses will explain the medications according to the patient's symptoms.
- During hospitalization, consultations, medication, etc., at other hospitals are generally not permitted. (This also applies if a family member seeks treatment on behalf of the patient.)
- If you have medication that you brought with you, please inform the pharmacist or nurse in advance.

4 Regarding going out or staying out

- Permission from the doctor is required for going out or staying out during hospitalization. Please submit a "Notification of Going Out or Staying Out" form at the staff station. Generally, please refrain from going out or staying out in hospital attire.

※Going out or staying out may be prohibited due to infection prevention measures, etc.

5 Regarding visitation and well-wishing

- Depending on the patient's condition, permission from the attending physician may be required for visitation. Please stop by the staff station.
- Please refrain from bringing children or visiting in large groups at once, as well as eating and drinking, as it may burden the patient. If you can move around in the shared room, please use the day corner and be considerate of other patients.
- Please refrain from visiting if you have symptoms such as a cold, diarrhea, or nausea.
- If you do not want to be accompanied or guided by the staff during visitation, please inform the head nurse of the ward at the time of admission.
- Due to rest and security reasons, visitation is limited to the following time periods.



Day Corner (West Wing)

Visitation Hours	General Ward Intensive Care Unit	1:00-5:00 PM
	Emergency and Critical Care Center *Family members only	12:00-1:00 PM 5:00-6:00 PM

※Visitation and well-wishing may be restricted or prohibited due to infection prevention measures.

6 Things to be mindful of during hospitalization

- Please refrain from sexual harassment, abusive language, and violent behavior towards other patients and staff.
- In shared rooms, please use headphones when watching TV or listening to the radio to avoid disturbing other patients.
- Please be considerate of other patients and avoid engaging in conversations or using the TV in the day area after lights-out time.
- Unauthorized outings, drinking alcohol within the hospital, and gambling are strictly prohibited.
- Please take care not to damage or dirty the hospital facilities and equipment.
- Our hospital is **completely smoke-free on the premises** to protect the health of all patients and visitors.
- The use of mobile phones within the hospital is restricted as it may interfere with medical equipment. Please refer to the "Fukuyama City Hospital Mobile Phone Usage Rules" posted for more details. Additionally, please use your mobile phone with proper etiquette so as not to inconvenience other patients.



7 Regarding accompanying individuals

- Nurses work in shifts 24 hours a day, so accompanying individuals are generally not necessary. However, if a family member wishes to accompany the patient due to their condition or other circumstances, please consult with the nurse. We will provide a "Patient Accompaniment Approval Request" form that needs to be filled out and submitted with the doctor's permission. Only individuals approved for accompanying are allowed to stay in the patient's room.
- If you wish to use bedding or a simple bed (rental fee: 210 yen per day, tax included), please consult with a nurse.
- Accompanying individuals should use convenience stores or cafeterias for their meals as the hospital does not provide them.
- Please limit the items you bring to the hospital to the essentials.

※Accompanying individuals may be prohibited due to infection prevention measures, etc.

8 Other information and requests

- Your name is displayed at the entrance of the patient's room. If you do not wish to have it displayed, please inform the ward staff when you are admitted.
- We do not accept rewards or gifts at our hospital.
- There is no parking available for patients during their hospitalization. Please refrain from coming to the hospital by car.
- We have set up a suggestion box with the aim of improving the recuperation environment. If you notice anything, please share your opinions.
- In the event of a fire or other disaster, please calmly follow the guidance of the staff and evacuate. The location of emergency exits will be shown by the ward staff. Please make sure to familiarize yourself with their locations.
- In order to provide treatment for emergency or critically ill patients, you may be required to change rooms or wards once your condition stabilizes.



Light Garden

7. About Hospitalization Expenses

1) Hospitalization fees are calculated based on calendar days, regardless of the time.
If you stay for 2 days and 1 night, you will be charged for 2 days of hospitalization.

2) Medical expenses and other expenses will be the responsibility of the patient, even in cases of third-party acts such as traffic accidents.

3) About Diagnosis Procedure Combination (DPC) system

Our hospital has implemented the DPC system, so in principle, the hospitalization expenses will be paid through a comprehensive payment method. However, there are exceptions for work-related injuries, self-pay medical treatment, clinical trials, advanced medical care, etc., which are calculated based on a fee-for-service method.

