

LESSON

5

Assisting in a Clinic / Hospital Setting

Introduction of the Special Guest!

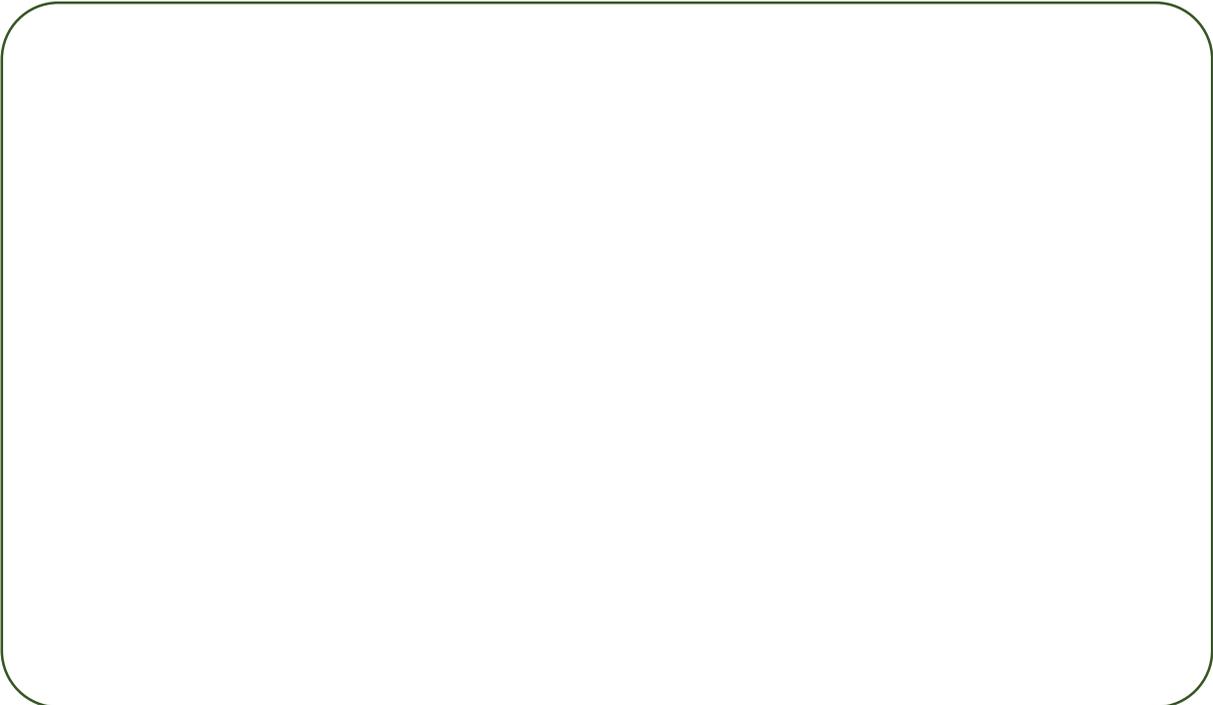
Meet the special guest, Dr. Doi, from Kamaishi National Hospital.

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.

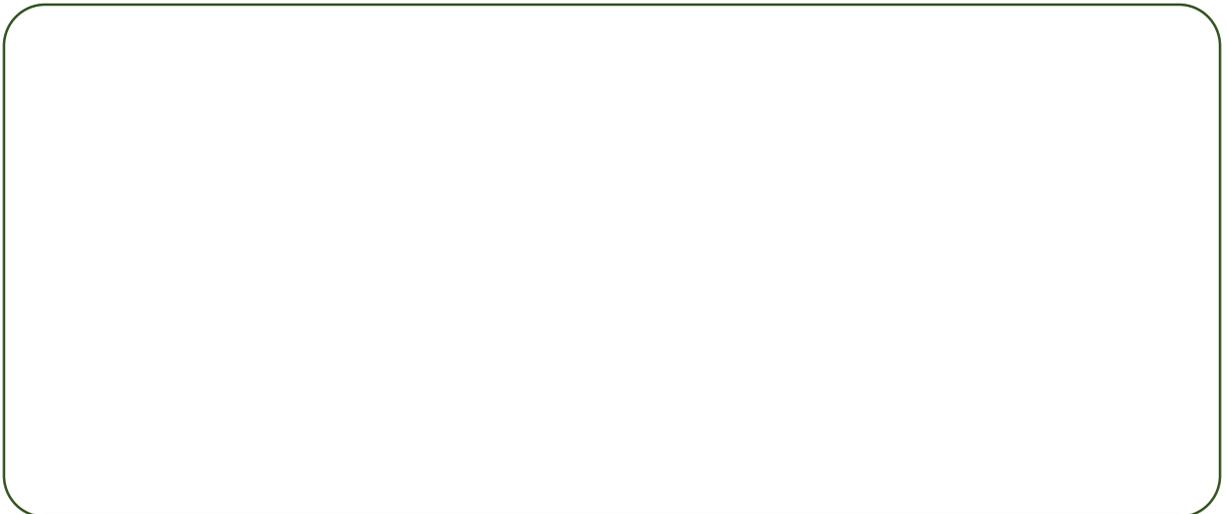
Possible scenarios:

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.

