



● Edited and published by Ward Administration Promotion Division of Naka Ward Office, City of Yokohama, 35 Nihon-odori, Naka-ku, Yokohama 231-0021
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Jan., Apr., Jul., and Oct. issue

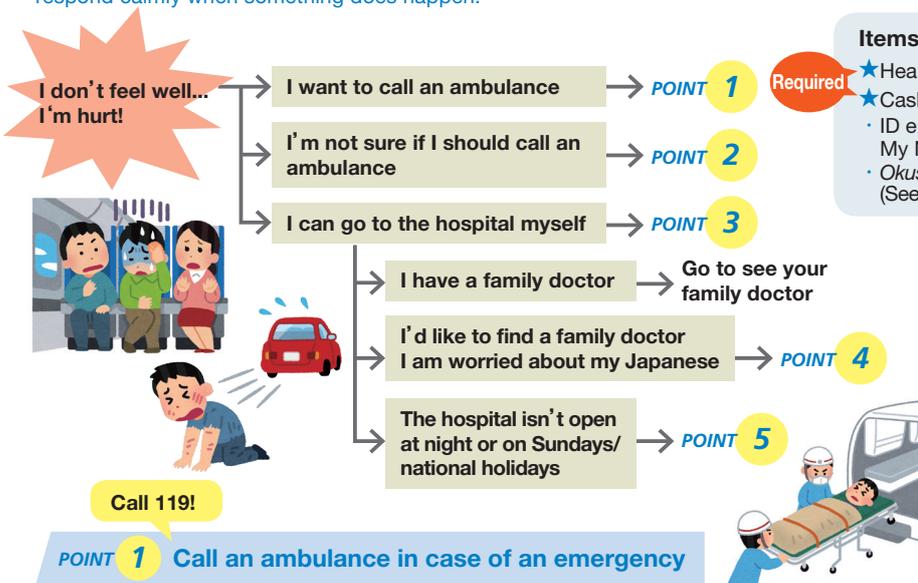
Naka Ward promotes the Naka Ward Multicultural Coexistence Promotion Action Plan to help non-Japanese residents build ties in the local community. This newsletter is published by Naka Ward in English and Chinese to provide foreign nationals with useful information on topics such as municipal administration, social programs and rules for everyday living.

Naka Ward Town News

English Chinese

What To Do When You Get Sick or Injured in Japan

Everyone experiences illness or injury. The medical system in Japan may be different from the place where you were born and raised. In this issue, we have gathered information on what to do and who to contact when you are sick or hurt. Having this knowledge ahead of time will help you respond calmly when something does happen.



Items to bring to the hospital

- ★ Health insurance card
- ★ Cash
- ID e.g. *Zairyu Card* (residence card), My Number Card
- *Okusuri techo* (prescription record book) (See P3 Q&A)

Bring cash, since some hospitals accept only cash payments.

Multilingual Medical Questionnaire (23 languages)

When you're worried about communicating your symptoms at a hospital, the **Multilingual Medical Questionnaire** is helpful. Prepare the questionnaire before your visit.

URL: <https://www.kifjp.org/medical>

Creators: NPO International Community Hearty Konandai Kanagawa International Foundation

You can call an ambulance in several languages

119 is the emergency number for fire and ambulance. If you call 119 in a foreign language, an interpreter will interpret the call between the caller (you) and the fire department (119) for the following languages: English, Chinese, Korean, Portuguese and Spanish. Interpretation for these languages is supported, but it is easier to determine the location if you can speak in Japanese. If you are not confident in your Japanese, carry an **Emergency Call Card** with you. If you want to call an ambulance but cannot give enough information about the location, show this card to a Japanese speaker and ask them to call the ambulance. Available in 8 languages.

▲ Emergency Call Card

In an emergency, please have the courage to call 119. Ambulance attendants are trained to deal with patients who are not comfortable communicating in Japanese. To ensure smooth transport to the emergency room, have your health insurance card and medication documents such as your *okusuri techo* (prescription handbook).