【DPC system】

- I) The comprehensive evaluation part is calculated as
"daily fixed medical expenses × number of hospitalization days × hospital-specific coefficient."
- II) Surgeries, rehabilitation, discharge prescriptions, etc. are calculated based on a fee-for-service method.
- III) If a patient is hospitalized for multiple months and the treatment changes during the course of the symptoms, a differential adjustment will be made in the month of discharge.

4) Payment of Hospitalization Expenses

- Billing for hospitalization expenses is done on a monthly basis, with the deadline at the end of the month. The invoice will be prepared around the 10th of the following month. If you are discharged within the same month, the invoice will be given to you upon discharge.
- If you do not present your insurance card due to reasons such as applying for insurance or forgetting your insurance card, you may be billed as a self-pay patient. Please consult with us in advance.
- Please pay the hospitalization fees before you leave at the automated payment machine or the accounting counter at the General Reception on the 1st floor of the Main Building. Payments outside of regular weekday hours (after 17:15) and on Saturdays, Sundays, public holidays, and from December 29 to January 3 will be handled at the "Emergency, Nighttime, and Holiday Reception" on the 1st floor of the East Wing. If your discharge is decided during this period, payment may be required at a later date.
- Credit card payment is also available.     
- Receipts are necessary for high-cost medical treatment claims, etc.
- Please keep them safe along with the detailed statement, **as we will not reissue receipts.**
- If there are changes to the hospitalization expenses after discharge due to corrections in the billing details, additional billing or refund (bank transfer) may be required.

5) About the Certificate of Application of Limit Amount

The Certificate of Application of Limit Amount is applied in advance at the window of your health insurance, and if approved, it will be issued to you.

When presented, it limits your co-payment for one month (insurance medical treatment) up to the limit amount.

[Regarding the Qualification Information Confirmation using the Online Qualification Confirmation System] Our hospital has introduced the Online Qualification Confirmation System, which allows you to confirm your self-payment limit amount. If your hospitalization expenses are eligible for the high-cost medical treatment system, using this system will ensure that your payment is limited to the self-payment limit amount.

If you do not wish to use this system, please fill out the hospitalization application form and guarantee form.

6) Visiting Other Medical Institutions During Hospitalization

During the hospitalization period, as a general rule, you are not allowed to visit other medical institutions, including your regular medical institution.

You are also not allowed to receive prescription medications from your regular medical institution.

If you are scheduled for hospitalization and already receiving prescription medications from another medical institution, please discuss this with your attending physician in advance.

※If a family member visits another hospital on behalf of an inpatient, it will not be covered by insurance.

※If specialized treatment or examinations that cannot be provided at our hospital are deemed necessary by the attending physician, arrangements can be made between medical institutions for the patient to receive the necessary care.

8. Regarding Documents

If you need a medical certificate or any other proof, please make the following requests.

- During hospitalization.....Inform the staff station of each ward.
- On the day of discharge or after discharge.....
Visit the General Reception on the 1st floor of the main building, at the "Document Reception" counter.

Reception Hours Monday to Friday, 8:30 AM to 5:00 PM

Consultation Methods In-person or by phone

Fee Free Reservation Not required

9. Consultation Services

※Confidentiality is strictly maintained. ※Anonymous consultations are also available.

1. Medical Consultation

Medical social workers will help you solve various life issues caused by illnesses or disabilities, respecting your feelings and working together to find solutions.

Main Consultation Topics

- Medical expenses, high-cost medical expense system, disability welfare system, and other systems
- Concerns about home care and post-discharge life
- Regarding the medical services, staff response, and any observations within the hospital

2. Liver Disease Consultation Room

Nurses with liver disease coordinator qualifications will listen to your concerns and problems related to liver diseases and help you find solutions together.

Main Consultation Topics

- Providing information about liver diseases • Liver disease medical expense subsidy system
- Hepatitis virus testing • Introduction to specialized liver disease medical institutions in the region
- Concerns and questions about the illness

3. Stroke Consultation

Medical social workers and others provide information and consultation support to patients and their families who are currently hospitalized or have a history of hospitalization due to stroke.

Main Consultation Topics

- Consultation and support for transferring to another ward or facility
- Recurrence prevention, rehabilitation, welfare and nursing care consultation, etc.

4. Cancer Consultation Support Center

Medical social workers and nurses are available to discuss a variety of concerns and anxieties related to cancer, feelings that you cannot confide in anyone, balancing work and treatment, questions about the illness, and more. Depending on the nature of the consultation, we will coordinate with specialized staff such as doctors, certified nurses, pharmacists, and registered dietitians. We also accept consultations from individuals undergoing treatment at other hospitals and from community members. Additionally, we have prepared pamphlets related to cancer (which you are free to take home) and books (for in-hospital browsing only).

