

Guide to Hospitalization



OSAKA METROPOLITAN UNIVERSITY HOSPITAL

Please be sure to bring this booklet on the day of admission

Patients and their families admitted to the hospital

Our Mission at Osaka Metropolitan University Hospital

Based on the Faculty of Medicine's founding spirit "Wisdom, humanity, and courage,"

- 1 We will provide high-quality healthcare that contributes to local residents' health
- 2 We will nurture spiritually rich and trustworthy medical professionals; and
- 3 We will make continuous, untiring efforts to further advance healthcare.

Basic Policies

- We provide patient-oriented, safe, and high-quality medical care.
- We contribute to improving community healthcare.
- We promote health and preventive medicine.
- We provide advanced medical care.
- We foster excellent healthcare professionals with a rich humanity and international perspective.
- We develop new diagnostic and treatment methods, and preventive medicine.
- We promote high-quality, diverse research.

Patient Rights

- You have the right to receive safe, high-quality medical care.
- You have the right to choose your treatment based on your own free will.
- You have the right to receive adequate explanations and information.
- If you wish to seek a second opinion, you have the right to be referred to another doctor.
- You have the right to receive medical care with respect for human dignity.
- You have the right to have your personal information and privacy protected with respect to medical care.
- You have the right to receive health education.

Patient Responsibilities

- You are responsible for providing accurate information, including details about your medical condition.
- You are responsible for actively cooperating with the medical policies that you have agreed to.
- You are responsible for following the rules and instructions of the hospital. (In case of verbal abuse, violence, or nuisance acts, we may call the police.)
- You are responsible for paying medical expenses in a timely and appropriate manner.

Patient Rights for Children

- Children and their parents have the right to receive explanations about illnesses and treatments in a manner appropriate to their age and ability to understand, and to participate in all decisions.
- Children have the right to be protected from unnecessary medical procedures and examinations.
- Children have the right to be accompanied by their parents or guardians at all times.
- Children have the right to participate in play and recreational activities appropriate to their age and medical condition, and to receive an education.
- Children have the right to be treated with consideration and sympathy, and their privacy is protected at all times.





Role of Osaka Metropolitan University Hospital

Advanced treatment hospital

Our hospital has been approved as a “specific-function hospital” as specified in the Medical Care Act, and it has specialized advanced medical functions.

Role as an educational institution

In our hospital, we provide training and practice for medical/dental trainees, nurses, and medical/nursing students under the supervision of trainer physicians, nursing staff, etc. to develop excellent doctors, nurses, paramedics, etc. and contribute to society.

Request for understanding and cooperation with hospital transfers and discharges

Because our hospital is engaged in the latest advanced medical care, including acute care, transfer to another hospital or care at home is necessary once a patient's condition has stabilized and treatment at our hospital is completed. We provide support to ensure an efficient transfer or discharge.

* We ask for your cooperation in understanding these points.

Personal Information

Patient Confidentiality

- Our hospital takes extreme care in handling patients' personal information and providing safe medical care to ensure the patients receive treatment with peace of mind.
- To identify patients, the patient's name is indicated on the hospital room nameplate, medicine envelopes, IV bags, test sample containers, etc.
- In principle, we do not accept inquiries by phone concerning patients.
- The patient's name is indicated at the entrance of the hospital room. Please notify us if you experience any inconvenience

Table of Contents

Page

1	Preparations and Procedures Before Hospitalization ● Scheduling of the date of admission ● Procedures on the day of admission ● Co-signer ● Hospital room ● For patients undergoing surgery ● Dental and oral care before treatment	1
2	Consultation Desk	3
3	Items to Prepare for Your Hospitalization ● Daily items to prepare ● Precautions ● Requests concerning medicines to be brought ● Footwear to use during your hospital stay	4
4	Hospital life ● Medical care ● Meals ● Rhythm of hospital life	7
5	Hospital Instructions ● Attachment of a wristband and identification by full name ● Precautions and requests for fall prevention ● Infection prevention ● Visit to another hospital during hospitalization	8
6	Hospital Rules ● Use of mobile phones and mobile devices ● Taking photos and recording in the hospital ● No Smoking on the hospital premises ● Going out and Overnight Stay ● Management of valuables and theft prevention ● Trash disposal	9
7	For Families and Visitors ● Visitation	11
8	Medical Expenses, Etc. ● How medical expenses (DPC) are calculated ● Rates for rooms with additional room charges (paid private rooms) ● High-cost medical care benefit in kind ● Hospitalization expenses. ● Issuance of certificates, etc. ● Deduction of medical expenses ● Handling of Lost items ● Discharge ● Deferred payment service	12
9	Hospital Facilities ● Guide to hospital Facilities ● Floor guide	16

Please see the back cover of this booklet for access to our hospital.

1 Preparations and Procedures Before Hospitalization



Scheduling of the date of admission

- After your application has been processed and your admission determined, the department you visited will notify you by telephone or other means of your admission date.
- If you have any questions about your admission date, please contact the department you visited.
- Please note that we may not be able to respond immediately regarding your admission date as we need to confirm with the doctor.
- Please be sure to prepare the admission fees before you are discharged. (For details, please see 8. Medical Care Cost, Etc.)

Procedures on the day of admission

- On the day of admission, please come to the Hospitalization Reception Counter (No. 20/21) on the 1st floor with the following documents by the designated time (9:00-10:30) to complete the hospitalization procedures. (Please take a hospitalization reference number [pink file] from the right side of the Counter No.21 and wait for your turn.)**
- If you are admitted to a special room, you do not need to complete the procedures on the 1st floor. Please go directly to the reception desk on the 18th floor.**
- For after-hours, nighttime, and holiday hours, please complete the procedures at the after-hours counter on the basement floor.**

Documents to be brought

① Hospital admission application form (attached) (seal)	⑤ Long-term care insurance certificate (only for those requiring support or nursing care) Other medical certificates (only for those eligible)
② Patient registration card (ID card)	
③ My Number Card (health insurance card)	⑥ Discharge Certificate from hospital within three months from the scheduled date of admission (applies to hospitalizations other than at our hospital)
④ "Eligibility certificate for ceiling-amount application" for high-cost medical expenses, etc. (See page 13)	

(Note1) Please read the hospital admission application form ① thoroughly and fill in the required information in advance using a black or blue ballpoint pen that will not **fade**. Your seal may be required when filling out the consent form for examinations and surgery during hospitalization.

(Note 2) If the documents listed in ③ are not presented on time, you will be required to pay at your own expense until they are presented.

If the documents listed in ⑤ are not presented in advance, you will be required to pay the usual copayment. Please be sure to present them in advance if you have them.

(Note3) In case of emergency hospitalization, please complete the procedures as soon as the necessary documents are ready.

(Note4) Please sign the consent form for examinations and surgery (including explanatory documents) provided in advance and submit it to the ward on the day of admission.

Co-signer

- The co-signer must be an adult who is financially independent. (A family member living in the same household is acceptable if they are financially independent.)**
- Please note that the contact information and the co-signer information provided on the hospital admission application form may be used for matters related to hospitalization and medical treatment, in cases of late payment of hospitalization expenses, or other similar circumstances (*Please be sure to use red ink for your seal, and if you have a seal with the same surname use a seal with a different seal impression.)

We ask that the co-signer section be filled out and stamped by the co-signer.