What will you be asked when you call 119?

1. *Kaji* (fire) or *Kyukyuu* (ambulance)?
 2. What is the location?
 3. Tell me the age, sex and condition of the person who is sick or hurt.
 4. Does the person have a chronic illness or a family doctor?
- Depending on the situation, the 119 dispatcher may give you instructions to do first aid.

✓ If you don't know the location, tell the dispatcher about any nearby landmarks. If the location is a condominium or apartment, say the name of the building.

Ambulance attendants have a translation app to help communicate smoothly even if you can't speak Japanese well

Ambulance attendants use a translation app that supports more than 10 languages. They will communicate using foreign language audio and onscreen text when they carry patients who are not confident in their Japanese.



Mr. Tanaka
Naka Fire Station

POINT 2 What if you are not sure about calling an ambulance?

"A person seems to be different than usual, but I'm not sure if I should call ambulance." "Which hospital should I go to?" When you are unsure, please use the following telephone and online search functions to help you make a decision.

#7119 (Emergency Telephone Consultation Center)
*In Japanese only

Call #7119 or 045-232-7119 for guidance to get advice over the phone on where to receive emergency medical care and whether you should see a doctor immediately or call an ambulance.

Yokohama City Emergency Consultation Guide (English/Japanese)

Select symptoms to determine the level of emergency and whether a hospital visit is necessary.

URL: <https://cgi.city.yokohama.lg.jp/shobo/kyukyu/jushinguide/english/index.html>

POINT 3 You may not be able to get treatment at a major hospital without an appointment!

When you feel unwell, please visit a nearby clinic. Such clinics/doctors are called *kakaritsuke-i* (family doctors). If you go to a large hospital without an appointment, you may be refused treatment or charged a special fee. If you want to go to a major hospital, ask your family doctor for a referral. Having a family doctor is recommended for early illness detection.

POINT 4 Find a hospital that meets your needs

How to find a family doctor

Yokohama Medical Association's Regional Medical Coordination Center has a telephone service and online search function to help you find a medical facility in Yokohama that meets your needs.



If you're worried about communicating in Japanese, you can easily consult with Naka International Lounge!
(See P3 for contact information of Naka International Lounge.)

Telephone consultations (in Japanese only)
TEL: 045-201-8712
Days/Hours: Mon-Fri (closed Sat/Sun/national holidays/New Year holidays)
9:00 a.m.-12:00 p.m., 1:00-5:00 p.m.

Online search function (in Japanese only)
URL: <https://yokomed.com/>



(in Japanese)



Naka International Lounge ▶

Resources for finding a hospital providing service in a foreign language

Guide for when you are feeling ill by Japan National Tourism Organization (JNTO) 5 languages

Select area, language, specialty, types of credit card you want to use, etc. to search for a hospital that meets your needs.
URL: https://www.jnto.go.jp/emergency/eng/mi_guide.html



AMDA Medical Information Center Telephone consultations for medical matters 9 languages

TEL: 03-6233-9266
Days/Hours: Mon-Fri 10:00 a.m.-4:00 p.m.
(closed Sat/Sun/national holidays/New Year holidays)
URL: <https://www.amdamedicalcenter.com/welcome/english> ★1



Centers that provide general foreign language support

YOKOHAMA Foreign Residents Information Center Consultations by phone/in person 12 languages

Yokohama International Organization Center, PACIFICO Yokohama, 5F, 1-1-1 Minatomirai, Nishi-ku, Yokohama
TEL: 045-222-1209
Days/Hours: Mon-Fri, 10:00 a.m.-5:00 p.m. 2nd/4th Sat, 10:00 a.m.-1:00 p.m.
(closed 1st, 3rd, 5th Sat/Sun/national holidays/New Year holidays)
URL: <https://www.yokoinfo.jp/en/>



Multilingual Support Center Kanagawa Consultations by phone/in person/by e-mail 11 languages

Kanagawa Kenmin Center, 13F, 2-24-2 Tsuruya-cho, Kanagawa-ku, Yokohama
TEL: 045-316-2770
Days/Hours: Mon-Fri, 9:00a.m.-12:00 p.m., 1:00 p.m.-5:15 p.m.
(closed Sat/Sun/national holidays/New year holidays)
E-mail: kmlc@kifjp.org URL: <https://kifjp.org/kmlc/eng/>



Interpreting services you can use when you need to see a doctor

Note: Patients cannot make arrangements for an interpreter on their own. Please ask each hospital about interpreter services.