For example, please consult us in the following situations

- Want to know more about your cancer or treatment
- Struggling with communication with healthcare providers
- Want to know about available systems, care, and welfare services
- Worried about the cost of treatment
- Anxious about balancing work and treatment
- Simply feeling anxious and want someone to talk to
- Interested in getting a second opinion
- How to deal with side effects... and more

Consultation Location • Contact Address

	Consultation Location West Building, 1st Floor	Contact Address ☎ 084-941-5151
1 • 3	Regional Medical Cooperation Department Consultation Room	Extension 3136
2	Liver Disease Consultation Room	Extension 3146
4	Cancer Consultation Support Center	Extension 3147

《Patient Salon》

This is a meeting where you can freely discuss your thoughts and anxieties with others who have the same illness. There are also specialized staff members such as doctors, specialist and certified nurses, and dietitians participating.

* 「Chat Meeting」 Once a month

Date and Time

4th Tuesday, 2:00 PM – 3:00 PM

Location

West Building, 1st Floor,
Cancer Consultation and Support Center

* Employment Support for Cancer Patients Once a month

Date and Time

2nd Thursday, 10:00 AM – 3:00 PM

※Please ask a consultant for details.

* Appearance Care Consultation Once a month

※Please ask a consultant for details.

※Information is provided through the website and in-hospital posters.

※Dates and times may be changed or canceled due to circumstances.

Discharge

10.About Discharge



- 1) In principle, a nurse will explain the discharge procedures.
 - Before discharge, we will provide you with an inpatient medical bill, a patient card, an appointment slip, a discharge care plan, and discharge prescriptions (if necessary).
 - We will explain what to be mindful of in daily life according to the discharge care plan. If you have any questions, please feel free to ask.

2) For discharge prescriptions, please consult with your doctor by the day before discharge.

3) On the day of discharge, we will prepare the bill by 10 AM in principle.

If it is after 10 AM, please make your payment at the payment counter on the first floor of the main building or at the automatic payment machine.



Automatic Payment Machine

※ Please note that a patient card is required when using the automatic payment machine.

※ If you are discharged on a Saturday, Sunday, public holiday, or before 10 a.m., payment may be required at a later date.

4) Please leave the card keys for the TV and refrigerator, etc., in the card reader.

5) As our hospital is an acute care hospital with an emergency and critical care center, it is necessary to maintain a system where critically ill patients can be admitted at any time.

Please cooperate with morning discharge for patients requiring emergency or specialized treatment.

To prepare the bed for the next patient, you may be asked to wait in the day corner if it is after 11 AM, so we ask for your understanding.



Card Key

6) On the scheduled outpatient visit after discharge, please bring your patient card and appointment slip, and insert the patient card into the outpatient return reception machine within the designated time.



Outpatient Return Reception Machine

Infection Control

11. Please cooperate with infection control measures



To prevent infections, it is necessary for patients and visitors to understand and participate in the hospital's infection control measures. During your stay, please understand and cooperate with the following measures.

1 Hand Washing (Hand Hygiene)

The most important measure to prevent infection is to keep your hands clean. Please ensure to perform hand washing (hand hygiene) in the following situations.



When entering and leaving the hospital

Perform hand hygiene using the alcohol-based hand sanitizer at the hospital entrance.

When entering and leaving the patient room

Perform hand hygiene using the alcohol-based hand sanitizer at the patient room entrance.



After using the toilet

Wash your hands with soap and running water (and additionally use the alcohol-based hand sanitizer).

◆ If healthcare workers forget to disinfect their hands → Please kindly remind them.

2 Wearing a Mask

To prevent infections, please wear a mask upon entering the building.

3 Response During an Infectious Disease Outbreak

- To prevent the spread of infection, we may ask you to move to different hospital rooms, reschedule tests, or change the dates of surgeries.
- To protect patients from infection and to prevent the spread of infection, our staff may wear aprons and gloves during examinations. In such cases, we may display signs at the entrance of the hospital room or bedside. We appreciate your understanding.

4 Visitation Policy

To prevent the spread of infection from visitors to hospitalized patients, we request your cooperation with the following points.

- Visitors are also required to wear a mask and to disinfect their hands.
- Please refrain from visiting if you have symptoms such as a cold, diarrhea, or nausea. If a visit is unavoidable, please consult with a physician or nurse.
- Visits are generally limited to family members only and should be kept to around 10 minutes. Additionally, children under 12 years old are not allowed to visit.
- Please refrain from bringing fresh flowers into the patient rooms.