Hospital room

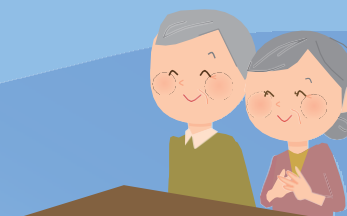
- Each room generally accommodates four to six patients. (Requests for rooms on the hallway side or with a window cannot be accommodated.)
Each bed (except for East Ward on the 6th floor) is equipped with a bedside cabinet (with a simple safety box, TV, and refrigerator) and a locker, etc. (*Blu-ray/DVD players are available for rent. TVs and refrigerators are pre-paid card operated.)
- If you wish to stay in a private room or semi-private room, inform us when applying for admission. (Depending on the content of treatment, the date of surgery, and the prevalence of various infectious diseases, we may not be able to accommodate your request. Requests or changes on the day of admission are not accepted.) An additional fee is required for this option.
For details, please see the section "Charges for paid private rooms" on page 12.
- If you are admitted to a semi-private or private room, you will need to submit a consent form (see page 12).
- If you are admitted to a private room at the decision of the hospital for reasons such as "necessary treatment" or "infection control or other ward management," you will not be charged for the private room. (See page 12)
- The general wards and semi-private rooms do not have internet access for patients.
- If a patient from the Department of Neuropsychiatry is admitted to our hospital for treatment of a physical disease, he or she may be admitted to a general ward based on the decision of the doctor in charge.
- As we are an acute-care hospital, patients may be moved to different hospital rooms or wards during their hospitalization to ensure that as many patients as possible can receive treatment.**
- Some hospital rooms are equipped with surveillance monitors, which are only used with patient's prior consent.

For patients undergoing surgery

- Please prepare according to the contents explained by each department. Please note that surgery may be postponed in the following cases.
- Please remove all accessories, wigs, hair extensions, false nails, eyelash extensions, and false eyelashes, and remove all nail polish and pedicures (including gel nails). (If these items cannot be removed, surgery may be postponed.)
If you have any items that cannot be removed, please consult with the outpatient department (or before admission).
- Vaccinations: In principle, surgery under general anesthesia or spinal anesthesia will be postponed for two weeks after receiving an inactivated vaccine (including influenza) and four weeks after receiving a live vaccine (including rubella). If you fall into either of these categories, be sure to inform your doctor before admission.
- Oral medications
Depending on the type of oral medication, your doctor will decide whether you should stop taking it before surgery or continue taking it. If your medication is not properly managed before surgery, the surgery may be postponed.
Once your surgery has been determined, inform your doctor as soon as possible about any medications you are currently taking. Please bring your prescription record book or medication information with you.
Medications that need to be confirmed before admission:
 - Medications that thin the blood or improve blood flow
(anticoagulants, antiplatelet agents, peripheral circulation improving agents, and medications for dyslipidemia, etc.)
 - Oral contraceptives (low-dose pills) • Some hormone agents and osteoporosis treatment agents, etc.
- If you are taking any supplements or health foods, be sure to inform your doctor in advance.
- For the purpose of education, research, and medical safety, our hospital may record various medical treatment images.

Dental and oral care before treatment

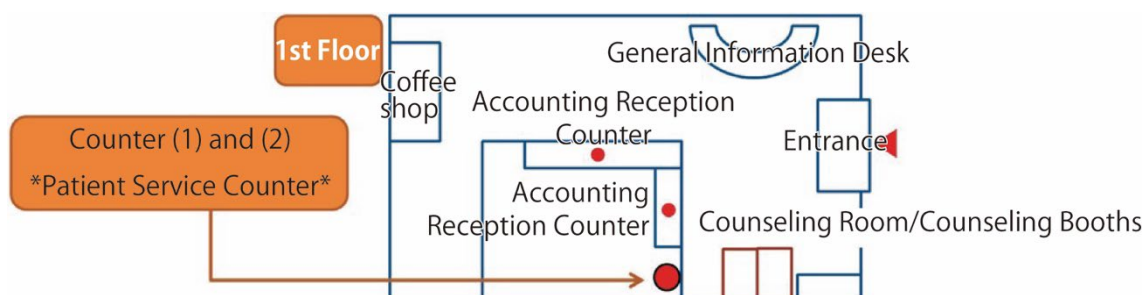
- For patients scheduled to undergo surgery or chemotherapy under general anesthesia:
 - Visit a dentist before hospitalization to have calculus removed and check for and treat gingivitis/dental leakage, and loose teeth, etc.
 - Surgery under general anesthesia requires artificial respiration, which is performed by inserting a tube into the trachea. This may cause teeth to break or become loose due to movements during the procedure or teeth grinding.
 - If you undergo surgery under general anesthesia with poor oral hygiene, contamination in the oral cavity may spread to the trachea and lungs, making you more susceptible to pneumonia after surgery.
 - Chemotherapy (anticancer agents, biological agents) has side effects on the teeth and gums. Chemotherapy can be performed safely by detecting and treating any abnormalities in the oral cavity in advance.



Our hospital has established a **Patient General Support Center** to assist patients in resolving concerns and issues related to medical treatment, such as consultations on medical systems, medical expenses, rehabilitation, and medical consultations, as well as cancer consultations and information provision. Please feel free to consult with us. There will be no disadvantage to the patient as a result of the consultation. Depending on the content, the person in charge will consult with you. (We also have interview rooms with privacy considerations.)

Patient General Support Center (1st floor)		
General Information Desk	8:30 a.m. to 4:45 p.m.	
Consultation Desk (1)	9:00 a.m. to 4:45 p.m.	Consultation on questions about diseases, concerns about daily life and hospitalization - Types of medical consultations - Clinical department - Home care - Second opinion - Cancer consultation (Cancer Consultation Center) - Liver disease consultation (Liver Disease Consultation Center) - Dementia consultation (Dementia Center) - Hematopoietic stem cell transplantation consultation (Hematopoietic Stem Cell Transplantation Consultation Center) - Consultation on the system for medical care requested by patients - Balancing work and treatment - Medical safety consultation
Consultation Desk (2)	9:00 a.m. to 4:45 p.m.	Medical system and medical expenses System and consultation on medical expenses

(excluding holidays)



☒ Please consult us before your admission.

Hospitalization expenses can be a significant financial burden.

In some cases, public assistance for medical expenses may be available for treatment of intractable diseases or surgery aimed at restoring physical functions.

Even if you are eligible for assistance, the application process may take time, or assistance may not be available until after the date of application or acceptance. Therefore, we recommend that you consult with us as soon as possible.

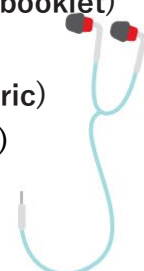
We also offer consultation on concerns about life during hospitalization, work, school, medical treatment plans after discharge, living environment, and social rehabilitat

3 Items to Prepare for your Hospitalization



Daily items to prepare

- | | |
|--|---|
| <ul style="list-style-type: none"> ☐ Nightclothes/pajamas ☐ Underwear ☐ Toiletries (toothpaste, toothbrush) ☐ Soap ☐ Shampoo ☐ Hairbrush/comb ☐ Towels ☐ Bath towels ☐ Tissue paper ☐ Footwear(shoes) that covers the heels (to prevent falls)
(see page 6) ☐ Denture case, eyeglass case, etc. ☐ Chopsticks | <ul style="list-style-type: none"> ☐ Spoon ☐ Cup with handle
(Do not bring breakable items such as glass or ceramic.) ☐ Undergoing(for patients surgery) ☐ Water bottle (if necessary) ☐ Medications you are currently taking and their explanations for use(see page 5)
(Prescription record book, explanations, etc, items that identify your medications.) ☐ Earphones(for TV; can be purchased at the hospital store) ☐ Table clock or wristwatch ☐ Guide to Hospitalization (this booklet) ☐ Writing materials ☐ Surgical mask(non-woven fabric) ☐ Diaper for adults(if necessary) ☐ Other necessary daily items |
|--|---|



*Trash cans are provided at each bed. Please do not bring your own.

