

6 Rules We Ask You to Observe



- Provide accurate information on your current mental and physical health conditions and other required information.
- Receive tests and treatment following explanation from medical staff and upon giving consent.
- Notify us promptly if there are any changes in your physical condition or if a problem occurs during treatment.
- Do not take hospital equipment (e.g., IV stands, wheelchairs, walkers) outside the hospital.
- In case of emergency such as earthquake or fire, follow the guidance of doctors, nursing staff, and hospital staff.
- **To prevent accidents, a patient may be forced to leave the hospital for taking unauthorized overnight leave or engaging in behavior that disturbs others or disrupts the hospital order (e.g., drinking, gambling, verbal abuse, violence, sexual harassment, unlawful acts).**
- If you have been billed for payment of your medical expenses, please pay by the due date.
- For your safety, please understand that our hospital may restrict a patient's activity depending on their medical condition.
- Our hospital promotes separation of trash. We ask for your cooperation.
- Practice good manners when using shared spaces.
- Except for unavoidable emergency cases, we do not transfer calls to patients.
- If you bring a dangerous item such as a knife, scissors, or cutter into the hospital, we may hold, manage and/or store it temporarily.
- Do not wear makeup, eyelash extensions, false eyelashes, or nail polish on your fingernails and toenails (artificial nails, gel nails, etc.) since they may interfere with treatment.
- Bring a storage case and take care of your own dentures and eyeglasses.
- **We strictly prohibit the giving of money or goods to our hospital staff.**
- A bicycle parked for a long period in the parking lot may be removed, so please refrain from coming to our hospital by bicycle on the scheduled day of admission. In case you are suddenly hospitalized and need to park your bicycle, kindly notify our staff at the Disaster Management Center located on the first basement level.

Use of mobile phones

- So as not to disturb other patients, keep your mobile phone usage within the permitted areas (clearly indicated by the following stickers) and follow our hospital staff instructions when using a cell phone or smartphone (calling, emails/text messaging, etc.) in the hospital. Set your mobile phone to silent mode and refrain from talking on the phone in hospital rooms. Our medical staff uses PHS for medical purposes with a weak signal for medical use to ensure a rapid communication system. We ask for your understanding and cooperation.
- A payphone is installed in each hospital ward. Please speak as quietly as possible.
 - *Only "10 yen and 100 yen coins" are accepted.
 - *No "calling cards" are accepted.
 - *A public phone call may be rejected if the receiver's phone is set to "reject anonymous calls" so it is recommended that you request the receiver to deactivate "anonymous call rejection."

Calling allowed area (green)



Text messaging allowed area (yellow)



Power-off area (red)



Photographing, filming, 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 premises

- The entire premises of our hospital **is non-smoking** (including electronic cigarettes). We ask for your cooperation.



Day leaves / overnight leaves

- Day leaves and overnight leaves must be approved by the doctor in charge. Consult with the doctor in charge or nursing staff by the day prior to taking leave.
- Follow your doctor's instructions while on overnight leave.
- Even if you are on day leave or overnight leave, you will be charged for hospitalization and a private room.
- If you are returning to the hospital late due to unavoidable circumstances, be sure to notify your hospital ward.
- If you do not return to the hospital by the scheduled time, we may contact your family and, depending on the circumstances, the police.
- Unauthorized day leaves or overnight leaves, or leaving the hospital without approval will make it difficult to continue inpatient treatment at our hospital.
- Our hospital is not responsible for any accidents that occur during unauthorized day or overnight leaves.
- Please note that we may need to restrict your movements in and out of the hospital, including activities involving staying out overnight, so as to control the spread of infections or for other reasons.



Valuables management and theft protection

Thefts have occurred in our hospital and nearby hospitals. To prevent theft, please observe the following rules:

- Do not carry a large amount of cash or valuables. Our hospital will not be responsible for any theft, loss, or damage. Please manage any cash yourself such as by using the bank located on the 1st basement floor.
- A simple safety drawer is installed in your bedside cabinet. **Be sure to lock the small safe and use it to store valuables.**
- Please make sure to keep the safety drawer locked and always carry the key with you every time you leave the bed. You alone are responsible for taking care of the key.
- We neither keep nor handle your valuables. For example, locking your safety drawer.
- We verify patients' documents such as a health insurance cards and medical certificates at Hospitalization Counter 20 or 21 located on the 1st floor and at nurse stations. Except in special cases, our hospital staff does not keep your documents such as insurance card. (Each of our staff wears a name tag that clearly states their name and affiliation.)
- Please inform a hospital staff member if you notice any suspicious persons.
- Please note that security cameras are installed in our hospital to ensure patients' safety during their hospital stay.

Trash disposal

- Trash is separated into general (burnable) waste, plastics, cans, bottles, and PET bottles for disposal. Put your trash in the designated bins.
- For everyday service items that you rent from our rental system, please take your trash with you.