※If you experience any health issues within three days after your visit, please contact the ward.



Medical Safety

12. Requests to Patients and Their Families

We take every precaution to provide safe medical care, but in the medical field, where there are many uncertainties, our attention alone has its limitations. To further enhance safety and create an environment where we can provide the best possible care, we ask for your cooperation.

Please ask any questions or express any concerns you may have.

- We strive to provide clear explanations to ensure safe medical care, but there may be times when the explanations from healthcare providers are difficult to understand or when you feel anxious about medical procedures. In such cases, please do not hesitate to ask questions or voice your concerns. Your questions help us improve our medical care.
- To provide safe medical care, it is important for us to align our thoughts with those of the patient. Therefore, it is necessary for patients to freely express their opinions and for us to communicate effectively.
- Although rare, there is a possibility of errors in the treatment area or the content of the tests. While we ensure thorough checks during examinations and surgeries, please understand what kind of surgery or test you will undergo, and if you have any questions, ask until you are fully satisfied.



1 Please cooperate in verifying your name.

For the safety of all inpatients, we ask that you wear a "name band" with your name written on it.

- Before any procedures such as infusions, blood tests, or X-rays we will always confirm your name.
- We will ask you to state your name and date of birth.
- If the healthcare provider forgets to confirm this information, please remind them.

Please confirm the explanation regarding surgeries, procedures, medications, and tests.

Before performing treatments or tests such as surgery, procedures, or medication administration, we will provide an explanation of the content beforehand.

- Depending on the content of the treatment or test, there may be complications or adverse events. Please understand the treatment or test content and confirm it before implementation.
- In some cases, you may be asked to sign a consent form in advance. For surgeries or invasive procedures and tests, we may ask for the signature of not only the patient but also a family member or relevant person who was present during the explanation.
- If you have any concerns or do not understand something, please do not hesitate to ask.

Please cooperate in confirming the site of surgery, procedures, or tests.

Before performing surgeries, procedures, or tests, we will confirm the site together with the patient.

- There can be mistakes regarding the left or right side or the specific site during surgeries, tests, procedures, or eye drop administrations. We will confirm the site before carrying out the procedure. Please also try to state the site yourself as much as possible.
- Before surgeries, tests, or procedures, we may mark the site to be operated on (marking).

2 Please declare and bring your medications.

We will confirm whether there are any medications that may interact with the medications used during your hospital stay or affect treatments/procedures.

- If you have any prescribed medications, over-the-counter medications you are taking, health foods, or supplements, please bring only the amount necessary for your hospital stay.
- If you have a "Medication Notebook" or any "Instructions," please bring those as well.
- If there are any specific instructions regarding how you take your medications, please inform us.
- There are medications and supplements, such as blood thinners, diabetes medications, and oral contraceptives, which must be stopped beforehand to undergo certain tests or surgeries. If you have scheduled tests or surgeries, please consult with your doctor, nurse, or pharmacist in the outpatient department.



3 Please cooperate with allergy prevention.

If you have had any of the following experiences, due to medications or food, please inform your doctor, nurse, pharmacist, or registered dietitian.

- A history of allergies caused by food.
- A history of side effects from medications (such as itching or rashes).
- Symptoms like itching, facial flushing, dizziness, or nausea caused by contrast agents used during examinations.
- Family members (such as parents or siblings) with allergies.
Based on the information you provide, we will take extra care to ensure the safe provision of food and medications.
Please also check the meals and medications yourself.

※If you have an allergy card, please show it to your doctor, nurse, or pharmacist.



4 Please cooperate to prevent falls.

During hospitalization, unfamiliar environments or changes in symptoms can lead to decreased muscle strength and alertness, resulting in unexpected falls. Special attention is required for elderly patients. Please be very careful to avoid falls while walking or falls from the bed.

1) Items to prepare for prevention when admitted.

- Shoes with heels (slippers are prohibited)
※You can purchase them with the admission set.
- Nightwear or pajamas (ensure they are the right length for your body)
※We recommend using the admission set (see P4).
- Glasses (the ones you use at home)
- Cane, etc.



3) Requests to prevent falls.

- Start moving only after confirming that your legs are strong enough.
- Do not hold onto unstable objects like IV poles or overbed tables.
- Keep a night light on at night.
- Do not stand on the bed.
- Do not hesitate to call a nurse (use the nurse call button).
《Things to be careful about in the bathroom》
- Hold onto the handrails.
- Call a nurse using the nurse call button after using the bathroom.