*To reduce the burden on patients and their families of preparing and laundering items necessary for hospitalization upon admission, the hospital has implemented a rental system (with fees) for hospital gowns, towels, and other items. To apply for rental items, please visit the Hospitalization Supplies Rental Reception Counter located next to the escalator on the 1st floor.

【Inquiries by phone】

AMENITY Corporation Customer Counseling Room 0120-918-859 (Hours: 9:30a.m. to 5:00p.m. Closed on Saturdays, Sundays, and holidays)

☒ Prohibited items

- ☒ Please refrain from using electrical appliances and pocket Wi-Fi in hospital rooms. Please use the refrigerator and TV provided. (prepaid card required).
- ☒ Fresh flowers (not allowed due to infection prevention)
- ☒ Pets and other animals

Precautions

- There is limited storage space for your belongings, so please keep them to a minimum.
- Please refrain from using suitcases and carry-on bags that cannot be folded, as there is no storage space for them.
- Please be sure to bring this booklet, "Guide to Hospitalization," with you on admission.

Requests concerning medicines to be brought

- At our hospital, our pharmacists check the information about **a patient's current medicines** and verifies the medicine is appropriate for treatment. Please bring your medications as they are packaged from the pharmacy. Medications brought from home will not be used during hospitalization, but may be used at the discretion of the attending physician.

Please prepare and bring your medications (oral medicines and topical medicines such as eye drops, ointments, and plasters that you use regularly, as well as self-injections such as insulin) as follows.

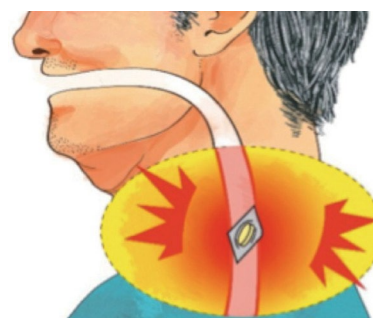
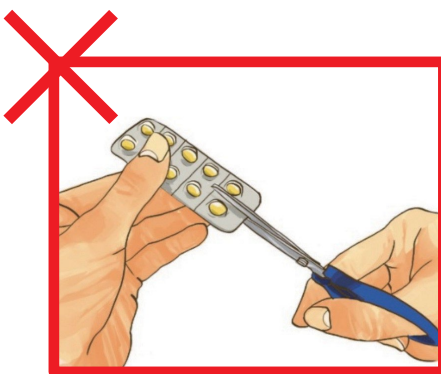
- Please bring your medications in their original packaging.
- Please be sure to bring your **prescription record book** and **instructions for medications currently in use**.
(We ask for your cooperation to ensure the accurate and timely confirmation of your medication information.)



- ☒ **At our hospital, we are taking measures to prevent the accidental ingestion of medication packaging sheets.**

When taking a dose, remove only the tablet from the sheet. Do not separate the medication packaging sheet **into small pieces.**

Do not swallow the medication along with its packaging sheet. This can puncture and damage your throat, esophagus, and stomach!



Footwear to use during your hospital stay



How to select footwear for hospitalization — No slippers!

A hospital stay is completely different from life at home, where you are accustomed to your surroundings, and Everyone becomes prone to falling for the following reasons:

- Decline in physical strength and motor function
- Muscle weakness due to rest (even if you only stay in bed for a day)
- IV drips and tubes in the body make it difficult to move
- Some medications may cause dizziness. These increase the likelihood of falling.

Falls can cause fractures, cerebral hemorrhage, and other injuries, which may require surgery or a long hospital stay. Footwear such as slippers and sandals without covered heels do not stabilize the ankles while walking. They also cause instability, making you four to five times more likely to fall which can be dangerous!



Proper footwear during hospitalization

- Comfortable, shoe-style footwear that covers the heels
- Fall prevention shoes are available at the store in our hospital.

*If you have difficulty wearing shoes that cover your heels or bending forward, you may bring a shoehorn. Please prepare accordingly based on your individual circumstances.

Even in shoes with covered heels

Walking while stepping on the area that covers the heel is just as dangerous as wearing slippers or sandals.

During hospitalization, wear footwear that covers the heels (shoes) to ensure a safe hospital life.



Medical care

- The attending physician in the outpatient department may be different from the attending physician in the ward.
- Please receive explanations about your illness, examination, and treatment from the doctor or nursing staff.
- Please consult with the doctor or nursing staff if you have any concerns or requests.

Meals

- We provide your meals during your hospital stay. Each meal costs ¥510.
(However, the above does not apply to cases of self-pay treatment, such as childbirth, or households that are exempt from municipal taxes.)
- We offer a "choice menu" for patients receiving the regular meal A (standard meals) for lunch and dinner from Wednesday to Friday. If you wish to choose from the menu, which is posted in the ward, please fill out the required information on the established form and select your menu.
* Please inform the staff if you have any food allergies or side effects from medications.
Please note that we cannot accommodate personal food preferences (likes and dislikes).
- Tea is not served, so please bring your own if necessary.

Rhythm of hospital life



Wake up 6:00 a.m.	If you wake up before 6:00a.m. please keep quiet in consideration of other patients.
Morning examination	Blood and urine samples will be collected for patients who have received explanations in advance.
Weight measurement	You will be weighed periodically.
Meals 	Breakfast: around 8:00 a.m. Lunch: after 12:00 p.m. Dinner: after 6:00 p.m. Meal times may vary depending on the meal service schedule. Meals are served as part of medical treatment according to each patient's condition. Meals may not be served or may be served late for patients undergoing surgery or examinations. In such cases, we will notify patients in advance. Return the tray after putting away your personal chopsticks, spoon, fork, etc. You are free to use a toaster oven installed in the restaurant of each ward. Please feel free to ask the staff if you have any questions or concerns about meals.
Medications	Please use the medication prescribed by your attending physician during hospitalization. If you need any other medication, please consult your attending physician. 
Shower	Please follow the hours and usage rules for each ward as permitted by your attending physician.
Bedclothing	Please use the hospital's beds and futons. (Please refrain from bringing your own bedding.)
Attendant	During hospitalization, nursing staff will take care of patients, therefore there is no need for attendants. However, if family members wish to stay (depending on the prevalence of infectious diseases, this may not be possible) and the attending physician gives permission they may stay in the room.
Bedtime 10:00 p.m.	Please turn off your TV and radio after 10:00 p.m. and go to sleep quietly. After lights-out, nursing staff will make regular rounds of the hospital rooms. If you feel unwell or need assistance during the night, please press the nurse call button. *Lights-out in the Pediatric Medical Center is at 9:00 p.m.

5

Hospital Instructions



Attachment of a wristband and identification by full name

- At our hospital, we ask all inpatients to wear a "wristband" to prevent patient misidentification. We scan the barcode on the wristband to ensure that blood sampling and injections are performed correctly.
- We confirm patients' full names, so please respond with your full name when asked by staff.

Precautions and requests for fall prevention

We make every effort to prevent falls and accidents by maintaining a safe hospital environment. However, during hospitalization, unexpected falls and accidents may occur due to changes in the environment, decreased muscle strength caused by reduced activity, medication, and other factors. We ask for your cooperation in working with us and your family to prevent falls and accidents so that you can have a safe hospital stay.

- Nursing staff will accompany patients requiring assistance when moving to the restroom, etc. Even if you do not normally require assistance when moving, please do not hesitate to press the nurse call button if you feel uneasy about moving.
- Please prepare shoes that are non-slip and difficult to slip off, such as well-worn sneakers with heel support. (See page 6)
- Please notify us immediately if you fall or notice someone else falls.
- After admission, please watch the DVD and read the explanatory documents about fall prevention for detailed precautions.