MIC Kanagawa Dispatch of medical interpreters

Interpreters are dispatched only to medical institutions that MIC Kanagawa has an agreement with. Please refer to the link to find partner medical institutions.
URL: <https://mickanagawa.web.fc2.com/en-index.html>



AMDA Medical Information Center Remote medical interpretation

When requested by a medical institution, AMDA provides interpreting service via telephone or Zoom. Please see ★1 for details on the website.

POINT 5 If you get sick at night, on a Sunday or national holiday, go to a night and holiday emergency clinic

Since most clinics are not open at night or on holidays, you will instead go to a night and holiday emergency clinic for sudden illness. For clinics outside Naka Ward, please refer to the City of Yokohama website.

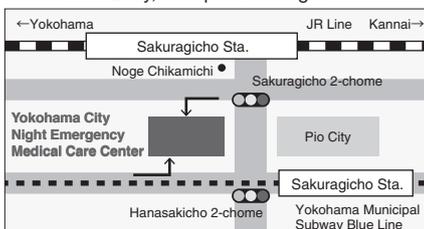


(in Japanese)

Nights

横浜市夜間急病センター (Yokohama City Night Emergency Medical Care Center)

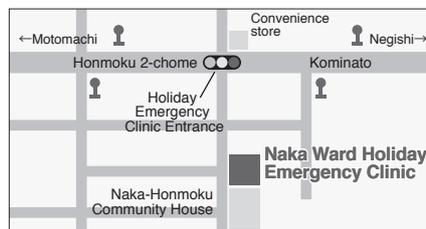
Kenko Fukushi Sogo Center, 1F 2F, 1-1 Sakuragi-cho, Naka-ku, Yokohama
TEL: 045-212-3535
Specialties: Internal medicine, pediatrics, ophthalmology, ear/nose/throat
Hours: Daily, 8:00 p.m.-midnight



During the day on a holiday

中区休日急患診療所 (Naka Ward Holiday Emergency Clinic)

2-353 Honmoku-cho, Naka-ku, Yokohama
TEL: 045-622-6372
Specialties: Internal medicine, pediatrics
Days/Hours: Sun/national holidays/Dec 30-Jan 3 10:00 a.m.-4:00 p.m.



Dental pain during holiday and night

横浜市歯科保健医療センター (Yokohama City Dental Health Medical Center)

6-107 Aioi-cho, Naka-ku, Yokohama
TEL: 045-201-7737
Specialty: dentistry
Reception: 10:00 a.m.-3:30 p.m. on Sun/national holidays/Dec 29-Jan 4 Daily, 7:00 p.m.-10:30 p.m.



**Naka International Lounge
“HAJIMETE” (Introductory level)
Japanese language class**

In this class, you can learn not only Japanese, but also how to learn Japanese, and information about visas, work, and school. English and Chinese speaking staff are always available to support you.

Days/time: Every Tuesday and Thursday, 10:30 a.m.–12:00 p.m., from February 13 (Tue) (10 times)

Eligibility: In principle, those who live, work, or study in Naka Ward, are aged 16 or above, and need to learn basic Japanese.

Level: Introductory
Fee: 2,000 yen (10 classes)

Applications: Accepted from 10:00 a.m. on January 13 (Sat) on a first-come, first-served basis. Apply by telephone or in person. Those who live, work, or study in Naka Ward are given priority.