2) Why do falls happen?

- ① Changes in the environment
- ② Physical changes due to symptoms
 - Effects of surgery or treatment
 - Anemia, fever, etc.
- ③ Effects of painkillers or sleeping pills

4) If a fall occurs.

- Falls can cause not only cuts and bruises but also bleeding and fractures, which may require new treatments in addition to your original illness.
※You can watch a video on the television regarding the risks of falls and slips, so please make sure to check it.



5 Please cooperate for the safe use of medical devices

Various medical devices are used for examinations and treatments within the hospital. Many patients also have medical devices implanted in their bodies.

Please cooperate to prevent malfunctions of medical devices.

- Mobile phones can cause malfunctions in medical devices.

Be sure to turn off your mobile phone in the emergency center, operating room, and intensive care unit. Please use mobile phones in designated areas and follow the rules.

Areas where mobile phones can be used:

- ★Ward day corner
- ★individual rooms in the ward
- ★mobile phone rooms
- ★public telephone rooms
- ★emergency center family waiting room
- ★surgery family waiting room
- ★entrance hall vestibule
- ★waiting area in front of the clinical laboratory
- ★near the endoscopy center stairs

- If you use medical devices such as pacemakers, implantable defibrillators, or CV ports, there may be malfunctions due to examinations or treatments. Please be sure to inform us. When hospitalized, please bring your pacemaker handbook as it is necessary for examinations.
- If you notice any abnormalities in the medical devices you are using, inform medical staff immediately.
- Accessories, nail polish, and gel nails may interfere with MRI or endoscopic examinations and treatments. Please remove them.

6 We may refuse medical care due to disruptive behavior

In the event of the following disruptive behaviors, we may refuse to provide medical services. In some cases, we may contact the police. Please understand that this is to ensure we can provide the best possible care.

1. If there is sexual harassment or violence against other patients or staff, or if there is a high risk of such behavior.
2. If loud voices, abusive language, or threatening behavior disturb other patients or interfere with staff duties.
3. If unreasonable demands are repeatedly made, disrupting hospital operations.
4. If hospital facilities or equipment are intentionally damaged.
5. If dangerous items not necessary for the consultation are brought into the hospital.
6. If alcohol is consumed during hospitalization or visits.
7. If smoking occurs on hospital premises.



7 Regarding Physical Restraints

In cases where it is difficult to continue safe treatment due to symptoms of delirium or dementia, temporary physical restraints may be used. After ensuring safety through the use of physical restraints, we will obtain consent from the family or a representative over the phone. Please understand that we may contact you during nighttime hours.

Initiatives

13. Initiatives of Fukuyama City Hospital

1) Regional Medical Collaboration as an Acute Care Hospital

Our hospital is an "acute care hospital" with an emergency medical center, serving as a core hospital in the region and providing acute care. An acute care hospital focuses on providing advanced and specialized treatments, including surgeries, to severely ill patients, including those with acute onset, in a short hospital stay. Once the acute phase has passed and the patient's condition stabilizes, we will refer you to another hospital or clinic for transfer.

2) Having a Primary Care Physician

Having a primary care physician offers significant advantages to patients, as they can manage your illness continuously from a different perspective than our hospital doctors, detect early signs of worsening conditions, and allocate sufficient consultation time.

If your primary care physician diagnoses that further tests, hospitalization, surgery, or specialized treatment is necessary, they will prepare a referral letter to our hospital, so please rest assured.



3) Collaborative Treatment with Registered Physicians (Open Beds)

We have open beds where registered primary care physicians from the community can collaborate with our hospital doctors in providing treatment.

Having your primary care physician treat you at our hospital not only provides peace of mind for hospitalized patients but also allows for detailed understanding and sharing of your condition, progress, and treatment status during hospitalization, ensuring smooth follow-up care after discharge.

※If joint medical treatment is performed, you will be responsible for covering the medical fees as determined by your insurance for both your primary care physician and our hospital.

4) Initiatives to Support Hospitalization and Discharge

By understanding the pre-admission situation through interviews, we ensure continuous nursing care in coordination with the inpatient wards. Additionally, to ensure a smooth transition for patients to the next hospital, our nurses visit community hospitals to gather and share information, strengthening collaboration through workshops and other learning opportunities with community healthcare institution nurses.