Infection prevention

We have implemented various measures to prevent hospital-acquired infections. However, as some patients in the hospital have weakened immune systems, it is necessary for patients and their families to take precautions to prevent infection. Hand disinfection is particularly important. Please disinfect your hands before meals, after using the restroom, and when entering or leaving hospital rooms.

- Please wear a surgical mask (non-woven fabric) inside the hospital.
- If you are carrying or infected with microorganisms (including bacteria and viruses) that require caution against infection, we may ask you to cooperate with the following measures:
 - Thorough hand disinfection, restrictions on movement within the hospital, handling of laundry, etc.
 - Delays in the order of medical treatment
 - Transfers to a private room
- In the event of an infectious disease outbreak, patients may be asked to move from a private room to a shared room if other patients require private room care.



Visit to another hospital during hospitalization

- If you are hospitalized and wish to consult a physician at another hospital, please be sure to notify us in advance.
- Please consult your attending physician at the time of consultation and notify us before the day of your consultation at another hospital.
- We will prepare documents for the other hospital, so please be sure to bring them with you at the time of consultation.
- If you are prescribed medication at another hospital, please be sure to submit it to your attending physician.
- The same applies to visits to other hospitals during going out and overnight stays outside the hospital. Please note that the method of billing for hospitalization expenses will change.
- If you do not inform us, your insurance may not cover the expenses, which may be charged to you in full.
- Please ask the staff if you have any questions.

6 Hospital Rules



- Please give us accurate information about your current physical and mental health and other required information.
- Please receive explanations about examinations and treatments, and undergo them if you understand and agree.
- Please notify us immediately if you experience any changes in your condition or problems occur during treatment.
- Please do not take any hospital equipment (including IV stands, wheelchairs, walkers) outside the hospital.
- In case of an emergency such as an earthquake or fire, please follow the instructions of the doctors, nursing staff, and hospital staff.
- **For the purpose of accident prevention, unauthorized going out and overnight stays outside the hospital, acts that cause nuisance to others, and acts that disturb the order of the hospital (e.g., smoking, drinking alcohol [including non-alcoholic beverages], gambling, verbal abuse, violence, sexual harassment, and illegal acts) are prohibited. In the event of such acts, you may be required to leave the hospital.**
- Please pay medical expenses by the due date when you receive a bill.
- Please understand that for the safety of our patients, we may restrict your movements depending on your condition.
- We ask for your cooperation in separating garbage.
- Please observe proper manners when using shared spaces.
- Except in unavoidable emergencies, we do not accept transfers of phone calls for patients.
- If you bring dangerous items such as knives, scissors, or box cutters, we may hold, manage and/or store it temporarily.
- Please do not wear accessories, wigs, hair extensions, false nails, eyelash extensions, false eyelashes, or nail polish (including gel nails) as they may interfere with treatment.
- If you wear dentures or glasses, please bring their storage cases and manage them yourself.
- **We strictly prohibit the giving of money or goods to our hospital staff.**
- If you arrive by bicycle on admission, it may be removed if left unattended for an extended period of time. If you are suddenly hospitalized, please notify the Disaster Prevention Center on the basement floor.

Use of mobile phones and mobile devices

Permitted areas and restricted areas

		Telephone	Email/ Web, etc.	Notes
Outpatient waiting hall				Please observe proper manners when making phone calls to avoid disturbing other patients.
Dayroom				Wi-Fi is available at no charge in the dayroom and outpatient waiting areas on the 1st to 3rd basement floors.
Hospital room	Private room			
	Shared room/Semi-private room	 		Please refrain from talking on the phone. Please refrain from excessive light and noise to avoid disturbing other patients.
Intensive care unit/ Operating room Examination room/ Treatment room Outpatient consultation room				To prevent interference with medical equipment, please turn off your mobile devices or set them to silent mode.

* Healthcare professionals use medical PHSs with a weak signals to ensure rapid communication.

- Public phones are available in each ward. Please use them quietly.

* Only "10-yen and 100-yen coins" can be used. * "Telephone cards" cannot be used.

* You cannot call phones that are set to "anonymous call rejection." Please ask the person you are calling to cancel the "anonymous call rejection" setting.

Taking photos and recording in the hospital

- To protect the privacy of patients and hospital staff, our hospital prohibits taking photos, filming (video), or recording using any device such as a camera, video camera, or mobile phone in the hospital without permission.

No Smoking on the hospital premises

- In accordance with the law, **smoking is prohibited** throughout the premises of the hospital (including electronic cigarettes). We appreciate your cooperation.



Going out and Overnight Stay

- If you wish to go out or stay overnight outside the hospital, you must obtain permission from your attending physician. Please consult with your attending physician or nursing staff before the day of your planned date.
- Please follow the instructions of the attending physician regarding your lifestyle during your overnight stay outside the hospital.
- Hospitalization fees and private room fees will be charged even if you go out or stay overnight outside the hospital.
- If you cannot return to the hospital on time due to unavoidable circumstances, please be sure to contact the ward.
- If you do not return to the hospital by the scheduled time, we may contact your family or, depending on the situation, contact the police.
- If you go out, stay overnight outside the hospital, or leave the hospital without permission, it will be difficult to continue your hospitalization treatment at the hospital.
- The hospital is not responsible for any accidents that occur during unauthorized going out or overnight stays.
- Please note that going out and overnight stays may be restricted due to infectious diseases or other reasons.



Management of valuables and theft prevention

Theft accidents have occurred at our hospital and neighboring hospitals. Please observe the following precautions to prevent accidents.

- Please do not bring large amounts of cash or valuables to the hospital. The hospital will not be responsible for any theft, loss, or damage. If you must bring a large amount of cash, please use the financial institution on the basement floor or take other measures to keep it safe.
- A simple lockable drawer is provided in the bedside cabinet. **Please lock it and use it to store your valuables.**
- Please lock the drawer-type simple safety deposit box securely and **keep the key with you at all times when leaving your bed.** Please take responsibility for your own keys.
- As a general rule, we do not touch patients' valuables, including storing them or locking drawer-type simple safety deposit boxes.
- We verify patients' health insurance cards, medical certificates, etc. at the Admission Desk (No. 20 and 21) on the 1st floor through the Nursing Station. Except in special cases, staff will not keep insurance cards, etc.
(Staff members wear name tags clearly indicating their department and name.)
- If you notice any suspicious individuals, please notify the hospital staff nearby.
- For the safety of our patients, security cameras are installed throughout the hospital. We appreciate your understanding.

Trash disposal

- Trash is sorted into general waste (burnable garbage), plastic, cans, bottles, and plastic bottles, so please dispose of your trash in the designated areas.
- Please take home any daily necessities rented from the rental system.

7

For Families and Visitors



Visitation

- 【Visiting hours】 Weekdays: 1:00 p.m. to 7:00 p.m. (Obstetrics Department: 3:00 p.m. to 7:00 p.m.)
Reception closes at 6:50 p.m.
 Saturdays, Sundays, and holidays: 1:00 p.m. to 7:00 p.m.
 (Obstetrics Department: 3:00 p.m. to 7:00 p.m.) Reception closes at 6:50 p.m.

