

# Outpatient Guide for first-time visitors



Osaka Metropolitan University Hospital

**[Reception hours for first visits]** 8:45 am–10:30 am  
(excluding non-consultation days)

**[Non-consultation days]** Saturdays, Sundays, holidays,  
and New Year holidays (December 29–January 3)

## **【Philosophy】**

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.

## **【Advanced treatment hospital】**

Our hospital has been approved as "Advanced Treatment Hospital" specified in the Medical Care Act by the Ministry of Health, Labor, and Welfare, with advanced medical functions by specialty.

As "Advanced Treatment Hospital," we provide healthcare services to patients who require advanced specialized medical care, mainly acute-phase treatment. In order to fulfill our role, we provide medical care in cooperation with local medical institutions.

## **【Have your primary care physician】**

We perform specialized tests and treatment based on referrals from primary care physicians. You can receive treatment with ease by bringing a Patient Referral Document (referral letter) prepared by your primary care physician, as the document shows us details such as your disease state, test results, and medication.

After the disease condition of patients has been stabilized or after they have entered the recuperation period after treatment, their disease condition will be followed up or drugs will be prescribed at other medical institutions or by the primary care physicians who referred them. If you do not have a primary care physician, you should find your primary care physician near your residence.

## **【We are a teaching hospital】**

To produce excellent physicians, nurses, paramedics, etc. who will contribute to society, we provide medical education and training to medical/dental residents, nurses, and medical/nursing students under the supervision of advising physicians and nursing staff.

Your understanding and cooperation would be greatly appreciated.

# ■ ■ ■ Departments ■ ■ ■

Reception hours for the first visit: 8:45 am–10:30 am

In principle, a referral letter from a primary care physician in a local medical institution is required.

However, you may not be able to see a doctor depending on your symptoms or for other reasons.

Floor	Department	Reception no.	Main target diseases
B1	Diagnostic and Interventional Radiology	35	Cancer including hepatocellular carcinoma, endovascular treatment for arteriosclerosis obliterans and portal hypertension, etc.
	Radiation Oncology		Malignant tumors in general, some benign tumors, etc.
	Nuclear Medicine	36	RI therapy (thyroid cancer, hyperthyroidism), scintigraphy, PET scan, etc.
1F	General Medicine	01	General internal medicine, general surgery, etc.
	Department of Infectious Diseases		Infections in general, respiratory infections, etc.
	Department of Clinical Genomics (By appointment only)		Genetic diseases in general, genetic counseling, genetic diagnosis, etc.
	Clinical Immunology and Rheumatology (By appointment only)	02	Collagen disease (medical), systemic lupus erythematosus, scleroderma, etc.
	Anesthesiology & Pain Clinic		Herpes zoster pain, pain due to spinal disease, cancer pain, etc.
	Neurosurgery	03	Brain tumor, cerebrovascular disorder, spinal/spinal cord diseases, epilepsy surgery, etc.
	Ophthalmology	04	Age-related macular degeneration, retinal vein occlusion, cataract, vitreoretinal disease, etc.
	Orthopedic Surgery (By appointment only)	05	Joint surgery, hand surgery, spinal surgery, bone and soft tissue tumors, rheumatoid surgery, pediatric orthopedics, sports surgery, etc.
2F	Obstetrics & Gynecology	07	Gynecology (malignant/benign tumor), pregnancy (complication/normal), endocrine infertility, pelvic organ prolapse, etc.
	Gastroenterological Surgery	08	Esophageal, gastric, and duodenal diseases, small and large intestine diseases, etc.
	Department of Hepato-Biliary-Pancreatic Surgery		Liver cancer, biliary tract cancer, pancreatic cancer, gallstone, hepato-biliary-pancreatic disease, etc.
	Dermatology	09	Malignant/benign skin tumor, drug eruption, bullous dermatosis, atopic dermatitis(severe), plaque psoriasis(severe), etc.
	Plastic & Reconstructive Surgery	10	Maxillofacial surgery, reconstructive surgery, congenital anomaly, skin and soft tissue tumor (malignant/benign), refractory skin ulcer, etc.
	Otolaryngology, Head and Neck Surgery (Priority for patients with appointments)	11	Head and neck tumor, dizziness, middle ear disease, deafness, tinnitus, etc.
	Cardiovascular Surgery	12	Ischemic heart disease, valvular disease, congenital heart disease, etc.
	Thoracic Surgery		Benign and malignant lung tumors, pulmonary tumor diseases of the chest, emphysematous lesions, etc.
	Pediatric Surgery		Hernia-related diseases, pediatric urological diseases, pediatric acute abdomen, etc.
	Breast Surgery		Breast diseases (benign/malignant diseases), etc.
	Cardiovascular Medicine	13	Cardiovascular diseases in general, myocardial infarction, heart failure, valvular disease, arrhythmia, etc.
	Respiratory Medicine		Respiratory diseases in general, bronchial asthma, chronic lung diseases/lung cancer, etc.
	Diabetes Center	14	Diabetes mellitus, diabetic nephropathy, dyslipidemia, obesity, diabetic foot, etc.
	Nephrology		Glomerulonephritis, nephrotic syndrome, chronic kidney disease, diabetic nephropathy, etc.
	Bone / Endocrinology		Thyroid disease, adrenal disease, parathyroid disease, hyperuricemia, osteoporosis, etc.
	Neurology	15	Dementia, Parkinson's disease, stroke, headache, etc.
	Gastroenterology	16	Gastrointestinal disease, biliary and pancreatic disease requiring endoscopy, etc.
	Internal Medicine; Hepato-Biliary-Pancreatic Diseases		Hepato-biliary-pancreatic disease, hepatitis, hepatic cirrhosis, liver cancer, bile duct cancer, pancreatic cancer, etc.
	Hematology and Hematopoietic Cell Transplantation	17	Leukemia (acute/chronic), malignant lymphoma, aplastic anemia, etc.
3F	Pediatrics & Neonatology	18	Pediatric neurological/muscle diseases, pediatric endocrine/diabetes disease, neonatal disease, etc.
	Urology (Kidney Transplantation)	19	Renal tumor, bladder tumor, prostate tumor, kidney transplant, renal failure, etc.
	Neuropsychiatry	22	Schizophrenia, depression, manic depression, anxiety disorders, etc.
5F	Oral and Maxillofacial Surgery (By appointment only)	51	Diseases occurring in the oromandibular region, perioperative oral function management, etc.