[Naka International Lounge]

Address: 35 Nihon-odori, Naka-ku, Yokohama (1st Floor, Naka Ward Office Annex)
TEL: 045-210-0667 (Japanese/English/Chinese)
E-mail: nakalounge@yoke.or.jp
Open: 9:15 a.m.–5:00 p.m.
Closed: The 3rd Sunday of the month/ New Year holidays

**Guide for Foreign Residents New to
Town “Information on Daily Life”**

Naka International Lounge provides a guide for foreign nationals moving into the municipality with important information about living in Japan. It provides basic information on matters such as government, schools and garbage separation, as well as community information such as local events and Japanese language classes!



**To Those Raising Preschoolers or
about to Become Parents**

▶ **Kirin no Kai (Chinese interpretation available, reservation required)**

Let's enjoy Japanese hand games and play together with other babies. Measure your baby's height and weight and take handprints and footprints. You can also get information about child-raising in Japan such as nursery schools/ kindergartens. Talk with others to feel assured about raising children and giving birth in Japan.

Dates/time: January 25 (Thu), March 28 (Thu), 2:00–3:00 p.m.

Eligibility: Those currently pregnant or with children under 1 year old

Note: Please bring your own diapers and change of clothes.

Application: Use this 2D barcode from two weeks before the event date.



(in Japanese)

[のんびりんこ (Nonbirinko)

(Local Child-rearing Support Center)]

Address: belle Yokohama 3F, 1-12-1 Sumiyoshi-cho, Naka-ku, Yokohama

Open: 9:30 a.m.–3:30 p.m.

TEL/FAX: 045-663-9715

Closed: Sun/Mon/New Year holidays



(in Japanese)

**How to avoid infectious diseases
and food poisoning**

Viral infections are more likely to spread in winter. It is important not only to wash your hands but also to disinfect with methods that are effective against each type of virus. Influenza vaccinations are also effective against influenza. If you have a chronic illness, please consult with your doctor beforehand.

**<Fukushi Hoken (Health and Welfare)
Division, Naka Ward Office,**

TEL: 045-224-8332>

**Shopping Street
Series**

**Yokohama Motomachi
Shopping Street**

The Motomachi area has adopted many things from foreign cultures since the opening of the Port of Yokohama, building a proud history over the years. The area is now being developed with an eye toward the next generation under the brand concept of “Changing stories with authentic spirit.”

Twice a year in February and September, the Motomachi Shopping Street holds a Charming Sale. This sale is a chance to pick up products that you might normally find hard to purchase. In March, there is also a St. Patrick's Day Parade, with teams wearing Ireland's symbolic green color.

So why not go and visit the Motomachi Shopping Street!

**<Chiki Shinko
(Community Promotion)
Division, Naka Ward Office,
TEL: 045-224-8131>**



**International Service Staff
Naka Ward Office, Counter 22 (2nd floor)
English 10 a.m.–5 p.m. Chinese 8:45 a.m.–3:45 p.m.**

International Service Staff provide assistance with matters such as guidance on Naka Ward Office activities, interpretation at various ward office counters and support for filling out certificate applications. Stop by if you would like assistance.

**Help Me Know
Q&A**



Medical care in Yokohama is free for children until the end of the third year of junior high school! Are there any procedures I need to take in advance for this?

▶ The co-payment for public health insurance medical fees of children resident in Yokohama is free of charge through the third year of junior high school. To take advantage of this subsidy, you must first apply for a *shoni iryosho* (child medical care certificate).



How to apply: Bring the following documents and apply at the *Hoken Nenkin* (Health Insurance and Pension) Division, Naka Ward Office or send the application by post.

1. Application form (available at the counter)
2. The child's health insurance card (if sending by post, send a photocopy of the card)



(in Japanese)

Note: When the registered address of the applicant (parent/guardian) is outside Yokohama, another application is required. Please contact the division below in this case.

When you take your child to a medical institution in Kanagawa Prefecture, please remember to bring *shoni iryosho* (child medical care certificate) along with the child's health insurance card. When your child receives treatment outside the prefecture, you need to make the co-payment and apply to be reimbursed afterwards.