- Please observe visiting hours and use the conversation lounge to avoid disturbing other inpatients' medical treatment or rest. Visits after hours without permission from medical staff are not be permitted.
- Visits accompanied by children (under 15 years old)

Visiting restrictions	Entire hospital	Preschool children No visits allowed
	7th floor/17th floor West Ward	Elementary school students and younger No visits allowed
	Emergency Center/8th floor East Ward	Junior high school students and younger No visits allowed
	HCU/Intensive Care Center	Visits only possible using a tablet
	NICU/GCU	Parents only allowed to visit

- Depending on the patient's condition and treatment details, we may refuse visits or set individual visiting hours.
- Please refrain from visiting if you have a cough, fever, diarrhea, or other symptoms suggesting an infectious disease.
- During outbreaks of infectious diseases such as influenza, norovirus, COVID-19, and measles, **we may ask you to refrain from visiting or change visiting hours.** (Please check our website for the latest information on visiting hours.)
- Please refrain from bringing fresh flowers to the hospital to prevent infection.
- We ask that you wear a mask inside the hospital to prevent infection. Thank you for your understanding and cooperation.**



How to arrange a visit

- When you visit, please fill out the required information on the visitor form, receive a visitor card, and wear it at all times during your visit. If you are not wearing your card, hospital staff will ask you to put it on.

(Please return the visitor card provided by the hospital.)

【Where to apply for a visit】

Weekdays: 1:00 p.m. to 5:00 p.m. ⇒ Each ward nurse station

Weekdays after 5:00 p.m., Saturdays, Sundays, public holidays,
 and New Year's holidays ⇒ Disaster Prevention Center on the basement
 floor of the hospital

*We may question visitors who are inside hospital premises
 outside visiting hours.



8

Medical Expenses, Etc.



How medical expenses (DPC) are calculated

Our hospital is a DPC hospital. DPC refers to the Bundled Payment System, which calculates a patient's overall medical expenses based on a fixed amount of medical expenses per day according to disease, surgery, and procedure names. For technical charges for specialized treatment such as surgery, rehabilitation, endoscopy, and dental treatment, medical expenses are still calculated using the Fee-For-Service System. Therefore, the amount of medical expenses associated with hospitalization represents the total of bundled payment and fee-for-service payment.

DPC (Diagnosis Procedure Combination) calculation method

"Per day": The first day a patient enters their room is considered the 1st day; add the number of days each time the date is changed. (This is different from the concept of a one-night stay.)

Points per day × Number of days hospitalized × Institution-specific coefficient

Bundled

Surgery, anesthesia, endoscopy, rehabilitation, blood transfusion, pathological diagnosis, and meals

Fee-for service

Hospitalization expenses

- * The institution-specific coefficient is a coefficient specified for each hospital in accordance with the hospital's functions and varies among medical institutions.
- * For patients who use the Bundled Payment System for their hospitalization fees, the expenses for dietary treatment during hospitalization, expenses associated with surgery, endoscopy, dental treatment, various tests using cardiac catheterization, some expensive procedures, and prescriptions given at discharge are calculated separately from the hospitalization fees based on the Bundled Payment System.
- *Please note that if the DPC is changed according to the name of the disease and treatment details, and the billing amount changes, we may contact you for additional billing or refund after discharge.

Rates for rooms with additional room charges (paid private rooms)

- If you use a private room or semi-private room, the rates shown in the table below will be charged per day in addition to your copayment.
- A consent form for additional room charge must be submitted when being admitted to a private room or semi-private room.
- If you are admitted to a private room based on the hospital's decision such as for treatment or hospital ward operations including infection prevention, you will not be charged extra for the private room.

From April 1, 2025

Hospital room classification	Provision of hospital room is subject to consumption tax & local consumption tax		Provision of hospital room is not subject to consumption tax & local consumption tax ^{*1}		Main equipment ^{*2}
		Osaka City resident		Osaka City resident	
Special private room A (18th floor) 35.1 m ²	¥39,600	¥33,000	¥36,000	¥30,000	Bath (shower), sink in the bathroom, telephone, toilet, locker, kitchen, electric stove, reception set, refrigerator, Blu-ray/DVD built-in TV, Internet connection ^{*5}
Special private room B (18th floor) 17.5 m ² /18.5 m ²	¥29,700	¥25,300	¥27,000	¥23,000	Bath (shower), sink in the bathroom, telephone, toilet, locker, kitchen, electric stove, reception set, refrigerator, Blu-ray/DVD player built into TV, internet connection ^{*5}
Regular private room (6th to 17th floors) ^{*4} 16.2 m ² /17.5 m	¥16,500	¥14,300	¥15,000	¥13,000	Toilet, locker, reception set, refrigerator, TV ^{*3} , Blu-ray/DVD player ^{*3,6} , Internet connection ^{*5}
4-bed room Semi-Private Unit (window side)	¥3,300		¥3,000		Storage furniture, storage stool, refrigerator ^{*3} , TV ^{*3} , Blu-ray/DVD player ^{*3,6}
4-bed room Semi-Private Unit (hallway side)	¥2,750		¥2,500		Storage furniture, storage stool, refrigerator ^{*3} , TV ^{*3} , Blu-ray/DVD player ^{*3,6}

^{*1} A room is normally subject to consumption tax and local consumption tax but it is tax-exempt if you are admitted for purposes such as prenatal/postnatal care.

^{*2} Types of equipment are different in some rooms. For more information, contact the admission counter on the 1st floor.

^{*3} Prepaid card type

^{*4} Specifications differ from room to room in the 6th-floor ward. For more information, contact the ward or admission counter.

^{*5} Wi-Fi connection service is available only for devices compatible with the 5 GHz frequency.

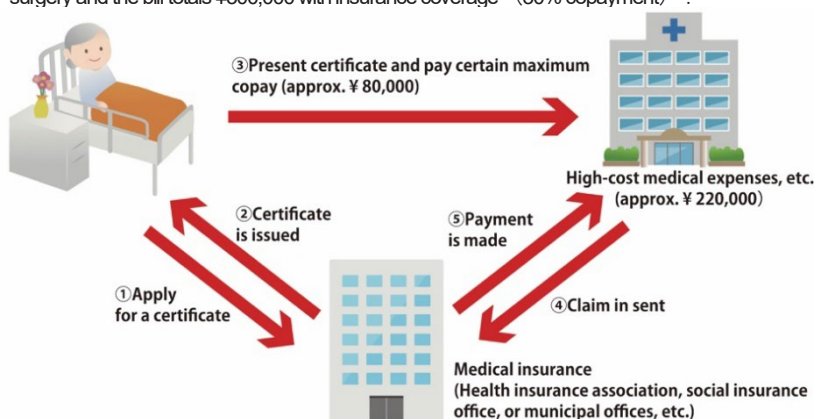
^{*6} These are available for rent.

High-Cost Medical Care Benefit

- Online qualification confirmation is available.
- If you receive the High-Cost Medical Expense Benefit when you are hospitalized, you will only be required to pay up to the maximum amount of your copayment for the eligible expenses.
- To use this system, a procedure must be followed before admission to the hospital. You will need to apply for this system with your medical insurer (National Health Insurance or other health insurance) in advance and submit the "Eligibility Certificate for Ceiling-Amount Application" or "Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability" that was issued when completing the hospitalization procedure*.
- The maximum copayment one would pay at a medical institution varies according to the patient's income category. The cost of meals and extra charges for beds are not covered by the High-Cost Medical Expense Benefit System. The copayment percentage for patients aged 70 or older varies according to income category. For more information, please contact the government office where you live. Be sure to submit your "Health insurance card," "Elderly Recipient Certificate," or "Older Senior Citizen Medical Insurance Card" on the day of your admission. The "Eligibility Certificate for Ceiling-Amount Application" or "Eligibility Certificate for Ceiling-Amount Application and Reduction of the Standard Amount of Patient Liability" that you use for your admission can be used for outpatient visits until it expires. (Be sure to present it at the counter.) The High-Cost Medical Care Benefit System is divided into the Medical Department and Dentistry Department, and Inpatient Care and Outpatient Care. You can claim your high-cost medical care benefit in two ways: (1) if you are 69 years old or younger, by adding up all your expenses payable at the counter which are ¥21,000 or more; or (2) if you are 70 years old or older, by adding up all your expenses payable at the counter, regardless of the amount. For this you will need to complete the procedure yourself.
- The high-cost medical expenses benefit system is divided into medical and dental care, and inpatient and outpatient care. The amount of copayment is (1) ¥21,000 or more for those aged 69 and under, and (2) those aged 70 or older can claim high-cost medical expenses regardless of the amount of their copayment, by adding up the total amount. In this case, you will need to complete the necessary procedures yourself.*

*No procedure is necessary if verification is possible through the online qualification verification system.