# ■■■ Consultation Procedure ■■■

## A Patient Referral Document (referral letter) is required.

If you are visiting our hospital for the first time or have your first visit at a department, in principle, you need a "Patient Referral Document (referral letter)" from a primary care physician in a local medical institution (hospital or clinic). Please bring the required "Patient Referral Document (referral letter)" in order to facilitate your medical examination.

### First visit

A visit to a medical institution for the first time is generally called first visit. In addition, if you have not been examined for at least one year without an appointment or have completed treatment at the department, your visit will be considered as the first visit.

### Booking an appointment

You can book your appointment only through your primary care physician or other local medical institutions (hospitals or clinics). If you come to our hospital without booking an appointment, you may have to wait for a long time.

※**We do not accept direct booking by patients.**

### Consultation with the following departments are by advance appointment only.

Clinical Immunology and Rheumatology/Department of Clinical Genomics/Orthopedic Surgery/Oral and Maxillofacial Surgery

◇**Please make an appointment from a medical institution such as your primary care hospital through our Community Healthcare Liaison Office.**

### Contact information from medical institutions

**Community Healthcare Liaison Office 06-6645-2877**

Reception hours 9:00 am - 7:00 pm (excluding Saturdays, Sundays, holidays, and from December 29 to January 3)

※**Appointments from patients are not accepted.**

### Selective medical treatment charge

In order to fulfill our role as "Advanced Treatment Hospital", we provide medical care in cooperation with local medical institutions. If you do not have a "Patient Referral Document (referral letter)", you are required to pay 7,700 yen (7,000 yen for tax exemption) for the first visit and 3,300 yen (3,300 yen for tax exemption) for return patients as "selective medical treatment charge" (excluding emergency patients and patients on benefits).

The same applies to patients who have not been examined for at least one year without an appointment. (as of October 2022)

## Re-visit patient/Appointment

In principle, you need to make an appointment for consultation in advance. After the examination, you will be given an "appointment slip" at the department where you are seen. The appointment slip will have the date and time of your next examination.

On the day of the appointment, you need to finish check-in at the Re-visit reception machine before the time written on the appointment slip. Then, present the "appointment slip" and "registration card" at the reception of the department written on your check-in slip.