▶ **Hoken Nenkin (Health Insurance and Pension) Division, Naka Ward Office (2F, Counter 24) TEL: 045-224-8317**

I received a small booklet when I got my prescription. What is it?

▶ This is your *okusuri techo* (prescription record book), which allows you to keep a record of when, where and what medicines you have been prescribed. When you visit a new medical institution or purchase medicine or supplements at a pharmacy, show this record book to the doctor or pharmacist so they can understand your medication history. It can also be used to avoid duplicate drugs and poor drug combinations. Recording your allergy and illness history in your *okusuri techo* can also help doctors and pharmacists to make the right decision, and it can be useful in the event of a disaster. Some companies make and sell their own electronic and multilingual versions.



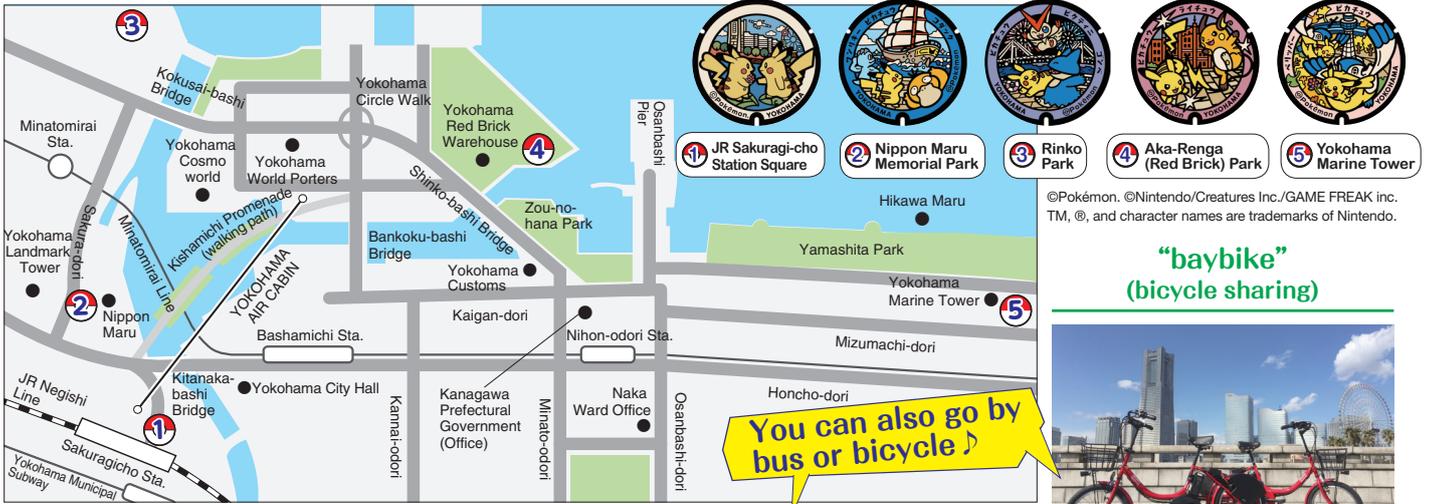


An Adventure Searching for "Poké Lids" (Pokéfuta)



Go for a Visit

As the transitions from the cold of winter to the warmth of spring, why not search for Pokémon Amanhole covers affectionately known as "Poké Lids" (Pokéfuta)? The combination of Yokohama Bay area scenery and cute Pokémon will warm your body and mind.



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"baybike" (bicycle sharing)



e-bikes

- One-trip membership: 165 yen/30 minutes
 - Monthly membership: 2,200 yen/month (First 30 minutes are free, 165 yen/30 min. after)
 - One-day pass: 1,529 yen
- * For more details, please visit the Yokohama baybike website.
In principle, please ride the bicycle on the road.