Example : A patient with an approved maximum copayment of ¥80,000 is hospitalized for surgery and the bill totals ¥300,000 with insurance coverage (30% copayment) :



Use of the online qualification verification system

- With the consent of our patients, we use an online qualification verification system. This system allows us to refer to information such as eligibility for benefits in kind for high-cost medical expenses even during hospitalization. (Referrals are made by our staff.)
- Some eligibility information, such as medical certificates issued by municipalities for public medical assistance, cannot be verified by this system.
- If your eligibility information cannot be verified, we will ask you or your family to complete the necessary procedures.
- If you do not agree to the use of this system, please indicate your refusal on the hospital admission application form. If you do not apply in advance or use the online qualification verification system, you will first need to pay the full amount and then apply for refund procedure yourself.

(from August 1, 2018)

Patients under age 70	Applicable category		Maximum copay for same month (1st to last day of month) (per household)	If multiple times
	A	Annual income of approx. ¥11,600,000 or more	¥252,600 + (Medical expenses - ¥842,000) × 1%	¥ 140,100
	B	Annual income of approx. ¥7,700,000 – ¥11,600,000	¥167,400 + (Medical expenses - ¥558,000) × 1%	¥ 93,000
	C	Annual income of approx. ¥3,700,000 – ¥7,700,000	¥80,100 + (Medical expenses - ¥267,000) × 1%	¥ 44,400
	D	Annual income up to approx. ¥3,700,000	¥57,600	¥ 44,400
	E	Those exempted from resident tax	¥35,400	¥ 24,600

Patients aged 70 or older	Applicable category		Maximum copayment for same month (1st to last day of month) (per household)	If multiple times
	Income comparable to active workforce	Approx. ¥11,600,000 or more	¥252,600 + (Medical expenses - ¥842,000) × 1%	¥ 140,100
		Annual income of approx. ¥7,700,000 – ¥11,600,000	¥167,400 + (Medical expenses - ¥558,000) × 1%	¥ 93,000
		Annual income of approx. ¥3,700,000 – ¥7,700,000	¥80,100 + (Medical expenses - ¥267,000) × 1%	¥ 44,400
	General	Annual income of approx. ¥1,560,000 – ¥3,700,000	¥57,600	¥ 44,400
	Those exempted from resident tax, etc.	Household exempted from resident tax	¥24,600	–
		Household exempted from resident tax (e.g., pension income of ¥800,000 or less)	¥15,000	–

- If you have any questions, contact your medical insurer (those who have joined the Health Insurance Association, Japan Health Insurance Association, Mutual Aid Association, or National Health Insurance Societies), the municipal office where you live (those who are enrolled in National Health Insurance), Association of Medical Care Services for Older Senior Citizens in each prefecture (those enrolled in the Older Senior Citizen Medical Care System), Hospitalization Counter 20 or 21 located on the 1st floor (9 : 00 a.m. – 5 : 00 p.m., excluding non-consultation days), or Consulting Counter 2 (9 : 00 a.m. – 4 : 45 p.m., excluding non-consultation days).

Hospitalization expenses *Please make sure to prepare the full amount before discharge.



Receiving the claim

- On or after the 10th of each month, the hospitalized patient will be informed of the billing amount for one month up to the last day of the previous month.
- If you are discharged from the hospital, you will be informed of the billing amount by the morning of the day of your discharge (excluding some hospital wards) .
(If the discharge date falls on a non-consultation day, you will be informed on the weekday immediately prior to the discharge date.)
- If you wish to know the hospitalization expenses in advance, please ask the ward office staff.
- Please note that if you are being discharged from the hospital on a non-consultation day or outside hospital hours and have not yet received a bill, the following partial amount must be deposited.

With health insurance: 10% copayment ¥10,000
30% copayment ¥30,000
20% copayment ¥20,000
Public expense ¥10,000

Without health insurance: 100% copayment ¥100,000

(If your copayment is a fixed amount, please apply at the counter.)

- After admission, if it is determined that the scheduled treatment or other procedures cannot be performed due to the patient's condition, the patient may be asked to be discharged. In such cases, the patient will be required to pay the hospitalization expenses.
- In order to maintain a smooth and safe medical environment, the hospital charges international patients who are not covered by public health insurance valid in Japan 30 yen (+ consumption tax) per national health insurance point.
- If you need consultation concerning hospitalization expenses or public aid, see page 3 ("Consultation desk 2").
* All medical expenses must be paid in a lump sum (installment payments are not accepted).



Payment due date

- During hospitalization, please make your payment within 5 days after receiving your bill. If you are being discharged, please pay by the day of your discharge.
- Please note that if your payment is not confirmed after your discharge, we may contact you by phone to confirm your payment. If your payment for hospitalization is overdue, you may not be able to apply for hospitalization or attend your next doctor's visit.



Payment locations

- 9 : 00 a.m. – 5 : 15 p.m. on consultation days : Please pay at the automated payment machine or accounting desks 14 – 17 located on the 1st floor. Please have your Registration Card (Patient ID card) ready when using the automated payment machine
- During hours other than above, please pay at the "Out-of-hours Reception" (next to the security room) located on the 1st basement floor.
※ We accept credit cards and debit cards.



Using a credit card/debit card

You can use a credit card or debit card for your payment.

You can also use a deferred payment service for medical expenses. (See page 15 for details.)

- 1 We accept the following credit cards : (Single payments, installment payments, revolving payments)



- 2 Available locations and hours

Accounting desks 14 – 17 (1st floor) : Weekdays : 9 : 00 a.m. – 5 : 15 p.m.

Automated payment machine (1st floor) : Weekdays : 9 : 00 a.m. – 5 : 00 p.m.

Out-of-hours Reception (1st basement floor): Weekdays (outside accounting desk hours), Saturdays, Sundays, and holidays



How medical expenses are calculated

- As a general rule, medical expenses are calculated using DPC evaluation, excluding some medical expenses. (See page 12.)
- Expenses not covered by insurance are to be paid in full by the patient. In such cases, be sure to submit a consent form. (Except in special cases, expenses not covered by insurance are subject to consumption tax and local consumption tax.)
- Additional charges for hospitalization expenses may be incurred due to additional medical treatments such as tests and procedures. In such cases, we will inform you at a later date. Please make the payment accordingly
- Medical expenses for dentistry/oral surgery are calculated separately from expenses for treatment in medical departments.



About "Per day" hospitalization fees, etc.

- "Per day": The first day a patient enters their room is considered the 1st day; add the number of days each time the date is changed. (This is different from the concept of a one-night stay.)
[For example, if you are admitted to the hospital at 8:00 p.m. and discharged at 10:00 a.m. the next day, it will be counted as 2 days.]

Discharge

- Healthcare professionals will contact you regarding the discharge date after your discharge is approved by the doctor in charge.

※Transfers to other hospitals

The discharge times may be determined according to the condition in the ward.

- Our hospital is a specific-function hospital that provides advanced medical treatment. Please note that because we focus on acute-phase treatment, if a patient's condition has stabilized and long-term treatment is necessary, he, or she may be required to transfer to another hospital.

