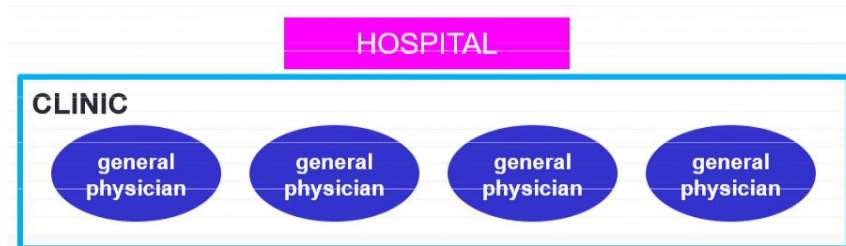


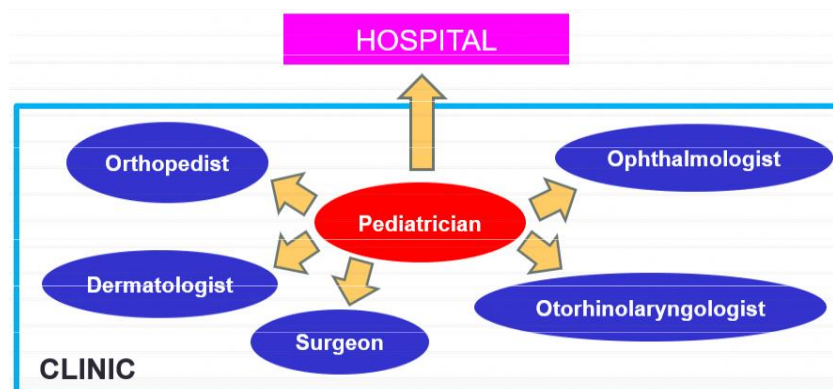
A pediatrician's guide to taking your child to a clinic in Japan.

1. Japanese healthcare system

Healthcare system of foreign countries.



Healthcare system of Japan.



There are pediatricians both in hospitals and clinics. Pediatricians at clinics play a role of general physicians in foreign countries. They see and treat child patients with any health issue including providing a vaccine. They also send the patients to the specialists when necessary.

Pediatricians at clinics see the change of patients' condition before performing examination. If the condition goes worse, they start the treatment. Earlier treatment is not always better. The most important thing is that a decision is made at the perfect timing.

2. Medicine may not be prescribed.

Medicine or examination is not always necessary for child patients. It's important to understand how to see the change of patient's condition at home, however, we found it's difficult to explain to foreign people. We may ask parents to come back the next day.

3. Visit a clinic beforehand

I recommend visiting the clinic once and learn how to see the doctor. Bring your child's vaccine record as well to consult before your child receives vaccination. Preparation like this makes an actual appointment go smoothly once your child gets sick. An appointment is required for babies' medical checkup.

4. Make an appointment

Many clinics ask their patients to make an appointment so that the waiting room is not crowded. It reduces waiting time as well and protects ourselves from Covid-19.

5. What you need to know before taking your sick child to a clinic.

Please prepare to tell us clearly when your child got sick, and what kind of symptoms they have. Easy Japanese is preferable.

Please arrive on time for your appointment. If you arrive late, you are often asked to wait. It sometimes takes longer to see the previous patients than expected, so you may be asked to wait even though you arrived on time. Please don't get upset. It's unpredictable.

If you don't understand Japanese at all, it is a good idea to come with a translator (such as a friend) to help you. Translation apps in your mobile phone are also recommended.

6. Easy Japanese and Easy English

The combination of Easy Japanese and Easy English is effective to our communication. Please use simple words, not necessarily sentences. We also try to explain in Easy Japanese. We appreciate it if you try to pronounce like native English speakers.

7. How to prepare for an appointment

- Bring a vaccine record and a maternal and child health handbook (even if your child is not supposed to get a vaccine on the appointment day).
- Maternal and child health handbook can be received in the ward office.
- Arrive on time
- Wait your turn
- Prepare to explain your child's illness clearly

8. Follow the clinic rules

- Eating is not allowed in the waiting room.
- Don't use your mobile phone in the examining room.
Please set your phone on silent mode and refrain from making calls or answering phone. Please don't let your child play with your phone because it makes both doctors and nurses feel uncomfortable. It's ok if you use it for translation.
- We can't do multiple things at an appointment. We only perform things necessary, otherwise we'll keep other patients waiting longer.
- Please don't get upset just because you have trouble communicating in English.
- Please don't wear perfume too much.

9. Nature and habits of Japanese people

- We don't refuse with decisive words.

In my clinic, staff are advised to express Yes and No clearly, but Japanese people tend to hesitate to use decisive words when we need to say No.

- We sometimes don't have an angry look on our face even though we are angry.

It may be difficult for the foreigners to understand. When we ask "don't do it", we ask with a smile.

- We, especially a receptionist, value a smile.

- We try not to trouble other people and be a nuisance.