

## LESSON

# 5

# Assisting in a Clinic / Hospital Setting

---

### Introduction of the Special Guest!

Meet the special guest, Dr. Doi, from Kamaishi National Hospital.

### Assessing Medical Needs

Doi-sensei will share some thoughts on how to determine if the person you are helping requires:

- emergency services
- a routine clinic / hospital visit
- just self-care

Based on his professional opinions, let's learn how you can help non-Japanese speakers get the treatment they need.

## Visiting a Clinic / Hospital

### Past Experiences (Difficulties)

Share difficulties you have encountered when using a foreign medical system or helping a foreigner in the Japanese medical system.

### Intake (Patient Information) Forms

Let's look at various forms and discuss how to translate those questions for a foreigner.

### Billing

Discuss how to explain to a foreigner the way that Japanese medical stuff is billed.

Possible scenarios:

- a non-resident with travel insurance or a resident with foreign insurance
- a resident enrolled in the Japanese national insurance system

Words:

|             |                             |
|-------------|-----------------------------|
| 社会保険        | Employees' Health Insurance |
| 国民健康保険      | National Health Insurance   |
| 医療保険        | medical insurance           |
| 保険料         | premium                     |
| 課税所得        | taxable income              |
| 雇用主         | employer                    |
| 労働者         | employee                    |
| 被保険者証       | insurance card              |
| 一部分担金       | copay                       |
| 3割          | 30%                         |
| 現金          | cash                        |
| 払い戻す        | reimburse                   |
| 払い戻しを受ける    | get a reimbursement         |
| 処方箋         | prescription                |
| 処方する        | prescribe                   |
| 領収書         | receipt                     |
| 明細書兼領収書     | receipt with cost breakdown |
| 明細書         | detail statement            |
| 請求書         | invoice (or bill)           |
| ～の詳細を説明する文書 | documentation detailing...  |



## Visiting a Clinic / Hospital

**Exam Flow**

Visiting a Japanese clinic seems to involve more steps than in America. Let's look at the list of the various steps / parts of a clinic visit in Japan.

|   |                     |
|---|---------------------|
| fill out the intake form                      | 問診票に記入する            |
| confirm billing information / method          | 請求書の内容（請求方法）を確認する   |
| initial consultation (with a nurse)           | 検査前の問診（看護師と）        |
| waiting in the lobby                          | ロビーでの順番待ち           |
| taking vitals                                 | 体温、脈拍、呼吸、意識、血圧の確認   |
| waiting outside the exam room                 | 診察室の外で順番待ち          |
| receive exam                                  | 受診                  |
| collecting samples (for tests)                | サンプル（採血、採尿）の採取（検査用） |
| diagnostic imaging (x-rays, etc.)             | 画像診断（レントゲンなど）       |
| receive treatment (shot, laser therapy, etc.) | 治療（注射、レーザー処置など）     |
| receive prescription                          | 処方を受ける              |
| Pay   | 支払い                 |
| fill prescription at pharmacy                 | 薬局で処方薬をもらう          |



### Role Play

Separate into groups of three people and discuss terms that might be needed to be translated in the scenario assigned.

Practice the scenario.

\* Roles in the scenario: Doctor (or nurse), Non-Japanese Speaker, and Translator.

### Conditions and Symptoms

See separate handouts.