Issuance of certificates, etc.

- If you need medical or other certificates, please contact the office staff during your hospital stay (Monday to Friday:

9:00 a.m. – 5:00 p.m.). After you are discharged, please contact the outpatient department. (For inquiries to the Emergency Center, please contact the 4th floor administration office on weekdays from 9:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 5:00 p.m.)

(Our hospital only issues discharge certificates for patients who are being transferred to another hospital. If you need a discharge certificate for any other reason, please contact the ward administration staff during your hospitalization.)

There is a fee for the issuance of medical or other certificates, and the amount varies depending on the contents and format.

(For more information on fees and other details, please contact us in advance.)

Issuance of "Detailed Statement of Individual Health Care Fees"

- In order to promote transparency in medical care and provide information to patients, we issue a detailed statement of health care fees (free of charge) when we provide the "Notice of Hospitalization Expenses." We also issue detailed statements free of charge to patients who are recipients of public medical assistance and do not have to pay any medical expenses on their own.

- Please handle the statement of medical expenses with due care since it contains the following important items :

• Names of drugs used • Names of tests • Names of medical practices, etc.

※ If you do not wish to receive a statement, check the "Issuance not required" box on the Application for Hospitalization or inform at Hospitalization Counter 20 or 21 located on the 1st floor.

Deduction for medical expenses

- Medical expenses may be tax-deductible for income tax calculation. Receipts cannot be reissued, so please keep them in a safe place.

Handling lost items

- Items left at the time of discharge will be kept for three months in the ward where the patient was hospitalized, and then discarded if there is no claim by the patient. (Our hospital will not contact you regarding lost items.)

Deferred Payment Service

- We have introduced a deferred payment service to reduce the burden on patients and those accompany them, as well as the waiting time. Those who have registered in advance with our patient registration card and credit card can pay their medical expenses later, allowing them to return home without having to wait for accounting on the same day. It is a safe and secure cashless deferred payment service exclusively for our hospital.
- Registration and use of the service are free for patients. The service can be used for outpatient visits and admissions.
- For more details, kindly check the page for the "Deferred Payment Service" in the homepage of this hospital.

【How to use the service】

- Please register using the following URL or two-dimensional code on the right before your admission..

omu.info/a-atobarai

- (For those who have already registered)

Please inform the Hospitalization Reception Counter No. 21 on the 1st floor of the hospital on admission if you wish to use the deferred payment service.

(For those who registered during hospitalization)

Please inform the nurse station if you wish to use the deferred payment service at least two business days prior to your scheduled discharge date.

- Medical expenses will be settled with your registered credit card 5 days or later after your discharge date.

* Only for lump-sum payments * We accept the following five major international credit cards.

JCB/AMERICAN EXPRESS /Diners Club/ VISA/Mastercard

Two-dimensional
code for registration



9

Hospital Facilities



Hospital facility information

(As of November 2024)

Facility name	Facility location	How to use/Operating hours, etc.
Bathrooms	Each ward	Please use the bathrooms according to the hours and rules of each ward.
TV/Refrigerator	Each room	Pre-paid card operated. Prepaid cards are available at the card vending machine in the ward lounge for ¥1,000 each. The balance on the card can be settled in increments of ¥10 at the card settlement machine in front of the security office on the basement floor. Please be sure to settle your account using your prepaid card when you are discharged.
Washer/Dryer	Each ward	
Dayroom (Lounge)	Each ward	Please use during visiting hours (Blu-ray/DVD TVs are available)
Public phone	Each ward	10 yen and 100 yen coins only
Ward cafeteria	Each ward	Not available in some wards
Coffee shop (Doutor Coffee Shop)	1st floor	Weekdays 8:00 a.m. to 7:00 p.m. Saturdays, Sundays, and holidays 9:00 a.m. to 3:00 p.m. (Closed December 29 to January 3)
Bank (The Osaka City Shinkin Bank)	Basement 1st floor	Counter (Weekdays) 9:00 a.m. to 3:00 p.m. ATM (Weekdays) 8:00 a.m. to 7:00 p.m. (Saturdays) 9:00 a.m. to 2:00 p.m. (Closed on Sundays, holidays, and December 29 to January 3)
Convenience store (Lawson)	6th floor	24 hours a day, every day of the year Yu-Pack, mailbox, copy/fax, ATM
Soft drink vending machines	Each floor	Available 24 hours a day (some wards with restricted hours)
Food vending machine	1st floor	Available 24 hours a day Rice balls, bread, snacks, etc. are available for purchase.
Change machine	Basement 1st floor	It is located in front of the Security Office. You can exchange both bills and coins.
Beauty salon (ANCS)	5th floor	Monday to Friday 9:00 a.m. to 6:00 p.m. (Open on holidays) (Closed on Saturdays, Sundays, and December 29 to January 3)
Garden	6th floor	7:00 a.m. to 6:00 p.m.
Parking lot	North side of the hospital (basement floor)	Hours: 8:00 a.m. to 8:00 p.m. (open every day of the year) 300 yen per hour (8:00 a.m. to 12:00 a.m.: maximum ¥1,500; 12:00 a.m. to 8:00 a.m.: maximum ¥1,500) One-day pass: 8:00 a.m. to the following day at 9:00 a.m. (Entering and exiting the parking lot is possible during business hours) ¥3,000
Reception desk for rental hospitalization items	1st floor	Weekdays 9:00 a.m. to 4:00 p.m. (Closed on Saturdays, Sundays, public holidays, and December 29 to January 3)

Floor guide

(As of April 2025)

	West Ward (purple zone) 7th - 18th floors	East Ward (green zone) 6th - 18th floors	
18th floor	Conference Room	Special Ward	
17th floor	Pediatric Medical Center (Children's Ward)	Obstetrics & Gynecology (Gynecologic Oncology) Obstetrics & Gynecology (Reproductive Endocrinology / Pelvic Floor Medicine)	
16th floor	Orthopedic Surgery Thoracic Surgery	Orthopedic Surgery	
15th floor	Gastroenterology Anesthesia Department Urology (Kidney Transplantation)	Gastroenterological Surgery	
14th floor	Nephrology Urology (Kidney Transplantation)	Department of Artificial Kidney	
13th floor	Dermatology Bone / Endocrinology Diabetes Center	Otolaryngology, Head and Neck Surgery Plastic & Reconstructive Surgery	
12th floor	Ophthalmology Neurology	Neurosurgery NRCU	
11th floor	Department of Hepato-Biliary-Pancreatic Surgery Clinical Immunology and Rheumatology Breast Surgery	Department of Hepato-Biliary- Pancreatic Surgery Emergency Department	
10th floor	Cardiovascular Medicine Cardiovascular Surgery	Intensive Care Center (ICU/CCU)	
9th floor	HCU	Respiratory Medicine Department of Infectious Diseases General Medicine	
8th floor	Neonatal Department (NICU GCU) Delivery Room Hospital School	Obstetrics & Gynecology (Reproductive Endocrinology / Pelvic Floor Medicine) MFICU	
7th floor	Radiation Oncology Sterile Hospital Room	Diagnostic and Interventional Radiology Hematology Nuclear Medicine	
6th floor	Convenience store	Neuropsychiatry	Garden
5th floor	Oral and Maxillofacial Surgery Rehabilitation Medicine Office Nursing Department Department of Medical Device (Medical Supplies Room, ME Center) Medical Safety Center (Department of Quality and Safety Management Department of Infection Control and Prevention Department Evaluation of Highly Difficult New Medical Technologies and New Unapproved Drugs) Lecture Hall Beauty Salon		
4th floor	Department of Central Surgical Room(Surgical Room/Outpatient Surgical Room) Emergency Center ECU Intravascular Surgery/IVR Center		
3rd floor	Outpatient Department Department of Central Clinical Laboratory Pathological Diagnosis Division(Diagnostic Pathology) Blood Transfusion Division Hepatitis Prevention Investigation Center		
2nd floor	Outpatient Department Nutrition Counseling Room Pharmaceutical Counseling Room Clinical Trial Counseling Room Fatigue Lab Genetic Counseling Room		
1st floor	Outpatient Department General Information Desk Hospitalization desk/ Accounting Desk/Consultation desk Patient Advocacy Center Hospitalization & Discharge Support Center Chemotherapy Center Genomic Medicine Center Home care equipment hire Automatic payment machine	Coffee shop Reception desk for rental hospitalization items	
Base ment 1st floor	Outpatient Department Emergency Center Department of Pharmacy Department of Central Radiology Endoscopy Center Medicine Dispensing Counter Out-of-Hours Reception/Payment Counter Security Office/Disaster Prevention Center Holidays and Out-of-Hours Entrance /Parking Lot Entrance/Exit	Bank	
Base ment 2nd floor	Department of Nutrition		