5) Informed Consent

Patients have the right to receive explanations in understandable terms and methods about the medical content, treatment, tests' effects and risks, and alternative treatments, to fully understand and consent, and to choose and receive appropriate medical care. Good treatment requires two-way communication between patients and the hospital.

If you have any questions or concerns about your treatment, please feel free to ask.



6) Clinical Pathways (Treatment Plans)

A clinical pathway is a scheduled plan that outlines the tests, treatments, and nursing care for specific diseases or surgeries, according to a timeline. Its purpose is to standardize medical care and provide better healthcare, while also helping patients understand the details of their tests and treatments and encouraging their active participation in their care.

Please review the "Clinical Pathway" provided to you to confirm the treatment details and hospitalization period. However, please note that the schedule may not always go as planned due to individual symptoms.

7) Second Opinion

A second opinion is a system where you can seek the opinion of another doctor at a different hospital regarding the diagnosis and treatment plan provided by your current physician.

This allows you to consider your physician's opinion from another perspective, deepening your understanding of your illness. Additionally, if an alternative treatment is proposed, it broadens your options and helps you proceed with treatment with greater confidence.

First, you will need to consult your physician to prepare a referral letter and test data for the other doctor.

Please note that a second opinion is considered a "consultation" rather than a "treatment," and therefore is not covered by health insurance, requiring you to bear the full cost.

※If you have any questions or concerns, please do not hesitate to ask your primary doctor or nurse.

8) Medical Records Disclosure (Provision of Medical Information)

We provide medical information to share it and improve the quality of healthcare, while also strengthening the trust relationship with patients.

Since medical records contain information related to the patient's privacy, they are not disclosed to anyone other than the patient in principle.

If you wish to request information, please contact the "Document Reception" at the General Reception on the 1st floor of the main building.



9) Purposes of Use of Personal Information at Our Hospital

1. Provision of Medical Care

- Provision of medical services (interviews, consultations, examinations, treatments, etc.) at our hospital
- Collaboration with other hospitals, clinics, midwifery centers, pharmacies, home-visit nursing stations, and care service providers
- Responding to inquiries from other medical institutions
- Seeking opinions and advice from external physicians for patient diagnosis
- Outsourcing of laboratory tests and other services
- Explaining the patient's condition to family members, etc.
- Other uses related to the provision of medical care to patients

2. Administrative Work for Medical Fee Claims

- Administrative work related to medical, care, workers' compensation insurance, and publicly funded medical care at our hospital, and its outsourcing
- Submission of medical fee statements (receipts) to examination and payment agencies
- Inquiries to examination and payment agencies or insurers
- Responses to inquiries from examination and payment agencies or insurers
- Submission of receipts related to publicly funded medical care to administrative agencies, and responses to inquiries
- Other uses related to the claims for medical fees for medical, care, workers' compensation insurance, and publicly funded medical care

3. Administrative Operations of Our Hospital

- Improvement of medical services for patients
- Collection of information for ward management, such as admissions and discharges
- Reporting of medical accidents
- Other uses related to the administrative operations of our hospital, including accounting

4. Notification of health examination results to companies, etc., for health examinations conducted on their behalf

5. Cooperation with medical training conducted within our hospital (paramedics, medical students, nursing students, etc.)

6. Case studies aimed at improving the quality of medical care

7. Cancer registration activities

8. Matters related to emergency information

9. Consultation or reporting to specialized medical organizations or insurance companies related to medical malpractice insurance, etc.

10. Basic data for improving and maintaining the quality of medical services and operations

11. Providing information to audit agencies

If there are any items among the above that you do not agree to provide information about to other medical institutions, please inform your physician.

If no objections are raised, we will assume that you have given your consent.

These requests can be withdrawn or changed at any time. If you have any questions or concerns about the handling of personal information, please contact the "Document Reception" at the General Reception on the 1st floor of the main building.

10) Personal Information Protection Policy

Our hospital actively engages in the protection of patients' personal information based on laws and regulations, including the Act on the Protection of Personal Information.

We take the utmost care in the use and handling of personal information.

11) Regarding Student Practicum and Clinical Training

Our hospital is designated as a "clinical training hospital" by the Minister of Health, Labour and Welfare, and accepts postgraduate physicians for training purposes.

Additionally, we widely accept trainees and interns from educational institutions, as well as healthcare professionals such as nurses, paramedics, radiology technicians, and clinical engineers. They may be involved in medical care within the scope defined by laws and regulations, so we ask for your cooperation.

