

# Sapporo Medical Communication Hotline

## How to use this service

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- Click [here](#) for the application form
- \*You can directly call **011-211-2121** without using the application form as well.
- \*If you use the application form, you don't have to explain your situation on the phone.
- \*Please read the following explanation thoroughly before using this service.



〈Application Form〉

## Have you ever experienced these concerns?

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- You need to see a doctor, but you don't know which hospital you should go to.
- You don't know if you'd be able to make a doctor's appointment in Japanese.
- You are not sure if you will be able to make yourself understood in the hospital or understand what the staff is saying?

→ To help you manage these concerns, the City of Sapporo has established **the Medical Communication Hotline**.

## What services does it provide?

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- A telephone operator will interpret on your behalf when making appointments or inquiries with hospitals within the City of Sapporo.
- Phone interpretation can be provided when talking to doctors or other medical staff at the hospital.
- Volunteer interpreters (only for English and Chinese) can accompany you to the hospital.
- These services are free of charge (standard phone rates apply).
  - \*This service is available only for hospitals in Sapporo. You may use this service to pick up prescribed medicine but not for other shopping at pharmacies.
  - \*This service is to support people receiving medical care only. It can't be used for other purposes such as beauty care and health check-ups.
  - \*Your personal information is strictly protected and used only for this service.

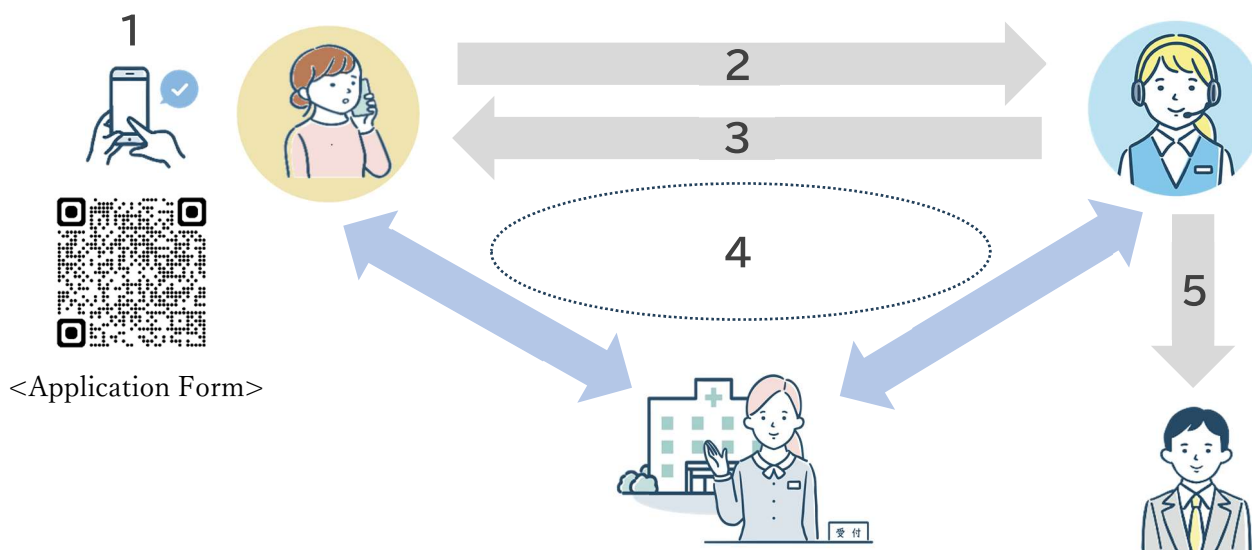
## What languages are available?

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- For making appointments, hospital inquiries, or for phone interpretation services while you are at a hospital:
  - 32 languages offered
  - \*Contact us for details. Interpreters for some languages may not be immediately available.
- 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 with a hospital>



1. Open the “Application Form.” The form is available in easy Japanese, English, and Chinese. Choose one out of the following three choices and input the required information.

- For those who haven’t decided which hospital to go to
- For those who have decided on the hospital and would like to make an appointment or inquiry
- For those who have decided on the hospital and need an interpreter at the hospital.

2. After filling in the form, call **011-211-2121**. You will be connected with a telephone operator.  
\*From the second time onward, you can call the number above without filling in the application form.

\*Telephone operators are available **24 hours a day, 7 days a week**.

3. The operator will ask about your health concerns and which hospital you want to go to.

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 for consultation.

4. The operator will call the hospital while you remain on the phone. Your appointment date and other details will be discussed in this three-way call.

\*Appointments and inquiries with a hospital can be made on **weekdays from 9 A.M. to 5 P.M.**

5. Please inform the operator if you would like an accompanying interpreter. They will contact you once a volunteer interpreter has been secured.

To apply for this service, you must be one of the following:

- 1) a resident of Sapporo (excluding short-term visitors)
- 2) a foreign student living in Sapporo or a family member who wants to go to a hospital in Sapporo

\*You must apply for this service several days before going to the hospital. Accompanying interpreters may not be available depending on the days.

\*Japanese-English interpretation is provided by volunteers from NPO SEMI Sapporo, and Japanese-Chinese interpretation is provided by volunteers from SCI (Sapporo Chinese Medical Interpretation Group).

\*Volunteer interpreters are trained to interpret in medical settings; however, they shall not be liable for any interpretation inaccuracies.

## <At the hospital>

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### a) Phone interpretation



1. If you require an interpreter at a hospital, you or the hospital can call **011-211-2121**. Application through the form is not required.
2. When the operator answers, tell them the name of the hospital you are visiting, the language you speak, and your current situation.
3. This will be the start of the phone interpretation. Hand over the telephone or put it on speakerphone as instructed by the operator.

\*Phone interpretation is available 24 hours a day, 7 days a week.  
Feel free to call whenever you need assistance at the hospital.

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



1. Before going to the hospital, the volunteer interpreter will contact you to confirm where to meet and other details.
2. Go to the discussed location at the appointed time.
3. The volunteer interpreter will accompany you and interpret your conversations with the doctor and other medical staff.