**To change your appointment, call the department where you are to be seen from 2:00 pm to 4:00 pm., on weekdays.**

## Attention

### Registration Card

Your registration card will be used at all clinical departments. Please keep it safe.

If there is any change in your "name," "address," "telephone number," or "health insurance card" or if you lost your registration card, please contact the first visit reception desk (3)-(5). Re-issuance of the registration card will be charged.

### Receipt

Receipts will not be reissued; therefore, please keep them safe.

### Protection of patients' personal information

In order to ensure that patients receive medical care with ease, we provide safe medical care and pay close attention to handling of patients' personal information.

### Out-of-hospital prescription

In order to promote separation of prescription and dispensing, we issue prescriptions for pharmacies outside the hospital. Please see our out-of-hospital Prescription Inquiry.

**[Second opinion]** By appointment only (Please call us or inquire reception for details.)

**Contact information** : 06-6645-3399

**Reception hours** : 1:00-3:00 pm

**Consultation time** : Within 60 minutes including prior examination, preparation of the written opinion, and interview.

**Expenses** : 33,000 yen (Not covered by health insurance)

**Reception** : Consultation desk (1) on the 1st floor of the hospital, Cancer Consultation Support Center (both excluding non-consultation days)



# First visit

- ▶ Those who are examined for the first time
- ▶ Those who have not been examined for over a year
- ▶ Those who have been examined in a year but have completed treatment at the department

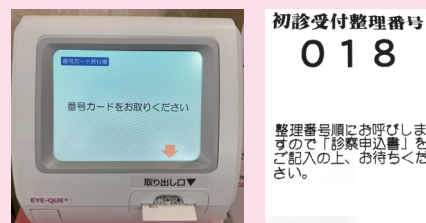
## ◎What you need

- ① A Patient Referral Document (referral letter)
- ② Health insurance card  
Certificate for medical benefit recipients  
or  
Medical ticket (for welfare recipients)
- ③ Medication notebook (if you have one)

## ●Flow of check in

1. Please take a "new patient call number ticket" **at the ticket issuing machine.** (Note)

Reception hours of the ticket issuing machine:  
8:00 am–10:30 am



2. Please fill out the "Patient Registration Form".  
Ask our staff for assistance if you have difficulty filling out the form.

First visit reception hours:  
8:00 am–10:30 am

3. When you see your "new patient call number" displayed, submit the following items at the **first visit reception (4)-(5)**.  
— Items to submit —  
Patient Registration Form  
A Patient Referral Document (referral letter)  
Health insurance card (Certificate for medical benefit recipient, etc.)



4. When your registration card is ready, it will be given to you at the **registration card reception (6)**.



5. Submit your "Registration Card" and "Patient Referral Document (referral letter)" at the **reception of the department** where you are to be seen.

(Note) If you have made an appointment for the first visit through the Community Healthcare Liaison Office, take a new patient call number ticket for the Community Healthcare Liaison Office at the reception (3).

# Re-visit patient

▶ Those who have an appointment for medical examination

▶ Patients who are to undergo the test only

- Blood test
- X-ray
- CT, MRI, etc.

## ◎What you need

- ①Registration Card
- ②Appointment slip
- ③Health insurance card, etc.

Please check-in using the Re-visit reception machine.

- ① Insert your registration card
- ② Verify your appointment
- ③ Touch 'Confirm'
- ④ Check-in completed
- ⑤ Receive your Check-in Slip and Registration Card

### Reception hours

8:00 am-4:45 pm

In front of the Out-of-Hours Reception on B1	1 machine
Near the General Information Desk on 1F	5 machines
Next to the Health Insurance Card Check Counter	1 machine
Next to the Health Insurance Card Check Counter on 2F	1 machine



If you have no appointment, you cannot check in using the Re-visit reception machine.



First visit

Re-visit patient

Outpatient reception of the department where you are to be seen

Medical examination/tests

Calculation of the medical fee

Pay your charges using the automatic payment machine

(You can use a credit card or debit card.)

External Prescription Inquiry

(Osaka Pharmaceutical Association) You can receive the drug at a pharmacy near your residence.

Out-of-hospital pharmacy

Home



If your health insurance card is expired, you may not be able to check in as a return patient even if you have an appointment. Your new health insurance card needs to be verified. In addition, if an insurance confirmation message is displayed on the Return Patient Check-in machine, screen, or check-in slip, present the health insurance card to the "Health Insurance Card Check Counter."