12) Clinical Trials

Our hospital participates in clinical trials to contribute to the development of better pharmaceuticals. These are clinical studies that investigate the effectiveness and safety of new "drug candidates" or "treatment candidates" before they are approved by the government. If it is determined to be beneficial for you, we may introduce you to a clinical trial for your consideration.



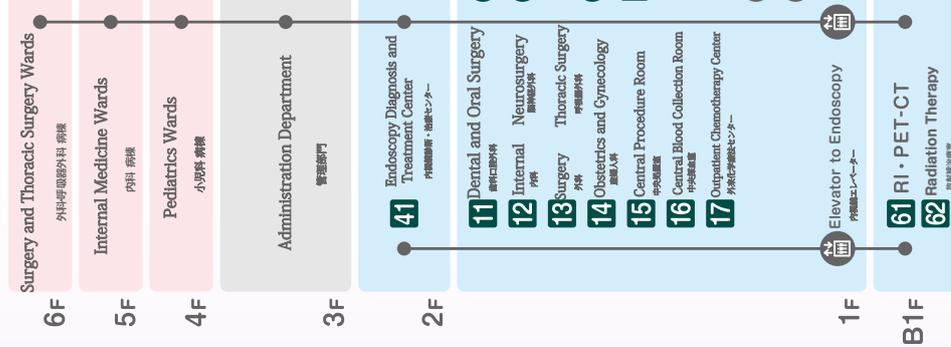
18. Facility Information

Total Number of Beds: 506 (General Beds: 500, Infectious Disease Beds: 6)

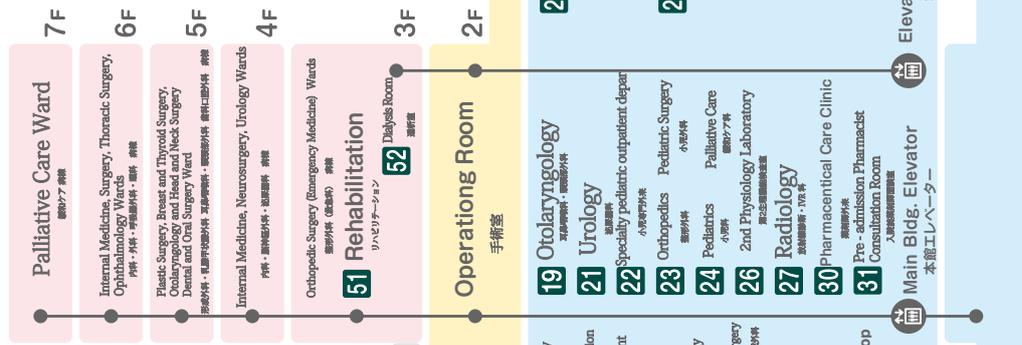
Wards

Of the General Beds:
 ● Emergency and Critical Care Center ICU-CCU...8 beds
 ● HCU...16 beds Total 24 beds
 ● Intensive Care Unit...12 beds ● Palliative Care Beds...16 beds

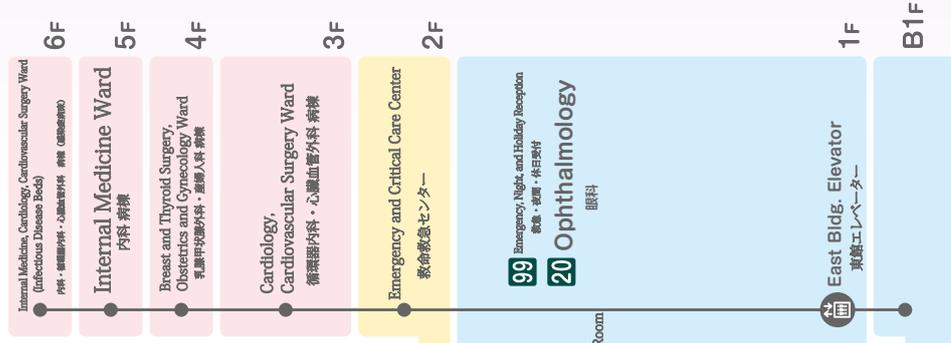
West Bldg



Main Bldg



East Bldg



※Subject to change depending on the progress of renovation and expansion work.



Cafe (West Wing 1st Floor)
Coffee and other beverages, bread, sandwiches, cakes, pasta, etc.