Request for support for Osaka Metropolitan University Hospital

We deeply appreciate your continuous support of the operation of
Osaka Metropolitan University Hospital.

In order to continue providing medical care that meets the
expectations of you, we are committed to improving our
services.

We sincerely request your understanding and cooperation with
the donation program.

There are three types of donations:

01
Osaka Metropolitan
University and College of
Technology Fund for the
“promotion of medical care
and healthcare”

We will use for the development of medical care, establishment of care environment, and enhancement of healthcare services; You can support us through the furusato nozei (hometown tax donation) program to Osaka Prefecture.

02
Osaka City Furusato
Donation for the
“promotion of public
Universities”

We will use the funds for the development of healthcare human resources.

03
Donation to Osaka
Metropolitan University
Hospital

The funds will be used to purchase high-cost medical devices and ward supplies at Osaka Metropolitan University.

<Procedures for donation>

Please call the number below and let the representative know that you want to make a donation. Our staff will provide consultation.

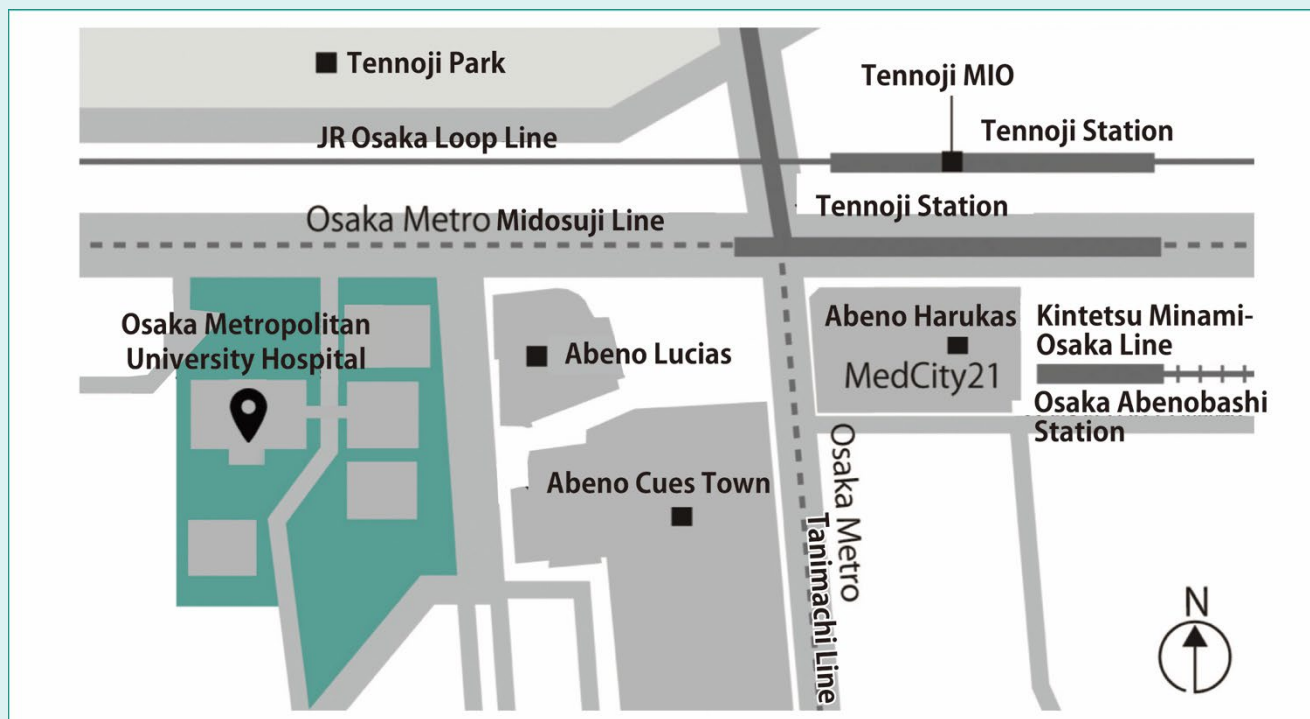
[Representative phone number] 06-6645-2121
(Weekdays 9:00 a.m. to 5:00 p.m.)

We graciously decline gratuity and gifts to individual physicians, nurses, or other hospital staff.



MEMO

Handwriting practice area with horizontal dashed lines.



Osaka Metropolitan University Hospital

Postal code 545-8586, 1-5-7, Asahimachi, Abeno-ku, Osaka

Tel: 06-6645-2121 (representative line)

<https://www.hosp.omu.ac.jp/>

By public transportation

[Nearest station/bus stop]

Osaka Metro (subway) Midosuji Line "Tennōji Station"—Exit the west ticket gate and proceed toward exits 13 and 14 (about a 7-min. walk)

Osaka Metro (subway) Tanimachi Line "Tennōji Station"—Exit the southwest or southeast ticket gate, go up the stairs, and proceed toward exit 13 or 14 (about a 9-minute walk)

Osaka Metro (Subway) Midosuji Line/Sakaisuji Line "Dōbutsuen-mae Station"—Exit the east ticket gate and proceed to the right toward exit 2 (about 8 min. walk)

JR West lines "Tennōji Station"—Exit the central ticket gate and proceed to the left (about 9 min. walk)

Kintetsu Minami-Osaka Line, Osaka Abenobashi Station: Exit the west ticket gate and proceed to the right (about 9 min. walk)

Hankai Uemachi Line, Tennoji-Ekimae: Exit the ticket gate and proceed to the underpass or overcrossing (about a 7-minute walk)

Osaka City Bus: Osaka Metropolitan University Hospital bus stop: Right in front of the hospital

* You can come as far as Abeno Lucias by the underpass.

By car

Paid parking : 300 yen per hour (8:00 a.m. to 12:00 a.m., maximum charge 1,500 yen/ 12:00 a.m. to 8:00 a.m., maximum charge 1,500 yen)

There is no parking service for patients who are hospitalized or visiting the hospital. Parking spaces are limited, so please understand that the parking lot may be full. Please refrain from parking or leaving bicycles in the parking lot during hospitalization. The hospital is not responsible for theft, accidents, or other problems in the parking lot, so we ask that you keep your belongings with you.

● Please share your opinions

©All of our staff members strive everyday to make our hospital a better place.

©We will use your opinions to enhance hospital functions and improve the quality of medical care and the environment.

©We have placed a "suggestion box" so that we can receive various opinions from our patients.

Location :each ward lounge, 1st floor entrance hall, left side of the re-visit reception machine on the 2nd floor, 3rd floor escalator hall