## ■■■ Request for patients ■■■

- Please provide your health information as accurately as possible.
- Please ask if you have any questions about the explanation given by the hospital staff.
- Please follow the instructions and advice necessary for medical care.
- Please respect the rights of other patients and be considerate not to cause trouble.
- Please cooperate with clinical trials and clinical studies.
- Please understand and cooperate with the development of healthcare professionals and research, which are the responsibilities of the university hospital.

## ■■■ Rights of patients ■■■

- You can receive safe and high-quality medical care.
- You can voluntarily choose treatment.
- You can receive sufficient explanation and information.
- You can be referred to other hospitals if you want a second opinion.
- You can receive medical care that respects the dignity of people.
- Your personal health information and privacy are protected.
- You can receive health education.

## ■■■ Children' s rights ■■■

- Children and parents have the right to be informed about disease and treatment in a manner appropriate to age and understanding and to participate in all decisions.
- Children have the right to be protected from unnecessary medical treatment and investigation.
- Children have the right to have their parents or parent substitute with them at all times.
- Children have the right to have opportunities for play, recreation and education suited to their age and condition.
- Children have the right to be treated with tact and understanding, and their privacy shall be respected at all times.

## ■■■ Responsibilities of patients ■■■

- Provide necessary information accurately such as your disease condition.
- Positively work on the medical policies that you have understood and agreed to.
- Follow the rules and instructions of the hospital.  
(If there is any verbal abuse, violence, or nuisance, we may report it to the police).
- Pay medical expenses in a timely and appropriate manner.

## ■■■ Flow until the consultation ■■■

- ①When your order of consultation comes up, your number is displayed on the information board of each department.  
The Radiology & Radiation Oncology Department (㊟) has no information display. Patients should ask the reception for their order of consultation.
- ②When your number is displayed, sit on the chair in the waiting room inside (corridor in front of the examination room) and wait for your turn.
- ③If your name is called from the examination room, enter the examination room.

## ■■■ After the consultation ■■■

- ①After the consultation, sit on the chair in the waiting room inside and wait for a while.
- ②The staff will give you the file and show you the next procedure, such as the cashier.



# ■■■ Notices [For use] ■■■

## [Use of facilities]



◎You can be accompanied to the hospital by a companion dog such as a guide dog.  
Other than companion dogs, pets are not allowed in the hospital.



◎The baby's diaper changing table is installed in the multi-purpose toilet.  
The adult diaper changing table is installed in the multi-purpose toilet in front of the General Practice Center on 1F.



◎Smoking is prohibited in the entire hospital premises.



General waste

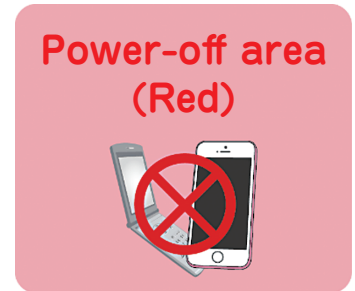
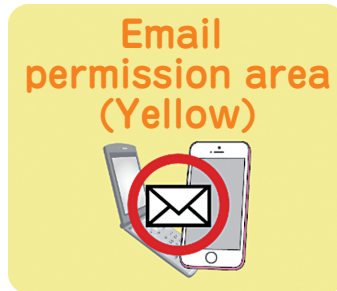
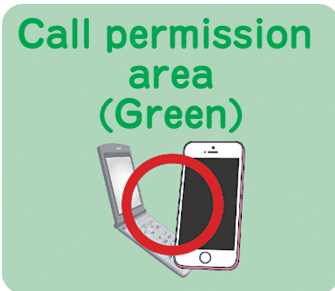
Plastic

PET bottle

Can/bottle

◎We encourage waste separation.  
Your understanding and cooperation would be appreciated.

## [Use of mobile phones]



◎Mobile phones, smartphones, etc. can be used only in the permission areas in the hospital.  
Please use them in the permission area (indicated by stickers) or follow hospital staff to avoid causing trouble to other patients.

\*Healthcare professionals use PHS for medical use with weak radio waves to ensure prompt communication.

## [Photo & recording policy]

In consideration of the privacy of our patients and staff, we do not allow taking pictures (videos) and recording in our hospital with cameras, video cameras, mobile phones, etc. without our permission.