[Business Hours] Monday to Friday /
9:00 AM to 5:00 PM



Cafeteria (Main Building 1st Floor)
Set meals, rice bowls, udon, and other meals

[Business Hours] Monday to Friday /
11:00 AM to 2:00 PM (Last Order 1:30 PM)



Convenience Store (Main Building 1st Floor)
Food, daily necessities, magazines, newspapers, nursing care products
Eat-in Corner, ATM available

[Business Hours] 24 hours a day, year-round

Public Telephone

(Main Building / In front of the convenience store on the 1st floor)

(East Wing / Near the emergency, nighttime, and holiday entrance on the 1st floor)

Mailbox

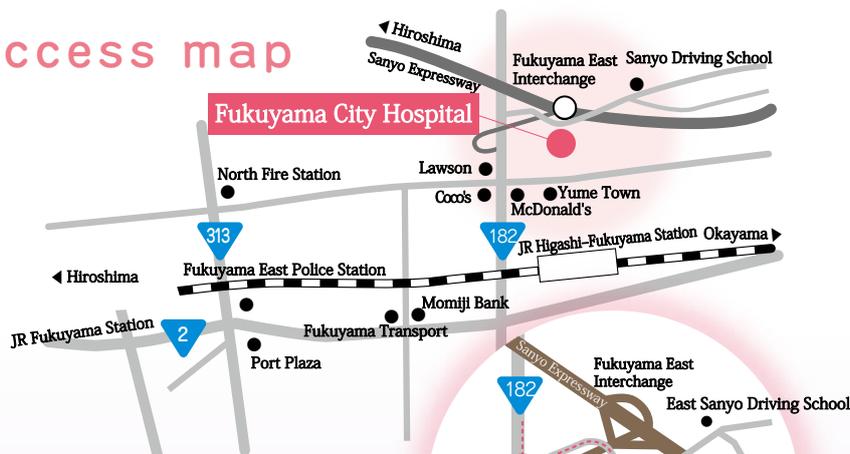
(In front of the bus stop [next to the main entrance] and inside the convenience store)

※Business hours may change due to infection control measures, etc.

Transportation Information

1) Access to the Hospital

Access map



Transportation Access

● 2 minutes by car from Sanyo Expressway
Fukuyama East Interchange

Proceed towards "Tojo/Fuchu"

Once you reach National Route 182, immediately enter the right turn lane.
Right turns from the direction of "Fukuyama City Center" are difficult.

● 15 minutes by car, 20 minutes by bus
from JR Fukuyama Station.

Bus Stops 2 or 8

→ Get off at "Fukuyama City Hospital"

Enlarged Map

About Parking

Regarding Parking Fees

In order to prioritize the use of the parking lot for patients visiting our hospital and to eliminate unauthorized parking, we charge a parking fee. However, in the following cases, parking is free. Please be sure to bring the parking ticket you received when entering the parking lot.

Free of Charge	Outpatients	Those coming to pay for medical examination and treatment fees	Procedure for Free Validation Please present your receipt, appointment slip, medication bag, etc. at the "Free Validation Reception" on the 1st floor to receive the "Validated" stamp.	※Free Validation Reception 【Weekdays (8:30 AM–5:15 PM)】 Main Building 1F ㊦ Parking Free Validation Reception West Wing 1F General Information 【Holidays & After Hours (5:15PM – 8:30AM)】 East Wing 1F ㊨ Emergency Reception	
		Those coming to pick up medication or prescriptions only			
		Dialysis patients	Procedure 1 Obtain the ward stamp at the staff station on each ward. ↓ Procedure 2 Get free validation at the "Free Validation Reception" on the 1st floor.		
	Inpatients	Family members coming to pick up or drop off inpatients on the day of admission or discharge			
		Those requested to visit by our hospital			Note: The ward stamp alone does not make parking free.

※Do not use the prepayment machine if you qualify for free parking.

Paid Parking	Visitors for patients	Every hour after entry: 100 yen (first 30 minutes free) (Daily maximum [until 24:00] 1,200 yen)	Please make your payment at the automatic payment machine inside the hospital or at the gate. (Only 1,000 yen bills and coins can be used at the gate.)
	Approved Family Caregivers (Family members who have requested to stay with the patient)	First 2 hours free, after that 100 yen per hour	After having your parking ticket stamped for verification at each staff station, please bring it to the General Reception ① "Free Validation Desk."
	Individuals with a Physical Disability Certificate, a Rehabilitation Certificate, or a Mental Disability Certificate	500 yen every 24 hours after entry, but if less than 5 hours, 100 yen per hour	Please bring your parking ticket to General Reception ① "Free Validation Desk" and show your certificate.