You can also go by bus or bicycle

"Akai Kutsu"
(sightseeing excursion bus)

(in Japanese)



"BAYSIDE BLUE"
(articulated bus)

(in Japanese)



Bus fare
Single ride
→ 220 yen (Adult), 110 yen (Child)

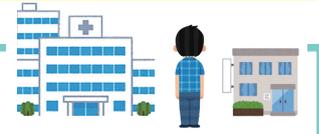
"Minato Burari Ticket" (one-day ticket for buses and subways in the Bay area)
→ 500 yen (Adult), 250 yen (Child)

You can also purchase tickets on the My Route app!

(in Japanese)

Thoughts of a Foreign Resident Life and Culture in Japan

Medical Treatment in Japan: Unexpected Common Practices



I'd like to share some unexpected common practices about medical treatment in Japan that I discovered.

When I first came to Japan, I followed the standard practice in China for medical treatment. Specifically, when I am ill in China I go to a large hospital. In Japan, however, if you go to a large hospital without a referral letter for outpatient treatment from a local clinic/hospital, you will be charged an additional fee of several thousand yen. I wasn't aware of this practice but, at the time, I remember thinking the bill was high.

It took me several years to notice that the systems in Japan and China are different. In Japan, local hospitals and clinics treat general illnesses such as headaches and fever. *Sogo byoin* (general hospitals), on the other hand, treat complex diseases that are difficult to resolve at clinics and will refer patients with intractable diseases or other difficult cases that require specialized knowledge to university hospitals and other large hospitals.

The system is separated in this way to ensure that medical resources are appropriately distributed and that patients with serious illnesses can receive proper medical care.

Japan also has home-visit medical care service. Some clinics and physicians offer home-visit medical services. Depending on the situation, a doctor directly visits the patient at their home, etc. to diagnose, treat and prescribe medication. This convenient medical service is very useful for those who have difficulty leaving the house or going to the clinic.

In short, there are aspects of the Japanese healthcare system that are different from what I knew back home—such as first going to a local hospital or clinic and the existence of home-visit medical services. These experiences have given me a deeper understanding of the Japanese healthcare system.

(Naka International Lounge Chinese Language Staff)

Good to Know! About Japanese Culture

餅 Mochi (Rice Cake)

An introduction to seasonal events and Japanese culture in terms of food, clothing and housing.



Mochi is made by steaming sticky rice. It is a food that can be eaten year round. *Kagami-mochi* (mirror rice cake) is displayed during New Year's and is an offering to the New Year's god for good luck for the year. It is made of stacked round mochi with a bitter orange on top. For *Hinamatsuri* (Girl's Festival) on March 3, *hishi-mochi* (rhombus-shaped rice cake) comes in three colors (green, white and pink), each of which is meant to ward off evil spirits and bring long life and good health.

Supermarkets sell round mochi and cut mochi that you can roast in the toaster or oven. You can dip the roasted mochi in soy sauce, wrap it in *nori* (seaweed laver) or eat it with red bean paste, soybean flour, etc. according to your taste.

<How to make ozouni (soup with rice cake) (two servings)>

1. Cut your desired ingredients such as mizuna greens, carrots, shiitake mushrooms, chicken thigh meat and *kamaboko* (steamed fish cake) into bite-sized pieces. (We recommend thinly slicing carrots and *kamaboko*.)
2. Put 300 ml of water and 100 ml* of *mentsuyu* (2x dilution), root vegetables such as carrots and chicken in a pot and simmer over medium heat.
3. Add the shiitake mushrooms then *kamaboko* and bring to a boil. Add the mizuna greens and cook briefly, then remove from the heat.
4. Bake the cut mochi according to the instructions on the package and place in a bowl together with the soup from Step 3. to finish.

* You need to change the amount of *mentsuyu* (concentrated soup base) according to the needed concentration. Example: 50 ml for 4x dilution.

We are always looking for locations to distribute *Naka Ward Town News*. If you have many foreign visitors to your shop, clinic, organization, etc. and would like to make this newsletter available to them, please contact us at 045-224-8123 to arrange delivery. The next issue will be published on April 1.