## [Management of valuables and prevention of theft]

- ◎Please keep your valuables by yourself. We will not be liable for theft or loss in the hospital.
- ◎Please note that surveillance monitors are installed for crime prevention.
- ◎If you find a suspicious person, please notify a nearby hospital staff member.  
Your understanding and cooperation would be appreciated.

## [In the event of an emergency disaster]

◎In the event of an emergency such as earthquake, fire, or disaster, follow the guidance of a physician, nursing staff, or hospital staff.

- ◎Please have good manners and share common spaces with other people.
- ◎If you conduct yourself in a manner that may disturb the order of the hospital such as an act that causes trouble to other people, drinking, violence, abusive language, or an illegal act, you may be forced to leave the hospital.
- ◎We strictly decline gratuity and gifts to physicians, nursing staff, and hospital staff.

## ■■■ Reception guide ■■■

Reception, etc.	Location	Opening hours	Remarks
Health Insurance Card Check Counter	1F/2F	8:30am-4:45pm	Excluding non-consultation days
Cashier	1F	9:00am-5:15pm	
Automatic payment machine	1F	9:00am-5:00pm	
External prescription inquiry	1F	9:00am-5:00pm	
Register	1F	9:00am-5:15pm	
Home care equipment hire	1F	9:00am-5:00pm	
Out-of-hours cashier	B1	5:00pm-8:45am on the next day	Excluding non-consultation days
		All day	Non-consultation days

## Patient General Support Center (excluding non-consultation days)

Reception, etc.	Location	Opening hours	Remarks
General information desk	Near the entrance	8:30am-4:45pm	
Medical consultation	1F Reception (1)	9:00am-4:45pm	Consultation on a department to visit, consultation on the support for balance between work and treatment, consultation on home care, etc.
Healthcare system & cost advice	1F Reception (2)	9:00am-4:45pm	Medical system, medical expenses, welfare and nursing services, etc.
Consultation on medical safety	1F Reception (1)	9:00am-4:45pm	Consultation on medical safety related to medical care
Various advice & support center (Core hospital projects)	1F Reception (1)	9:00am-4:45pm	Cancer consultation, hepatic disease consultation, dementia consultation, etc.

### Medical Consultation Desk

We have established the consultation reception for patients and their families. The patients will not be disadvantaged by consultation. Depending on the contents of the consultation, we will use the consultation office in consideration of your privacy.

### Medical and other certificates

If you need a medical certificate or other certificates, please contact the reception of each outpatient department where you are seen.

### Suggestion box

We have installed "suggestion boxes" so that patients can give us their opinion.

Your opinion will be used to improve hospital functions and the quality of medical care and environment.

-Location-

Entrance hall on 1F, next to the Return Patient Check-in machine on 2F, escalator hall on 3F, conversation room in each ward

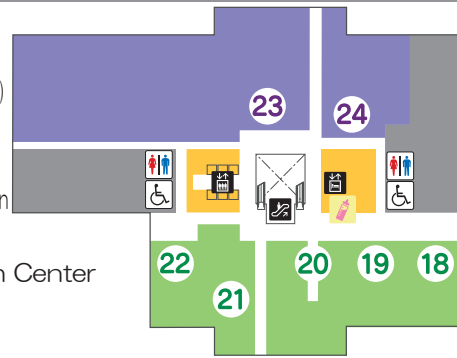
## ■■■ Information on in-hospital amenities ■■■

Convenience store	Lawson	6F	Yu-Pack, mailbox, copier/Fax, ATM
Beauty salon	ANCS	5F	
Café	DOUTOR COFFEE SHOP	1F	
Bank/ATM	Osaka City Shinkin Bank	B1	ATM
Vending machine		B1 - 3F	All floors
Mailbox		Next to the front entrance on 1F	Refer to the 1st floor of the outpatient department guide map.

