

## **Sapporo Medical Communication Hotline**

### **Have you ever experienced these concerns?**

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- I need to see a doctor, but I don't know which hospital I should go to?
  - I don't know if I am able to make a hospital appointment in Japanese.
  - Will I be able to make myself understood in the hospital, or understand what the staff is saying?
- To help you manage these concerns, the City of Sapporo has launched **the Medical Communication Hotline**.

### **What services does it provide?**

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- A telephone operator interprets for you when making appointments or inquires to a hospital.
- Phone interpretation can be offered when talking to doctors or other medical staff at a hospital.
- Volunteer interpreters (only for English and Chinese) can accompany you to the hospital.
  - \* You need to apply for this service several days before going to the hospital.
  - \* Japanese-English interpretation is provided by a volunteer from NPO SEMI Sapporo, and Japanese-Chinese interpretation by a volunteer from SCI (Sapporo Chinese Medical Interpretation Group).
- Free-of-charge services
  - \* Telephone charges when using phone interpretation will be at your own expense.

### **When is it available?**

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Until March 31, 2023

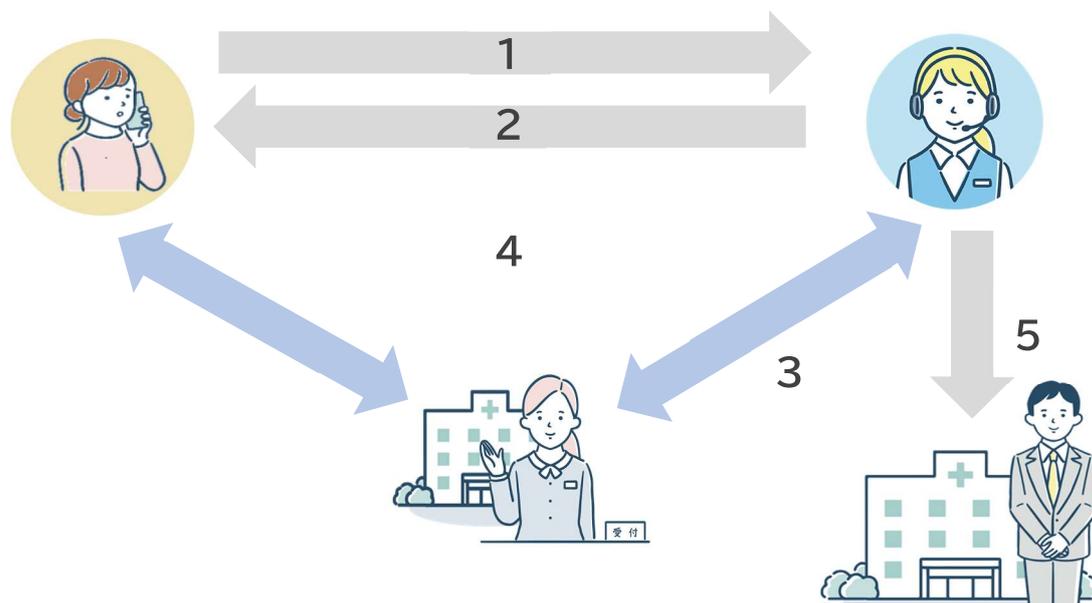
### **What languages are available?**

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- For making appointments or inquiries to a hospital or using phone interpretation services while you are at a hospital, interpretation is available for the following languages: English, Chinese, Cantonese, Korean, Vietnamese, Nepali, Portuguese, Spanish, Burmese, French, Russian, Thai, Hindi, Mongolian, Tagalog, Indonesian, and Farsi.
  - \* Other languages may also be arranged. Please contact us in advance.
- On-site interpretation by a volunteer interpreter is available for the following languages: English and Chinese

## How to use the Hotline

### <When making an appointment or inquiry to a hospital>



1. Call **011-211-2121**, and you will be connected with a telephone operator.
2. The operator asks about the hospital you want to go to, or your health concerns.  
If you do not know which hospital to go to, they can also transfer you to the Emergency Medical Consultation Center of the Sapporo City Public Health Office.
3. The operator calls the hospital while you remain on the phone with them.
4. Your appointment date and other details are discussed in this three-way call.  
\*Telephone operators are available **24 hours a day, 7 days a week**.  
\*Appointments and inquiries to a hospital can be made **from 9 a.m. to 5 p.m. Monday to Friday**.
5. If you wish to be accompanied by a volunteer interpreter (for English or Chinese), please request for it to the operator. Be sure to let the operator know your email address.  
Whether or not a volunteer can come with you will be decided at a later date. The assigned volunteer will contact you once it has been confirmed.  
\*Volunteer interpreters are trained to interpret in medical settings. However, they shall not be liable for any interpretation inaccuracies.  
\*Your personal information will be kept strictly confidential and used only for this service.  
\*The purpose of this project is limited to support medical consultation with multiple languages, and non-medical consultation cannot be requested.

## <At the hospital>

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### a) Phone interpretation



1. You or hospital staff call **011-211-2121**.

When the operator answers, tell them the name of the hospital you are visiting, the language you speak, and your situation at the moment.

2. Before phone interpretation begins, hand over the phone or put it on speakerphone as instructed by the operator.

\*Phone interpretation can be also provided when you pick up prescription drugs at a pharmacy.

**\*No prior reservation needed for the phone interpretation services.**  
**Phone interpretation is available 24 hours a day, 7 days a week.**  
**Feel free to call whenever you need assistance.**

### b) On-site interpretation by a volunteer interpreter



1. Before going to the hospital, the volunteer interpreter contacts you to set up a meeting place and other details.
2. Go to the meeting place at the appointed time.
3. A volunteer interpreter goes to the hospital with you and interprets your conversations with doctors and other medical staff.