# ■■■ Information on outpatient departments ■■■

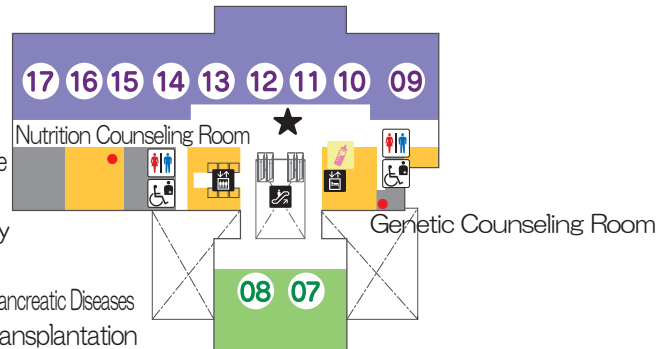
3  
F

- 18 Pediatrics & Neonatology
- 19 Urology (Kidney Transplantation)
- 20 Physiology test reception (cardiac ultrasound)
- 21 Ultrasound test reception (except cardiac)
- 22 Neuropsychiatry
- 23 Blood, urine sampling, stool & sputum sampling reception
- 24 Pathological Diagnosis Division
- Hepatitis Prevention & Research Center
- Blood Transfusion Division



2  
F

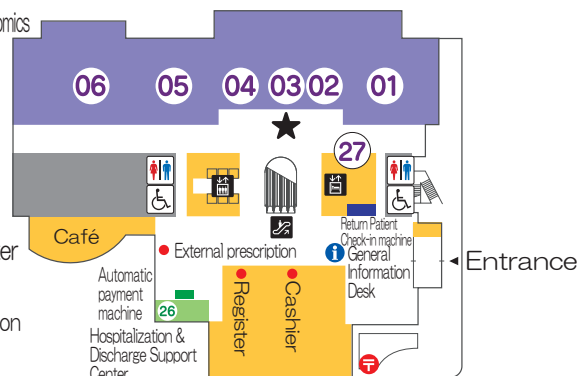
- 07 Obstetrics & Gynecology
- 08 Gastroenterological Surgery, Department of Hepato-Biliary-Pancreatic Surgery
- 09 Dermatology
- 10 Plastic & Reconstructive Surgery
- 11 Otolaryngology, Head and Neck Surgery
- 12 Cardiovascular Surgery, Thoracic Surgery
- 13 Pediatric Surgery, Breast Surgery
- 14 Cardiovascular Medicine, Respiratory Medicine
- 15 Diabetes Center
- 16 Nephrology, Bone / Endocrinology
- 17 Neurology
- 18 Gastroenterology, Internal Medicine, Hepato-Biliary-Pancreatic Diseases
- 19 Hematology and Hematopoietic Cell Transplantation



Nutrition Counseling Room, Fatigue Laboratory  
Clinical Trial Counseling Room, Pharmaceutical Counseling Room, Genetic Counseling Room  
★ Health Insurance Card Check Counter (1F/ 2F)

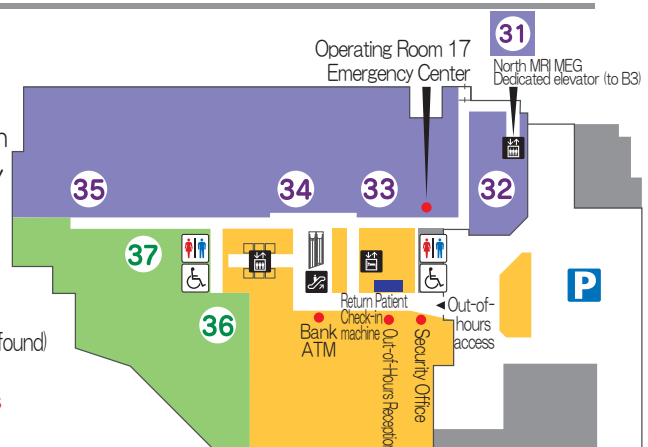
1  
F

- 01 General Medicine, Clinical Immunology and Rheumatology
- Department of Infectious Diseases, Department of Clinical Genomics
- 02 Anesthesiology & Pain Clinic
- 03 Neurosurgery
- 04 Ophthalmology
- 05 Orthopedic Surgery
- 06 Chemotherapy Center
- 26 Hospitalization & Discharge Support Center
- 27 Genomic Medicine Center
- General Information Desk / Consultation Reception
- First visit reception / Register
- Cashier / Return Patient Check-in machine
- Automatic payment machine / Medication counter
- External Prescription Inquiry reception
- Home care equipment hire, Café



B1  
F

- 31 (B3F) North MRI/MEG
- 32 North CT
- 33 Central MRI/Central CT
- 34 Central Radiology Department Reception
- 35 Radiology, Radiation Oncology
- 36 Nuclear Medicine
- 37 Endoscopy Center
- Pharmaceutical Division
- Out-of-hours reception/ Cashier
- Security Office / Disaster Control Center (lost and found)
- Bank ATM, shop
- Out-of-hours access, Parking access





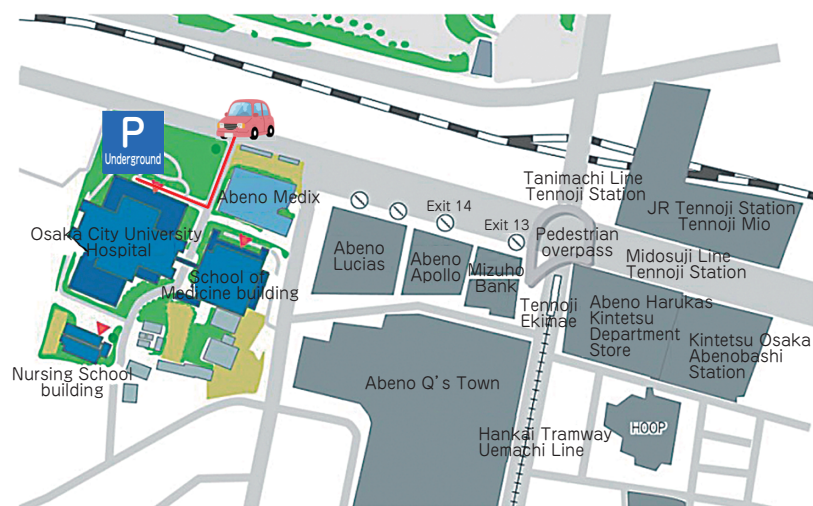
## Convinience Store



51 Oral and Maxillofacial Surgery  
Rehabilitation Medicine  
Beauty salon



## ■■■ Directions & Parking ■■■



◆ Osaka Metro	Midosuji Line "Tennoji Station" West ticket gate	Exit 14 ⇒ Approx. 7-minute walk
◆ Osaka Metro	Tanimachi Line "Tennoji Station" Southwest, Southeast ticket gate	Exit 14 ⇒ Approx. 9-minute walk
◆ Osaka Metro	Midosuji Line/Sakaisuji Line "Dobutsuen-mae Station" East ticket gate	Exit 2 ⇒ Approx. 8-minute walk
◆ JR West Japan	"Tennoji Station" Central ticket gate	⇒ Approx. 9-minute walk
◆ Kintetsu Railway Minami-Osaka Line	"Osaka Abenobashi Station" West ticket gate	⇒ Approx. 9-minute walk
◆ Hankai Tramway Uemachi Line	"Tennoji Ekimae"	Exit 14 ⇒ Approx. 8-minute walk
◆ Osaka City Bus	"Ichidai Byoin mae"	⇒ Approx. 1-minute walk

### [Parking lot]

The parking lot is charged. Visitors are recommended to take public transport since the parking space availability is limited.

\* If you visit the hospital by car, use the underground parking lot of the hospital.

Business hours: 8:00 am to 8:00 pm (Move your car within the business hours).

Parking capacity: 268

\* Parking fees are exempted (free of charge) for vehicles which a person with a physical disability certificate, etc. drives or in which he/she rides as a passenger only on the day of use. A parking fee exemption requires a procedure. Please present one of the following notebooks and receipt of medical fees (or a check-in slip) at the parking lot management room or the General Information Desk on the 1st floor.

(1) Physical disability certificate (2) Mental disability certificate (3) Medical rehabilitation handbook (4) Atomic Bomb survivor's certificate

Parking fee	Ordinary fee	Time	Fee	Remarks
		Every hour	300 yen	Parking for more than five hours will be automatically the fee at the upper limit.
		8:00 am–0:00 am	Up to 1,500 yen	
		0:00 am–8:00 am	Up to 1,500 yen	
	One-day ticket	From 8:00 am–9:00 am the next day (Cars can be moved between 8:00 am–08:00 pm.)	3,000 yen	If you want the ticket, come to the parking lot management room during business hours (8:00 am–08:00 pm).

## Osaka Metropolitan University Hospital

1-5-7 Asahimachi, Abeno-ku, Osaka-shi, Osaka 545-8586 TEL 06-6645-2121 (Main)

URL <https://www.hosp.med.osaka-cu.ac.jp/>